



STARLUX



文件編號 Doc No. : SOP-OCC-23-003

文件名稱：班機異常暨防颱作業辦法

Subject :

Irregularity Handling and Typhoon Precaution Procedure

生效日期 Effective Date : DEC/15/2023

版次/Rev. No. : 00

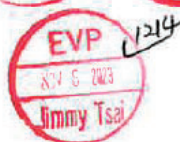
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修訂紀要 Revision Summary

版次	發行日期	修訂說明	修訂者	備註
00	DEC/15/2023	因應組織調整成立聯合管制中心(OCC)彙整防颱作業辦法修訂以 OCC 為權責之班機異常通報與作業程序，重新編碼改版為「SOP-OCC-23-003 班機異常暨防颱作業辦法」。	陳仕峰	PFA-OCC-230003

1. 目的 Objects of the Procedures

本公司營運政策係以確保運航安全為首要目標，致力達到班機準時與旅客舒適。當班機異常發生時，包含颱風生成可能影響本公司運航航線和場站時，針對公司航班運行進行監控，在航班發生可預期或不可預期之延誤、回航、轉降、取消等狀況時，綜合考慮各項營運需求，協調各相關部門，採取最適當之措施，針對受颱風影響之航機則採事前疏散、停棚廠、轉降或繫留等防颱措施，將可能造成旅客之不便及颱風導致之損害降至最低程度，同時符合航行及維修部門所提之作業規定與安全需求，盡可能維持班機時間表之正常運作、防止運航效率下降，確保運航安全下兼顧公司營運效率。

STARLUX operation first policy is flight safety with ontime operation and pax amenity. Irregularity handling operations include flight control, coordinate proper measures in case of delay, return, divert, cancel; and evacuation, staying in hangar, mooring at ramp of aircrafts as precautions for typhoon affecting area, also must be under regulational compliance to minimize inconvenience of passengers and impact by typhoon, and to keep operation normal, make sure flight safety and efficiency.

2. 範圍 Applicability

2.1 表定離場時間涵蓋於 72 小時內之航班異動。

Flight changes with its schedule departure time is within 72 hours.

2.2 因天候、防颱作業、機械故障、旅客貨物、地面作業、航管等因素造成長時間延誤。Severe long delay caused by weather, typhoon, technical problem, passenger or cargo issue, ground operations, ATC, etc.

2.3 本公司運航中或預定運航之所有航機，包括空渡、訓練飛行、性能試飛等均屬之。

All Starlux operating or planning aircrafts including ferry, training, test flights.

2.4 涉及機損、人員傷亡或其他需召開成立緊急應變中心(Emergency Response Center, ERC) 者，一併參閱企業安全室緊急應變計畫(Emergency Response Plan, ERP) 作業。後續航機調度相關作業原則比照本作業辦法辦理。

Irregularity which involves aircraft damage, injury, fatality, or any other event which requires initiation of ERC, also refer to ERP composed by CFD. The guidance for the following operations of aircraft/flight arrangement is specified in this SOP.

3. 權責 Responsibility

3.1 聯合管制中心負責本辦法之制定、修正、廢止及每一年審議一次。

OCC is accountable for composition, revision, abolishment of this SOP, and responsible to review once a year.

3.2 本辦法經聯合管制中心最高主管核決後實施，修正及廢止亦同。

This SOP has to be published, implemented, revised or abolished under approval of OCC top management.

3.3 聯合管制中心(聯管中心，OCC)：依據 07-02A 航空器飛航作業管理規則、OCC Operations Control Manual(OCM), Flight Dispatch Manual(FDM)及本公司緊急應變計

畫(Emergency Response Plan, ERP)・針對公司運行航班執行飛航簽派管制及追蹤監控作業・當接獲通知航班發生可預期或不可預期之延誤、回航、轉降、取消等異常狀況時・循序通報協調各相關部門採取最適當之措施因應。

權責範圍為表定離場時間涵蓋於 72 小時以內之所有航班異動調整・依本作業辦法實施。並於每年颱風季來臨前(約 4-5 月)執行防颱預檢作業・完成整備工作；於颱風侵襲期間・負責天氣預報及航情掌握・依程序於適當時間報請主管召集相關部門成立防颱中心・依天氣狀況、各部門討論結果及航班運行狀況調整航班派遣或執行相關因應・確保公司財產及人員安全・使航班安全遂行；颱風離境後可依狀況視需要召開檢討會議。

As per Taiwan CAA Regulation of 07-02A, OCM, FDM, ERP, Operations Control Center (OCC) conducts flight dispatch, flight watch and operational control. When informed of known or unexpected irregularity of delay, return, divert, cancel, report the situation and coordinate with related departments to take the appropriate response measures. Flight changes of which schedule departure time within 72 hours are applicable for this SOP.

Also, to implement pre-check for typhoon contingency and complete preparations in April to May before typhoon season. During typhoon invasion, conduct flight watch and update weather report. Report to top management to call associated operation units for Typhoon Precaution Center in timely manner. Arrange appropriate flight adjustments and measures as per weather forecast analysis and cross-units discussion assuring safety for property, personnel and flight operations.

3.4 機場運務處(AOD)：接獲航班異常狀況通報時・掌握場站反饋並回報旅客現場情形・作為總公司決策參考・並協同聯管中心(OCC)彙整場站狀況於異常協調會議中與相關單位討論研擬航班異動處置。

When informed of flight irregularity, take control of passenger on-site conditions from stations as for HQ decision reference, and collaborate with OCC together with related operational units to collect station conditions, coordinate, discuss and determine response measures at Irregularity Meeting.

3.5 企劃室(CPD)：負責協調表定離場時間於 72 小時以外之航班異動調整並逕行發佈。Responsible for coordinating and publishment for flight adjustment with its schedule departure time is beyond 72 hours.

3.6 企業安全室(CFD)：針對航班異常狀況涉及民航法規 08-01A、03-23A 所指之強制報告事項・向民航局通報有關強制報告及緊急事件。

According to Taiwan CAA regulations of 08-01A, 03-23A, summarize and report to CAA in case that compulsory reporting event or emergency occurs.

4. 定義 Definition

4.1 異常協調會議：

當航班異常狀況預估延誤達三小時以上・各相關部門用以即時通報・討論研擬航班異動・

協調緩解因應措施與決議之專案小組。聯管中心(OCC)經確認航班異常狀況、掌握處置進度彙整發布於「OCC 班機延遲/異常通報群組」以公告航班作業單位與相關行政支援單位週知，含航務處及空服處 (機隊/調派等)、機場運務處 (機場客服/裝載/航務管制等)、各場站、機務處 (技術監控/修護管制等)、地勤處、客艙服務品處、貨運處、客運處、客服處、公共關係室、服務品質管理室、企劃室、企業安全室等。

若因單位人員異動需增/減成員至本通報群組應向聯管中心通知申請。

Irregularity Meeting: The task force for all related operational units to make timely report, discuss, coordinate for flight schedule adjustments and response measures in case of irregularity expected to cause flight delay more than THREE hours.

OCC will confirm irregularity condition and process then announce in "OCC Flight delay/irregularity reporting group" to notify operational and supportive units, including FOD&CCD(Fleet/PSS/CWS), AOD(ARS/LCS/OCS), Airport stations, EMD(TMC/CCS), GHD, CSD, CGD, PMD, CED, CRD, SQD, CPD, CFD, etc. If personnel changes to add/remove member in the group, to inform OCC to request is required.

4.2 航班作業單位簡稱 Abbreviation of operational units

GHSP: 地勤代理公司 Ground Handling Service Provider

EMD: 機務處 Engineering & Maintenance Division

TAP: 桃園機場運務部 Taoyuan Airport Operations Department

LOP: 運航管制部 Loading and Operation Control Department

GRP: 機坪作業部 Ramp Operations Department

GCP: 航機清潔部 Aircraft & Cabin Cleaning Department

GBP: 行李服務部 Luggage Services Department

COS: 貨運作業課 Carogo Operation Section

PSS: 航員調派課 Pilot Scheduling Section

CWS: 空服處調派課 Scheduling Section of cabin crew

4.3 颱風 Typhoon

凡中心最大持續風速在 34 kt 以上之熱帶風暴稱為颱風，按其風力強弱分類如下表。

另本辦法所訂定防颱作業，視不同地區運航場站亦適用於美洲地區所稱颶風。

For a Tropical Cyclone (TC) of which the maximum wind speed near its center is above 34kt will be called Typhoon. The intensity classification is as table below.

Precaution operations specified in this SOP are also applied to stations of Americas in which so called Hurricane.

颱風類別 Classifications	風 速 Wind speed		
	時海里 (kt)	秒公尺 (m/s)	風級 Beaufort Sscale
輕度颱風 Light	34 - 63	17.2 - 32.6	8 - 11
中度颱風 Moderate	64 - 99	32.7 - 50.9	12 - 15
強度颱風 Severe	100 or more	51.0 or more	16 or more

4.4 疏散 Evacuation

本程序所稱之疏散，係指本公司之航機，為避免遭受颱風侵襲所造成之損害，而飛航至其他安全機場之運航作業。

In order to protect company aircrafts from damage caused by typhoon invasion, to fly the aircraft to other suitable airports is evacuation.

4.5 轉降 Divert/Diversion

本程序所稱之轉降，係指本公司之航機，飛航中經評估目的地機場相關條件無法使航機安全降落，或目的地機場即將或正遭受颱風侵襲時，使航機改降其他安全機場之運航作業。

For in-flight company aircrafts, when the destination airport of a flight is considered not suitable for safety landing, or will be/is invaded by typhoon, making the flight to land at other suitable alternate airport is to divert.

4.6 繫留 Mooring

係指航機停放於停機坪時，為避免颱風侵襲可能造成之損害，而依飛機維修手冊 (Aircraft Maintenance Manual, AMM) 之規定將航機加以栓繫之作業程序。

In order to protect company aircrafts from damage caused by typhoon invasion, the mooring operation is to tie down the aircraft at the specific mooring point in ramp in accordance with AMM procedures.

4.7 防颱機場 Typhoon Precaution Airports

本程序所稱之防颱機場係指即將或正遭受颱風侵襲之機場。

Airports which will be or is invaded by typhoon.

4.8 進廠 Stay in Hangar

本程序所稱之進廠，係指本公司之航機，為避免颱風侵襲可能造成之損害，而使航機進入棚廠停放之作業。

In order to protect company aircrafts from damage caused by typhoon invasion, move aircraft to stay in hangar.

4.9 颱風警報階段分類 Typhoon Warning Stages

依據台灣民航局台北航空氣象中心颱風警報發佈規定，各機場警報階段如下：

According to rule of typhoon warning issuance by Taipei Aeronautical Meteorological Center, ANWS, Taiwan CAA, airport warning stages are:

警報階段 Stage	定義 Definition
W 36	颱風將於未來 24 至 36 小時之間來襲，簡稱 W 36 警報 Typhoon will invade the airport in 24-34 hours.
W 24	颱風將於未來 12 至 24 小時之間來襲，簡稱 W 24 警報 Typhoon will invade the airport in 12-24 hours.
W 12	颱風將於未來 06 至 12 小時之間來襲，簡稱 W 12 警報 Typhoon will invade the airport in 6-12 hours.
W 06	颱風將於未來 06 小時來襲，簡稱 W06 警報 Typhoon will invade the airport in 6 hours.
W 00	颱風正在侵襲，簡稱 W 00 警報 Typhoon is invading the airport.
D xx	機場已進入暴風圈預測在 xx 小時內將脫離 The 34kt storm radius has covered the airport and is estimated to leave away in xx hours.
A	機場已無警報發布 No warning for the airport.

5. 作業內容 Procedures

5.1 班機準時離場作業前置時間 Operation Lead Time for On-time Departure

5.1.1 各場站班機準時離場作業前置時間表-窄體機 Time Table for Narrow-body A321

窄體機/單走道 (A321) 班機準時離場作業前置時間表			
項次	離場前時間	班機離場作業項目	TPE 本場負責單位/外站地勤代理
1	-02:30	機場運務櫃檯開始旅客報到作業	桃園機場運務部
2	-02:00	航機出境維護作業開始	機務處
3	-01:50	飛航計畫完成	聯管中心
		組員報到進行飛航簡報及任務提示	航員調派課、聯管中心
		機長與後艙組員任務提示	前後艙組員
4	-01:40	拖機人員機邊就位	機坪作業部、機務處
5	-01:10	飛機拖至定點 (該機當日執飛首班)	機坪作業部、機務處
當日首發航班/地停餘裕			
6	-01:10	扶梯車就位 (接駁機坪)	機坪作業部
		清艙作業開始	航機清潔部
		服務品作業開始	航機清潔部
		餐勤機邊作業開始	空廚作業
		飲水車作業開始	機坪作業部、機務處
		加油作業開始	供油商、機務處
7	-01:00	組員抵達空橋登機口 / 乘車接駁至外機坪 *(-00:55)	前後艙組員、桃園機場運務部 *(外機坪酌予 5 分鐘計算裕度)
		報到櫃檯關櫃	桃園機場運務部
		首櫃行李送出	行李服務部
		裝載作業開始	機坪作業部
過境航班:			
6A	-01:00	扶梯車就位 (接駁機坪)	機坪作業部
		航機抵達，旅客下機 / 卸載作業	桃園機場運務部、運航管制部、機坪作業部
		航機過境維護作業開始	機務處
		接班組員抵達空橋登機口 / 乘車接駁至外機坪 *(-00:55)	前後艙組員、桃園機場運務部 *(外機坪酌予 5 分鐘計算裕度)
7A	-00:55	清艙作業開始	航機清潔部
		服務品作業開始	航機清潔部
		餐勤機邊作業開始	空廚作業
		飲水車作業開始	機坪作業部、機務處
		加油作業開始	供油商、機務處
7B	-00:50	裝載作業開始	機坪作業部
8	-00:45	出口貨物抵達機邊	機坪作業部、貨運作業課
9	-00:40	最末櫃行李送至機邊	行李服務部

窄體機/單走道 (A321) 班機準時離場作業前置時間表			
項次	離場前時間	班機離場作業項目	TPE 本場負責單位/外站地勤代理
10	-00:35	清艙作業完成	航機清潔部
		服務品作業完成	航機清潔部
		餐勤機邊作業完成	空廚作業
11	-00:30	Cargo pouch 送抵機邊	貨運作業課
		對講機通知 GIC Cargo Manifest 上機	貨運作業課、桃園機場運務部
		Cargo NOTOC 送交機長簽名	貨運作業課
		飲水車作業完成	機坪作業部
		加油作業完成及機務簽放	供油商、機務處
		旅客登機開始	桃園機場運務部
12	-00:15	準備上機文件	桃園機場運務部
		後推車 / 退橋人員 / 耳機員就位	機坪作業部、空橋作業公司、機務處
13	-00:10	確認平衡表驗收	桃園機場運務部、運航管制部、前艙組員
14	-00:05	空廚加餐 / 後送作業完成	空廚作業
		上機文件交接	桃園機場運務部
		旅客登機完畢	桃園機場運務部
		機坪裝載作業完成	機坪作業部
		準備關艙 / 地勤人員離機 / 艙門關閉	桃園機場運務部、運航管制部、後艙組員
15	00:00	航機後推離場	

Narrow-body/Single-aisle (A321) Table of Operation Lead Time for On-time Departure			
No.	Before ETD	Operation items	TPE in charge/outstation GHSP
1	-02:30	Airport check-in counter open	TAP
2	-02:00	A/C maintenance check start	EMD
3	-01:50	Flight plan completed	OCC
		Crew check-in and briefing	PSS、 OCC
		PIC make briefing to cabin crew	Cockpit and cabin crew
4	-01:40	Technicians prepared on ramp position to tow the A/C	GRP、EMD
5	-01:10	A/C tow on position (for first flight of the day)	GRP、EMD
First Flight of the Day/Sufficient Turnaround Time			
6	-01:10	Passenger steps on position (for remote bay)	GRP
		Start cabin cleaning	GCP

Narrow-body/Single-aisle（A321）			
Table of Operation Lead Time for On-time Departure			
No.	Before ETD	Operation items	TPE in charge/outstation GHSP
		Start prepare cabin service items	GCP
		start catering operation	Catering operation
		Start potable water supply	GRP、EMD
		Start refueling	Fuel supplier、EMD
7	-01:00	Crew arrival at boarding bridge gate／ Taking shuttle to remote bay *(-00:55)	Cockpit and cabin crew、 TAP *(5 min range for shuttle transport to remote bay)
		Check-in counter close	TAP
		Fist ULD of baggage send out	GBP
		Start loading	GRP
		Transit flight:	
6A	-01:00	Passenger steps on position (for remote bay)	GRP
		A/C arrived, passengers disembark/ cargo and baggage offload	TAP、LOP 、GRP
		A/C transit maintenance check start	EMD
		Take-over Crew arrival at boarding bridge gate／ Taking shuttle to remote bay *(-00:55)	Cockpit and cabin crew、 TAP *(5 min range for shuttle transport to remote bay)
7A	-00:55	Start cabin cleaning	GCP
		Start prepare cabin service items	GCP
		start catering operation	Catering operation
		Start potable water supply	GRP、EMD
		Start refueling	Fuel supplier、EMD
7B	-00:50	Start loading	GRP
8	-00:45	Outbound cargo arrived at ramp	GRP、COS
9	-00:40	Last ULD of baggage arrived at ramp	GBP
10	-00:35	cabin cleaning completed	GCP
		cabin service items completed	GCP
		catering operation completed	Catering operation
11	-00:30	Cargo pouch arrived at ramp	COS
		Notify Cargo Manifest onboard	COS、 TAP

Narrow-body/Single-aisle (A321) Table of Operation Lead Time for On-time Departure			
No.	Before ETD	Operation items	TPE in charge/outstation GHSP
		to GIC by walkie-talkie	
		Cargo NOTOC pass to PIC to sign	COS
		Potable water completed	GRP
		Refueling and maintenance release completed	Fuel supplier 、 EMD
		Passengers start boarding	TAP
12	-00:15	Prepare onboard documents	TAP
		Pushback tractor/ Airbridge operator/ ground handler on position	GRP 、 Air Bridge handling agent 、 EMD
13	-00:10	Check LOADSHEET completed	TAP 、 LOP 、 Cockpit crew
14	-00:05	Additional meal onboard completed	Catering operation
		Onboard documents check	TAP
		Passengers boarding completed	TAP
		Loading completed	GRP
		Ready for close/ ground staff deplane/ door close	TAP 、 LOP 、 Cabin crew
15	00:00	A/C push back	

5.1.2 各場站班機準時離場作業前置時間表-廣體機 Time Table for Wide-body A339/A359

廣體機/雙走道 (A339 、 A359) 班機準時離場作業前置時間表			
項次	離場前時間	班機離場作業項目	TPE 本場負責單位/外站地勤代理
1	-02:30	機場運務櫃檯開始旅客報到作業	桃園機場運務部
2	-02:00	航機出境維護作業開始	機務處
3	-01:50	飛航計畫完成	聯管中心
		組員報到進行飛航簡報及任務提示	航員調派課、 聯管中心
		機長與後艙組員任務提示	前後艙組員
4	-01:40	拖機人員機邊就位	機坪作業部、機務處
5	-01:20	飛機拖至定點 (該機當日執飛首班)	機坪作業部、機務處
當日首發航班/地停餘裕			
6	-01:20	扶梯車就位 (接駁機坪)	機坪作業部
		清艙作業開始	航機清潔部
		服務品作業開始	航機清潔部
		餐勤機邊作業開始	空廚作業

廣體機/雙走道 (A339、A359)						
班機準時離場作業前置時間表						
項次	離場前時間			班機離場作業項目		TPE 本場負責單位/外站地勤代理
7	-01:00			飲水車作業開始		機坪作業部、機務處
				加油作業開始		供油商、機務處
				報到櫃檯開櫃		桃園機場運務部
				首櫃行李送出		行李服務部
				裝載作業開始		機坪作業部
				組員抵達空橋登機口 / 乘車接駁至外機坪*(-00:55)		前後艙組員、桃園機場運務部 *(外機坪酌予 5 分鐘計算裕度)
過境航班: TPE 外站 外站更換組員						
6A	-01:20	-01:10	-01:15	扶梯車就位 (接駁機坪)		機坪作業部
				航機抵達，旅客下機 / 卸載作業		桃園機場運務部、 運航管制部 、機坪作業部
				航機過境維護作業開始		機務處
6B	-01:10	-01:00	-01:05	清艙作業開始		航機清潔部
				服務品作業開始		航機清潔部
				餐勤機邊作業開始		空廚作業
				飲水車作業開始		機坪作業部、機務處
				加油作業開始		供油商、機務處
7A	-01:00	-01:00	-01:00	接班組員抵達空橋登機口 / 乘車接駁至外機坪*(-00:55)		前後艙組員、桃園機場運務部 *(外機坪酌予 5 分鐘計算裕度)
7B	-01:00	-00:50	-00:55	裝載作業開始		機坪作業部
8	-00:45			出口貨物抵達機邊		機坪作業部、貨運作業課
9	-00:30			最末櫃行李送至機邊		行李服務部
				清艙作業完成		航機清潔部
				服務品作業完成		航機清潔部
				餐勤機邊作業完成		空廚作業
10	-00:30			Cargo pouch 送抵機邊		貨運作業課
				對講機通知 GIC Cargo Manifest 上機		貨運作業課、桃園機場運務部
				Cargo NOTOC 交機長簽名		貨運作業課
				飲水車作業完成		機坪作業部
				加油作業完成及機務簽放		供油商、機務處
				旅客登機開始		桃園機場運務部
11	-00:15			準備上機文件		桃園機場運務部
				後推車 / 退橋人員 / 耳機員就位		機坪作業部、空橋作業公司、機務處
12	-00:10			確認平衡表驗收		桃園機場運務部、 運航管制部 、前艙組員

廣體機/雙走道 (A339、A359) 班機準時離場作業前置時間表			
項次	離場前時間	班機離場作業項目	TPE 本場負責單位/外站地勤代理
13	-00:05	空廚加餐 / 後送作業完成	空廚作業
		上機文件交接	桃園機場運務部
		旅客登機完畢	桃園機場運務部
		機坪裝載作業完成	機坪作業部
		準備關艙 / 地勤人員離機 / 艙門關閉	桃園機場運務部、運航管制部、後艙組員
14	00:00	航機後推離場	

Wide-body/Twin-aisle (A339 & A359) Table of Operation Lead Time for On-time Departure			
No.	Before ETD	Operation items	TPE in charge/ outstation GHSP
1	-02:30	Airport check-in counter open	TAP
2	-02:00	A/C maintenance check start	EMD
3	-01:50	Flight plan completed	OCC
		Crew check-in and briefing	PSS、 OCC
		PIC make briefing to cabin crew	Cockpit and cabin crew
4	-01:40	Technicians prepared on ramp position to tow the A/C	GRP、EMD
5	-01:20	A/C tow on position (for first flight of the day)	GRP、EMD
First Flight of the Day/Sufficient Turnaround Time			
6	-01:20	Passenger steps on position (for remote bay)	GRP
		Start cabin cleaning	GCP
		Start prepare cabin service items	GCP
		start catering operation	Catering operation
		Start potable water supply	GRP、EMD
		Start refueling	Fuel supplier、EMD
7	-01:00	Check-in counter close	TAP
		Fist ULD of baggage send out	GBP

Wide-body/Twin-aisle (A339 & A359)						
Table of Operation Lead Time for On-time Departure						
No.	Before ETD		Operation items		TPE in charge/ outstation GHSP	
			Start loading		GRP	
			Crew arrival at boarding bridge gate /		Cockpit and cabin crew 、 TAP	
			Taking shuttle to remote bay *(-00:55)		*(5 min range for shuttle transport to remote bay)	
Transit flight:						
6A	TPE	outsta.	outsta.	crew chg		
	-01:20	-01:10	-01:15	Passenger steps on position (for remote bay)	GRP	
				A/C arrived, passengers disembark/ cargo and baggage offload	TAP 、 LOP 、 GRP	
				A/C transit maintenance check start	EMD	
6B	-01:10	-01:00	-01:05	Start cabin cleaning	GCP	
				Start prepare cabin service items	GCP	
				start catering operation	Catering operation	
				Start potable water supply	GRP 、 EMD	
				Start refueling	Fuel supplier 、 EMD	
7A	-01:00	-01:00	-01:00	Take-over Crew arrival at boarding bridge gate / Taking shuttle to remote bay *(-00:55)	Cockpit and cabin crew 、 TAP *(5 min range for shuttle transport to remote bay)	
7B	-01:00	-00:50	-00:55	Start loading	GRP	
8	-00:45			Outbound cargo arrived at ramp	GRP 、 COS	
9	-00:30			Last ULD of baggage arrived at ramp	GBP	
				cabin cleaning completed	GCP	
				cabin service items completed	GCP	
				catering operation completed	Catering operation	
10	-00:30			Cargo pouch arrived at	COS	

Wide-body/Twin-aisle (A339 & A359) Table of Operation Lead Time for On-time Departure			
No.	Before ETD	Operation items	TPE in charge/ outstation GHSP
		ramp	
		Notify Cargo Manifest onboard to GIC by walkie-talkie	COS、 TAP
		Cargo NOTOC pass to PIC to sign	COS
		Potable water completed	GRP
		Refueling and maintenance release completed	Fuel supplier、EMD
		Passengers start boarding	TAP
11	-00:15	Prepare onboard documents	TAP
		Pushback tractor/ Airbridge operator/ ground handler on position	GRP、EMD、 Air Bridge handling agent
12	-00:10	Check LOADSHEET completed	TAP、LOP 、Cockpit crew
13	-00:05	Additional meal onboard completed	Catering operation
		Onboard documents check	TAP
		Passengers boarding completed	TAP
		Loading completed	GRP
		Ready for close/ ground staff deplane/ door close	TAP、LOP 、Cabin crew
14	00:00	A/C push back	

※ 上表所列為最低限度準備時間，若地停時間有餘裕且作業許可時，應盡早於上述時間前完成相關作業，以確保航班準時離場。

The time table listed above are minimum requirements.

If ground time is sufficient and available, operations are suggested to be completed earlier than the time listed above, to ensure on time departure.

5.1.3 過境班機最短地面作業前置時間 Minimum Turnaround Time

當班機已延誤，且後續班機有航機調度需求、運航時間限制或組員值勤限制時，在飛

航安全與服務品質兼顧情況下，可視情況縮短地面作業時間，盡可能使本公司班機準時運航，但應留意可縮短之時間須向組員或機務確認場站當下溫度及航機 Minimum Brake Cooling Time 所需規範調整。

When the flight has delayed, with requirements for connecting flights, limitation of curfew and crew flight time, ground turnaround time may be reduced under consideration of both flight safety and service quality to achieve on-time departure minimizing flight disruption. Such ground turnaround time reduction needs to be confirmed with flight crew or mechanic to comply with Minimum Brake Cooling Time requirement.

5.2 防颱準備作業 Preparations of Typhoon Precaution

5.2.1 防颱預檢作業 Pre-check for Typhoon Precaution

聯管中心於每年颱風季來臨前（約 4, 5 月），通知各部門執行防颱預檢作業，並召開預檢會議請各部門回顧前一年防颱作業得失、提示該年度應注意事項或是資訊更新。對於有缺失之防颱作業檢查表，各部門應於二週內改善，並將改善結果與預檢會議記錄呈報高級主管。各單位預檢範圍如下：

OCC will inform operational units to conduct pre-check for typhoon precautions before typhoon season (around April to May every year), and call the pre-check meeting for operational units to review precaution operations from the past year, present briefing of operational updates and notices for this year. For those items found from the Pre-check Form which need improvement, each responsible unit shall make correction within 2 weeks, then OCC shall submit pre-check report forms with meeting record to CEO for review. Pre-check areas are listed below:

單位 Unit	預檢範圍 Pre-check Area	預檢表單 Pre-check Form
總務處 GAD	內湖企業總部、桃園運籌中心 Taipei Neihu Headquater, Taoyuan Flight Operation Center	FORM GAD-0047
機務處 EMD	機坪維修作業、棚廠駐機 Maintenance works in ramp and aircrafts in hangar	FORM ECP-0110
機場運務處 AOD	場站協調作業 Coordination among stations	FORM AOD-0043
地勤處 GHD	作業場所及機具 Workspace, vehicles, equipment	FORM GHS-0015
貨運處 CGD	貨運辦公室、貨運備品、作業裝備、 倉庫作業、貨物及 ULD 檢查 Office, spares, equipment, warehouse, cargo stock and ULD	FORM CGD-6019

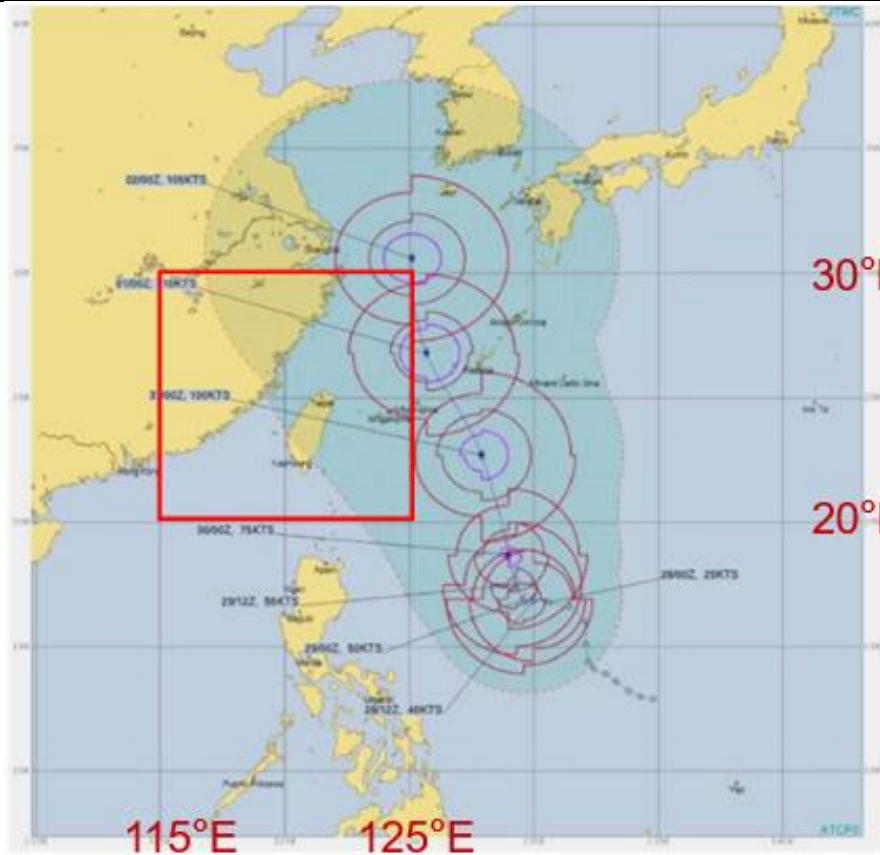
客艙服務品處 CSD	服務備品整補作業；倉庫防水措施 Service items supply, warehouse waterproofing	FORM CSD-0093
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5.2.2 颱風警報發佈 Typhoon Warning Report

聯管中心依據各國颱風預報、台灣中央氣象署、航空氣象中心發佈之颱風動態(颱風警報單)等資訊，當熱低壓或颱風成形時，在路徑預測其 34 kt 暴風圈將涵蓋台灣警戒區域，或公司營運場站、航路時，彙整颱風警報訊息予高級主管及有關單位，包含受影響之外站與 SM 聯繫，直至颱風警報解除為止。發報原則如下，格式如 8.4 附件四。

When a typhoon or tropical cyclone formed, OCC collects typhoon forecasts from multi-agency and warnings by Taiwan Central Weather Administration and Taipei Aeronautical Meteorological Center, ANWS, Taiwan CAA to issue typhoon warning report according to possible influences on Taiwan Warning Zone or operation stations and enroute for top management and operational units including outstations with SM until the warning lifted. The issuance guidance is as below table with report format as in 8.1 Att.4.

發佈頻率 Freq.	發報原則 Guidance
一日一報 One report per day	<p>a. 颱風或低壓初形成，距離台灣或運航場站仍有一段距離； The typhoon/tropical cyclone had just formed and is still far away from Taiwan or operation stations.</p> <p>b. 預估影響日期，或颱風中心落入<u>台灣警戒區域</u>尚約有 2 日以上； Forecast influence period or typhoon center movement for which there are still 2 days or more before reaching the <u>Taiwan Warning Zone</u>. <u>台灣警戒區域</u>如下頁圖示紅色區域：約為北緯 20~30 度、東經 115~125 度之間範圍。 <u>Taiwan Warning Zone</u> is the region defined as in next page:</p> <p>c. 影響場站程度輕微者。 Minor influences on operation stations.</p>

	
<p>6 小時一報 One report every 6 hours</p>	<ol style="list-style-type: none"> a. 民航局/運航場站當地主管機關發布機場 W36 報時，並在動態警報中註明，以便各單位判斷執行防颱措施。 When W36 warning stage issued by Taipei Aeronautical Meteorological Center or local authority of outstations, remark in the report for operational units to apply precautions. b. 颱風中心接近台灣外圍通過，其路徑雖不直接侵襲，但可能對公司起降航班影響較大者。 Typhoon center will pass outside Taiwan land without direct invasion but could have significant influence on company dep/arr flights. c. 當發布機場 W24 報後，除依上述 a 項於動態警報中註明外，也應一併於 TEAMS 群組中宣告提醒各單位留意，直至機場狀態降為 A 為止。 When W24 issued on an airport, remark in the report and announce in Teams group for operational units to be aware of warning conditions until the stage degraded to A for this airport.

最終報 Final report	<p>颱風後續路徑已無影響本公司航班或場站者，則可發布最終報，後續即不需再更新該颱風訊息。</p> <p>When typhoon forecast movement will no longer affect company flights or operation stations, the final report can be issued and no further updates is required.</p>
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5.2.3 防颱中心設立與防颱會議 Typhoon Precaution Center and Meetings

民航局颱風警報發佈後，由聯管中心視情況需要報請召開防颱會議，通知有關部門主管準備防颱及航機疏散事宜，並協調討論航班異動等應變計畫。防颱會議原則在 ERC 召開，場站人員得以用視訊方式與會。

防颱會議召開後之運航作業討論原則及通報可參閱 5.3.3~5.3.7。

As typhoon warning issued by Taipei Aeronautical Meteorological Center, ANWS, Taiwan CAA, OCC will call typhoon precaution meeting on situational demand to notify operational units to prepare for typhoon contingency, aircraft evacuation and to coordinate flight schedule adjustments.

Typhoon precaution meeting is basically held in ERC room. Outstation staff could join the meeting through online conference call.

After the meeting, coordination and contingency principles for flight operations can be referred to 5.3.3 through 5.3.7.

5.2.4 防颱檢討會議 Review Meeting after Typhoon

颱風過境後應視情況召開會議，檢討該次防颱作業得失，分析其原因，擬訂改善方案或採取適當之損害防阻因應對策。相關改正方案應於二周內完成，並將改善結果呈報高級主管，以利下次防颱作業執行。

隔年之防颱預檢作業應參考前一年度之檢討會議討論項目及結論，並列為檢查重點。

As typhoon has gone, a review meeting could be held on demand to review how precaution operations are implemented, analyze root cause and plan for proper improvements or corrective actions if there are findings. The corrections shall be done within 2 weeks with improvement report submitted to CEO for review.

The findings, improvements and conclusions discussed in the review meeting will become the key points to conduct the pre-check next year.

5.3 航班異常的識別與處理原則 Flight Irregularity Identification and Handling

5.3.1 航班異常的識別 Flight Irregularity Identification

為使班表管制作業安全、迅速確實，聯管中心盡可能收集影響正常運航之相關情報，及時通報至討論會議中協調有關部門盡早因應或預防異常發生。各有關部門及駐外場站人員，亦應於可能影響正常運航之因素發生時，立即彙整訊息通知聯管中心

以為適當因應措施。

To ensure safety and efficiency for flight control, OCC shall collect as much information that could affect normal operations as possible to report abnormal situations to irregularity meeting in a timely manner, so to coordinate and take prevention in advance. Each operational unit and outstations shall also report relevant information to OCC in a timely manner in case of possible irregularity factors.

可能影響航班正常運作之情事例如：旅客動態及行為、海關特殊規定、地面勤務相關人員或設備異常、機場相關人員交通或設備異常、延誤或改時後所需文件作業、組員工時限制、天氣與災害威脅、其他地方性社會經濟特殊事件可能影響機場運作者。

The irregularity factors that could affect flight operations may include: passenger behaviors, local custom regulations, ground handling equipment or personnel, airport facilities and transportation, document preparation for delay or changed flights, crew flight time limitations, hazard weather and disaster, other local social or economic events affecting airport operation, etc.

5.3.2 航班異常的處理原則 Flight Irregularity Handling Principle

影響班機準時運航之因素極為複雜，班表異常狀況多臨時發生，其處理方案常無一定標準常規可循，故其處理成效端視管制人員之經驗與策劃，及有關單位之配合，與當時可供參考之資料而定。因此，OCC 值班人員獲知異常時，依本作業辦法所列基本原則進行通報處置。依事件實際複雜情況不同，值班人員需通盤考量各面項要求，靈活運用各項處置流程，妥善協調有關單位配合並適時通報，於各決策環節考量充足安全裕度，提早因應處置旅客，進而降低作業風險影響和旅客不便，維持最佳運作效益。

Factors that affect flight ontime performance are complicated and usually occur in a sudden without a fixed solution. The response result depends on duty personnel experiences and cooperation among operational units. Therefore, OCC on duty personnel shall report and react when informed of abnormal situations according to the handling principles specified in this SOP, then take overall considerations to coordinate handling process with related operational units depending on the severity of events. Safety risk margin should be taken into account at decision points for proper passenger handling in advance in order to minimize operational risk and reduce passenger inconvenience.

當航班發生延誤、回航、轉降、取消等異常狀況，依實際情況考量採取航機增派或取消、越站飛行或變更航線、航機調度、變更機型、艙位及時間表調整、空機調度等方式排解時，相關單位決議處置須留意 5.3.7 表列注意事項，且不限於此。

相關細節參照企安室緊急應變計畫 Chapter 12【運航作業】航班異常處理作業。

When flight delay/return/divert/cancel occurs, there could be several solutions,

which depends on actual condition, including extra flight, cancellation, stopover, route change, aircraft swap or type change, schedule adjustment, ferry flight, etc. Coordination needs to cover aspects including but not limited to issues listed in 5.3.7. Refer to Chapter 12 of Flight irregularity handling process regarding flight operations in ERP of CFD for details.

5.3.3 防颱應變原則 Typhoon Contingency Principles

- A. 聯管中心依據各項氣象資料，協調機場運務處、企劃室、客運處、客服處、貨運處、航務處、空服處、機務處、地勤處、客艙服務品處、總務處與企業安全室等部門，依颱風影響規模提出航機運行調整建議，統籌航班調度。各單位均應充分合作，俾利兼顧航機安全與旅客服務。

According to weather forecasts, OCC coordinates with AOD, CPD, PMD, CED, CGD, FOD, CCD, EMD, GHD, CSD, GAD, CFD, etc. to arrange overall flight operation adjustment based on typhoon influences. Operational unit shall collaborate with each other to ensure flight safety and services.

- B. 颱風期間公司航班應以嚴謹保守原則進行飛航簽派及管制作業。

Strictly follow regulations and take conservative way to conduct flight dispatch and operations control during typhoon invasion.

- C. 航機派遣時應確實考量颱風影響期間機場流量管制、機坪作業、空橋作業等地面作業因素。

Take flow control, ramp, airbridge, ground operational factors affected by typhoon into consideration when dispatch flights.

- D. 預防重於善後為原則，各單位除防護飛機外，對裝備、器材設施、房舍等，亦應採取防颱措施，以策安全。

Prevention is worth more than after treatment. In addition to aircraft protection, devices, equipment, and office buildings shall also be under typhoon precautions to ensure safety.

- E. 公司各單位就其責任區內之設施裝備及相關作業執行防颱工作。

Each department conducts precautions for own devices/equipment against typhoon within its responsible areas.

5.3.4 飛機防颱疏散原則 Aircraft Evacuation Principles

- A. 依颱風影響規模及程度，與機務處、機場運務處研議航機轉降、疏散、進廠或繫留等方案，選取最適切之措施。

Coordinate with AOD, EMD to take appropriate measures of diversion, evacuation, mooring or stay in hangar according to typhoon influences.

- B. 若飛機疏散至國外機場時，應確認是否已取得航經區域之飛航許可及目的地

機場之落地及過夜許可。

When decided to fly aircrafts to foreign airports, confirm if permits for overfly, landing and stayover at planned destination are authorized.

- C. 規劃轉降場站之作業能量並提醒預作餐飲或住宿規劃。必要時，研議組員預先調度至轉降場站之可能性。

Plan in advance for divert station supportive operations, catering and accommodations. When necessary, consider if available to send standby crews to divert station in advance.

5.3.5 班機異動及取消原則 Flight Adjustment Principles during Typhoon

- A. 防颱會議討論航班是否運作或取消，主要考量天氣影響、機坪作業及空橋停橋、綁橋風速限制、旅客及機組員冒風雨報到值勤的風險等。

In typhoon contingency meeting, to discuss whether to cancel flights shall take weather factor, ramp and airbridge operational restrictions of wind speed, risk of passengers and crew duty into considerations.

- B. 班機取消原則以短程及密集航線、受宵禁及颱風影響航線為優先；另中長程線去、回程是否延誤或提早亦須通盤納入考量。

Flights of short-haul, with high frequency, curfew limited, and typhoon affected have priority to be cancelled. Medium/long-haul oceanic flights also require overall considerations so to decide delay or change earlier.

- C. 航機優先順序及間隔時間需考量現場作業能量及裕度，包含機場空橋設施限制、防颱隊形調動、機坪數量等。

Flight sequences and separations require considerations of services availability and operational margin including facility/airbridge limitation, aircraft allocation, ramp availability, etc.

- D. 因應航班調度，適時疏散外站至本場之轉機旅客，避免本場因過多轉機旅客而造成無法處理。

Properly distribute passengers transferring at TPE to prevent too many transfer passengers accumulated making unable to handle.

5.3.6 其他場站防颱因應 Typhoon Precaution for Outstations

聯管中心應隨時留意各航點天氣變化，密切監控颱風發展趨勢，並依颱風影響規模決定是否報請召開防颱會議。各站主管若接獲場站異常或他航航班異動訊息，應盡快通知聯管中心及機場運務處，以利提早規劃應變。各站、國外分公司及相關單位於颱風接近外站期間，應留意聯管中心訊息並依業務權責協助防颱作業，有關機坪作業風速等限制依照各場站及代理單位規定辦理。

OCC shall keep monitoring weather conditions of operation airports and

typhoon movement trend, and request to call typhoon precaution meeting depending on the influences. Station managers shall notify OCC and AOD as soon as informed of irregularity of flight change information of fellow airlines. Outstations, overseas branches and related operational units shall pay attention to warning messages issued by OCC to conduct precaution operations during typhoon invasion. Wind limitations for ramp operations shall be followed as per local airport authority or the agent.

5.3.7 各單位協調事項 Coordination Notices for Each Unit

權責單位 Dept.	協調注意事項 Coordination notice
聯管中心 OCC 飛航簽派組 FDT 飛航管制組 FCT	<p>(1) 視需要重新計算飛航計畫簽派航機，並留意相關航機操作性能限制。 Re-calculate flight plan and dispatch considering operation/performance limitations.</p> <p>(2) 視異常情況協調航班時間延誤/異動，與場站/機務協調機型更換調度。(留意小型機更換為大型機時需事先取得當地民航主管當局許可； 航班調度欲搭載客貨時需獲得本地與目的地當局核準) 必要時檢視航班延誤後時間帶、異動後之落地/離到場許可、各國飛越許可等事宜。 Coordinate flight schedule delay/changes, and for A/C type change with airport station/maintenance as situation required (to swap from smaller to larger type will need prior approval by local authority; flight arrangement to carry pax/cargo also needs approval from local and destination authority).</p> <p>Check time slot/landing/departure and overfly permit if required.</p> <p>(3) 適時將更新訊息通知有關場站、客貨運作業單位及機場管理單位與地勤作業單位。 Notify updated information to stations, pax/cargo, ground handling operator and airport authority in a timely manner.</p> <p>(4) 按航機回航/轉降/延誤/取消相關處置程序通報並記錄，提供組員必要協助，視其影響程度及結果回報主管。</p>

權責單位 Dept.	協調注意事項 Coordination notice
	<p>Follow handling process of return/divert/delay/cancel to report and record, provide crew with necessary assistance, also report to manager.</p> <p>(5) 依各國颱風預報、中央氣象局、民航局發佈之颱風動態(颱風警報單)，提供颱風警報訊息予高級主管及有關單位，直至颱風警報解除為止。按防颱會議指示調整航班派遣，隨時留意天氣限度及可能影響航行安全之情事。Publish typhoon warning report in accordance with TC forecasts by Taiwan CWB, JTWC, CAA and multi-agency for top management and operational units until typhoon warning lifted. Arrange flight schedule as per decision from typhoon precaution meeting, and keep monitoring weather condition that may affect flight operations safety.</p>
機場運務處 AOD 運務管理部 AMP 桃園機場運務部 TAP 運航管制部 LOP 國外機場辦事處 Foreign Airport Offices	<p>(1) 臨時落地許可申請、離到場延誤許可申請、掌握當地旅客需求與客貨搭載狀況。 Apply for temporary permit of landing/departure, check local passenger need and cargo loading.</p> <p>(2) 提供場站作業限制資訊、協同當地機場管理當局相關協調事宜。 Provide information of station operational limitations, cooperation with local airport authority.</p> <p>(3) 視需要安排到站轉機旅客轉搭他航或旅館住宿。 Arrange transfer passenger to other airlines or hotel stay as required.</p> <p>(4) 視需要安排其他交通工具輸送旅客。 Arrange other passenger transport as required.</p> <p>(5) 防颱時共同協調航班異動計畫，依防颱會議決議執行防颱預檢作業並回報場站情況。颱風侵襲期間，與相關單位保持聯繫，提供各項即時協助。颱風過後之異常請款報告。 For typhoon precaution, join coordination for flight adjustment plan, conduct precheck operations and update conditions reported from</p>

權責單位 Dept.	協調注意事項 Coordination notice
	<p>stations. During typhoon, keep contact with operational units and provide necessary assistance. After typhoon, deal with irregularity report with reimburse requests.</p> <p>(6) 與當站保持密切聯繫，必要時協助航機疏散作業，完成辦公室各項防颱工作。依航班調動需求，按程序處理機場旅客相關事務。</p> <p>Keep close contact with Airport office/authority to assist in aircraft evacuations when necessary.</p> <p>Complete typhoon precautions at airport offices.</p> <p>Deal with pax affairs as per flight adjustment.</p>
客運處 PMD	<p>(1) 視需求調控航班機位以利安排旅客異動後行程。 Coordinate the seat availability of flights as required to accommodate passengers.</p> <p>(2) 於客運系統更新班表及旅客行程，發布至內部及外部相關系統。 Update the schedule and reaccommodate the passengers in Altea Inventory system, publishing to the internal and external systems.</p> <p>(3) 協調團體旅客行程異動事宜。 Coordinate the itinerary of group passengers.</p>
客服處 CED	<p>客服部客服中心將視需求調整人力，以承接案件，通知旅客班機異動訊息，並與相關國外分公司協調案件派送及人力支援等。 Arrange manpower for PCP/Customer Service Center to handle irregular case and flight change notification to passengers, also coordinate with related overseas branches for case handling/manpower assist.</p>
貨運處 CGD	<p>(1) 協調貨物搭載轉機、艙位調整事宜。 Coordination of cargo transfer, and cargo space arrangement.</p> <p>(2) 防颱時通知各場站及倉庫加強貨物防水措施、停止運補空 ULD；檢查確認各倉庫空裝備入庫或以綁帶固定。 When typhoon precaution, notify stations and warehouses to enforce waterproof process, stop sending empty ULD, make sure equipment to be in storage or tied down.</p>

權責單位 Dept.	協調注意事項 Coordination notice
國外分公司 Overseas Branches	<p>(1) 各國航班起降許可申請。 Application for flight permit/approval with local authority.</p> <p>(2) 與客運處/客服處/貨運處聯繫協調旅客機位調控/簽轉, 團體行程異動安排, 貨物轉機/艙位等事宜。 Coordination with PMD/CED/CGD for passenger seats accommodation/transfer, group passengers arrangement, cargo transfer/capacity.</p>
機務處 EMD	<p>(1) 航機調度與人力協調。 Aircraft arrangement and manpower allocation.</p> <p>(2) 留意航機維修所需時間。 Time required for repair.</p> <p>(3) MEL/CDL 條目確認。 MEL/CDL check.</p> <p>(4) 防颱之疏散/進廠/繫留等方案規劃諮詢。 Planning for evacuation/hangar storage/mooring.</p> <p>(5) 必要時依程序執行栓繫或加壓艙油作業。 Proceed to tie down/moor aircraft or add ballast fuel when necessary.</p>
航務處航員調派課 FOD/PSS 空服處調派課 CCD/CWS	<p>(1) 組員調派及服勤時間限制評估是否加強組員派遣。 掌握本場/外站待命組員人力動向以利調度。 客艙組員同步評估是否進行計畫性輪休, 以延展 WP/ FT/FDP 限度。 Crew scheduling with flight time limitations. Take control of arrangement for standby crew resources at homebase/outstations. To extend WP, FT, and FDP limitations, both FOD and CCD shall evaluate whether to assign multiple/double cockpit crew and implement cabin crew in-flight rest.</p> <p>(2) 回報 OCC 並監控組員 WP, FT 及 FDP 限度。 Monitor WP, FT and FDP limitations of cockpit/ cabin crew and report to OCC in the real time.</p> <p>(3) 更換機型所需作業時間 Time required for A/C type change.</p>

權責單位 Dept.	協調注意事項 Coordination notice
	<p>(4) 確認組員至飯店 Check-in 時間及回程接車時間以符合法規休時要求。 Check the time point of crew check-in and pick-up in the hotel to ensure sufficient rest time complying with the regulations.</p> <p>(5) 妥善安排機組員航班異動待飛期間之交通住宿事宜，並副知該場站。 Arrange appropriate accommodation and shuttle for crew during standby for flight adjustments, also notify the stations.</p>
地勤處 GHD	<p>桃園機場機坪作業防颱準備，確認各項設施保定工作；留意各項特種車輛等設施作業限制及機坪人員作業安全。 Precaution for typhoon at TPE ramp, check equipment to be secured, beware of limitations of operational vehicles and ground operations staff safety.</p>
客艙服務品處 CSD	<p>餐勤與機上用品補充；留意更換機型、機號時，所需餐勤作業時間，並通知場站、空廚及服務品相關單位配合。 Provide catering and service items, check preparation time required for A/C change, notify stations, catering service provider, and associated units to cooperate.</p>
資訊處 ITD	<p>確保颱風期間公司各系統運作正常；官方網站之航班異動訊息正確露出。 Confirm all operation systems normally function. Check the flight change information are correctly shown on official website.</p>
總務處 GAD	<p>各項後勤資源之提供與協調，颱風前檢視花園樹木、門窗、頂樓陽台物品、水塔等壁面凸出物之防風固定保全； Provide and distribute logistic resources support, check flower beds, trees, doors, windows, roof and balcony, water tower to be secured and windproof. 清除排水口異物以保排水暢通防範積水； 備齊沙包、檢查防水閘門、發電機空載測試並保持充足油量。 Clear drain outlets not to be stuck to ensure smooth drainage. Prepare sandbags, check waterproof gate, test generator and keep sufficient fuel.</p>

權責單位 Dept.	協調注意事項 Coordination notice
企劃室 CPD 班表組 FST	班表規劃與機隊調度諮詢與協調。 Consult for flight schedule planning and fleet arrangement.
人力資源室 HRD	天災期間出勤規定聲明，協助掌握可出勤人力及到班狀況。 Announcement of work attendance rule during typhoon invasion, control of available manpower and attendance.
公共關係室 CRD	通報有關影響公司聲譽之異常事件，以備對外發言。 Report events involving company reputation and to make PR speech. 受颱風影響之班機異動訊息即時媒體揭露。 Publish on the press in timely manner about flight changes information due to typhoon.
企業安全室 CFD	通報有關強制報告及緊急事件；安全作業程序之監督協調。 Report mandatory and emergency events; Supervision of safe operation procedures.

5.4 運航異常通報程序 Irregularity Reporting Process

聯管中心值班簽派員於班機異常原因確定並經初步處理後，應速依下列程序通報主管與相關部門（請參照 8.1 附件一通報流程圖）：

OCC on-duty dispatcher confirm the reason of irregularity and take initial process, then shall ASAP follow reporting procedures to report to OCC superiors and related operational units (refer to 8.1 Att.1 reporting flow chart)

- A. 各部門若察覺或接獲影響班機正常運航之事件，可由下列管道與聯管中心值班人員聯繫：

When awared or informed of any event that affect normal flight operations, please contact OCC on duty staff through:

Teams	OCC_OIC
SITA address	TPEOOJX , TPEOWJX
Public duty email	occ@starlux-airlines.com (聯合管制中心)
Phone number	+886-3-260-1800
Extensions	OCC Hotline #5580 (FDT OIC #5589 ; FCT OIC #5581)

- B. 若班機因天候異常、機械問題、回航、轉降...等因素預估將延誤 3 小時以上時，由值班簽派員通報 OCC 各課長/值班經理，課長/值班經理回報 OCC 協理/副總召開異常協調會議討論航機調度。當班機嚴重延誤涉及 Emergency Response Plan 分級 Category 2 事件時，OCC 主管視情況複雜嚴重程度呈報執行長以啟動小型 ERC 作業，討論因應措施決策。

In case of flight delays more than 3 hour due to hazard weather, technical problem, return, divert, etc., duty dispatcher shall report to OCC managers/duty director, then OCC managers/duty director report to OCC EVP/VP to call irregularity meeting for discussion of flight arrangement. For flight severe irregularity involving as Emergency Response Plan Category 2 events, OCC management report to CEO to initiate small ERC operations for response measures depending on severity and complexity.

- C. 值班簽派員彙整通報後，視嚴重狀況所需一併發佈異常訊息於 Teams「OCC 班機延遲/異常通報群組」；隨後持續掌握航班運行限制及協調進度(組員工時、機場營運時間、天氣變化、PIC 意向.....等)，具時效性之作業先行必要處置(提供機長必要協助、ATC FPL DLA、OPS 系統預備調整、單位聯繫...等)，並向 OCC 主管/OIC 聯絡群組即時彙報更新訊息。

After summerized reporting, duty dispatcher shall send out irregularity information to Teams OCC Flight delay/irregularity reporting group depending on severity of the event, keep monitoring irregular factors such

as crew flight time, airport curfew, weather condition, PIC intention, etc., and take proactive timely actions on assisting for PIC, filing ATC FPL DLA, adjusting OPS system, contacting related units, etc., and then update with latest information to OCC superiors/OIC Reporting Group.

- D. 當異常協調會議決議出應變措施後，值班簽派員應依會議指示於 Teams 「OCC 班機延遲/異常通報群組」公告航班異動決議，依指示調整相關航班管制系統、發送必要電報與 Email 通知、依情況所需聯絡有關部門異動細節，並將異常事件處置摘要紀錄於值班日誌。

When the solution decided from irregularity meeting, duty dispatcher shall publish the flight arrangement to Teams OCC Flight delay/irregularity reporting group, adjust related control systems, send out notice telex and Email, contact related operational units, and record the event in duty log.

- E. 延誤若未達三小時，由 OCC 線上值班人員直接與事發相關單位協調因應調整之方案，確定後依其決策發布通知並調整相關系統，隨後紀錄於值班日誌中。

For flight delay less than 3 hours, OCC line duties coordinate with event-involved units directly for adjustment measures, then announce decision among operational units and set into systems once solution is decided, summarize and record the event in duty log.

- F. 如航機決定轉降，OCC 值班簽派員可參考 8.3 附件三之航班轉降檢查表輔助作業。各權責單位視實際狀況不同，即可開始評估調派前後艙組員之需要，並將其服勤時間限制，一併考量機場開放（宵禁）時間、組員上機作業準備時間、旅客下機清關所需時間，評估出旅客最遲下機時間點。

In case of flight divert, OCC duties may refer to Att.3 Diversion Checklist to assist operations. Each operational unit can start to evaluate whether to arrange additional cockpit/cabin crew, flight crew duty time limits, airport service/curfew time, crew operation time required, time required for pax CIQ, so to figure out the time at which all pax need to disembark.

- G. 各權責單位彙整上述相關資訊以及航機調度、旅客現場處置情形等，反饋提報供主管決策，隨後將決策資訊公告予相關單位。

Each operational unit summarizes information mentioned above together with aircraft arrangement, pax handling condition, etc, and report to top management for decision, then publish to related operational units.

- H. 有關航機因維修原因長時間延誤，或非天候因素之回航或轉降，或任何飛安相關異常狀況符合 **08-01A**、**03-23A** 航空器飛航安全相關事件處理規則所列強制報告飛安事件者，應由值班簽派員通報 OCC 主管，OCC 主管接獲通知並確認後，隨即回報企業安全室聯絡人，以利進一步匯報至民航局檢查員。

For flight delay due to technical problem, return/divert not caused by

weather, or any other irregularity involving compulsory reporting events regulated in Taiwan CAA regulation of **08-01A, 03-23A**, duty dispatcher shall report to OCC superiors, once confirmed, then OCC superiors report to CFD for further summarized reporting to Taiwan CAA Inspectors.

- I. 因乘客健康因素需要緊急醫療服務時，造成班機回航或轉降，應通知該場站人員欲先準備因應地面醫療救護之協助。

In case of urgent medical needs of passengers causing flight return or divert, notify airport ground staff to prepare medical service in advance.

- J. 當發生 Emergency Response Plan 分級 **Category I** 事件，經 OCC 值班主管查證屬實後，即由 OCC 發出通知，自動成立緊急應變中心 ERC 啟動緊急通報作業與集結動員，並同步通知企安室、執行長與董事長。

In case of an emergency classified as **Category I** event in ERP, after affirmed by OCC duty director/manager, OCC will then announce and declare ERC already formed to initiate emergency reporting and mobilization, meanwhile, also notify CFD, CEO with Chairman.

- K. 接獲炸彈恐嚇、劫機等保安事件依 FDM 7.3.2/7.4 通報流程通知 OCC 主管及企業安全室。

When informed of security event of bomb threat or hijack, etc, follow FDM 7.3.2/7.4 to report to OCC superiors and CFD.

- L. 各單位聯絡人及分機表參閱 SOP-OCC-23-005 簽派作業指引中之附件聯絡表，若有出入應及時查閱值班席位雲端公槽之帳號密碼表中即時更新之聯絡資訊。

Refer to SOP-OCC-23-005 Dispatcher Working Instruction Appendix and EXCEL table updated in the public folder for contact list of operational units.

- M. 聯管中心值班人員通報作業重點 OCC duties reporting key points:

召開異常 協調會議 後值班人 員應	<ul style="list-style-type: none"> ✓ 發布異常訊息於 Teams OCC 班機延遲/異常通報群組
When called irr. meeting, OCC duties shall:	<p>Announce irregularity condition message in Teams "OCC Flight Delay/Irregularity Reporting Group"</p> <ul style="list-style-type: none"> ✓ 掌握更新航班相關運行限制隨時回報 OCC 主管/OIC 聯絡群組(含組員工時、機場宵禁、天氣變化、機長意向...等) <p>update related flight operational limitations and report to OCC superiors/OIC Reporting Group in timely manner including crew duty hours, airport curfew, weather condition, PIC intention, etc.</p> <ul style="list-style-type: none"> ✓ 必要處置措施(提供機長必要協助、ATC FPL DLA、OPS 調整預備、單位聯繫...等) <p>take necessary measures to provide PIC with assistance, send ATC FPL DLA, prepare for OPS adjustment, contact operational units, etc.</p> <ul style="list-style-type: none"> ✓ 將異常事件處置進度彙整摘要紀錄於值班日誌。 <p>Record irregularity event summary in duty log.</p>

CEO/高級 主管裁示 方案後值 班人員應 As CEO approved, OCC duties shall:	<p>✓ OPS 調整航班發布，發送電報與 Email 通知、視情況需要聯絡有關部門異動細節。 Publish flight adjustment in OPS, send out notice telex and Email, contact operational units concerned answering in detail as required.</p> <p>✓ 於 Teams OCC 班機延遲/異常通報群組公告方案 Announce final decision in Teams "OCC Flight Delay/Irregularity Reporting Group"</p> <p>✓ 執行過程摘要紀錄於值班日誌，若有問題應盡速反映至 OCC 主管/OIC 聯絡群組。 Record irregularity event summary in duty log, and soon report to OCC superiors/OIC Reporting Group if problem happens during progress.</p>
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5.4.1 運航作業特別報告(Flight Operation Irregularity Report)：

班機異常延誤達 2 小時以上或特殊事件，值班簽派員應於結案後填寫「FORM OCC-0023 運航作業特別報告」呈聯管中心主管檢核，交文管人員上傳發布簽派通告，於公司運航業務存續期間連同紙本持續保存以利處置經驗學習傳承。

For flight irregularity with delay more than 2 hours or special case, duty dispatcher shall fill in FORM OCC-0023 Flight Operation Irregularity Report and submit to OCC superiors for review. The Report will then be distributed through Dispatch Circular, and kept as long as company operation exists to share experience among dispatchers.

5.5 班機延誤 Flight Delay

當航機發生延誤時，應考慮場站運航限制、飛航組員及客艙組員服勤時間限制、航機維修狀況、航機調度、客貨搭載需求、及餐服用品更換與航權及飛越許可等需求，協調相關單位是否調整後續航機離場時間、更換適當航機接替後續任務、航機越站飛行、取消航班、調整運航航段，或是其他適宜之方案。

When flight delay occurs, coordination shall take considerations of airport station restrictions, crew flight time limits, maintenance status, aircraft arrangement, pax/cargo payload, catering and service items, landing and overfly permit, etc., to determine appropriate adjustments such as departure time change, aircraft swap, stopover, cancel, adjust segment, etc.

5.5.1 班機延誤認定 Flight Delay Identification

- A. 依據營運班表所定航機離場時間，以航機後推/滑出之時間為準。

Delay identification is based on A/C push back/block out time compared to scheduled departure time.

- B. 班機延誤 5 分鐘(含)以下者不計原因亦不算延誤。

Delay less than 5 min is not recognized as delay, and no reasons to be recorded.

- C. 班機延誤 5 分鐘以上 15 分鐘(含)以下者，記錄原因，惟於統計班機準時率時，不以延誤計算。

Delay over 5 min but less than 15 min is not identified as delay for punctuality analysis, but the delay reason needs to be recorded.

- D. 班機延誤 15 分鐘以上者，以班機延誤計算。航班經直接更改表訂時間者(RE-SCHEDULE)，其延誤計算自更改後之表訂起飛時間為起算基準。

Delay over 15 min is identified as delay.

For RE-SCHEDULE flight, the delay duration starts from its revised STD.

5.5.2 班機延誤作業 Flight Delay Operation

- A. 班機預計延誤 30 分鐘(含)以內時，由場站經理或值班主管視狀況自行決定 ETD。

For flight estimated to delay within 30 min, Station Manager or duty manager can determine new ETD depends on actual conditions.

- B. 班機預計延誤超過 30 分鐘時，場站經理或值班主管應發佈 ED MVT，並由聯管中心評估後續航班延誤情形，視情況協調各有關部門減緩延誤。

For flight estimated to delay over 30 min, Station Manager or duty manager shall send out ED MVT. OCC can evaluate delay condition for following flights to coordinate related operational units to reduce delay.

- C. 當航機於機坪滑回，場站應記錄時間並發送 RR 電報(Return to Ramp)，隨後確認其原因，與 OCC 協調預計延誤時間並發送 ED MVT 確保各作業系統傳達相關作業單位延誤訊息。

If a flight returned to ramp, the station/SM shall record the time and send out RR message. Then, confirm the reason to return, coordinate with OCC for estimated delay time and send out ED MVT throughout operational units and systems.

- D. 延誤在 3 小時以內者，由值班簽派員與 OIC 直接向相關場站/作業單位協調、決議後，由 OCC 逕行發布航班異動調整訊息並通知相關作業單位/場站。

For flight estimated to delay within 3 hours, duty dispatcher/OIC directly coordinates with associated stations/operational units and comes to a decision, then OCC shall announce the message of flight adjustments among the operational units/stations affected.

- E. 預估延誤達 3 小時以上時，值班簽派員/OIC 依 5.4.B.項與通報程序循序回報 OCC 主管以召開異常協調會議，會同各作業單位商討航機班表之異動調度。

For flight estimated to delay over 3 hours, duty dispatcher/OIC shall follow 5.4.B. and reporting flow chart to report to OCC superiors, then call irregularity meeting with related operational units for coordination of flight adjustments.

- F. 於表訂起飛時間 6 小時(或更早)以前，即預知班機將因故延誤時，聯管中心應立即聯絡協調客運處以更改班機時間表(RE-SCHEDULE)方式處理，不作為班

機準時率計算依據；並同步聯絡客服處告知預計將發送正式通知之時間，供預先掌握客服維運人力及所需準備時間。

At the time 6 hours (or more) earlier than STD, the flight is known to be delayed, OCC shall contact PMD to process as RE-SCHEDULE flight, also notify CED the estimated time to send out confirmed announcement, so CED can prepare and allocate extra personnel for customer service.

5.5.3 班機延誤原因與代碼 Delay Reason and Code

- A. 導致班機延誤原因不止一種時，可使用以下兩者其一判斷延誤原因：

(1)最主要導致未能準時離場者；或 (2)造成延誤時間較長者。

When more than one reason causing delay, the major reason can be judged by: (1)the most critical one, or (2)the one causing rather longer delay time.

- B. 導致班機延誤原因不止一種，而延誤時間平均分配時，以影響班機不能準時離場之主要者為延誤原因。

When more than one reason causing delay with same duration, the major reason should be the most critical one causing departure delay.

- C. 班機延誤原因之認定，由場站經理或值班主管協調延誤單位決定之。如當下無法即時協調延誤單位，則延誤單位依 5.5.3.G.提出協調申訴。

Judgment of delay reason(s) shall be determined by Station Manager or duty manager along with the delay-accountable department. If the delay judgment cannot be coordinated just in time, an appeal against the delay code can be raised as per 5.5.3.G. by the delay-accountable department.

- D. 延誤代碼為 Others 類者，應於 SI (備註)處補充說明。

If the delay code is judged as Others, shall put remark in SI column.

- E. 班機延誤代碼 (DELAY CODE) 請見 8.6 附件六。

Pls refer to 8.3 Att.3 for DELAY CODE classifications.

- F. 針對大幅異常航班 (例如延誤超過 30 分鐘、機械檢修超過 60 分鐘等，實際需依個別航班情況歸類研判) 應再追蹤確認其延誤異常主因與 DELAY CODE 相符。如明顯不合理或不為 OPS 系統邏輯所接受時，應要求起飛場站更正或補發 MVT 電報。

For severe abnormal flight (e.g., delay>30min, mechanic repair>60min, depends on actual condition), the major delay reason should be reflected with the Delay Code. If it is not reasonable and unacceptable by OPS system, request departure station to correct it or resend MVT.

- G. 當對於航班延誤(包含桃園本場及國外場站)之原因代碼有疑義時，可由延誤單位提出申訴，原則以三日內為限，若狀況頻繁將視個案處理並滾動調整。

When delay code/reason of the flight (including TPE and outstations) is disputable, the delay-accountable department can raise an appeal within 3 days. The appeal could be handled case by case and adjustable.

- H. 依個別航班狀況歸類研判為重大異常者，視情形需要，延誤主因權責場站/部門進行分析報告與檢討改善，如有會議紀錄可提供相關作業單位後續改進。

For flight identified as severe irregularity, accountable department/station analyzes and reviews delay report on situational request. The meeting minutes can be shared among operational units for further improvement.

5.6 航機轉降/回航之處理 Flight Divert/Return Process

事件階段 Stages	處理程序與原則 Process principles
接獲通知 航機將 轉降/回航 Informed of flight about to divert/ return	<ul style="list-style-type: none"> 當 OCC 獲知航機因旅客、天候、機械、航管或其他原因，無法按原訂計畫飛航至目的地站，需回航或轉降至其他機場時，值班簽派員應利用 ACARS/SATCOM/VHF 等通訊方式，或透過航管單位與機組員聯繫，詢問當下航機/人員情況並協調確認欲轉降場站。 As OCC informed of flight will need to divert or return due to pax, weather, mechanic, ATC, etc., duty dispatcher shall contact flight crew through ACARS, SATCOM, VHF, or relay by ATC to confirm situation of aircraft and personnel to check the airport to divert. OCC 值班簽派儘速查閱確認欲轉降場站之適用，包含天氣限度、有無 NOTAM 公告、宵禁/運作時間、跑道性能、機上餘油、轉降所需油量（必要時計算提供 Inflight OFP）等，並提供機長所需資訊與協助。 OCC duty dispatcher soon check suitability of alternate airport including weather minima, NOTAM, curfew, runway performance, fuel on board, diversion required fuel, calculating Inflight OFP if required, etc., and provide PIC with necessary information and assistance. 如情況緊急，機長已自行決定轉降場站時，應優先考慮本公司運航機場，其次為營運規範上已授權具地勤代理合約之備降站，最後再考慮其他機場，並將轉降原因、決定轉降機場、預計抵達時間及其他特別需求，經由 ACARS/SATCOM/VHF 或透過航管單位，通知 OCC。 In case of emergency, PIC has decided to divert to alternate, airport with current operation shall be the priority, and second is alternate with ground service provider contracted approval in OPS SPEC, then other airports to be considered. PIC shall inform OCC the reason, airport to divert, ETA and other requirements through ACARS, SATCOM, VHF, or relay by ATC.

事件階段 Stages	處理程序與原則 Process principles
航機 轉降/回航 通報 與處置 Reporting process of flight divert/ return	<ul style="list-style-type: none"> • OCC 確認上述航機轉降訊息後，值班簽派立即按 FDM 7.3.2 及本作業辦法之通報程序回報主管、公告發布 Teams OCC 班機延遲/異常通報群組。 Once OCC confirmed flight divert, duty dispatcher shall report to OCC superiors and announce in Teams OCC Flight delay/irregularity reporting group as per procedures in FDM 7.3.2 and this SOP. • 查閱是否屬於 08-01A 之強制報告飛安事件或 03-23A 之強制報告非法干擾事件，若是則一併循序通報至企安室，企安室於 24 小時內通報民航局。 Check if it involves mandatory reporting events regarding flight safety in 08-01A, or unlawful interference in 03-23A. If yes, also report to CFD, and CFD will inform Taiwan CAA within 24 hours. • OCC 確認轉降因素，視不同情況協調相關單位後續因應措施： <ul style="list-style-type: none"> - 機械因素向機務處 TMC 聯繫傳達航機狀況； - 天氣因素則觀察後續趨勢變化，航管流量因素詢問預期持續/恢復時間； - 旅客醫療因素可詢問旅客關資訊，通知場站預先準備醫療救護； <p>值班簽派持續監控追蹤轉降航機並保持通聯，將機長所需之協助轉達將轉降之場站。</p> <p>OCC confirm reason and coordinate for response measures:</p> <ul style="list-style-type: none"> - for technical issue contact EMD/TMC to forward aircraft condition; - for weather issue keep monitoring following changes; for ATC issue inquiry for flow control estimated duration; - for pax medical issue check pax information and inform station to prepare medical service in advance. <p>Duty dispatcher keep contact and watching flight movement, pass assistance required to the airport to divert.</p> <ul style="list-style-type: none"> • 於 OPS 系統上做航班異動，發出 DIV(轉降)/FR(回航)MVT 訊息包含預計轉降場站與 ETA 以通知場站人員作業準備： <ul style="list-style-type: none"> - 如有 RR(機坪滑回)、FR(回航)等情況，需確認務必於 OPS 系統發出 MVT ED 電報，以利下游相關系統接收與後續調度作業遂行。 - 如轉降/回航於運航場站，通知該站 SM 準備所需協助； - 如轉降營運規範備降站而無公司駐站人員，則詢問原目的站 SM 及 AOD 當地簽約之 GHSP 地勤代理聯繫窗口並可提供機長，或協調鄰近運航場站派員前往支援處理。 - 如轉降非營運規範授權場站，聯繫全球地勤代理商 World Fuel Service/Aero Control 告知轉降航班資訊尋求地面協助。 <p>Adjust flight information in OPS system to publish DIV/FR MVT</p>

事件階段 Stages	處理程序與原則 Process principles
	<p>messages including divert airport and ETA notifying station staff:</p> <ul style="list-style-type: none"> - in case of RR(Return to Ramp) and FR(Force Return), the MVT ED must be sent out through OPS system for related downstream systems acceptance and follow-up arrangements. - to operating airport, notify SM to prepare for support; - to OPS SPEC alternate without company staff, ask SM of origin destination and AOD for ground service provider contact window that can be provided to PIC, or coordinating operating station staff nearby to support. - to alternate airport outside OPS SPEC approval, contact global agent World Fuel Service/Aero Control for ground handling support. <p>● 客運處及機場運務處提供有關乘客後續安排之處置及建議。 PMD and AOD provide passenger arrangement and suggestion.</p>
航機 轉降/回航 落地後 作業 Operation after diverted/ returned	<ul style="list-style-type: none"> ● 向航員調派課/空服處調派課詢問確認有關前後艙組員 Duty Time 限制，或需駐站過夜時之休時要求。視現場情況所需協助轉達前後艙組員其 Duty Time 限制。 <p>Check with FOD/PSS and CCD/CWS the crew flight time restrictions or rest time required for overnight stay. Assis to forward information of duty time limitations to crew on situational request.</p> <ul style="list-style-type: none"> ● 針對不同轉降原因持續追蹤當前狀況： Keep monitoring abnormal situations: <ul style="list-style-type: none"> - 聯繫 TMC 檢修狀況、所需時間、有無救援機需求； - 監控惡劣天候之持續時間、變化趨勢、預期恢復時間； - 航管流量管制或其他因素影響持續時間、預期恢復時間。 - Contact TMC for repair progress, time required, or ferry flight; - Keep monitoring adverse weather changes and expected duration; - Inquiry for ATC flow control estimated duration. ● 盡可能持續蒐集更新及時狀況與條件，於異常協調會議後續航班派遣與異常緩解之決策參考。 Keep collecting as much information updates as possible to irregularity meeting to coordinate proper solution. ● 轉降至運航場站時，公司駐站人員/ SM 應負責與 GHSP 協調地面作業代理事宜。Divert to operating airport, company staff/SM shall coordinate local GHSP for ground handling operations. ● 轉降至未運航場站 (含營運規範所授權備降站、未授權之場站)，機長負責

事件階段 Stages	處理程序與原則 Process principles
	<p>臨時洽詢當地 GHSP 或循本公司/機場主管機關簽約之 GHSP (通常當地之 National Carrier 列優先考慮)，或有鄰近運航場站人員前往支援，協調地面作業代理事宜，並提供 OCC 相關聯絡資訊 (電話/傳真/電報/EMAIL)，以利後續航班簽派聯繫作業。</p> <p>Divert to non-operating airport with/without OPS SPEC approval, PIC takes charge to ask for local GHSP, or contracted provider (National Carrier is priority), or nearby operating airport staff to support, and provide OCC contact information for further dispatch.</p> <ul style="list-style-type: none"> 貨運處將該航機所載貨物需特別處理事項，轉知地勤代理公司及 OCC，OCC 轉達機組員留意。 <p>CGD notify special handling notice of cargo onboard to ground agent and OCC. OCC then forward information to crew.</p> <ul style="list-style-type: none"> 航機轉降停留期間，機長或公司駐站人員應對航機、旅客及所載貨物、行李採取必要之措施以維護安全，同時亦應注意下列事項： <p>During aircraft stayover, PIC or company staff shall take necessary measures to ensure aircraft security with following notices:</p> <ul style="list-style-type: none"> - 若機上人員或所載貨物因故無法隨原機離境時，應將原因、人員名單、貨物清單通知原離境機場、目的地機場、及相關單位採取必要措施。 <p>When onboard personnel or cargo unable to be sent back along with original aircraft, notify reason, name list, cargo manifest to departure/destination airport related units for necessary process.</p> <ul style="list-style-type: none"> - 機長或公司駐站人員視需要洽機場單位，提供適當場所作為旅客停留期間活動之用。旅客再次登機時應注意旅客身份之核對，行李及隨身物品之檢查。 <p>PIC or company staff ask airport for provision of appropriate space for pax stay. Pay attention to security check of baggage and pax when boarding again.</p> <ul style="list-style-type: none"> - 機長、空服員或公司駐站人員，應注意旅客情緒之發展與安撫。 <p>PIC, cabin crew or company staff pay attention to pax emotion and comfort.</p> <ul style="list-style-type: none"> - 航機長時間/過夜停留時，機長或公司駐站人員應洽機場單位或地勤代理公司，提供機邊警衛以保航機安全。 <p>When aircraft stay long time or overnight, PIC or company staff ask airport or ground agent for aircraft guard to ensure aircraft security.</p> <ul style="list-style-type: none"> - 機上無人工作時，機長或公司駐站人員應確保機門關閉，空橋、扶梯、

事件階段 Stages	處理程序與原則 Process principles
	<p>便梯移走，並請航站提供足夠照明設備。</p> <p>Without personnel onboard working, PIC or company staff shall ensure aircraft door closed, move away air bridge, stairs, ask for sufficient lighting.</p> <ul style="list-style-type: none"> - 航機上有人工作時，機長或公司駐站人員應安排人員留守，以維護航機安全並注意駕駛艙之戒護。 <p>With personnel onboard working, PIC or company staff shall arrange guard to protect and ensure security.</p> <ul style="list-style-type: none"> - 免稅品櫃視需要加以封籤。 <p>Seal on duty free items if required.</p> <ul style="list-style-type: none"> - 所載貨物、機上供應品、行李等基於安全因素必須卸下時，應置於適當場所並派人戒護，以防失竊或遭人放置危險品。 <p>If onboard cargo, service supplies, baggage need to be offload, place in appropriate location with guard to prevent stolen or dangerous goods mixed in.</p>
航機繼續 離場作業 follow-up departure operation	<ul style="list-style-type: none"> ● 查閱場站 AIP、NOTAM 或向公司駐站人員/SM/當地 GHSP 確認場站情況，隨時了解航機、旅客最新狀況、可安排之航班預計離場時間帶。 <p>Check AIP, NOTAM, or confirm with company station staff, Station Manager, local GHSP for airport condition, update aircraft, pax status, applicable departure time slot.</p> <ul style="list-style-type: none"> ● 確認能否取得異動調整方案之航班 CALL SIGN、非計畫性航班許可、預計航路之各國飛越許可。 <p>Check for permit of adjusted flight call sign, non-schedule permit of landing and overfly.</p> <ul style="list-style-type: none"> ● 待異常協調會議決議後續班機調度方案後，OCC 發布通知場站 SM/GHSP 及相關單位啟動作業，並重新製作計算航路與油量、發送 ATC FPL、備妥操作飛航計畫、天氣與飛航公告、Dispatch Release 等文件，傳送至場站當地航務人員/GHSP 請其轉交機長，完成航機簽派作業。 <p>As solution decided from irregularity meeting, OCC publishes notice to SM/local GHSP to initiate operations, re-calculate flight plan and fuel, file ATC FPL, prepare flight document with release, WX, NOTAM, send to local flight operation agent/local GHSP to forward to PIC to complete dispatch.</p> <ul style="list-style-type: none"> ● 組員後續任務若有更動，航務處航員管理部應通知組員知悉。 <p>FOD/PSS shall notify crew if follow-up duty changes.</p>

事件階段 Stages	處理程序與原則 Process principles
	<ul style="list-style-type: none"> • 若非機械原因轉降，且轉降機場無公司機務人員駐站，機長應負責監督地勤代理公司，執行航機過境檢查完成機務簽放，機務處維修部將提供必要之機務協助。 If divert not due to technical problem, without company engineer, PIC takes charge to ensure ground agent conducting maintenance check, completing aircraft release. EMP will provide necessary assistance. • 若因機械原因轉降時，則機長無權實施機務簽放，仍需由機務處維修部指派合格機務人員前往處理。 If divert due to technical problem, PIC has no authority for release. EMP shall send qualified engineer to process. • 若發現飛機有裝備缺失時應依據 MEL 程序：Equipment missing per MEL: <ul style="list-style-type: none"> - "GO" Item：機長應和機務處維修部聯絡決定是否簽放，機務處維修部應將結果告知聯管中心 "GO" Item: PIC contact EMP to determine whether to release aircraft, and inform the decision to OCC. - "NO GO" Item：若可修妥則由機長決定是否簽放；如不能修妥，仍需由機務處維修部指派合格機務人員前往處理 "NO GO" Item: if repairable, PIC decide whether to release; if not repairable, EMP send qualified engineer to process. • 轉降至未運航場站，OCC 協調 AOD 製作航機簡易載重平衡表，傳真至當地 GHSP 請其轉交機長，或由機長自行以人工方式製作；機長應負責簽署所有作業有關帳單，帳單上應註明機長級職、姓名、護照號碼、飛航班次、機號及日期。 Divert to non-operating airport, OCC contact AOD to generate simple W&B loadsheet and fax to local GHSP forward to PIC, or do manual loadsheet by PIC. PIC shall sign all operational related invoices remarked with PIC name, passport no., flight no., tail no. and date. • 航機加油之油款應優先使用機上之油卡支付。 Pay for fuel using onboard card. • 協調地勤代理公司，或目的地機場站主管安排付款事宜。 Arrange ground agent or destination SM for payment.

5.7 聯管中心成立防颱中心各階段重點工作

Major working stages for OCC to form Typhoon Precaution Center

W36	a. 監控颱風動態，視情況通知相關作業單位，準備防颱工作。
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	<p>Monitor typhoon movement, notify operational units to be prepared for typhoon precautions.</p> <p>b. 加強宣導颱風侵襲前後期間，航機保守簽派為原則。 Advise that conduct dispatch operations under conservative considerations before, during and after typhoon invasion.</p> <p>c. 視情況報請成立防颱中心，通知各部門召開防颱會議。 On situational request to form typhoon precaution center and call operational units for typhoon precaution meeting.</p>
W24	<p>a. 掌握颱風行進路線、速度、方向、風向、風速與對本場影響及發展趨勢等資料，按 5.2.2 發佈颱風警報通知相關作業單位，實施車輛、辦公設備及通訊系統等業務設施防颱檢查。 Keep monitoring typhoon progress, velocity, wind direction and speed, forecast trend and possible influences to airports. Issue typhoon alerts as per 5.2.2 to keep operational units aware of typhoon status updates so to prepare for typhoon precautions including inspections for vehicles, equipment and communication devices.</p> <p>b. 分析颱風對本公司各離到班次與航機可能之影響，研擬規劃停機 / 疏散 / 航班異動安排，並發出群組通知，宣告提醒各單位隨時留意颱風與航班影響情況。 Analyze typhoon influences on company flights and aircrafts, plan for aircraft parking/evacuation/schedule changes, issue notifications to advise operational units to be aware of typhoon status and flight adjustments.</p>
W12	<p>a. 持續更新颱風行進方向、速度、風向、風速與對本場/外站影響及發展趨勢等資料，按 5.2.2 發佈颱風警報通知作業單位注意防範。 Keep updating typhoon progress, velocity, wind direction and speed, forecast trend and possible influences to airports. Issue typhoon alerts as per 5.2.2 to keep operational units aware of typhoon status updates and precautions.</p> <p>b. 視情況召開/加開防颱會議。 Call typhoon precaution meeting on situational request.</p> <p>c. 視實際情況需要，簽派航機至預定疏散場站，或決定受影響航班之變更 / 異動 / 延後 / 取消，如必要時得儘早完成。 As situational required, dispatch aircraft to evacuation base, or adjust schedule change/delay/cancel as earlier as possible.</p> <p>d. 視情況修正航機疏散措施及航班異動規劃並調整於 OPS 系統。</p>

	<p>Per situational demand, adjust aircraft evacuation plan and flight schedule change, then announce through OPS system.</p> <p>e. 視需要協調公共關係室對外發佈有關班表異動。</p> <p>Coordinate with CRD to publish schedule adjustments during typhoon to the public as required.</p> <p>f. 與各單位保持聯繫，確認各項防颱作業執行進度。</p> <p>Keep contact with each unit and confirm precaution progress.</p>
W06	<p>a. 按 5.2.2 發佈颱風警報通知相關作業單位颱風最新動態及影響情形，注意防範。視狀況決定是否需要再召開防颱會議。</p> <p>Issue typhoon alerts as per 5.2.2 to keep operational units aware of typhoon status updates and precautions. Call typhoon precaution meeting on situational request.</p> <p>b. 因疏散而影響後續班機時間表時，應協調有關單位預作安排計劃。</p> <p>Coordinate with operational units to plan and rearrange for flight schedules affected by aircrafts evacuation.</p> <p>c. 通知鄰近機場做好班機轉降準備。</p> <p>Notify nearby airports to be well-prepared in case diversion.</p>
W00	<p>a. 按 5.2.2 發佈颱風警報通知相關作業單位注意防範。</p> <p>Issue typhoon alerts as per 5.2.2 to keep operational units aware of precautions.</p> <p>b. 如有在空航機，應密切注意航機、颱風動態及機場天氣變化，適時與組員聯繫，但避免干擾其進場階段操作；若航機需轉降，可參考 8.3 附件三之航班轉降檢查表輔助作業，提供組員必要協助。</p> <p>Keep aware of flight movement, typhoon trend and airport weather conditions of inflight aircrafts. Contact crew if necessary without interfering their operations especially during approaching. In case of diversion, may refer to 8.3 Att.3 Diversion Checklist to follow operation steps and provide crew with necessary assistance.</p>
警報解除 Warning lifted	<p>a. 通知各單位，儘速恢復正常工作，並完成各項飛航任務準備。</p> <p>Notify operational units to resume normal works and complete preparations for flight operations.</p> <p>b. 應盡快了解機場設備是否因颱風侵襲遭毀損，進而影響運航作業。</p> <p>Check and confirm if airport facilities which are critical for flight operations are damaged by typhoon.</p> <p>c. 簽派員應密切關注各機場天氣狀況，仍可能發生微爆氣流、風切。同時預期航情壅塞，考慮酌加額外油量。</p>

	<p>Dispatchers keep beware of weather conditions of each operation airports in which microburst, windshear could still happen. Take ATC flow control into consideration and bring proper additional fuel.</p> <p>d. 了解避颱疏散之航機情況，依場站設施恢復情形，確保符合天氣限度下，安排調整航機調度返場任務。</p> <p>Check conditions of evacuated aircrafts. Arrange flights of those aircrafts back to homebase under conditions of suitable weather limitations and available airport facilities.</p> <p>e. 防颱指揮中心解散。</p> <p>Typhoon precaution center dismissed.</p> <p>f. 檢討本次防颱作業，並視情況召集檢討會議擬定改進方案。會議記錄陳閱聯管中心主管後存檔備查。</p> <p>Review typhoon precautions this time and may call a review meeting to discuss for improvements if required. The meeting minutes will be accepted by OCC superiors and kept record.</p>
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5.8 各機型操作/地面作業風速限制參考 Operational Limitations of Wind Speed

5.8.1 繫留、疏散原則參考 Precaution Actions

項目 Items	預報風速 Forecasted Wind Speed * 陣風亦需考量 * Gust Wind included *
防颱姿勢擺放 Anti-typhoon Positioning	34 kt~50 kt
繫留 Mooring	50 kt~64 kt
疏散 Evacuation	65 kt or more

5.8.2 航機側風尾風限制參考 Crosswind/Tailwind

風速限制/機型 Limits/Aircraft Type	A321	A339	A359
Company maximum crosswind for takeoff and landing	30 kt	30 kt	30 kt
Maximum tailwind for takeoff	15 kt	15 kt	15 kt
Maximum tailwind for landing	15 kt	15 kt	15 kt

5.8.3 艙門操作風速限制參考 Door Operations

風速限制/機型 Limits/Aircraft Type	A321	A339	A359
The maximum wind for passenger door operation	65 kt	40 kt	40 kt
Maximum wind for FWD and AFT cargo doors operation	40 kt	40 kt	40 kt
The passenger, FWD and AFT cargo doors must be closed before	65 kt	60 kt	60 kt

- A. 公司運航作業仍以陣風 55 kt 為機坪作業限制，當機場當局發佈陣風超過 55 kt 時，一切地面作業暫停。
Limitation of company ground operations is gust 55kt. All ground/ramp operations suspend when TPE Airport Authority announced that the gust wind exceeds 55kt.
- B. 當機場當局發佈陣風小於 55 kt 時，可視颱風影響趨勢，在不違反公司、機場及地勤代理作業規定下，視情況在安全範圍內繼續進行機坪作業。
When TPE Airport Authority announced that the gust wind below 55kt, without violation of company policy and airport regulations, ground/ramp operations may be continued under safety condition.
- C. 機坪作業限制風速皆以桃園機場機坪風速計測得數據為準：
桃園機場公司首頁 > 機場業務 > 飛航安全 > 空橋風速資料
Limitations for ground/ramp operations are based on actual wind speed values observed from ramp anemometers in TPE Airport which will be issued on this website: <https://www.taoyuanairport.com.tw/wind>
- D. 當颱風即將侵襲本場，機場當局發佈陣風超過 40 kt，且風速有持續增強趨勢時，應儘速關閉貨艙門，以免屆時風力增強無法關閉，造成艙門受損。經機場運務處協調防颱中心，再進一步瞭解颱風動態及參考競業公司作業情形後，可視實際狀況在安全範圍內繼續開啟艙門作業。
When Typhoon invades TPE and the Airport Authority announced that gust wind exceeds 40kt with increasing trend, cargo doors shall be closed right away to prevent from damages. After AOD coordinated with Typhoon Precaution Center to be advised of typhoon movement and fellow airlines process situations, cargo doors may be opened under safety condition to resume operations.

5.8.4 其他作業風速限制 Other Ground Operations

項目 Items	風速限制 Wind Limits
扶梯車 (本公司地勤處) Passenger steps (GHD)	40 kt
空橋停橋 (桃園機場公司) Airbridge suspend (Taoyuan Airport Company)	48 kt
空橋綁橋 (桃園機場公司) Airbridge tie down (Taoyuan Airport Company)	55 kt

5.8.5 壓艙油參考值 Ballast Fuel

機型 Type	壓艙油 Ballast Fuel	重心 CG at	可抵禦風速 Max. Stability Wind Speed
A321neo	About 12,000 KG	18%	50 kt
A330-900	About 34,000 KG	23%	54 kt
A350-900	About 28,000 KG	28%	54 kt

6. 參考文件 References

STARLUX-CFD-004 緊急應變計畫 Emergency Response Plan
 STARLUX-OCC-001 聯合管制中心作業手冊 Operations Control Manual
 STARLUX-OCC-002 飛航簽派手冊 Flight Dispatch Manual
 SOP-OCC-23-005 簽派作業指引 Dispatcher Working Instruction

7. 紀錄 Records

項次 item	紀錄名稱 Record	形式 Format	保存期限 Retention period	保存地點 Location
A.	運航作業特別報告 Flight Operation Irregularity Report	紙本、電子 paper and electronic	業務存續期間 as operation exists	聯管中心 OCC
B.	防颱預檢會議紀錄 Typhoon precaution pre-check meeting minutes	紙本、電子 paper and electronic	業務存續期間 as operation exists	聯管中心 OCC
C.	颱風動態警報 Typhoon Warning Report	電子 electronic	3 年 3 years	聯管中心 OCC

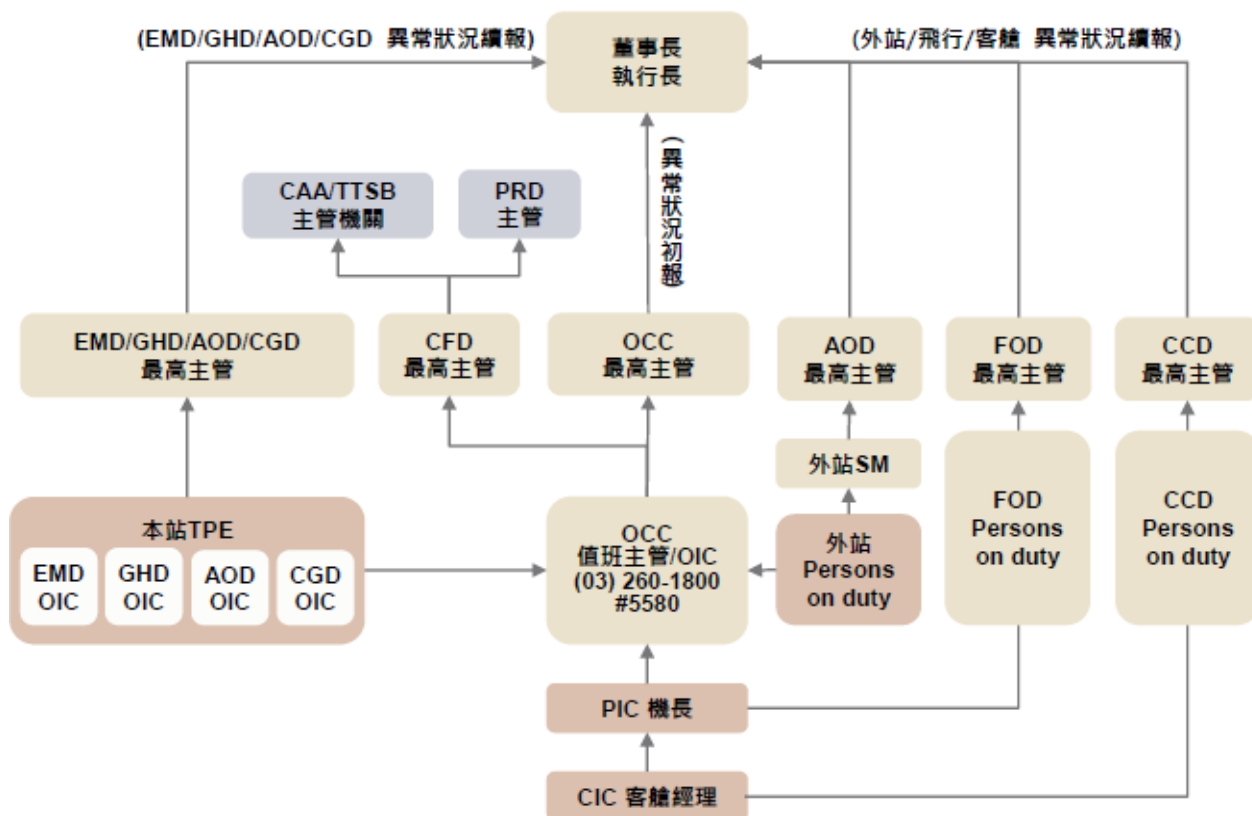
8. 附件 Attachments

8.1 附件一 Att.1 運航異常通報程序圖 Flight irregularity reporting flow chart



航機異常狀況複式通報表

(生效日期：DEC/11/2023)



本流程適用於與**航機運作**有關之異常事件：

- 複式通報**指的是每個通報權責單位，須以任一可即時聯絡的方式 (例如Teams chat or call / Line chat or call / Mobile or Land phone / Satcom等) 通報兩個單位，以爭取通報時效及避免單線作業可能會遺漏通報。
- OCC**接獲各線上作業單位通報後，將先進行**Teams**初報，以爭取通報時效，但如果狀況屬重大異常事件(如**航機受損須AOG**或**媒體曝光**事件)，相關部門主管於查證後，須循此通報系統儘速以**電話**通報細節。

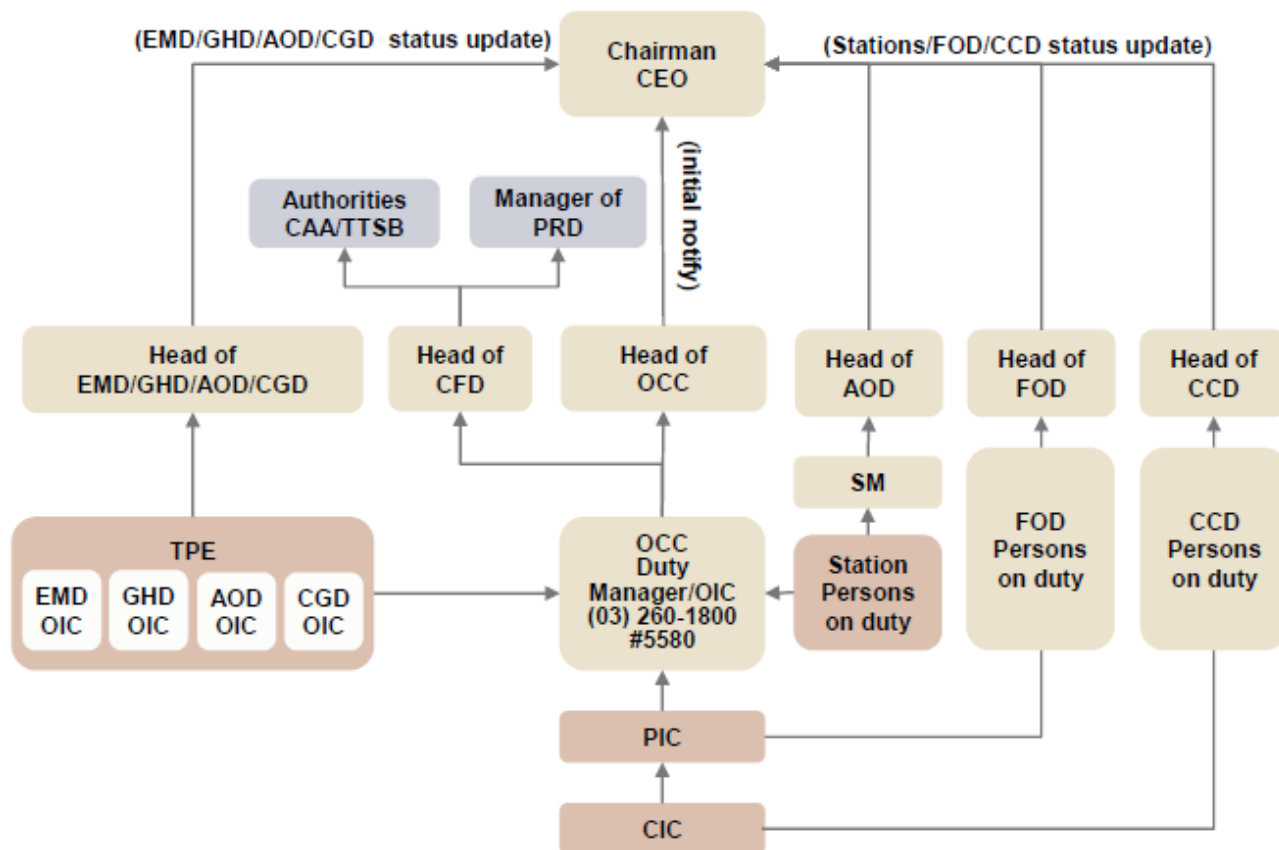
3. 重大異常事件對外通報之權責：

- | | |
|---|------------------------------------|
| → 企安室ATT 負責對CAA/TTSB值日官通報 (初報) | → 公共關係室 負責對媒體溝通 (視狀況需要) |
| → 企安室ACT 負責對CAA SEI及航警局通報 (保安作業) | → 貨運處 負責對CAA DGI通報 |
| → 聯合管制中心 負責對CAA POI通報 (航機運作) | → 地勤處/機場運務處 負責對TPE航務處通報 |
| → 航務處/企安室AFT 負責對CAA POI通報 (航員作業) | → 國外機場經理(SM) 負責對當地航空站相關單位通報 |
| → 機務處 負責對CAA PMI通報 (維修作業) | |
| → 空服處 負責對CAA CSI通報 (空服作業) | |



Flight Operation Irregularity Dual Channel Reporting Line

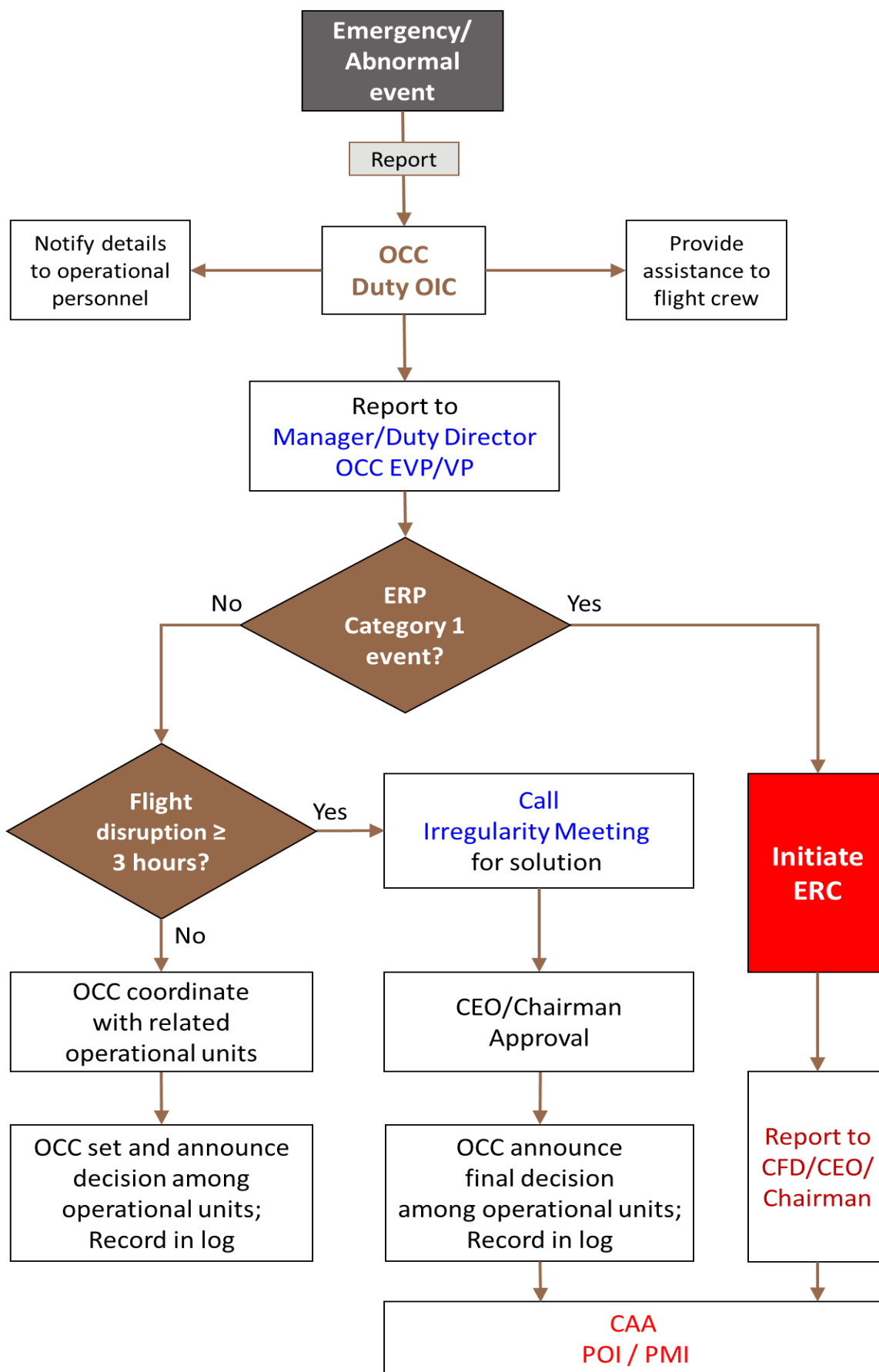
(Effective Date: Dec/11/2023)



This reporting protocol applies to irregularities associated with JX **Flight Operations**:

- To address irregularities, each responsible unit is mandated to **promptly notify two designated units** using any instant communication tool, such as Teams chat or call, Line chat or call, mobile or land phone, Satcom, etc. This systematic approach is formulated to ensure efficient communication, mitigating the risk of critical information lapses through reliance on a singular notification channel.
- Upon receiving information from each unit, the **OCC** will initiate the notification process through **Teams**. In the event of a significant abnormal occurrence, such as **aircraft damage causing AOG** and/or **drawing media attention**, the relevant department head is obligated to verify the situation and promptly provide a follow-up **verbal** report to top management as soon as possible.
- In the case of a serious incident or accident, the mandatory reporting or communication with external authorities should be carried out by the following department:

- | | |
|---|--|
| → CFD-ATT : report to CAA/TTSB (Occurrence Notification) | → CRD : communicate with the press (as needed) |
| → CFD-ACT : report to CAA SEI and APB (Security) | → CGD : report to CAA DGI |
| → OCC : report to CAA POI (Flight Operations) | → GHD/AOD : report to TPE |
| → FOD/CFD-AFT : report to CAA POI (Flight Crew) | → SM : report to local airport operator/Authorities |
| → EMD : report to CAA PMI (Maintenance) | |
| → CCD : report to CAA CSI (Cabin Operations) | |



8.2 附件二 Att.2 航班異動點檢表 OCC Flight Change Checklist

Date: _____ (All Zulu Time)											
1. Event: <input type="checkbox"/> Weather : _____ <input type="checkbox"/> H/Landing <input type="checkbox"/> Pax Related : _____ <input type="checkbox"/> On Board CAT-I Event (CFD) <input type="checkbox"/> Tech Issue <input type="checkbox"/> Pilot Absence <input type="checkbox"/> Crew Absence Brief Info: _____											
2. Affected Flights:											
Date	FLT No.	A/C Type	Dest.	Pax Load					Group	Connect (Outbound)	Connect (Inbound)
				F	J	W	Y	TTL	Pax	Pax TTL	Pax TTL
3. Weather: <input type="checkbox"/> N/A <input type="checkbox"/> TAF <input type="checkbox"/> SPECI <input type="checkbox"/> OTH : _____											
4. Airport info: _____ Curfew <input type="checkbox"/> N RWY (heading) : _____ <input type="checkbox"/> Y _____(time) CIQ close time : _____										<input type="checkbox"/> Pilot Substitute _____ <input type="checkbox"/> Cabin Crew Substitute _____	
5. Duty Pilot: _____											

1. **OCC** ☐ Over Fly Permit ☐ TW Local Landing Permit (Ferry to homebase)

2. Flight Adjustment:

Date	Original		New		Status	<input type="checkbox"/> Divert To Airport:
	FLT No.	STD/STA	FLT No.	STD/STA		
					<input type="checkbox"/> Add <input type="checkbox"/> Cancel <input type="checkbox"/> Reschedule <input type="checkbox"/> Upgrade_____	Onboard Maint: <input type="checkbox"/> Y <input type="checkbox"/> N Maint Support: _____ Hangar: _____ <input type="checkbox"/> Towbar Ground Handling Agent: _____
					<input type="checkbox"/> Add <input type="checkbox"/> Cancel <input type="checkbox"/> Reschedule <input type="checkbox"/> Upgrade_____	Onboard Maint: <input type="checkbox"/> Y <input type="checkbox"/> N Maint Support: _____ Hangar: _____ <input type="checkbox"/> Towbar Ground Handling Agent: _____
					<input type="checkbox"/> Add <input type="checkbox"/> Cancel <input type="checkbox"/> Reschedule <input type="checkbox"/> Upgrade_____	Onboard Maint: <input type="checkbox"/> Y <input type="checkbox"/> N Maint Support: _____ Hangar: _____ <input type="checkbox"/> Towbar Ground Handling Agent: _____
					<input type="checkbox"/> Add <input type="checkbox"/> Cancel <input type="checkbox"/> Reschedule <input type="checkbox"/> Upgrade_____	Onboard Maint: <input type="checkbox"/> Y <input type="checkbox"/> N Maint Support: _____ Hangar: _____ <input type="checkbox"/> Towbar Ground Handling Agent: _____
					<input type="checkbox"/> Add <input type="checkbox"/> Cancel <input type="checkbox"/> Reschedule <input type="checkbox"/> Upgrade_____	Onboard Maint: <input type="checkbox"/> Y <input type="checkbox"/> N Maint Support: _____ Hangar: _____ <input type="checkbox"/> Towbar Ground Handling Agent: _____
					<input type="checkbox"/> Add <input type="checkbox"/> Cancel <input type="checkbox"/> Reschedule <input type="checkbox"/> Upgrade_____	Onboard Maint: <input type="checkbox"/> Y <input type="checkbox"/> N Maint Support: _____ Hangar: _____ <input type="checkbox"/> Towbar Ground Handling Agent: _____
					<input type="checkbox"/> Add <input type="checkbox"/> Cancel <input type="checkbox"/> Reschedule <input type="checkbox"/> Upgrade_____	Onboard Maint: <input type="checkbox"/> Y <input type="checkbox"/> N Maint Support: _____ Hangar: _____ <input type="checkbox"/> Towbar Ground Handling Agent: _____

3. Flight Crews Scheduling:

Pilot

☐ _____ men crew ☐ AOR due _____ hr / Actual TTL: _____ hr
(TPE On-Block Time)

Cabin Crew

☐ Double crew ☐ +____add ☐ AOR due _____ hr / WP due: _____ hr
(TPE On-Block Time)

1. AOD	Home Base (TPE): <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <input type="checkbox"/> Backup Pax PM <input type="checkbox"/> Arrange Duty Staff <input type="checkbox"/> Inform Airport Authorities </div> <div style="width: 45%;"> <input type="checkbox"/> Apply for FLT of Civil A/C (離到場申請) <input type="checkbox"/> Arrange Pax Refreshment / Accommodation <input type="checkbox"/> Ensure Airport Facility / Regulation </div> </div>		
	Outstation: <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <input type="checkbox"/> Backup Pax PM <input type="checkbox"/> Arrange Duty Staff <input type="checkbox"/> Confirm GHSP Capabilities <input type="checkbox"/> Inform Related Local Parties </div> <div style="width: 45%;"> <input type="checkbox"/> Inform Airport Authorities (Slot / Spot) <input type="checkbox"/> Ensure Airport Facility / Regulation <input type="checkbox"/> Confirm Landing Permit (If needed) <input type="checkbox"/> Arrange Pax Refreshment / Accommodation </div> </div>		
2. PMD <small>(Pax)</small>	Website reminder	Travel agent informed	Pax arrangement
	<input type="checkbox"/> Y - ON	<input type="checkbox"/> Y	<input type="checkbox"/> Y
3. CRD <small>(PR)</small>	Social media informed		
	<input type="checkbox"/> Y <input type="checkbox"/> N/A		
4. CPD	<input type="checkbox"/> TW CAA Landing Permit (Additional passenger or cargo flights) <input type="checkbox"/> SLOT (if IATA format is required)		
5. Regional Company / Branch	<input type="checkbox"/> Flight approval with local authority		
6. EMD	<input type="checkbox"/> FOB _____ kg <input type="checkbox"/> Refuel with Pax on-board <input type="checkbox"/> Parts on-board: _____	7. ITD <small>(as required)</small>	<input type="checkbox"/> System related

8.3 附件三 Att.3 航班轉降檢查表 Diversion Checklist

通報及轉降資訊 Report and information collection	
1	轉降啟動 Initiate to divert ■ 接獲 PIC 通知轉降 · 或 Be informed of diversion from PIC, or ■ 通知 PIC 轉降 Notify PIC to divert
2	轉降因素 Reasons to divert ■ 天氣因素 Weather factor (refer to item A1) ■ 機械因素 Technical problem (refer to item A2) ■ 旅客因素 Passenger issue (refer to item A3) ■ 航管 / 其他 ATC factor/others (refer to item A1)
3	轉降場站 Airport to divert is: ■ 運航場站 Station in current operation (refer to item B1) ■ 營運規範備降站 Authorized in OPS SPEC (refer to item B2) ■ 未授權於營運規範 Not authorized in OPS SPEC (refer to item B3)
4	事件通報 Reporting (1) 回報課長 / 經理 / 值班主管並 Teams “OCC 主管/OIC 聯絡群組” Report to Duty Team Leader/Manager/OCC Director. Send message to Teams “OCC Superiors/OIC Reporting Group” ■ 是否屬 ERP CAT 1 事件或 08-01A、03-23A 附件一強制報告飛安事件 若是則 OCC 主管進一步通報 → 企安室 → CAA ■ if the event belongs to ERP Cat. 1, or 08-01A, 03-23A compulsory report, OCC superiors shall also report to CFD then forward CAA. (2) Teams 至團隊 “OCC 班機延遲/異常通報群組” 公告轉降訊息 Send message to Teams “OCC Flight Delay/Irregularity Reporting Group” to announce flight diversion
5	確認轉降場站適航 Check suitability for airport to divert: (1) 天氣、NOTAM、落地跑道性能 Check Weather, NOTAM, landing runway performance (2) 機場運作時間 / 有無宵禁 Airport operation time/Curfew 目前油量、In-flight OFP、機長所需協助 Current Fuel On Board, In-flight OFP if required, assistance for PIC
轉降因素及處置 Reasons and process	
A1	天氣 / 航管 / 其他因素 Weather factor/ATC factor/Others : (1) 確認目的地天氣趨勢 / 航管流量 / 預期恢復時間 Check weather changes of destination airport / flow control scale /

	<p>estimated duration to resume normal. 其他：聯絡轉降場站，轉達 PIC 所需協助 For others, contact airport to divert and request for any necessary assistance that PIC requires.</p>
A2	<p>機械因素 Technical problem : (1) 確認航機狀況與機長所需協助 Confirm aircraft condition and assistance that PIC requires. (2) 通知 TMC Notify TMC (#5398/5399) 視 TMC 及 PIC 所需，聯絡轉降場站 Contact airport to divert as per TMC/PIC requirements.</p>
A3	<p>旅客因素 Passenger issue : (1) 確認醫療需求，通知轉降場站準備 Confirm need for medical service, notify divert station to prepare in advance. (2) 情況允許下可先詢問：旅客姓名、座位號碼、性別年齡、傷病狀態、有無同行者...等 If available, collect the passenger information of name, seat no., gender, age, illness condition, companion, etc. 其他：聯絡轉降場站，轉達 PIC 所需協助 For others, contact airport to divert and request for any necessary assistance that PIC requires.</p>
轉降場站類別及航班動態通知 Diversion station category, contact and publish	
B1	<p>轉降運航場站 Divert to airport in current operation: (1) OPS 航班異動：預計轉降場站與 ETA Publish flight adjustment in OPS of station to divert and ETA. (2) DIV 訊息發送至原起飛站、原目的地站、預計轉降站 Send DIV msg to departure, origin destination and divert station. 通知轉降場站 SM 航班轉降原因及後續所需協助 Contact Station Manager with divert reason and assistance required.</p>
B2	<p>轉降營運規範備降站 Divert to alternate airport not in operation but OPS SPEC authorized: (1) OPS 航班異動：預計轉降場站與 ETA Publish flight adjustment in OPS of station to divert and ETA. (2) DIV 訊息發送至原起飛站、原目的地站 Send DIV msg to departure and origin destination station. 詢問原目的地站 SM 及 AOD 轉降場站 GHSP 聯繫窗口</p>

	Ask Station Manager of origin destination and AOD for contact window of divert station GHSP.
B3	<p>轉往非營運規範授權場站</p> <p>Divert to other airport NOT authorized in OPS SPEC:</p> <p>(1) OPS 航班異動：預計轉降場站與 ETA Publish flight adjustment in OPS of station to divert and ETA.</p> <p>(2) DIV 訊息發送該航班起飛站、原目的地站 Send DIV msg to departure and origin destination station.</p> <p>(3) 通知地勤代理商轉降航班資訊及所需協助： Contact Ground Handling Service Provider with divert flight information and provide necessary assistance.</p> <p>■ World Fuel Service: CommercialITPS2@wfscorp.com 002+1-303-566-3131</p> <p>■ Aero Control: ops@aerocontrolgroup.com 002+971-56-4449000 / +971-565-112211</p>
<p>航班後續派遣資訊 (盡可能蒐集事實條件供 ERC / 異常協調會議決策參考)</p> <p>Continuing Flight Arrangement: collect as more actual information as possible for ERC/Irregularity Meeting to make final decision.</p>	
C1	<p>詢問航員調派課 PSS(#3210) / 空服處調派課 CWS(#3810) :</p> <p>前後艙組員 Duty Time 限制、若須過夜駐站之休時要求</p> <p>Ask PSS/CWS for Duty Time limits of cockpit/cabin crew; and rest time required if crew need to stay overnight at outstation.</p>
C2	<p>追蹤 TMC 航機檢修狀況、所需時間、救援機需求；</p> <p>惡劣天候 / 流量管制持續情形</p> <p>Ask TMC for aircraft repair progress, estimated time, support ferry need; Keep monitoring bad weather condition/flow control duration.</p>
C3	<p>查詢 AIP、NOTAM 或向 SM/GHSP 確認場站情況：</p> <p>轉降場站、原目的地站、原起飛站可安排飛航之時間帶</p> <p>Check AIP, NOTAM, or ask SM/GHSP to confirm available time slot and adequacy of divert station, origin destination, departure station.</p>
C4	<p>確認新增 / 異動之 FLT No.、能否取得非計劃性航班許可、</p> <p>預計航路之飛越許可</p> <p>Confirm new/changed flight number, check permit of the non-schedule flight, and overfly permit of planned route.</p>

8.4 附件四 Att.4 颱風動態警報格式範例 Typhoon Warning Report Format

1. 資訊說明：

□□□ (國際英文名) 颱風動態警報資訊			
日期： JUL/01/2022	時間： 08:00 (L) TPE	報次： 01	報告編輯： Billy Chen
目前位置及動態	目前中心位置在北緯 11.2 度，東經 114.6 度，以每小時24公里速度，向西北西進行。中心氣壓940百帕，近中心最大風速每秒45公尺，瞬間最大陣風每秒55公尺，七級風暴風半徑 250 公里。		
預計影響區域與期間	依據目前預報路徑，預期19DEC本公司來往澳門航班不受影響、來往曼谷航班行經之A1航路則需注意外圍環流影響。		
航班狀態	航班均依班表執行。		
其他資訊(警報階段)	無。		



1

2. 檢附颱風動態預測/路徑預報圖/航空氣象中心警報單等。

美國海軍颱風動態預報

各國綜合路徑預報

中央氣象局颱風動態衛星雲圖

台北航空氣象中心颱風警報單 (若已發布)

「7」 11

8.5 附件五 Att.5 OPS 電報標準格式 OPS MVT message Standard Format

DEP MVT	
MVT JX801/16.B58201.NRT AD0019/0029 EA0412 TPE DLxx/xx/hhmm/hhmm EDLxx/xx/hhmm/hhmm SI	MVT Flt No/Dept Date in 2 digit . Reg No . Departure station AD time pushback/time takeoff EA est time arrival Destination DL 1 st delay code/2 nd code/delay time of 1 st code/delay time of 2 nd code EDL 3 rd delay code/4 th code/delay time of 3 rd code/delay time of 4 th code SI put all other information here *DELAY CODE is required when delay ≥ 6mins.
ARR MVT	
MVT JX801/16.B58201.TPE AA0612/0625 SI	MVT Flt No/Dept Date in 2 digit . Reg No . Arrival station AA time landed/time block-in SI put all other information here *Arrival delay can be without DELAY CODE. **If you put DELAY CODE in ARR MVT, the correct arrival delay time = total delay time - departure delay time.
ED MVT	
MVT JX731/16.B58201.TPE ED0530 SI	MVT Flt No/Dept Date in 2 digit . Reg No . Departure station ED estimated time for departure SI put all other information here
SUB DELAY CODE	
DLxx/xx/hhmm/hhmm EDLxx/xx/hhmm/hhmm DLAxx1/xx2/xx3/xx4	When put in SUB DELAY CODE: DLA 1 st sub code/2 nd sub code/3 rd sub code/4 th sub code the slash"/"CANNOT be omitted as flw examples:
DLPL/0015 DLAPL1//	Only one DELAY CODE: PL with one SUB CODE: PL1
DLPL/PS/0010/0005 DLAPL1/PS1//	Two DELAY CODES: PL 10MIN; PS 5MIN with 1 st SUB CODE: PL1 and 2 nd SUB CODE: PS1
DLPL/PS/0010/0005 DLA/PS1//	Two DELAY CODES: PL 10MIN; PS 5MIN with only 2 nd SUB CODE: PS1
MVT CORRECTION	
COR MVT JX721/16.B58201.TPE	Put COR in the first row

8.6 附件六 Att.6 班機延誤代碼 DELAY CODE

1.1 Arrival Delay

CODE	SUBCODE AND DESCRIPTION
LA	Long taxi time: arrival
LD	Long taxi time: departure
LG	Awaiting parking gate: arrival
LO	Original
LT	ATC, Enroute
LS	Insufficient flight time
LU	Enroute deviation
LW	Bad weather
LZ	Others

Departure Delay

1.2 Others

CODE	SUBCODE AND DESCRIPTION
OA	Delay to meet STA
SG	Schedule ground time less than declared minimum time

1.3 PASSENGER AND BAGGAGE

CODE	SUBCODE AND DESCRIPTION
PD	Late check-in: (1) Acceptance of passengers after deadline (2) Acceptance of passengers from other flight (3) Acceptance of passengers from other airlines (4) Group PAX / bag handling
PL	Late check-in: (1) Congestion in check-in area (2) Insufficient of check-in counter
PE	Check-in error
PO	(1) Over sales (2) Booking errors
PH	Boarding issue about passenger at the gate: (1) Discrepancies (2) Paging passenger (3) Passenger complaint (4) Ticketing (5) Seating (6) Stowaway passenger (7) Drunk passenger

	(8) Offload passenger or bags (9) Excess baggage charge
PS	Passenger convenience: (1) VIP movement (2) Ground meals (3) Missing personal items or document (4) Physical incident, ill or death
PC	Catering order issue made by passenger reservation: (1) Late order (2) Incorrect (3) Acceptance additional passenger (4) Special meal late order by passenger
PB	Baggage processing: (1) Wrong tag (2) Hand-carry bag handling (3) Sorting (4) Transit bag built-up error
PW	Boarding and deboarding of passengers with reduced mobility, including wheelchairs, and Stretcher handling. (1) Boarding (2) Deboarding
PZ	Others

1.4 CARGO AND MAIL

(If delay caused by mail handling can be identified, use codes CE, CL, CA)

CODE	SUBCODE AND DESCRIPTION
CD	Document: (1) Late delivery or cancel (2) Late delivery of cargo document from agent (3) Document error or missing
CP	Late positioning: (1) Cargo late positioning on aircraft side (2) Acceptance cargo from other flights (3) Acceptance cargo from other airlines (4) Dead load late final
CC	Late acceptance: (1) Late acceptance of cargo in warehouse after deadline (2) Truck late arrival in warehouse
CI	Inadequate packing: (1) Pallet contour error (2) Improper built up of cargo (3) ULD Damage
CO	Over sale or broken error:

	(1) Over sale after deadline (2) Adjust allotment after deadline (3) Commercial reason
CU	Late preparation in warehouse: (1) Short of manpower (2) Facility or equipment insufficient (3) Facility or equipment out of service (OTS) (4) Lack of ULD(unit load device) (5) Human error
CZ	Others
1.5 MAIL ONLY	
CODE	SUBCODE AND DESCRIPTION
CE	Documentation, error, packing, etc. (1) Document Late Delivery from Cargo Staff (2) Document Late Delivery from Post Office (3) Document Error/Missing (4) Improper Build up or Damage etc. (5) ULD Damage
CL	Late positioning: (1) Mail late towing on aircraft side (2) Mail late accept from other flight (3) Mail late accept from other airline
CA	Mail late acceptance after deadline (1) Mail Late Acceptance in warehouse (2) Mail Late Acceptance from Post Office
1.6 AIRCRAFT AND RAMP HANDLING	
CODE	SUBCODE AND DESCRIPTION
GD	Aircraft document late or error: (1) Weight and balance (2) General declaration (3) Passenger manifest (4) Cargo manifest (5) Load plan error (6) A/C C.G. out of trim
GL	Loading/unloading: (1) Bulk cargo (2) Special cargo (3) Cabin cargo (4) Lack of manpower (5) Over-flow bag handling (6) Ramp ground handling agent late positioning

	(7) Cargo collapse at shipside
GE	Loading equipment: (1) Shortage (2) Breakdown
GS	Service equipment: (1) Shortage (2) Breakdown (3) Lack of manpower (4) Jet way operator late on position (5) Aircraft late tow on position
GC	Aircraft cleaning
GF	Fueling, defueling, fuel supplier
GB	Catering or cabin inventory: (1) Catering late delivery (2) Catering loading (3) Inventory late delivery (4) Inventory loading (5) Others
GU	Unit loading device(ULD) out of service: (1) Lack of ULD (2) Cargo container/pallet broken (3) Strained ULD
GT	Technical equipment: (1) Shortage (2) Broken down (3) Lack of manpower
GZ	Others

1.7 TECHNICAL AND AIRCRAFT EQUIPMENT

CODE	SUBCODE AND DESCRIPTION
TD	Aircraft Defects: (1) MEL (2) Airworthiness
TM	Scheduled maintenance: (1) Aircraft late release (2) Aircraft late on position
TN	Non-schedule maintenance or special check: (1) Aircraft late release (2) Aircraft late on position
TS	Spares and maintenance equipment, lack of or out of service
TA	AOG (Aircraft on ground for technical reasons) Spares, to be carried to another station
TC	Aircraft change for technical reasons

TL	Standby aircraft, lack of planned standby aircraft for technical reasons
TV	Scheduled cabin configuration/version adjustment
TZ	Others

1.8 DAMAGE TO AIRCRAFT

CODE	SUBCODE AND DESCRIPTION
DF	Damage during flight operation: (1) Collision during aircraft taxing (2) Heavy or overweight landing (3) Bird strike (4) Lightning (5) Turbulence or adverse weather
DG	Damage during ground operation: (1) During loading or off loading (2) During aircraft parking (3) During aircraft towing (4) Collision (other than during taxing) (5) Extreme weather conditions (6) Contamination
DZ	Others

1.9 EDP/AUTOMATED EQUIPMENT FAILURE

CODE	SUBCODE AND DESCRIPTION
ED	Departure control: (1) DCS system out of service (2) Weight and balance system out of service (3) Boarding gate reader out of service
EC	Cargo preparation/documentation: (1) Cargo system out of service (2) Customs system out of service (3) Warehouse system out of service
EF	Flight plans: (1) Computer flight plan system out of service (2) SITA or AFTN out of service
EZ	Others

1.10 FLIGHT OPERATIONS AND CREWING

CODE	SUBCODE AND DESCRIPTION
FP	Flight plan: (1) Late completion (2) Change due to ZFW increase/decrease (3) Change due to ballast fuel required
FF	Flight operations requirement:

	(1) Extra fuel (2) Load alteration (3) Pre-flight check (4) Manual discrepancy (5) System discrepancy (6) Aircraft performance limitation
FT	Late crew arrival at gate/taking shuttle transport late (cockpit crew or entire crew; excluding connection and standby): (1) Late reporting duty (2) Traffic jam (3) Vehicle breakdown (4) Transportation company (5) Pre-flight briefing (6) Departure procedure
FS	Cockpit crew shortage: (1) Sickness (2) Awaiting standby (3) Flight time limitation (4) VISA (5) Health document
FR	Flight deck special request: (1) Requirement beyond MEL (2) Not within operational requirement
FL	Late cabin crew arrival at gate/taking shuttle transport late (excluding connection and standby): (1) Late reporting duty (2) Traffic jam (3) Vehicle breakdown (4) Pre-flight preparation (5) Transportation company (6) Pre-flight briefing
FC	Cabin crew shortage: (1) Sickness (2) Awaiting standby (3) Flight time limitation (4) VISA (5) Health document
FA	Cabin crew error or special request: (1) Service item lack of (2) Service equipment out of service
FB	Captain request for security check: (1) Door (2) Cargo lock (3) Dangerous goods

	(4) Extraordinary (5) Cabin
FZ	Others

1.11 WEATHER

CODE	SUBCODE AND DESCRIPTION
WO	Departure station: (1) Cross wind (2) Visibility (3) Tropical cyclone (4) Fog
WT	Destination station: (1) Cross wind (2) Visibility (3) Tropical cyclone (4) Fog
WR	En route or alternate
WI	De-icing or Anti-icing of aircraft(removal of ice or snow, frost prevention excluding unserviceability of equipment)
WS	Removal of snow, ice, water and sand from airport
WG	Ground handling impaired by adverse weather conditions
WZ	Others

1.12 AIR TRAFFIC FLOW MANAGEMENT

CODE	SUBCODE AND DESCRIPTION
AT	Due to ATC en route demand /capacity: (1) Flow or slot control (2) Awaiting FL (3) Regulation limited
AX	Due to ATC staff/equipment en route: (1) Industrial action (2) Staff shortage (3) Equipment out of service (4) ATC neighboring area
AE	Due to restriction at destination airport: (1) Runway or airport close due to obstruction (2) Industrial action (3) Staff shortage (4) Political unrest (5) Noise abatement (6) Night curfew (7) Special flights
AW	Air traffic flow management due to weather at destination

AZ	Others
1.13 AIRPORT AND GOVERNMENT AUTHORITIES	
CODE	SUBCODE AND DESCRIPTION
AS	Mandatory security: (1) Bomb threat (2) Flight security related
AG	Immigration, customs, health (CIQ): (1) Immigration short of manpower (2) Immigration late on position (3) Immigration congestion (4) Immigration miss-handling (5) Customs (6) Quarantine
AF	Airport facility: (1) Aircraft late positioning: ramp congestion (2) Aircraft late positioning: parking gate (3) Aircraft late positioning: ground traffic control (4) Aero-bridge or boarding stair out of service (5) Late of shuttle bus (6) Transit lounge congestion (7) Construction work (8) X-rays out of service (9) Bag sorting system out of service
AD	Restriction at airport of destination: (1) Noise abatement (2) Night curfew (3) VIP movement/military exercise (4) Political unrest (5) Obstruction (6) Industrial action (7) Others: excluding ATC and WXX reason
AM	Restriction at airport of departure with or without air traffic flow management restriction: (1) Start-up or push back (2) Obstruction (3) Weather limitation: restriction due to weather in case of AFTM regulation only, else refer to code WO (4) Industrial action (5) Political unrest (6) Noise abatement (7) Night curfew (8) VIP movement/military exercise (9) ATC filing error or delay by airport authorities

AZ	Others
1.14 REACTIONARY	
CODE	SUBCODE AND DESCRIPTION
RL	Load connection: (1) Transfer passenger/bag from other flight (2) Transfer passenger/bag from other airlines (3) Transfer cargo from other flight (4) Transfer cargo from other airlines
RT	Through check-in error(passenger and bag)
RA	Aircraft late arrival
RS	Cabin crew rotation, awaiting cabin crew from another flight
RC	Crew rotation, awaiting crew from another flight(flight deck or entire crew)
RO	Operations control excluding technical reason: (1) Re-route (2) Diversion (3) Consolidation (4) Aircraft change (5) Delay set
RZ	Others
1.15 MISCELLANEOUS	
CODE	SUBCODE AND DESCRIPTION
MI	Industrial action own airlines
MO	Industrial action outside airlines
MX	This code shall be used only when it is clear that a reason cannot be matched to code above