

Integrated, Innovative, Effective
European Air Transport Command



EATC Ground Operations Manual (EGOM)

**Standardized Procedures for Handling Passengers
and Cargo**

EATC, Functional Division

2023

Version 12.0



EATC Operations Manual Subpart H - Handling



EATC

GROUND OPERATIONS MANUAL

Editing Office	TecLog Branch
Validating Authority	Head Functional Division

Action*	Date	Position
Editing	01-11-2016	TecLog/H Doctrine&Concept
Editing	19-03-2017	TecLog/H Doctrine&Concept
Editing	01-11-2018	TecLog/H Doctrine&Concept
Editing	01-12-2019	TecLog/H Doctrine&Concept
Editing	01-03-2020	TecLog/H Doctrine&Concept
Editing	01-12-2021	TecLog/ Doctrine & Concept Ground Handling Working Group
Editing	01-12-2022	TecLog/ Doctrine & Concept Ground Handling Working Group

* Editing, Validation, Review, Approval

AGREEMENT

1. This EATC Manual is promulgated by the Commander EATC under the authority vested in him by the MATraC.
2. No deviation may be made from this document without consultation with the EATC. Nations may propose changes at any time to EATC where they will be processed in the same manner as the original document.
3. Any comments concerning this publication should be directed to EATC Command Group - Eindhoven Airbase - PO Box 90102 - 5600 RA Eindhoven – The Netherlands.



EATC GROUND OPERATIONS MANUAL

Content

Content

Content.....	2
Abbreviations.....	10
Definitions.....	23
Chapter 1 Introduction.....	36
1.1 Standardized procedures for handling passengers and cargo	36
1.2 Scope and purpose	36
1.3 Applicability.....	37
1.4 Accompanying documents	37
1.5 Set up of EGOM	37
1.6 Manual Revisions	38
1.7 English Language	38
1.8 Standard Format.....	38
1.8.1 <i>Numbering</i>	38
1.8.2 <i>Actions</i>	39
1.8.3 <i>Supplements</i>	39
1.9 Wording Conventions	39
1.9.1 <i>General</i>	39
1.9.2 <i>Quotations</i>	39
1.9.3 <i>Italics</i>	39
1.10 References	40
1.11 Acknowledgements	40
1.12 Feedback.....	40
1.12.1 <i>EGOM change proposals</i>	40
1.12.2 <i>Custodianship</i>	43
1.12.3 <i>Working groups</i>	43
Chapter 2 Passenger handling procedures.....	44
2.1 General.....	44
2.1.1 <i>Safety and Security</i>	44
2.1.2 <i>Conditions for carriage</i>	45
2.1.3 <i>Special authorizations and special arrangements</i>	45
2.1.4 <i>Security Check</i>	45
2.1.5 <i>Security measures</i>	45
2.1.6 <i>Training</i>	47
2.1.7 <i>Responsibilities</i>	47
2.2 Passenger authorization	48
2.2.1 <i>Insurance, liability and damage</i>	49
2.2.2 <i>Passengers</i>	49
2.2.3 <i>Weight of passengers</i>	50



EATC

GROUND OPERATIONS MANUAL

Content

2.2.4	Non-Standard Weights	51
2.3	Special travel arrangements (passenger type)	51
2.3.1	Distinguished passengers (VIP/VVIP)	51
2.3.2	Family flights	52
2.3.3	Pregnant women/new-borns	52
2.3.4	Infants and children	53
2.3.5	Unaccompanied Minors (UMNR)	54
2.3.6	Groups of children	56
2.3.7	Elderly persons (75 years old and above)	56
2.3.8	Passengers requiring assistance	56
2.3.9	Patients / Aeromedical evacuation flights (AE)	57
2.3.10	Troops (with weapons)	59
2.3.11	Inadmissible passengers (INAD)	59
2.3.12	Unruly passengers	60
2.4	Passenger arrival	61
2.5	Passenger check-in	61
2.5.1	Preparations	61
2.5.2	Check-in procedures	62
2.5.3	Check-In	63
2.6	Passenger holding area	66
2.7	Passenger boarding	66
2.7.1	Passenger denial of boarding	66
2.8	Passenger departure	68
2.8.1	Flight Documents	68
2.8.2	Post flight departure activities	69
2.8.3	Archiving	69
2.9	Passengers arriving	69
2.9.1	Arrival of the aircraft	69
2.10	Passenger information	69
2.10.1	Delays	70
2.11	Discrepancies	70
2.12	Accommodation, meals and catering	71
2.12.1	Accommodation	71
2.12.2	Transportation	71
2.12.3	Catering	71
2.12.4	Responsibility	71
2.13	LIST OF REFERENCES	72
2.14	Annexes	73
	VIP code example	99
Chapter 3	Baggage handling procedures	100



EATC

GROUND OPERATIONS MANUAL

Content

3.1	Cabin baggage	100
3.1.1	Acceptance	101
3.1.2	Security-tamper evident bags (STEB)	104
3.1.3	Procedure at check-in (carry-on baggage)	105
3.1.4	Procedure before boarding	105
3.2	Hold/checked luggage (or accompanied luggage)	106
3.2.1	Hold baggage allowance	106
3.2.2	Excess baggage	107
3.2.3	Procedure at check-in (hold baggage)	107
3.2.4	Baggage tags	108
3.2.5	Baggage destination (though label B)	108
3.3	Special Baggage	109
3.3.1	Bulk and oversized baggage	109
3.3.2	Cabin seat baggage	109
3.3.3	Crew baggage	109
3.3.4	Delivery at aircraft (DAA)	109
3.3.5	Sports equipment	110
3.3.6	Wheelchairs and mobility aids	110
3.3.7	Air transport of animals and plants	111
3.3.8	Battle dress/special individual equipment	112
3.3.9	Transport of valuables	112
3.3.10	Transport of classified documents and diplomatic bags	113
3.4	Baggage Handling	113
3.4.1	Baggage tags	113
3.4.2	Baggage cut-off & ULD load verification process	114
3.4.3	Removal of hold baggage	114
3.4.4	Baggage reconciliation	114
3.4.5	Transfer baggage	115
3.5	Baggage security	116
3.5.1	Security luggage reclaim	116
3.5.2	Handling of hold baggage	116
3.5.3	Security removed items	116
3.5.4	Carriage of weapons and ammunition in hold baggage	116
3.5.5	Transfer and connecting baggage	117
3.6	Mishandled baggage	117
3.6.1	Management of mishandled baggage	117
3.6.2	Mobility aids	117
3.6.3	Passenger travelling with pet in hold luggage (AVIH)	118
3.7	Insurance, liability and damage	118
3.8	Annexes	119



EATC

GROUND OPERATIONS MANUAL

Content

Chapter 4	Cargo and mail handling procedures	120
4.1	General	120
4.2	Cargo safety and security	120
4.2.1	Conditions for delivery	121
4.2.2	Security declaration	121
4.2.3	Security measures	122
4.2.4	Information management	123
4.2.5	Definition air cargo	123
4.2.6	Training	123
4.2.7	Responsibilities	123
4.3	Cargo delivery	124
4.3.1	Air cargo declaration and preparation	124
4.3.2	Cargo documentation	124
4.3.3	Deadline ATMO	125
4.3.4	Cargo packaging	126
4.4	Cargo acceptance	126
4.4.1	Generalities	126
4.4.2	Dangerous goods (DG)	129
4.4.3	Exemption (WAIVER)	130
4.4.4	Live animals (AVI) and plants	130
4.4.5	Perishables (PER)	134
4.4.6	Armed forces postal services (field Mail)	136
4.4.7	Small firearms	136
4.4.8	Vehicles and other rolling stock	137
4.4.9	Container (10/20/30 ft.)	138
4.4.10	Other special cargo	140
4.5	Cargo storage	144
4.5.1	Storage requirements	145
4.5.2	Location recording	145
4.6	Air cargo preparation	145
4.6.1	Unit Load Devices (ULD)	145
4.6.2	Preparation of flight	147
4.6.3.1	ULD check prior to use	148
4.6.4	Restraining	148
4.6.5	Shoring	149
4.6.6	Building ULD and preparing loose cargo	151
4.7	Documentation and instructions	157
4.7.1	Manifesting	157
4.7.2	Notification to Captain (NOTOC)	159



EATC

GROUND OPERATIONS MANUAL

Content

4.7.3	<i>Submission of air cargo documentation</i>	160
4.7.4	<i>Archiving</i>	161
4.8	Transport and transfer	161
4.8.1	<i>Transfer</i>	161
4.8.2	<i>Cargo break down</i>	164
4.8.3	<i>Irregularities</i>	166
4.8.4	<i>Delivery</i>	166
4.9	Damage and irregularities	167
4.10	Customs regulations	168
4.10.1	<i>Custom responsibilities</i>	168
4.10.2	<i>Goods under customs supervision</i>	168
4.10.3	<i>Export</i>	169
4.10.4	<i>Import</i>	170
4.11	Annexes.....	171
Chapter 5	Aircraft handling procedures	296
5.1	Ramp safety in aircraft handling	296
5.1.1	<i>Introduction</i>	296
5.1.2	<i>General ramp safety</i>	296
5.1.3	<i>Safety instructions for operating vehicles on the ramp</i>	301
5.2	Potable water servicing	305
5.2.1	<i>General hygiene precautions</i>	305
5.2.2	<i>Potable water unit servicing procedure</i>	305
5.3	Toilet servicing.....	306
5.4	Safety during fuelling and defueling	307
5.4.1	<i>General safety precautions</i>	307
5.4.2	<i>Fuel spillage</i>	307
5.4.3	<i>Re- or defueling with passengers on board</i>	308
5.5	Adverse weather conditions	308
5.5.1	<i>Winter or slippery apron conditions</i>	308
5.5.2	<i>Thunderstorms</i>	309
5.5.3	<i>High winds</i>	309
5.6	Aircraft chocking	311
5.6.1	<i>Wheel chock placement</i>	311
5.6.2	<i>Aircraft chocking</i>	311
5.7	Hand signals.....	313
5.7.1	<i>Introduction</i>	313
5.7.2	<i>Conditions for using hand signals</i>	314
5.7.3	<i>Guide hand signals for GSE</i>	314
5.7.4	<i>Marshalling hand signals for aircraft</i>	314
5.7.5	<i>Pushback hand signals-headset operator to tug driver</i>	314



EATC

GROUND OPERATIONS MANUAL

Content

5.7.6	<i>Pushback hand signals-wing walker to headset operator/tug driver</i>	314
5.8	Aircraft arrival	315
5.8.1	<i>Actions prior to arrival</i>	315
5.8.2	<i>Standard arrival procedure</i>	315
5.8.3	Ground support equipment (GSE) on arriving aircraft	316
5.9	Aircraft doors	317
5.9.1	<i>Cabin access doors</i>	317
5.9.2	<i>Cargo hold doors</i>	320
5.10	Aircraft departure	321
5.10.1	<i>Introduction</i>	321
5.10.2	<i>Wheel chock removal</i>	321
5.10.3	<i>Action prior to departure</i>	322
5.10.4	<i>Pre-departure table</i>	323
5.10.5	<i>Pre-departure walk around check</i>	324
5.10.6	Communication requirements	324
5.10.7	Departure communication:	325
5.10.8	Preparation for pushback	328
5.10.9	<i>Aircraft push back</i>	328
5.10.10	<i>Open ramp departure</i>	332
5.10.11	<i>Manoeuvring during adverse weather conditions</i>	332
5.10.12	<i>Nose gear steering</i>	332
5.10.13	<i>Anti-collision lights</i>	333
5.10.14	<i>Engine cross bleed start</i>	333
5.10.15	<i>Re-establishing communication after departure</i>	333
5.10.16	<i>Interphone communication failure</i>	334
5.11	Aircraft towing	334
5.11.1	<i>Aircraft towing requirements</i>	334
5.11.2	Towing manoeuvring	335
5.11.3	<i>Incidents during towing</i>	338
5.11.4	<i>Towing limits</i>	338
5.12	Management of an aircraft on ground with threat on board	339
5.12.1	<i>Bomb threat</i>	339
5.12.2	<i>Hijacked aircraft</i>	339
5.13	Engine running on/off-loading procedures (ERO)	339
5.13.1	<i>Guidelines for conducting ERO operations</i>	339
5.13.2	<i>Ground Support Team (GST)</i>	340
5.13.3	<i>Execution of ERO</i>	340
5.13.4	<i>Offload ERO procedures</i>	341
5.13.5	<i>On-load ERO procedures</i>	341



EATC

GROUND OPERATIONS MANUAL

Content

5.13.6	Night operations.....	341
Chapter 6	Air-side security, safety and supervision	342
6.1	General	342
6.2	Security	342
6.2.1	Air terminal security	344
6.2.2	Mutual acceptance.....	345
6.3	Air terminal security (minimum)	345
6.3.1	Normal state	346
6.3.2	Alert state vigilance.....	347
6.3.3	Other security measures.....	347
6.4	Safety	348
6.5	Passenger processing	348
6.6	Baggage processing	349
6.6.1	Baggage make-up areas (including transfer baggage).....	349
6.6.2	Ramp and staging areas.....	349
6.6.3	Aircraft loading.....	349
6.6.4	Event response and reporting process	349
Chapter 7	Load Planning and Load Control.....	351
7.1	Load control principles.....	351
7.2	Load control objectives	351
7.3	Load Control Process	352
7.3.1	Load control process flow	352
7.4	Regulatory requirements	353
7.5	Load control considerations.....	353
7.6	Load information exchange	354
7.7	Load planning	354
7.7.1	General	354
7.7.2	Load planning considerations	354
7.7.3	Load planning criteria	355
7.7.4	Exemptions (waivers)	355
7.7.5	Off-load planning	356
7.7.6	On-load planning	356
7.8	Aircraft loading principles	357
7.9	Reporting actual load.....	357
7.9.1	Manual load sheets.....	357
7.9.2	Electronic flight bag generation of load and trim data.....	357
7.9.3	Containerized aircraft.....	357
7.9.4	Bulk loaded aircraft	358
7.9.5	Last minute changes.....	358
7.10	Weight and balance	359



EATC

GROUND OPERATIONS MANUAL

Content

7.10.1	Introduction	359
7.10.2	Weight and balance principles	359
7.11	Weight recording	360
7.11.1	Bulk load	360
7.11.2	Unit Load Devices (ULD)	360
7.12	Reports and messages	360
Chapter 8	Combined Air Terminal Operations (CATO)	361
8.1	Introduction	361
Chapter 9	Mission Evaluation & Improvement Process	362
9.1	Introduction	362
9.2	Reporting system	362
9.2.1	Type of report	363
9.2.2	Disruption Management	363
9.2.3	Mission Reporting and Improvement (Annex 9A)	364
9.3	Registration and Feedback, the process consists 3 phases	364
Chapter 10	ANNEXES EATC MEMBERS	Error! Bookmark not defined.
10.1	BELGIAN DEVIATIONS	Error! Bookmark not defined.
10.2	GERMAN DEVIATIONS	Error! Bookmark not defined.
10.3	FRENCH DEVIATIONS	Error! Bookmark not defined.
10.4	ITALIAN DEVIATIONS	Error! Bookmark not defined.
10.5	LUXEMBOURG DEVIATIONS	Error! Bookmark not defined.
10.6	NETHERLANDS DEVIATIONS	Error! Bookmark not defined.
10.7	SPANISH DEVIATIONS	Error! Bookmark not defined.
Chapter 11	ALPHABETICAL INDEX	369



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

Abbreviations

A

A/C	Aircraft
AAR	Air-to-Air Refuelling
AB	Air Base
ABDR	Aircraft Battle Damage Repair
ACARS	Aircraft Communication Addressing and Reporting System
ACE	Allied Command Europe (NATO)
ACHE	Aircraft Cargo Handling Equipment
ACIF	Air Crew Information Files
ACK	Acknowledge
ACL	Allowable Cabin Load
ACO	Airspace Coordination Order
ACOS O&T	Ad joint Chief Of Defence Operations & Training (BEL)
ADAMS	Allied Deployment And Movement System (application)
ADL	Addition and deletions list (for passenger data)
AE	Aero medical Evacuation
AECC	Aeromedical Evacuation Coordination Centre
AEOO	Aeromedical Evacuation Operations Officer
AEMO	Aeromedical Evacuation Mission Order
AF	Air Force
AFB	Air Force Base
AFT	After (rear side - ILSS)
AGE	Aircraft Ground Equipment
AHM	Airport Handling Manual (IATA)
AIREP	Air Reports
AJP	Allied Joint Publication
AKE	International code for specific Unit Load Device (LD3)
AKN	International code for specific Unit Load Device (LD3 forklift capable)
ALCC	Airlift Co-ordination Centre
ALCE	Airlift Co-ordination Element
ALF	International code for specific Unit Load Device (LD6)
Ammo	Ammunition
AOG	Aircraft On Ground
API	Advanced Passenger Information
APOD	Airport Of Debarkation



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

APOE	Airport Of Embarkation
APU	Auxiliary Power Unit
ART	Article
ASAP	As Soon As Possible
ASU	Air Start Unit
AT	Air Transport
ATA	Actual Time of Arrival
ATARES	Air Transport And Refuelling Exchange of Services
ATC	Air Traffic Control
ATD	Actual Time of Departure
ATHE	Air Transport Handling Equipment
ATMO	Air Transport Mission Order
ATO	Air Tasking Order
ATOC	Air Terminal Operations Centre
ATR	Air Transport Request
AUW	All Up Weight (ILSS)
AVI	Live Animal(s)
AWB	Air Waybill
. B	
BAF	Belgian Air Force
BC	Base Commander
. C	
C2	Command & Control
CAF	Chief of Air Staff
CAO	Cargo Aircraft Only
CATO	Combined Air Terminal Operations
CB	Centre of Balance (ILSS)
CDR	Commander
CET	Central European Time
CFR	Code of Federal Regulations
CG	Centre of Gravity
CGU	Code for cargo tie down items
CHE	Container Handling Equipment
CHOD	Chief of Defence
CITES	Convention on International Trade in Endangered Species of wild fauna & flora



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

CLS	Cargo Loading System (in an aircraft)
CMM	Component Maintenance Manual
CNK	Code for a specific type of container (ULD)
CNL	Cancel
CNU	Code for specific type of container (ULD)
COI	Comando Operativo di Vertice Interforze (Italian JMCC)
COMAIL	Company Mail
COMAT	Company Materials
CSOA	Centre du Soutien des Opérations et des Acheminements
CTPM	Post-Mortem Corpses Transport Container
CTR	Container

D

DAA	Delivery At Aircraft
DAC	Dangerous Air Cargo (also see Dangerous goods and DG)
DCN	Diplo(matic) Clearance Number
DCS	Departure Control System
DEPA	Deportee Accompanied
DEPO	Deportees
DEPU	Deportee Unaccompanied
DEU	Germany
DG	Dangerous Goods
DGD	Dangerous Goods Declaration (Shippers declaration or Shippers declaration for dangerous goods)
DGWG	Dangerous Goods Working Group (EATC)
DGR	Dangerous Goods Regulations
DIP	Diplomatic Mail
DLA	Delay
DMA	(Gate) Delivery Mobility Aids (e.g. wheelchairs, etc.)
DOB	Deployed Operating Base
DPE	International code for specific type of container (LD2)
Dry-ice	CO2 used for cooling items during air transport
DTR	Defence Transportation Regulation (USA)

E

EA	Executing Agency
EAG	European Air Group



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

EASA	European Aviation Safety Agency (former FAA)
EAT	Foodstuffs
EATC	European Air Transport Command
EC	European Community
ECVC	European Carrier Variation Catalogue (on dangerous goods)
EDA	European Defence Agency
EFB	Electronic Flight Bag
EG	For Example
EGOM	EATC Ground Operations Manual
EOBT	Estimated Off Block Time
ERA	Equipment Restraint Area
ERL	Equipment Restraint Line
ERO	Engine Running On / Offload
ESP	Spain
ESTC	Explosives, Storage and Transport Committee
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
ETSO	European Technical Standard Order
EU	European Union

E

FAA	Federal Aviation Administration
FAF	French Air Force
FAM	Functional Application Management
FAW	Front Axle Weight
FER	Final Evaluation Report
FM	Field Manual
FOB	Forward Operating Base
FOC	Full Operational Capability
FOD	Foreign Object Damage / Foreign Object Debris
FPT	Flight Planning Tool (EATC)
FRA	France
FREMEC	Frequent Traveller Medical Card
FRL	From Reference Line (ILSS)
FRO	Frozen Goods
FS	Flight Safety
FSZ	Fuelling Safety Zone



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

Ft	Foot/Feet
FWD	Forward (ILSS)
G	
GA	General Agreement
GAF	German Air Force
GC	General Cargo
	Ground Clearance (ILSS)
GHA	Ground Handling Agency
GHU	Ground Handling Unit
GHWG	Ground Handling Working Group (EATC)
GMT	Greenwich Mean Time
GOM	Ground Operations Manual
GPU	Ground Power Unit
GSE	Ground Support Equipment
GST	Ground Support Team (ERO operations)

H	
HAS	Heavy Airlift Squadron (SAC C-17)
HAW	Heavy Air Wing (SAC C-17)
Hazmat	Hazardous materials (dangerous goods)
HCU	Code for different Cargo Handling Items (as aircraft pallets)
HEA	Heavy Cargo (≥ 150 kg)
HF	High Frequency
HFV	Height Front Vehicle (ILSS)
HN	Host Nation
HNS	Host Nation Support
HOE	Handling Organization Exposition
HOTO	Hand Over/Take Over
HQ	Headquarter
HR	Hour
HRV	Height Rear Vehicle (ILSS)
HUM	Human Remains in coffins

I	
IATA	International Air Transport Association
IAF	Italian Air Force (ULD related)



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

IAW	In accordance with
ICAO	International Civil Aviation Organization
ICE	Carbon dioxide (Dry ice)
ICE	Implementation & Compliance Evaluation
ID	Identification Data
IED	Improvised Explosive Device
IGOM	IATA Ground Operations Manual
ILSS	International Load Summary Sheet
IMA	Spanish Air Force (ULD related)
IMDG-code	International Maritime Dangerous Goods Code
IMP	Interchange Message Procedure (ICAO code for materials)
IN	Inch
INAD	Inadmissible Passenger
INCAD	Incapacitation Advice
IOC	Initial Operational Capability
IOSA	IATA Operational Safety Audit
IPE	Individual Protective Equipment (ERO operations)
ISAF	International Security Assistance Force (Afghanistan)
ISO	International Standards Organization
ITAF	Italian Air Force

J

JAA	Joint Aviation Authority (now EASA)
JAR	Joint Aviation Requirement(s)
JAR-OPS	Joint Aviation Regulations - Operations
JATEU UK	Joint Air Transportation Evaluation Unit
JDIRT	Joint Deployment and Interoperability Readiness Training
JIT	Just in Time
JMOVA	Jefatura de Movilidad Aérea (Spanish Air Mobility Command)

K

KdoEinsVbdeLw	Kommando Einsatzverbände Luftwaffe
Kg	Kilo
KTS	Knots

L

LAG	Liquids, Aerosols and Gels
-----	----------------------------



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

LAN	Local Area Network
LAR	Live Animal Regulations
Lb(s)	Weight in American Pounds
LC	Load Control
LD-3	Type of container for air transport
LD-6	Type of container for air transport
LDG	Landing
LFOH	Lower Forward Overhand (ILSS)
LI	Lessons Identified
LL	Lessons Learned
LM	Loadmaster
LMC	Last Minute Change
LP	Load planning
LROH	Lower Rear Overhang (ILSS)
LT	Local Time
LwTrKdo	Luftwaffentruppenkommando (DEU)
LZ	Landing zone

M

MAA	Military Aviation Authority (NLD)
MAG	Magnetized Materials
MAMS	Mobile Air Movement Squadron
MAR	Military Aviation Requirements
MAR-FCL	Military Aviation Requirements – Flight Crew Licence
MAR-OPS	Military Aviation Requirements - Operations
MATraC	Multinational Air Transport Committee
MCT	Minimum Connection Time (between two flights)
MEAT	Management of European Air Transport (application)
MEDEVAC	Medical Evacuation
MEDIF	Medical Form
MEE	Mission Essential Equipment
MEL	Minimum Equipment List
MHE	Material Handling Equipment
MICON	Mission Controlling
MID	Middle/Centre (ILSS)
ML	Millilitre
MLA	Military Aviation Authority NL (MAA)



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

MLE	Military Aviation Requirements (MAR)
MLG	Main Landing Gear
MM	Millimetre
MEE	Mission Essential Equipment
MMHS	Military Message Handling System
MOB	Main Operating Base
MoD	Ministry of Defence
MoU	Memorandum of Understanding
MP	Military Police
MPT	Military Planning Tool (EATC)
MTCC	Movement and Transport Control Centre

[. N](#)

NAS	National Aerospace Standard
NATO	North Atlantic Treaty Organization (NAVO)
NCOC	National Chain Of Command
NEG	Net Explosive Weight (NL)
NEN	Netherlands Normalisation Standard
NEQ	Net Explosive Quantity
NEW	Net Explosive Weight
NGO	Non-Governmental Organization
NLD	(The) Netherlands
NLG	Nose Landing Gear
NLT	Not Later Than
NMTCC	National Movement Transport Coordination Centre
No	Number (ILSS)
NOTAM	Notice To Airmen
NOTOC	Notification To Captain
N-PECC	National Patient Evacuation Coordination Centre
NSN	NATO Stock Number

[. O](#)

OC	Operation Centre (Netherlands)
OJT	On The Job Training
OM	Operations Manual
OOA	Out Of Area
OPCON	Operational Control



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

Operator	Carrier
OPS	Operations
ORM	Operational Risk Management

P

PAC	Passenger and Cargo
PAG	International code for specific type of pallet (mainly civil)
PAX	Passenger(s)
Pax list	Passenger List
Paxman	Passenger Manifest
PBF	International code for specific type of pallet (dimension 88 x 108 inch)
PCR	Perishable Cargo Regulation (IATA)
PDF	International code for specific type of pallet (dimensions 54 x 88 inch)
PE	Peacetime Establishment (EATC)
PECC	Patient Evacuation Control Centre
PER	Perishable Cargo
PETC	Pet Travels in Cabin (pet allowed to travel in passenger cabin of the aircraft)
PfP	Partnership for Peace
PIC	Pilot In Command
PIL	Passenger Information List
	Pharmaceuticals
PLB	Code used by RNLAf for a identifying a specific ballast pallet (dimensions 60,4 x 125 inch).
PLF	International code for specific type of pallet (dimensions 60,4 x 125 inch)
PMR	Patient Movement Request
PN	Participating Nation(s)
PNL	Passenger Name List
PNR	Passenger Name Record
POA	Point Of Arrival
POB	Persons On Board
POC	Point Of Contact
POD	Point Of Departure
POE	Point Of Embarkation
POL	Petrol, Oils and Lubricants
Port	Left
PPR	Prior Permission Required
PPU	Powered Push Unit



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

Prepsheet	Preparation Sheet
PRIO	Goods which have to be transported with high priority
PRM	Persons with Reduced Mobility
PSI	Pounds per Square INCH
PSN	Proper Shipping Name
PT	Planning Tool
PV	Pallet Valise (type of pallet in use within RNLAF for luggage)
. Q	
-	
. R	
RAF	Royal Air Force (UK)
RAW	Rear Axle Weight
RCL	Cryogenic Liquids
RCM	Corrosives – Dangerous Goods Class 8
RFID	Radio Frequency Identification
RFG	Flammable Gas – Dangerous Goods Class 2.1
RFL	Flammable Liquid – Dangerous Goods Class 3
RFS	Flammable Solid – Dangerous Goods Class 4.1
RFW	Flammable when wet – Dangerous Goods Class 4.3
RIS	Infectious substance – Dangerous Goods Class 6.2
RKN	International code for specific type of container (LD3) used for transporting perishables by air (frozen or cooled)
RL	Reference Line (ILSS)
RMD	Miscellaneous – Dangerous Goods Class 9
RMK	Remark
RNG	Non-Flammable Gas – Dangerous Goods Class 2.1
RNLAF	Royal Netherlands Air Force
ROP	Organic Peroxide – Dangerous Goods Class 5.2
ROX	Oxidizer – Dangerous Goods Class 5.1
RPB	Toxic Substance – Dangerous Goods Class 6.1
RPG	Toxic Gas – Dangerous Goods Class 2.3
RRW	Radioactive Material (category white) – Dangerous Goods Class 7
RRY	Radioactive Material (category yellow) – Dangerous Goods Class 7
RSC	Spontaneously Combustible – Dangerous Goods Class 4.2
RSOM	Reception Staging and Onward Movement
RWY	Runway



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

S	
SA	Staging Area
SAC	Strategic Airlift Capability
SALIS	Strategic Airlift Interim Solution
SAR	Search And Rescue
SB	Steering Board
SCC	Senior Crew Member (aircrew)
SCO	Secured Cargo Aircraft
SD	Shipper's Declaration
SITA	Société Internationale de Télécommunications Aéronautiques
Sitrep	Situation Report
SLA	Service Level Agreement
SOFA	Status Of Forces Agreement (NATO)
SOP	Standard Operating Procedures
SPAF	Spanish Air Force
SPF	International code for specific type of container for transporting animals (as dogs and cats)
SPINS	Special Instructions
SPOC	Single Point Of Contact
SPX	Secured PAX Aircraft
Sq	Squadron
SRA	Security Restricted Area
SSCC	Serial Shipping Container Code
SSR	Special Service Request
STANAG	Standardization Agreement
STEB	Security Tamper Evidence Bag
Starboard	Right
StratAE	Strategic Aeromedical Evacuation
SWL	Safe Working Load

T	
TA	Technical Arrangement
T/O	Take Off
TBC	To Be Confirmed
TBD	To Be Determined
TBL	Towbarless Tractor



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

TDN	Tie-down Note
TDS	Tie-down Scheme
TIE	Training Institute Evaluation
TIFT	Troops In Fighting Trim
TIM	Travel Information Manual
TIP	Treat Image Projection (X-ray scan systems)
TM	Technical Manual
TOBT	Take Off Block Time
TS	Team Supervisor (ERO operations)
TSO	Technical Standard Order
TT	Towbar Tractor

U

UFOH	Upper Forward Overhang (ILSS)
UL	Ultimate Load (ILSS)
ULD	Unit Load Device
ULDR	Unit Load Device Regulation (IATA)
UMNR	Unaccompanied Minor
UN	United Nations
UROH	Upper Rear Overhang (ILSS)
US	United States
USL	Under Slung

V

VAL	Valuable Cargo
VIP	Very Important Person
VOL	Volume
VUN	Vulnerable Cargo
VV	Vice versa
VVIP	Very Very Important Person

W

WAN	Wide Area Network
WB	Weight & Balance
WCH	Wheel Chair
WCHC	Wheel Chair in Cabin
WCHR	Wheel Chair for Ramp (only to cross distance to aircraft)



EATC

GROUND OPERATIONS MANUAL

ABBREVIATIONS

WCHS	Wheel Chair Required (pax can't climb up/down stairs)
WEU	Western European Union
WG	Working Group
. X	
-	
. Y	
Yd.	Yard (Imperial length unit)
. Z	
ZentrLuftOp	Zentrum Luftoperationen (DEU)
ZFW	Zero Fuel Weight
Zulu	Time zone indicator for universal time/Greenwich mean time
. Nr.	
24/7	24 hours a day / 7 days a week



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

Definitions

<u>A</u>	.
AAR ferry flight	An AAR (air-to-air refuelling ferry flight) is a flight dedicated to refuelling other aircraft (receivers) and accompanying them over a long distance.
Acceptance checklist	A document providing assistance in carrying out a check on the external appearance of packages of dangerous goods and/or other commodities and their associated documents to determine that all the appropriate requirements for shipment by air have been met.
Access control	Application of means by which the entry of unauthorized persons or unauthorized vehicles, or both, may be prevented.
Accompanied hold baggage	Baggage, carried in the hold of an aircraft that has been checked in for a flight by a passenger travelling on that aircraft.
Addition and deletion list	List of passengers and related data sent from a reservations system to a Departure Control System (DCS) for a flight/date, subsequent to the Passenger Name List (PNL).
Aeromedical evacuation	<p>-Forward AE: the movement of casualties from point of injury and/or illness to the first medical treatment facility by means of a (typically rotary wing) aircraft.</p> <p>-Tactical AE: the intra-theatre movement of patients between medical treatment facilities;</p> <p>-Strategic Aeromedical Evacuation (StratAE) : the inter-theatre movement of patients on an air platform under the supervision of medical personnel from the area of operations to medical treatment facilities outside the area of operations or between medical treatment facilities outside the area of operations.</p>
Aircraft On Ground (AOG)	Equipment / Cargo / Item with the highest priority, similar to MEE (Mission essential Equipment).
Air delivery	Method of air movement wherein personnel, supplies, and equipment are unloaded from aircraft in flight. Also known as air drop.
Airport Of Debarkation (APOD)	The airport of debarkation (APOD) is the geographic point at which cargo or personnel are discharged; it may or may not be the same as the destination.
Airport Of Embarkation (APOE)	An airport of embarkation (APOE) is an air terminal at which troops, units, military-sponsored personnel, unit equipment, and materiel are loaded.
Air terminal security	Combination of measures and human and material resources intended to safeguard (military) aviation during transport of passengers, baggage, cargo and mail against acts of unlawful interference that jeopardize civil aviation security.



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

Aerodrome	A defined area (including any buildings, installations and equipment) intended for the departure, landing, and surface movement of aircraft.
Air terminal	All buildings used for arrival and departure handling of aircraft.
Air Terminal Operations Centre (ATOC)	A national/multinational wing level unit responsible for air terminal operations, the provision of supply and other services to aircraft.
Air terminal acceptance staff (senior)	Designated and authorized well-trained and experienced representatives of an air terminal and/or their representatives or supervisors tasked with screening and/or acceptance of passengers, baggage, cargo and mail.
Air Transport Request (ATR)	The entire air transport request (ATR) entered by a representative of a requesting agency. The ATR contains the general data of the request as well as all details regarding the passengers and cargo that have to be transported or the specific type of mission that has to be executed.
Air transportation	The movement of passengers, equipment and/or cargo by aircraft such as airplanes and helicopters.
Aircrew	The crew operating an aircraft.
Air-side	The area on an airport with adjacent terrain and buildings or sections of them to which access is restricted.
Airworthiness	Term used to describe whether an aircraft has been certified as suitable for safe flight.
All Up Weight (AUW)	Term to indicate the total weight of an item (gross weight) at any moment during flight or ground operation.
Assets	All the resources, rights and property owned by a person, company or nation.
Aviation security	Combination of measures, human and material resources intended to safeguard (military) airports and aviation against acts of unlawful interference that jeopardize the security of (military) aviation.
<u>B</u>	
Baggage	All articles carried by a passenger on an aircraft. A distinction is made between cabin baggage, accompanied hold baggage and unaccompanied hold baggage.
Bar	The bar is a metric unit of pressure.
Battle dress	Personal equipment of a soldier, including weapons and the associated ammunition and dangerous substances.
<u>C</u>	
Cabin baggage	Baggage intended for carriage in the cabin of an aircraft.



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

Cargo	Goods of any kind that can be packed into containers, secured onto pallets or as individual items to be carried by a ship, an aircraft, or another vehicle. For the EGOM cargo refers to passenger-checked baggage, freight, company materials/mail (COMAT/COMAIL), special cargo and dangerous goods. Cargo does not include passenger carry-on luggage.
Cargo aircraft	Any aircraft, carrying goods, property or persons that are not considered passengers.
Cargo handling	Term used to describe the methods of accepting, weighing, preparing, securing and transporting cargo on the ground, loading and unloading of an aircraft and the discharging of cargo from an air terminal (area).
Carry-on luggage	Baggage allowed to be carried into the cabin by the passenger.
Certification, ULD	Approval given by an appropriate governmental airworthiness authority and indicating that the aircraft unit load Device (ULD) meets its safety requirements.
Chalk	Leg or destination) where cargo is loaded onto or unloaded from an aircraft.
Check-in luggage	Baggage presented at the check-in before the flight and not allowed to be carried into the cabin by the passenger.
Child	A minor who is over his 2 years old, but is not yet 12years old.
Combi aircraft	An aircraft configured to carry both passengers and cargo on the main deck.
Combined air terminal operations (CATO)	The operations of a fixed or deployable air terminal installation at an airfield with facilities for loading and unloading aircraft and processing traffic (passengers with their baggage, equipment, cargo and mail) and which is shared and/or operated by either a single nation or combined (CATO) with two or more nations and their allies.
Compliance monitoring activities	Any procedure or process used for assessing the implementation of this regulation (EGOM) and (inter)national aviation security programmes.
Consignment	All goods that are to be transported to a recipient by a consignor.
Contoured ULD	A ULD shaped to fit the aircraft to utilize the maximum space available.
Convertible aircraft	An aircraft which can be converted from an all-passenger configuration to an all-cargo configuration, vice-versa or to various configurations of passengers and cargo.
Corner fittings	Structural fittings at the corners of intermodal containers to facilitate the handling and securing of such units during surface transportation.



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

<u>D</u>	
Date Time Group (DTG)	Date time group is a set of characters, usually in a prescribed format, used to express the year, the month, the day of the month, the hour of the day, the minute of the hour, and the time zone.
Dangerous Goods	All goods regarded as dangerous goods (DG) in national or international air transport safety regulations.
Dangerous goods accidents	An occurrence associated with and related to the transport of dangerous goods which results in fatal or serious injury to a person or major damage to property.
Dangerous goods incidents	An occurrence, other than a dangerous goods accident, associated with and related to the transport of dangerous goods, not necessarily occurring on board an aircraft, which result in injury to a person, damage to property, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardizes the aircraft, or its occupants, is also deemed to constitute a dangerous goods incident.
Dangerous goods transport document	A document which is specified by the Technical Instructions according the IATA DG Regulation. It is completed by the person who offers dangerous goods for air transport and contains information about those dangerous goods. The document bears a signed declaration indicating that the dangerous goods are fully and accurately described by their proper shipping names and UN numbers (if assigned) and that they are correctly classified, packed, marked, labelled and in a proper condition for transport.
Departure control system (DCS)	An automated method of performing passenger check-in, capacity and load control and dispatch of flights (or parts thereof). Generally, these types of systems are owned and/or operated by an airline or system provider.
Deployed operating base (DOB)	A deployed operating base (DOB) is a base having minimum essential operational and support facilities, to which a unit or part of a unit deploys to operate from in time of tension or war.
Digital signature	This signature is analogous to its analogue namesake and proves two things: that the claimed party generated the document and that the document has not been altered after being signed.
Dry operating mass	The total mass of the aircraft ready for a specific type of operation excluding all usable fuel and traffic load.
Dunnage	Materials used to support and protect cargo in an aircraft cargo compartment or padding used in a shipping container to protect the container's contents.



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

<u>E</u>	
E-AWB	Electronic Air waybill. The electronic equivalent of the cargo air waybill.
Edge rail	The outer frame on an aircraft pallet to which restraining devices are secured.
Electronic data interchange (EDI)	Computer-to-computer transmission of business data in a standard format (application-to-application program processing).
European carrier variation catalogue	The ECVC is a document detailing the approved principles and procedures for mutual air transportation of dangerous goods outside ICAO/IATA regulations between participating nations.
Estimated off block time (EOBT)	Estimated time at which the aircraft accesses will be closed and/or the aircraft is leaving its parking position in preparation of departure. The ATMO as used by EATC always indicates the EOBT.
External dimensions	The extreme outside measurements of a ULD, including any handles or other protrusions.
External volume	The amount of space a ULD occupies in an aircraft, calculated on the basis of the extreme external dimensions of the unit.
<u>F</u>	
Flight time	The total time from the moment an aircraft first moves for the purpose of taking off until the moment it finally comes to a standstill at the end of the flight.
Forward operating base (FOB)	A forward operating base (FOB) is any secured forward military position, commonly military base), that is used to support tactical operations. An FOB may or may not contain an airfield, hospital, or other facilities. The base may be used for an extended period of time. FOBs are traditionally supported by main operating bases that are required to provide backup support to them. An FOB also reduces reaction time and increases time on task to forces operating from it.
Freight container	A freight container is an article of transport equipment for radioactive materials, designed to facilitate the transport of such materials, either packaged or unpacked, by one or more modes of transport. (Note: see Unit Load Device if the dangerous goods are not radioactive materials).
<u>G</u>	
<u>H</u>	
Hazmat	Hazardous materials (see dangerous goods).
High-capacity aircraft	Equivalent to wide-body aircraft (e.g. B747, B767, B777, A300, A310, A330, A340, DC10, MD-11, L-1011, IL-86 and IL-96).



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

Hold, aircraft hold, lower hold	The compartment below the main deck. Synonymous with lower deck.
Hold baggage	Baggage to be carried in the hold of an aircraft which has been checked in for a flight by a passenger travelling (accompanied) or not (unaccompanied) on the same aircraft.
<u>I</u>	
Identification code	The IATA code on a ULD which indicates its type, size, category, serial number and owner/registrant.
ID number	A temporary identification number for an item of dangerous goods which has not been assigned a UN number.
Igloo	A structural or non-structural container contoured to the dimensions of a standard body freighter main deck.
Incident	An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect operations safety.
Infant	A minor who is not yet 2 years old.
Inspection	Examination of the implementation of security measures, procedures and acceptance checks in order to determine whether they are being carried out effectively and to the required standard and to identify any deficiencies and safeguard (military) aviation.
Intermodal	Movement of goods by more than one mode of transport, for example railroad, truck, ship and aircraft.
Internal fittings	A means of securing cargo inside a container.
Internal volume, ULD	Maximum available space within the container of pallet net envelope.
Inter theatre	The common-user airlift linking theatres to the nation and to other theatres. Because of the inter theatre ranges usually involved, inter theatre airlift is normally conducted by the heavy, longer range, intercontinental airlift assets but may be augmented with shorter range aircraft when required. Formerly referred to as strategic airlift.
Intra theatre	Airlift conducted within a theatre. Intra theatre airlift provides air movement and delivery of personnel and equipment directly into objective areas through air landing, airdrop, extraction, or other delivery techniques as well as the air logistic support of all theatre forces, including those engaged in combat operations, to meet specific theatre objectives and requirements.
<u>J</u>	
<u>K</u>	



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

<u>L</u>	
Land-side	Parts of an airport, adjacent terrain and buildings or sections thereof, that are not air-side.
Leg	A part of the mission, where the A/C allocated to that mission is executing a flying activity. Alternate expression for sector.
Load(s)	Baggage, cargo, mail and any aircraft supplies, including ballast.
Logistic	The aspect of military operations that deals with the procurement, storage, transport, distribution, maintenance, evacuation, replacement and disposition of materiel and/or personnel. Also related with the detailed planning and organization of any large complex operation.
Lower deck	The compartment below the main deck. Also synonymous with lower hold.
Lower deck container	A ULD shaped to fit the lower deck cargo compartment. These units come in half sizes and full sizes, related to the width across the aircraft.
Luggage	Personal possessions of the passengers of an aircraft; packed in suitcases, bags, kit bags etc. Luggage is divided into hand luggage and check-in luggage.
<u>M</u>	
Main deck	The deck on which the major portion of the payload is carried.
Main Operating base (MOB)	Main operating base (MOB) is a military term used to define "an overseas, permanently manned, well protected base, used to support permanently deployed forces, and with robust sea and/or air access." This term is used to differentiate major strategic overseas military facilities versus smaller, less-secure or temporarily-manned contingency tactical locations such as forward operating bases (FOB).
Maintenance	The work of keeping something in proper condition.
MATraC	The Multinational Air Transport Committee is the steering board and highest decision level within the EATC consisting of representatives from national authorities. Within the MATraC unanimous resolution is required.
Maximum gross weight, ULD	The maximum allowable combined weight of the ULD and its contents (payload).
Maximum landing mass	The maximum permissible total aircraft mass when landing under normal circumstances.
Maximum take-off mass	The maximum permissible total aircraft mass at the start of the take-off run.



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

Maximum zero fuel mass	The maximum permissible mass of an aircraft with no usable fuel. The mass of the fuel contained in particular tanks shall be included in the zero-fuel mass if it is explicitly mentioned in the aircraft flight manual limitations.
Memorandum of understanding (MOU)	A memorandum of understanding (MOU) is a document describing a bilateral or multilateral agreement between parties. It expresses a convergence of will between the parties, indicating an intended common line of action.
Mission	The dispatch of aircraft to achieve a particular task or service. A mission is a coordination, which has been effectively executed. The providing nation has executed Air services for the benefit of the receiving nation.
Mission Essential Equipment (MEE)	Equipment with the highest priority, similar to AOG (Aircraft on Ground).
N	
Night vision goggles (NVG)	A head-mounted, binocular, light intensification appliance that enhances the ability to maintain visual surface references at night.
O	
Operational trooping	The aerial activity under an operational trooping approval is associated with embarking, disembarking and transporting persons and their personal equipment by aircraft, for operational purposes such as tactical deployment or troop extraction.
Off block time	The time at which an aircraft moves from its parking place for the purpose of taking off.
On block time	The time following an off-block time, when an aircraft comes to a standstill on a designated parking position and all engines or propellers are stopped.
Operator	The nation's military air transport command: Belgium & Luxemburg: Air Component Commander (ACC); France: Commandement des Forces Aériennes (CFA); Germany: Zentrum Luftoperationen (ZentrLuftOp); Netherlands: Commando Luchtstrijdkrachten (CLSK).
Overhang cargo	Cargo that is larger in at least one direction than the overall dimensions of the pallet but still allows the net to perform its intended function. This includes cargo tied down to more than one pallet.
Overpack	An enclosure used by a single shipper to contain one or more packages and to form one handling unit for convenience of handling and stowage. (Note: A Unit Load Device is not included in this definition).



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

Outsized cargo	Cargo that exceeds the maximum allowable contour of an aircraft ULD so that the ULD must be loaded on board an aircraft as a non-CLS restrained ULD.
Oversized cargo	Cargo that overlaps the pallet's tie down track but is within the overall dimensions of the pallet.
Owning carrier	A carrier who is the owner or lessee of a ULD.
<u>P</u>	
Package	The complete product of the packing operation consisting of the packaging and its contents prepared for transport.
Packaging	Receptacles and any other components or materials necessary for the receptacle to perform its containment function and to ensure compliance with the packing requirements.
Pallet (air cargo)	A flat platform with flat under-surface of standard dimensions, on which cargo is assembled and secured and which interfaces directly with the aircraft handling and restraint system.
Part-load	The transportation of cargo or passengers utilising spare capacity on a scheduled flight.
Passenger	A person who travels in a conveyance, such as a car, train or aircraft, without participating in its operation.
Passenger List	List of passengers who are supposed to travel on a given flight.
Passenger Manifest	List of passengers who actually travel on a given flight.
Passenger Name List	See passenger list.
Payload	The payload may comprise military freight, passengers or medical evacuees and other categories of passengers (e.g. civilian service personnel, members of other governmental organizations, members of families of service personnel).
Perishables	Goods of which the nature, composition or suitability for the original goal degrades if these goods are subjected to (unsuspected) changes in temperature, moisture or transport delays.
Point Of Arrival (POA)	Ending point for a particular leg/sector.
Point of departure (POD)	Starting point for a particular leg/sector.
Pooling	To put into a fund for use by all.
Pound per Square inch (PSI)	The pound per square inch is a unit of pressure or of stress. It is the pressure resulting from a force of one pound-force applied to an area of one square inch.
Primary restraint	The restraint of the cargo payload to the aircraft structure for flight-and other loads.



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

Proper Shipping Name (PSN)	The name to be used to describe a particular article or substance in all shipping documents and notifications and, where appropriate, on packaging.
<u>Q</u>	
<u>R</u>	
Racetrack	Flying same circuits defined by a fixed starting point, fixed altitude and specific dimensions.
Receiving carrier	A carrier who receives a ULD from a transferring carrier at a transfer point.
Restraint system	The system installed in the floor of an aircraft compartment which secures the aircraft ULD to the floor to prevent it from moving during flight.
<u>S</u>	
Strategic Airlift Capability (SAC) (C-17)	The strategic airlift capability is a military initiative to acquire, manage, support and operate three Boeing C-17 strategic transport aircraft. They are part of the multinational Heavy Air Wing (HAW), based at Papa AB in Hungary. Goal is to reduce the scarcity of (military) air transport.
Safety	A condition of being in control of recognized hazards in order to achieve an acceptable level of risk required for protection from events that may cause undesired health or economic loss. It includes protection of people or possessions by integrating certain measures on security, safety, training and supervision.
Strategic Air Lift Coordination Cell (SALCC)	The SALCC is an organization that implements the military cooperation needed to manage the SALIS contract on behalf of the participating nations. It is an independent organization collocated with the Movement Coordination Centre Europe (MCCE) at Eindhoven AB in the Netherlands.
Strategic Airlift Interim Solution (SALIS)	The SALIS is a military contract aimed at ensuring the timely availability of adequate air transport for conducting military (support) operations by using aircraft of civil operator(s).
Screening	The application of technical or other means which are intended to identify and/or detect prohibited articles.



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

Seat track	A standardized device designed to accept tie-down fittings. May be also referred to as a cargo track.
Sector	A part of the mission where the aircraft allocated to that mission executes a flying activity. Alternate word for leg.
Security	Combination of measures, human and material resources to reduce risks of unlawful interference against aviation in order to prevent potentially dangerous situations for injury, damage and threats against an airport, aircraft, personnel, material and passengers.
Security audit	In-depth examination of security measures and procedures in order to determine if they are being fully implemented on a continual basis.
Security controls	Means by which the introduction of prohibited articles can be prevented.
Security Restricted Area (SRA)	Area on air-side of an airfield where other means on aviation security are applied addition to the access being restricted.
Serial Shipping Container Code (SSCC)	The SSCC is a code attributed to a consignment that has to be shipped. This code uniquely identifies the consignment between the starting point and the point of delivery. The SSCC is a temporary number that is reusable after the consignment has been delivered (after a defined buffer period).
Serious incident	An incident involving circumstances, indicating that an accident nearly occurred.
Shell	The superstructure of any container or igloo. Air cargo requiring special treatment (for example, perishables, live animals, valuables, vulnerable cargo, news material, dangerous goods).
Shipper	The person who offers the cargo for transportation.
Spare part	A duplicate or replacement component for an equipment or system.
Special service request (code)	A special service request code (SSR) refers to a special service to be provided to the passenger or service information related to a procedure that, in the opinion of the sender, requires immediate action by and/or a reply from the receiver.
Special Shipment	Air cargo requiring special treatment (for example, perishables, live animals, valuables, vulnerable cargo, news material, dangerous goods).
Stakeholder	Stakeholders are an integral part of a project. They are the end-users or clients, the people from whom requirements will be drawn, the people who influence the design and, ultimately, the people who reap the benefits of the completed project.
State of origin	The Authority in whose territory the dangerous goods were first loaded onto an aircraft.
Supplemental restraint	Restraint that is utilized in addition to primary restraint in order to stabilize cargo and prevent shifting.
<u>I</u>	



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

Take off mass	The take-off mass of the aircraft is its mass, including everything and/or everyone carried at the commencement of the take-off run.
Tare weight, ULD	Weight of the empty ULD. It includes all liners and/or fittings.
Technical instruction	The latest effective edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air (doc 9284-AN/905), including the Supplement and any Addendum, approved and published by decision of the Council of the International Civil Aviation Organization.
Technical landing	A landing for reasons other than commercial reasons involving no physical change to load.
Thermal ULD	A ULD built with insulating walls, doors, floor and roof which retard the rate of heat transmission between the inside and the outside of the ULD.
Tie-down fitting	An attachment device designed to transfer forces between a load-bearing device such as a net, strap, rope, bar and a seat track.
Tie-down strap	A strap which secures a load to the ULD or the aircraft restraint system.
Tracing	Means of providing interested parties with accurate information on an asset for its complete lifetime by collecting, processing, storing and presenting it. Tracing provides a complete history of the information about an asset.
Tracking	Means of providing interested parties with timely and accurate information on the actual situation regarding an asset by capturing, processing, storing, and presenting it. Tracking provides no history. It provides the last known information on the tracked asset.
Training	A learning process that involves the acquisition of knowledge, sharpening of skills, concepts, rules, or changing of attitudes and behaviours to enhance the performance of operators.
Training syllabi	Training documents containing the exact information on the training and checking procedures.
Transfer (cargo, mail, passenger, luggage)	Passengers, baggage, cargo or mail departing on an aircraft other than the aircraft arriving at their destination.
Transferring carrier	A carrier who transfers a ULD to a receiving carrier at a transfer point.
Transit flight	An aircraft making an intermediate landing for commercial reasons that involves a change of load.
<u>U</u>	
Unaccompanied hold baggage	Baggage to be carried in the hold of an aircraft which has been checked in for a flight by a passenger who does not travel on the same aircraft.



EATC

GROUND OPERATIONS MANUAL

DEFINITIONS

Unit Load Device (ULD)	Any type of aircraft container or, aircraft pallet, which is used to load baggage, cargo, and mail on wide-body aircraft and specific narrow-body aircraft. It allows a large quantity of cargo to be bundled into a single unit. A ULD interfaces directly with an aircraft restraint system.
ULD demurrage	The charges due to the owner of a ULD, if the carrying airline has not returned the ULD to the owning airline within the allowed time.
Unique Identification (UID)	The unique identification of tangible items concerns the physical marking of these items to identify them on an individual base. UID also requires data to be collected about the item and submitted (preferably) electronically to a registry database.
UN number	The four-digit number assigned by the United Committee of Experts on the Transport of Dangerous Goods to identify a substance or a particular group of substances.
Unique Item Identifier (UII)	A UII is a piece of data associated with an item that uniquely identifies it throughout its life. Unique being a relative concept, it is necessary to define the environment in which the identifier has to be unique. Given the global aspect of Air Transport and the fact that Military Air transport is not confined only to a military environment, the aim for ULD should be to have a globally unique item identifier (GUII).
Uni-pack	Uni-Pack is a uniquely designed reusable/returnable packaging system. It consists of Tri-Wall Pak sleeve and plastic top and pallet
<u>V</u>	
<u>W</u>	
Waiver	Formal permission to deviate from pending national rules and/or regulations obtained from a national authority and exclusively granted for a specifically defined issue, occasion and/or duration of time.
Waybill	Document issued by a carrier giving details and instructions relating to the shipment of a consignment of goods. Typically, it will show the names of the consignor and consignee, the point of origin of the consignment, its destination, and route
Weight & balance manual	Specific document for each aircraft that controls the types and numbers of ULDs that can be loaded, their permissible weight and information on alternative loading arrangements such as throw-over straps and nets, broken restraint hardware and loads that exceed normal allowances.
<u>X</u>	
<u>Y</u>	
<u>Z</u>	



EATC

GROUND OPERATIONS MANUAL

Chapter 1 - Introduction

Chapter 1 Introduction

1.1 Standardized procedures for handling passengers and cargo

The European Air Transport Command (EATC) has Operational Control (OPCON) over Partner Nations' (PNs) transferred transport aircraft and responsibility within this framework to harmonize and optimize the preparation and use of airlift capabilities. Ground handling activities related to the acceptance and preparation of passengers and cargo are important contributors towards conducting air transport (AT) within the EATC environment in a safe, secure and efficient way. All shipments on board of an aircraft, whether passengers or cargo, must meet the requirements concerning safety, security and quality to allow acceptance for carriage on behalf of the different operators. These processes are therefore considered essential to the mission and are consequently integrated in EATC's process of optimizing airlift capabilities. EATC strives to achieve the following end-state for handling passengers and cargo:

The designated Main Operating Base (MOB) of any EATC PN can receive any cargo from any EATC nation, inspect and prepare it for air transport and subsequently load it onto any EATC plane without the support or help of the cargo sending nation or the nation that conducts the mission. When EATC starts operating from a multinational Forward Operating Base (FOB), the Combined Air Terminal Operations (CATO) should be carried out in the same way as it would be on a MOB and the number of personnel for this CATO only needs to be based on the expected workload with regard to number of aircraft to be handled and not on the type and nationality of aircraft.

This agreed end state of operations can only be reached if PNs have the same procedures for handling passengers and cargo to be loaded on- or offloaded from a transport aircraft conducting an EATC controlled mission.

1.2 Scope and purpose

The scope of the EATC Ground Operations Manual (EGOM) is based on common civilian standards. The Ground Operations Manual (GOM) of the International Air Transport Association is used as one of the reference documents. In the past, PNs and other organizations like NATO and the European Air Group (EAG) have developed all kinds of military regulations on handling passengers and cargo. To have just one reference document for all handling procedures within EATC, all information of interest for the interface between ground and air transport operations and the national positions on handling passengers, baggage, cargo and mail are incorporated in a single document.

The EGOM defines ground handling standards for PNs' executing agencies and ground handling units to ensure ground operations activities are conducted safely, efficiently, and consistently. Procedures reflect the minimum standards agreed by EATC's PNs. If information needs to be available for the flying functionalities as well, parts of the EGOM are incorporated in the EATC Operations Manual (OM).

In order to manage the different processes related to handling of passengers, baggage, cargo and mail effectively and respect (inter)national requirements concerning safety, security and quality PNs agreed on a mutual accepted standard for ground handling operations in the EATC community. The establishment of a controlled environment in combination with effective use of mutual accepted and



EATC

GROUND OPERATIONS MANUAL

Chapter 1 - Introduction

harmonized procedures allows these processes to be managed quality control to be enhanced; best practices to be integrated and compliance to be monitored. These are important milestones that ease cross-loading activities for conducting operations in multinational scenarios. The harmonized policies and procedures set forth in the EGOM. This document allows EATC and ground handlers in its community to fulfil their tasks in compliance with international (military) regulations, taking airworthiness, national deviations, training (education) and other relevant requirements into account.

1.3 Applicability

The EGOM is to be used by operators and ground handlers as a core set of ground operations procedures in the conduct of ground handling functions. While these procedures are the minimum standards, a PN may require supplementary or alternate procedures that are attached at the end of the EGOM as a national annex or have to be covered by a separate national document. When applicable a reference to the national annex is made with the following text:

See national annex: FRA 401

The national deviations are numbered in sequence by their chapter (e.g. FRA 401 is belonging to chapter 4, where it is deviation 01). In the national annex there is a reference to the specific text/point in the EGOM (e.g. ref. EGOM 4.3.2.4)

In order to improve cross confidence and achieve uniform handling passengers and cargo, the EGOM will be accompanied by checklists which describe the details of the actual work and which have to be used by the people on the work floor.

1.4 Accompanying documents

The following documents are overruling source documents and have precedence over this document in all its paragraphs. If this is not the case for certain items, this will be explicitly stated.

- IATA Dangerous Goods Regulations (current edition);
- Allied Movement Publication (AMovP-6) "Allied Multi-modal Transportation of Dangerous Goods Directive" covered by NATO STANAG 4441;
- Allied Flight Safety Publication (AFSP-2) "Aircraft Marshalling Signals" covered by NATO STANAG 3117;
- All aircraft certifying documents (flight, technical, performance, minimum equipment list/MEL, etc.). See EATC Operations Manual Subpart B for a complete listing.

1.5 Set up of EGOM

In the EGOM document, the different chapters cover a specific domain within the area of passengers and cargo handling.

- Chapter 2 and 3 focus on all passenger related subjects, including baggage and personal support. The pre-departure activities, the actual checking-in of passengers and their (un)checked baggage, documents, seating, security and so on and also the post flight activities like the messaging to all involved parties are described. The transport of special categories of travellers like VIPs, medical crews and wounded military are also defined.
- Chapter 4 Looks at the handling of cargo. The acceptance procedure, the storage and preparation of cargo for flights and the special procedures for dangerous goods with its specific



EATC

GROUND OPERATIONS MANUAL

Chapter 1 - Introduction

- military requirements are described in this chapter. The exchange of information and data on load control and what to do in the event of damage or irregularities are also covered.
- Chapter 5 describes all platform activities associated with handling the aircraft. The ramp procedures for arriving and departing aircraft (hand signals, towing, stairs, and so on) and the servicing with fuel, cleaning of toilets, which may affect interoperability are therefore detailed in this chapter.
 - Chapter 6 covers general security aspects of working at an air terminal on an airfield linked to security, safety and supervision
 - Chapter 7 covers the loading principles, process flow and exchange of information between the involved parties. The planning of the loading with weight and balance calculations and the actual loading of aircraft are also being covered
 - Chapter 8 refers to the work that has to be done in a multinational mission situation.
 - Chapter 9 covers Communication and Reporting between handling units, NMTCC's and the EATC. These subjects might already be covered by EATC's Operational Standard Operating Procedures and equivalent national documents. If communication and the exchange of information between EATC and PN's Coordination Centres on national level or within the executing agencies are vital for the quality of the handling process, these subjects are also to be described in this chapter.
 - Chapter 10 contains the national annexes of EATC member nations.
 - Chapter 11 contains an alphabetical index of all key words in the EGOM; a page reference is given and the words are explained.

The document can be used as a stand-alone document, except for the paragraphs based on the IATA Dangerous Goods Regulations (DGR). They will refer directly to the respective paragraph in the current edition of the DGR. It is therefore obligatory for every handling unit to have a copy of this regulation (paper or electronic version) and for it to be accessed by all personnel involved in cargo handling. This also applies to any deployed unit. The unit must have a process in place for receiving the yearly updates of this document.

1.6 Manual Revisions

EATC aims at keeping this manual up to date and will therefore update information on a regular basis. The edition is depicted on the cover page of the manual and at the top of each page. The issue date and effective date of each edition are indicated in the record of revisions section.

1.7 English Language

This manual is written in English in accordance with EATC policy.

1.8 Standard Format

1.8.1 Numbering

All chapters are numbered and sections within the chapters are grouped by subsequent numbers up to five levels of detail (e.g. 1.1.1.1.1)



EATC

GROUND OPERATIONS MANUAL

Chapter 1 - Introduction

1.8.2 Actions

If the order in which items are presented is irrelevant, bullet points are used:

- Item
- Item
 - Sub item
 - Sub item
 - Sub sub item
 - Sub sub item

If the order in which items are presented is relevant (in step-by-step procedures), numbers are used:

1. Step 1
2. Step 2
3. Step 3

1.8.3 Supplements

Supplements are used to support the body text. These supplements succeed the chapters in which they are referred to and are attached as annexes. The order is specified by letters (e.g. Annex 3.c is the third supplement of chapter 3)

1.9 Wording Conventions

1.9.1 General

- May/need not/not necessary/not required: indicates that compliance is optional.
- Note: indicates an important point about which the manual user needs to be made aware.
- Should/if possible/whenever possible: indicates that compliance is considered optional, but desirable.
- Shall/must/necessary/need/required: indicates that compliance is considered mandatory.
- Shall not/must not/may not: indicates that something is not allowed/permitted, or is forbidden.

1.9.2 Quotations

Quotations are used in this manual to designate the following:

- the exact verbiage to be spoken during oral communication;
- the exact verbiage to be written into forms;
- the title of hand signals.

1.9.3 Italics

Italics are used in this manual to designate the following:

- Sub-Chapters
- the titles of manuals or documents;
- foreign words that have not been assimilated into International English;
- the writer's emphasis on certain words;
- notes.



EATC

GROUND OPERATIONS MANUAL

Chapter 1 - Introduction

1.10 References

Within the EGOM, references may be made to regulations published by the International Civil Aviation Organization (ICAO), the International Air Transport Association (IATA), North Atlantic Treaty Organization (NATO), European Air Group (EAG) and other international organizations. Only certain aspects are regulated by international conventions and laws. However, EATC always strives to adhere to commonly accepted procedures –this document is therefore largely based on what is applied in civil aviation.

1.11 Acknowledgements

EATC would like to thank the members of the EGOM Project Team for the vital role they have played in the development of this Ground Operations Manual (GOM), as well as other individuals and groups who have taken the time and made the effort to provide us with comment and feedback.

1.12 Feedback

While every effort has been made to ensure that the EGOM reflects a globally applicable best practice, EATC welcomes feedback and constructive criticism. This manual will undergo review and updating through the EATC standing procedures.

Feedback and change proposals should be sent to following functional email addresses:

egom@eatc-mil.com

1.12.1 EGOM change proposals

In order to regulate changes to the EGOM and ensuring that all required stakeholders are involved, the use of an EGOM change proposal form (template) is mandatory (ref. Change proposal form). The entry of the information requested into the document aims at providing the necessary tools and background for allowing a thorough assessment to be conducted by EATC and partner nation's specialists. The relation with legislation, existing (inter)national regulations, training requirements, harmonization efforts and the possible impact of changing national procedures requires proposals to be properly balanced so that a well-founded recommendation can be presented to the dedicated (national) competent authorities and the change can be subsequently made in the EGOM. Change proposals from units, must be forwarded through their national (functional) chain of command dedicated to assess proposals and/or forward them to EATC. If change proposals are sent directly to EATC, the requests will be coordinated with the dedicated national authority by EATC.

To allow proper advice to be given on necessary reforms of military regulations related to ground handling operations and support EATC harmonisation efforts, as much of the following information as reasonably possible must be included when a change proposal is submitted:

- The background of the proposal;
- An explanation of the problem to be resolved;
- Evidence to support the need for the proposed change;
- An assessment of the impact of the change (when implemented);
- An identification of alternatives to the proposal.



EATC

GROUND OPERATIONS MANUAL

Chapter 1 - Introduction

In the following example it is described how to fill in an EGOM change proposal form:

Figure 1 EGOM change proposal form

1. Organization

Insert the name of the organization from which the change proposal originates (example: German Air Force HQ, BAF COM Ops Air, etc.)

2. Unit

Insert the name of the unit from which the change proposal originates (example: Air Terminal Eindhoven AB, Handling detachment Kandahar, etc.)

3. Point of contact (POC)

Insert the point of contact (name) who can provide additional information if questions regarding the change proposal arise.

4. Rank

Insert the rank of the POC.

5. Telephone

Insert the telephone and/or fax number for contacting the POC.

6. Email

Insert the email address for contacting the POC. Date; Insert the date on which the change proposal was drafted and offered for assessment to dedicated unit/-national POC.

7. Local reference number

Insert a local reference number for the air terminal to keep track of their change request (optional).

8. National reference number

As a national competent authority needs to be involved in the submission of change requests to EATC, a national reference number must be inserted. This allows the requesting nation/organization to keep track of their change request (optional).

9. EATC reference number

The EATC will assign and insert a sequential reference number to the request that indicates the number of requests received for changes to a certain EGOM chapter.



EATC

GROUND OPERATIONS MANUAL

Chapter 1 - Introduction

10. Forum

The EATC will assign dedicated working group based on the reported subject/domain to investigate and discuss the change request;

- A. DGWG – Dangerous Goods Working Group
- B. GHWG – Ground Handling Working Group
- C. EATC internal working group

11. Reference

Mark the chapter(s) the EGOM change proposal is related to and/or affects (if E11 is selected, a specification is required at entry 14)

12. Proposal type

Mark if the EGOM change proposal is an addition to existing content, a change to elements already covered or is a proposal to delete certain parts of the EGOM.

13. Other topics (as specified)

Change requests that are not related to any chapter of the EGOM, templates and/or forms must be specified to allow them to be assigned to a working group which will then be tasked to assess the proposal.

14. Detailed reference (part, table, etc.)

A detailed reference to the chapters/articles in the EGOM covered by the change proposal must be provided.

15. Description of the proposal

A detailed description of the proposal, its intention/reason for submission and possible benefits to change the EGOM on the subject must be provided.

16. Actual references

The references on which the change request is based must be provided (legislation change, ICAO/IATA or other regulations, lessons identified/learned, best practice, etc.)

Note: It is considered important that the close relation between EGOM and the reality of the EATC Ground Handler community is confronted with on a daily basis is maintained and safeguarded. This is to allow the EGOM to be the core document for ground handling operations at peacetime locations, during exercises and operations. Sharing information, the exchange of best practices, lessons identified and learned are considered high

-- value instruments. Contributions from the ground handler community are essential for achieving this. Offering these scarce specialists an opportunity to acquire their expertise and experience, contributes to the quality of the EGOM, covers and continuously improves processes conducted during air terminal operations and enhances transparency of these processes. Although national staffing remains required, the EGOM change proposal process is intended to be a tool that is easily accessible, user-friendly and has a low threshold. It is intended to be a tool that offers the ground handler community an opportunity to be part of what the EGOM stands for: craftsmanship, quality and transparency.

Although operator variations are listed in the respective national annexes in the EGOM, EATC' aims to reduce these deviations in time by including harmonized policies, processes and procedures in the EGOM whenever possible. National experts who see potential to achieve this goal are kindly challenged to contribute to this objective.



EATC

GROUND OPERATIONS MANUAL

Chapter 1 - Introduction

1.12.2 Custodianship

The EATC Functional Division, Doctrine & Concept is acting custodian of the EGOM and its attachments and responsible for issuing the document, maintaining it and keeping it up to date. Custodianship includes coordination, interaction and exchange of information with other internal EATC stakeholders to ensure that relevant relations with other documents are safeguarded.

1.12.3 Working groups

In order to harmonize ground handling operations and related activities in the EATC community and maintain the EGOM, the EATC has established a Dangerous Goods Working Group (DGWG) and a Ground Handling Working Group (GHWG). National representatives participate in these multinational fora, to assist and advise the EATC and its member nations in the various domains related to ground handling operations, including the EGOM. This is intended to ensure that the EGOM remains the major and always mature document covering all aspects of ground handling operations in EATC's military environment.

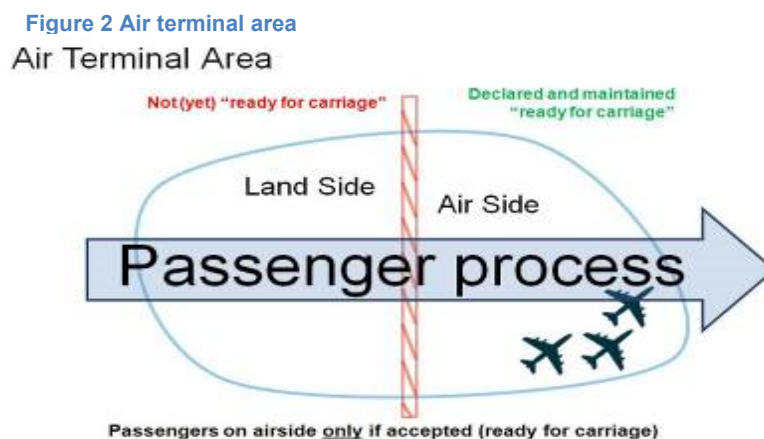
Chapter 2 Passenger handling procedures

2.1 General

Passenger data and the passenger process are considered sensitive. The quality of the process of handling passengers and their baggage, of which security and safety are important elements, contributes to flight safety. The passenger process and related air transport documentation therefore must be secured and maintained in that state once passengers and their baggage have been accepted. This is to prevent unauthorized manipulation, accessing and boarding of aircraft (see chapter 6 for details). Passenger transportation is considered an agreement between an operator and (inter)national entity whereby certain regulations and requirements must be met. Non-compliance will generically lead to non-acceptance for carriage. Tasks are conducted by a competent ground handling agency or similar organization providing the required passenger services to the aircraft.

Governmental laws and (military) regulations applicable to air transportation of passengers and their baggage must be observed by all parties involved. An important aspect for passenger security, flight safety and quality control is the establishment of a controlled environment/process that allows compliance monitoring and management of all steps related to the acceptance of a passenger for travel. Passengers including their carry-on baggage, who are accepted for carriage by an aircraft, related documents, etc. must be protected against unauthorized manipulation so that only checked passengers are allowed to board and the carriage of prohibited items is prevented.

Air terminal representatives are to clarify whether the passenger and their baggage are acceptable for carriage by applying the required screening methods. Once passengers and their baggage have been accepted as being compliant to the requirements for carriage, their accepted and secure state/condition must be maintained.



2.1.1 Safety and Security

The passenger terminal area at an airport is a security protected location that can generically be divided in a land-side and an air-side area, whereby the air-side is the most restrictive area. The



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

design and use of restricted areas should be based on a set of effective security measures to ensure security and safety during flight.

They must be established and maintained to prevent passengers including luggage, who can endanger the airport and aircraft or put infrastructure, personnel, crews, passengers or cargo at risk from being handled and granted access to an aircraft. The security measures as described in chapter 6 apply.

2.1.2 Conditions for carriage

Passengers shall not be accepted for carriage if transport cannot be accounted for by a validated ATR, ATMO or similar document. In this situation, passengers must only be accepted after approval by the EATC or other competent authority (for national flights).

For security and flight safety reasons, any passenger on board an aircraft must be identified and registered on a passenger manifest for that specific flight. The completed manifest must represent a correct registration of all passengers on board. Completion of the manifest can be done by automated means or by hand. As the air terminal representatives are responsible for completion of the manifest, they are required to provide copies of the document to all necessary agencies/stakeholders.

For timely completion of the passenger manifest, the required passenger data must be forwarded to the EATC at least 3 working days before the date of flight.

Boarding is only allowed if an acceptance and security check on passengers and their carry-on baggage has been successfully completed.

2.1.3 Special authorizations and special arrangements

The organization requesting the (initial) flight is responsible for collecting the required passenger details, obtaining special authorizations (e.g. parental or legal authorization for the travel of minor passengers, etc.), ensuring the payment of the insurance (if needed) and informing the dedicated agencies (EATC and national entities) in respect of any required special arrangement for travel before the embarkation of a passenger. The information should appear on an initial flight form (ref. Annex A.) completed for each passenger by the organization or unit that asked for this flight and in the ATR.

2.1.4 Security Check

Passengers may only be accepted for transport if they meet the criteria of an acceptance and security check, validated by dedicated air terminal personnel.

- Transport must be authorized by the responsible authority and their name must be registered on a Passenger Name List (PNL), an ATR, ATMO or similar document.
- Passengers must be identified by valid travel documents.
- Required travel documentation, visa, etc. must be valid.
- Baggage regulations and limits must be observed.
- Prohibited items are to be excluded from carriage.
- Passengers must be fit to fly.

2.1.5 Security measures

Generic security measures need to be taken into account in order to prevent manipulation of the passenger process and prevent unauthorized persons and/or baggage from getting into restricted



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

areas at the air terminal or getting on board an aircraft. Materials used for passenger and hold baggage processing (e.g. boarding cards, baggage tags, vouchers, stamps) and the Departure Control System (DCS) at check-in desks, must therefore be protected, stored or kept under surveillance at all times to prevent unauthorized access and use. Personnel leaving check-in desks unattended must:

- sign-out, log off and lock the DCS terminal;
- remove boarding cards and baggage tags from printers;
- observe regulations concerning the usage of sign-in and password protection.

When an air terminal is open and operated to accept passengers, action must be taken prior to the start of the process to determine if the agreed security standard for the applicable (inter)national and/or local procedures is met. As a minimum, the following elements should be part of the security standard:

- Doors that provide access to restricted areas are closed and locked when not in use.
- Departure areas and gates must be secured (by closing doors, using barricades, applying means of supervision, etc.) so as to prevent unauthorized access and to direct passengers.
- Action must be taken to ensure that only authorized personnel and screened passengers are allowed to board an aircraft and/or access vehicle taking them to the aircraft.
- Action must be taken to ensure that passengers who have to walk to the aircraft proceed directly to the aircraft and keep a safe distance from wings, aircraft handling equipment, etc.
- Air terminal personnel must be positioned as required to direct passengers.

Once passengers have been accepted for carriage and security checks have been completed, they must be kept in a secure state so that no unauthorized persons can access the passenger area, manipulate air transport documentation, boarding cards, check-in and carry-on luggage, etc. Secure and non-secure passengers at the terminal, including their baggage, must be kept apart physically and are not allowed to mix. Air terminal representatives are responsible for implementing security measures within the air terminal area (see Chapter 6 for details) and applying relevant procedures.

2.1.5.1 Alternative check-in and boarding

Where no Departure Control System (DCS), other automated means and/or boarding passes are available or in event of malfunctions, manual check-in and boarding procedures must be applied. The ground handling organization or similar body providing passenger services to the aircraft must ensure the final checked-in count matches the count of boarded passengers prior to closure of aircraft doors and boarding the final passenger manifest (annex I).

Special procedures apply for missions involving airdrops (paratroopers) and/or tactical operations where troops in fighting trim (TIFT) are tasked to conduct assault landing activities. Due to operational requirements, an alternative check-in and boarding process may be required. Ground handling personnel or air terminal services might not be involved. However, basic requirements on security and (flight) safety remain unaffected. Also, the mandatory requirement of having an overview of the passengers (troopers) on board of the aircraft does not change. As a regular check-in process resulting in a passenger manifest is not (always) used for these types of tactical operations, an airdrop manifest (e.g. tactical manifest/jump list, annex J) can be used as an alternative to the regular passenger manifest. The Pilot in Command (PIC) or a designated representative is responsible for disseminating all required information on the troopers on board of the aircraft to the designated stakeholders on the airport of embarkation/departure (APOE) or landing zone (LZ).



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.1.5.2 Disposal of Printed Documents

Printed material holding passenger data such as boarding passes, passenger lists and handling forms that are no longer used and left as waste must be disposed of according to national and/or local data protection rules. The most restrictive rules must be followed.

See ref. EGOM 2.8.3

2.1.5.3 Information management

Many governments require airlines to submit Advanced Passenger Information (API) prior to arrival of a flight in order to allow disembarking of passengers. The information is generically collected from the information received at booking and verified during the check-in process. The data (API) are often requested when the flight is supposed to cross United States of America airspace or countries in the suburb of their boundaries and apply commonly on civil aviation or when civil airports are used. If API data are required, they must be transmitted at pre-arranged times. Generically API data collection is not applicable for travel on a military operated or chartered aircraft.

Information regarding passenger movements in a military environment may be sensitive and should therefore be exchanged with care. Various stakeholders involved in mission planning and the conduct of flights have to be informed for flight safety reasons and there must be compliance with the requirements laid down in (inter)national regulations. As a minimum, timely dissemination of information to the EATC (or other tasking agency), ground handling agency and/or carrier is considered a mandatory requirement.

Passenger personal information must always be protected and, if not required to be kept on file/achieved, be securely disposed of.

2.1.6 Training

Air terminal personnel must be properly trained and experienced for the position they work at. They must meet the appropriate national or multinational standard. Additionally, personnel should be multi-skilled as far as possible/practical to a level which allows them to move within the air terminal to cover contingencies. This includes training on passenger-related aircraft cargo handling equipment (ACHE) and material handling equipment (MHE) when these services are offered by the air terminal organization. English will be the spoken and written language for operations in a multinational air terminal environment. All relevant paperwork must be done in English.

2.1.7 Responsibilities

All personnel involved in tasks related to passenger handling (e.g. servicing, acceptance for carriage, preparing documentation, security checks, boarding, disembarking) are responsible for ensuring that rules, regulations and procedures as applicable in their respective part of the passenger process are applied correctly and properly.

Personnel involved in air terminal operations are obliged to work in a safe manner and report all issues that may negatively affect their or others' health, safety and security, that of the aircraft, passengers, baggage and/or cargo. In order to prevent injury, damage and improve the overall quality of the passenger process, personnel involved in air terminal operations is encouraged to come up with proposals for improvement and establishment of best practices for working in a multinational environment.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.2 Passenger authorization

In EATC's military air transport environment passengers are classified in categories and certain passenger types are defined to allow proper handling and usage of amplifying national rules and regulations (in respect of required documentation, payments, insurance, baggage allowances, etc.). The applicable ATARES passenger categories are generically applied¹.

Table 2.2(1) passenger status

CAT 1 Member of the Armed Forces & Defense Administration on official duty.	A(*)	Members armed forces (military)
	B(*)	Members armed forces (civilian)
	C(*)	Civilians under contract of armed forces
CAT 2 All other cases	D(*)	Members of other ministries than MOD
	E(*)	Disaster relief personnel or regional public officials
	F	Family of members of armed forces
	G	Family of members of other ministries than MOD
	H	Journalists
	I	Others

(*)All Cat from 1A to 2E tasked by their Nations are considered to be travelling on official duty.

- ✓ **CAT 1A** Member of the Armed Forces (military)
- ✓ **CAT 1B** Member of the Armed Forces (civilian)
- ✓ **CAT 1C** Civilian under contract to the Armed Forces
- ✓ **CAT 2D** Members of other ministries than MOD
- ✓ **CAT 2E** Disaster relief personnel or regional public officials
- ✓ CAT 2F Family of members of armed forces
- ✓ CAT 2G Family of members of other ministries than MOD
- ✓ CAT 2H Journalists
- ✓ CAT 2I Others

Passengers are not always allowed to be carried on EATC or national flights. This depends on parameters such as the type of passenger concerned, cargo on board of the aircraft, configuration, mission, etc. In the case of air to air refuelling missions, only mission essential personnel are allowed on board. Certain passengers may be refused for other (mission) reasons.

The EATC or a dedicated national entity (for national flights) determines whether a person is an authorized passenger on board of a (military) aircraft, by adding the personal data on a passenger name list (PNL), an ATR, the passenger booking part of an ATMO or similar national document. If passenger data are not listed or not accounted for, authorization of the dedicated agency (EATC or national) is required prior to the check-in and subsequent boarding process. Where movement of passengers is prohibited or restricted, dedicated national authorities may grant an exemption if

¹ Note that no difference is made with respect to the nationality of the traveller



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

operational circumstances so require. Passengers who do not have proper authorizations are not to be accepted for carriage.

In the event of unplanned cross boarding activities, the handling agency or similar body providing services to the aircraft or the PIC has to contact EATC's Mission Control (MICON) or the dedicated national entity (for national flights). It has to obtain tailored agreements and authorizations passengers to be carried. If arranged, the task of the handling section is to check if the passenger meets the requirements to be accepted for carriage.

To determine possibilities for cross loading/boarding passengers in the EATC environment, a matrix reflecting the different national policies on passenger transport is used. The matrix defines which categories of passengers are allowed to use military air transport assets for travel. Policy related decisions on authorizations or exemptions must be made by national dedicated authority (see EATC Passenger and Cargo Regulations Overview, for a quick look see Annex K Special Permission Required in this Chapter)

Note: EATC Passenger and Cargo Regulations overview → This document is created within the EATC with the sole intention to summarize passenger and cargo regulations of the different PN's in order to avoid misunderstandings and clarify the correct application and interpretation of these regulations. The information contained in this document will be presented in compatibility tables in the requestor/provider domain. These tables are to be used daily by EATC/Operational Division personnel in their planning, tasking and mission controlling tasks. [EATC Passengers-info](#)

See national annex: NED 201

2.2.1 Insurance, liability and damage

The national policy of the operator applies with respect to insurance issues regarding passengers and their baggage. Passengers must report any damage or loss to the dedicated air terminal representative in order to allow the required compensation documentation to be prepared. Depending on the circumstances and actions of the passenger (whether civil or military), involved nation(s) may decide to compensate damage to or loss of property.

Damage claims between the requesting nation and the executing/performing nation (operator) will be settled in accordance with the regulations of the "Agreement between the Parties to the North Atlantic Treaty Regarding the Status of their Forces" (NATO SOFA) pursuant to the EATC's Technical Agreement (TA).

No liability is accepted for damage or loss of objects that have been removed from baggage or taken from the passenger for safety and security reasons.

See national annex: FRA 202, Ref. EGOM 3.7

2.2.2 Passengers

Passengers using their airport facilities at an air terminal are handled in accordance with a set of standard procedures and services. Passengers are always individually accepted for carriage when they meet the pre-defined criteria for travel. Each piece of baggage should bear the respective passenger's identification, while a single-family name may be used for families travelling together.

To accommodate the process, special categories of passengers, families with infants, groups, etc. may be requested by air terminal representatives to check in separately from other passengers for a specific flight.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

Passengers must comply with all laws and regulations in force in the country of departure, destination and transit.

2.2.3 Weight of passengers

For aircraft load planning and operational considerations, an average standard weight for passengers is used in order to avoid having to weigh each passenger and item of hand baggage. These weights are applicable unless otherwise agreed upon during the planning process (ATR/ATMO or similar national document for national flights)

The standard defined weights of passengers as provided in Figure 3 should be used for all flights. Mass values provided for EATC military and civilian passengers take account of their clothes, personal belongings and carry-on baggage.

Passenger weight	EATC	
	Kg	Lb
Troops (in fighting trim)	127	280
Adult	90	198
Child	35	77
Infant	0	0

Figure 3 Standard weights for passengers

Note 1: Paratroopers; including parachute is categorized as troops (in fighting trim)

Note 2: Hand baggage of troops in fighting trim is considered part of their personal gear (no separate weight used).

Note 3: Family flights

- The standard weight for infants (< 2 year) carried by an adult occupying only one passenger seat is part of the adult average weight mass
- When an infant occupies a separate seat the weight for child must be used.

Note 4: Where no hand baggage is carried in the cabin or is separately accounted for adult, child and infant, the weight as presented in EGOM 3.1.1 may be deducted from the mass provided in table 2.2.3(1). For Hand baggage of troops in fighting trim is considered part of their personal gear (no weight deduction).

Note 5: The weights provided are averages. Available seats on an aircraft are disregarded and can be ignored.

Note 6: If the average weight provided does not fit certain categories of passengers (whether military or not), special arrangements are required to be made in advance and be subsequently transferred to the ATR/ATMO (or similar national document for national flights).

Note 7: Corrections have to be made to the planned passenger weight if the average weight can be estimated as being obviously different to the standard weight provided (ref. EGOM 2.2.3).



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.2.4 Non-Standard Weights

When the composition of a group of passengers is unusual and the passengers, their (additional) baggage and/or other elements that are not included in the standard planning considerations have excessive weights, the actual weights of the passengers and/or their baggage must be taken into account instead of standard weights (i.e., sport teams with higher passenger weights). Changes in standard planning considerations used for load plan calculations that are related to the aircraft's load capacity, weight and balance, etc., must be communicated to load control without delay.

2.3 Special travel arrangements (passenger type)

Depending on the categories and types of passengers concerned, special travel arrangements may apply that require an adaptation of the regular air terminal procedures for providing a set of standard services during the use of airport facilities. This may concern the time of arrival at an air terminal, security, check-in procedures, allocation of seats and boarding. Special Service Requests (SSR) and/or protocol are required to be taken into account during time spent in the air terminal area and on preparing the passenger and/or the accompanying delegation for travel. Deviations from standard air terminal acceptance procedures that concern legislation, regulations and (local) security policy must be exempted by a competent authority and agreed upon by the operator conducting the flight. An ATMO or similar (national) document is generically used to indicate whether an air terminal is required to take special travel arrangements into account.

See national annex: FRA 204

2.3.1 Distinguished passengers (VIP/VVIP)

A distinguished passenger (commonly called VIP or VVIP for groups 1 to 3, see annex M) is a person who has special privileges due to his/her function or importance. For security reasons, (V)VIP may travel under alias.

The Prime Ministers, State Secretaries, Chiefs of Defence, NATO Secretary General, NATO Chairman of the NATO Military Committee, SACEUR, EU President, EU Chairman, EU High Representative, and all persons designed by a nation are considered VIP.

VVIP/VIP passengers including special services requested will be indicated on the ATMO or similar national document. The check-in times for each flight are determined in close coordination with the customer.

Passengers with the (V)VIP status, including their personnel and baggage, are generically not exempted from the security check (unless agreed upon otherwise). Exemptions may also be valid for security personnel if the passengers are transported with an increased safety risk unless the PIC requests screening of (V)VIP and/or escorts. If security personnel are armed with necessary (small) firearms and ammunition, it must be stated in the ATMO. Armed personnel are responsible for the proper safety measures to prevent inadvertent firing.

An EATC VIP code has been established to harmonize the categories of VIP. The codes are in chapter 2, annex M.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.3.1.1 (V)VIP Special Service Request (SSR)

Special Service Requirements such as using a VIP lounge or access to the apron by the (V)VIP and/or his delegation must be requested in advance. To allow options to accommodating requests to be examined and planning and coordination to be conducted at the airport, the following SSR documents have to be filled in:

- Request VIP Lounge (ref. annex G);
- Request Apron access (ref. annex H).

2.3.1.2 (V)VIP departure

The air terminal personnel must check whether arrangements are made for (V)VIPs, close protection agents (if any) and/or their vehicles to be granted access to the apron. If vehicles are not allowed, air terminals means are used for boarding the aircraft. The (V)VIP may use the VIP-lounge prior to departure (if requested).

The (V)VIP shall not be screened unless requested by the operator or PIC.

A member of the delegation or protocol office may be requested to provide and check passenger details as listed on the passenger manifest. An air terminal representative will then mark the (V)VIPs and close protection agents (if any) as having been checked and having boarded after being granted access to the aircraft.

Regular passengers without (V)VIP status have to be boarded and seated prior to the arrival of VIP passengers (unless instructed otherwise by the protocol office).

2.3.1.3 (V)VIP arrival

The air terminal personnel must check whether arrangements have been made for vehicles collecting the (V)VIP have been granted access to the apron. If no request is received or access is denied by a (local) competent authority, (V)VIP leaves the air terminal via its (V)VIP exit. (V)VIP leave the aircraft before the regular passengers and may use the VIP-lounge as requested.

Regular passengers without (V)VIP status remain on board and seated while (V)VIP passengers disembark (unless instructed otherwise by the protocol office).

2.3.2 Family flights

A mission can be dedicated as a family flight, or families of members of the forces may travel on a regular flight on special occasions such as a family move overseas that are made when a member of a family has a new assignment. The possibility of family flights or reservations on board being cancelled due to a higher priority movement and/or official necessity cannot be ruled out.

Family members wishing to travel on board military aircraft must generically obtain approval from EATC, dedicated (national) entities and/or the operator.

2.3.3 Pregnant women/new-borns

The generic rules and regulations for passenger transportation apply for the acceptance of pregnant woman as passengers on board (military) aircraft. Operators and/or authorizing agencies may require additional information on the progress of the pregnancy, the expected date of delivery, possible complications of delivery or previous multiple births (twins, etc.). Pregnant woman are recommended



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

to provide this information voluntarily as it is related to health and safety of the new-born and the expectant mother. If this information shows that the future mother is in good health, and no complications are expected due to her condition, she is to be accepted without medical consent. A medical consent/certificate for pregnant woman issued within the seven days preceding the start of the trip (ref. annex F) is to be requested if it appears that the following applies:

- delivery is expected in less than four weeks, or
- there is uncertainty about the progress of the pregnancy or the date of delivery, and/or
- the woman had prior multiple births, and/or
- birth complications are expected.

Women who are more than 8 months pregnant are generically not allowed to board a tactical aircraft. If a passenger declares that she is pregnant or is obviously pregnant, she requires a medical certificate to be transported in a tactical aircraft. It must attest that:

- she is regularly monitored medically;
- she does not have any pregnancy pathology (threatened miscarriage);
- her condition allows her to safely undertake the intended trip;
- her pregnancy has not reached the 8th month;

Travelling on strategic aircraft is generally not allowed:

- For women in the period of seven days before or after birth;
- For new-borns, within seven days of birth.

Pregnant women with pregnancy pathology are not excluded from being transported if required. They can be transported on a medical aero evacuation flight (MEDEVAC) in a specially equipped aircraft with adequate medical personnel on board.

2.3.4 Infants and children

A generic set of rules and regulations applies for infants and children and must be observed. Operators, authorizing agencies and/or designated national authorities of the countries of departure, transit and/or destination may require additional documents or procedures to be complied with. All the stakeholders must be informed well in advance to allow the mission to be properly prepared and executed, special service requirements (SSR) to be complied with in time, de-confliction with other activities and account to be taken of the applicable (inter)national and local rules and regulations.

- An infant is a minor who is not yet 2 years old.
- A child is a minor who is over 2 years old, but is not yet 12 years old.

2.3.4.1 Infants

Infants travel normally on the lap of a designated adult passenger during take-off, landing and turbulence. They must be held by a special belt, if available, attached to the designated passenger. In no case may they be held to the seat by the same belt as that of the passenger. The maximum number of infants allowed per aircraft is limited by the number of supplemental oxygen masks available on the aircraft.

- One adult passenger is only allowed to take care of one infant.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

- The adult passenger must not be classified in a Special Service Request (SSR) category that indicates a need for assistance.

If aircraft baby bassinets or other special seats for infants fitted with approved seat belt connections (ISO, TUV, etc.) are available, an infant should have a dedicated seat next to the adult passenger designated to take care of it, though account must be taken of the fact that due to the size of a bassinet, not all the seats will be suitable for one and the number of bassinets that can be allowed on board an aircraft is limited.

- Baby strollers are generically not accepted as carry-on baggage. Special arrangements will be made during the check-in process to ensure that this type of baggage will be available soon after arrival at the airport of destination and the aircraft has been unloaded.

2.3.4.2 *Children*

Children must occupy an individual passenger seat and may not be seated in emergency exit rows. Car safety seats and other restraint devices are offered for use during flight may only be accepted if they;

- comply / conform with aeronautical specifications;
- are placed on an aircraft seat where they will not hinder the evacuation of any passenger;
- are not assigned to a seat in an emergency exit row or the row in front of or behind an emergency exit row.

Amplifying operator specific limitations must be observed, as not all aircraft seats are suitable to be used.

2.3.5 *Unaccompanied Minors (UMNR)*

UMNRs are generically only accepted for carriage in exceptional circumstances. With respect to international flights outside the Schengen area, account must be taken of the fact that some countries consider a passport for minors only a legal ID document when it is used in combination with proof of a legal guardian. Special attention must be paid to this proof as legal guardian in view of such family circumstances as divorce, and a point of contact (POC) telephone number must be provided. Additional regulations may apply for the countries of departure, transit and destination.

Use of a handling advice or declaration assuring the operator that the responsible adult has provided proof of identity and signed authorization for the unaccompanied minor to travel is possible when

- the air terminal personnel at the airport of departure ensures that the correct remarks and SSR codes are in the check-in record and/or manifest;
- the air terminal personnel applied handling fees (where applicable);
- the UMNR is supervised until handed over to the cabin crew;
- the responsible adult will remain at the airport until the aircraft is airborne and is then advised/released;
- copies of the declaration are provided to the PIC or his designated representative, remain at the air terminal of departure and are sent to other (national) stakeholders if required.

At transfer stations, a designated air terminal representative is to meet the UMNR at the aircraft and collect travel documents, declarations, etc. from the cabin crew. The UMNR together with the



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

accompanying documentation and baggage are handed over to the cabin crew of the connecting flight. Supervision is required while the minor is in the air terminal.

On arrival at the airport of destination, a designated air terminal representative is to meet the UMNR at the aircraft and collect travel documents, declarations, etc. from the cabin crew when

- the handling advice or declaration is completed upon transfer of the UMNR to the responsible member of the air terminal personnel;
- It is ensured that all the baggage of the UMNR has been collected from the aircraft.

The minor is only handed over to the designated adult stated on the handling advice or declaration after the identity of this person has been verified and a signature confirming the receipt of the UMNR and the accompanying baggage has been received.

2.3.5.1 UMNR over 2 years old and not yet 7 years old

In order to accept UMNRs over 2 years old and not yet 7 years old for carriage, the dedicated air terminal representative shall require a written declaration from parents or legal guardian authorizing them to fly (ref. annex C). The declaration must state that such UMNRs are entrusted to the care of one of the passengers are in good health and must include details of a point of contact (POC). Additional documents must be presented if required by the operator, authorizing agency or designated national authorities of the country of departure, transit and/or arrival:

- proof of the child's civil status (a birth certificate is enough);
- medical certificate (if the child is suffering from any ailment or sick).

The documents are to be provided to the PIC or a designated crew member for presentation to customs and/or police if required.

2.3.5.2 UMNR over 7 years old and not yet 15 years old

In order to accept UMNRs over 7 years old and less than 15 years old for carriage, the dedicated air terminal representative shall require a written declaration from the parents or legal guardian authorizing them to fly, relieving the PIC from all responsibility (relief of responsibility, ref. annex B). The declaration must state the name and qualifications of the person responsible for receiving the UMNRs upon arrival and include a statement that they are in good health. This declaration is to be handed over to the PIC or a designated crew member for presentation to customs and/or police if required.

The UMNRs must have a valid identification document for as required for travelling in the Schengen area or a passport. Additional documents must be presented if required by the operator, authorizing agency or designated national authorities of the country of departure, transit and/or destination:

- a medical certificate for UMNRs suffering from any ailment or is sick;
- authorization to leave the country if parents are separated or divorced;
- names and addresses of persons designated to receive the UMNRs;
- details of the point of contact (POC).



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.3.5.3 UMRs over 15 years old

In order for UMRs over 15 years old to be accepted for carriage on a non-domestic flight in the Schengen area, they must be able to present an individual passport and the details of the point of contact (POC).

2.3.6 Groups of children

In order for several children to be accepted, the dedicated air terminal representative shall require an adult to accompany a group of a maximum of 12 children. Any passenger or additional crew member who is at least 18 years old and is not taking care of an infant can be considered as an accompanying adult.

2.3.7 Elderly persons (75 years old and above)

When elderly persons are carried by strategic military aircraft or commercial assets (e.g. DC10, Airbus, EMB, TBM, Xingu aircraft), civil regulations apply with respect to their personal responsibilities.

When elderly people are to be carried by specific military aircraft (tactical aircraft, etc.), they must sign a declaration for elderly before boarding, stating that they have read the specifics of the type of aircraft and that they travel on their own responsibility (ref. annex G). The air terminal personnel are to assemble the persons concerned, make them aware of the declaration and let them sign it.

When elderly persons are to be carried on board tactical aircraft as part of a liaison mission with a commemorative or associative character, provision of an air carrier may also be requested by competent national authority.

2.3.8 Passengers requiring assistance

Special arrangements are regularly made in advance by the submission of a Special Service Request (SSR) message when passengers with reduced mobility (PRM) or disabilities are planned to use (military) air transport. On the basis of an SSR and statements in the ATMO or similar national document (for national flights), the air terminal personnel can plan and coordinate activities and/or accommodate special needs on equipment for boarding, etc. in order to help these passengers as required and requested.

These passengers and their escorts (if any) are assigned the most appropriate seating for their needs, in compliance with aircraft specifications. Passengers are advised on available services and assistance.

- Passengers are informed on special equipment on board of the aircraft (on-board wheelchairs, braille or tactile markings, accessible lavatories, etc.). When an air terminal accepts an SSR, it is required to provide these services as agreed upon accordingly. The air terminal personnel are to ensure that accurate SSR codes and any other relevant information are recorded in the DCS and/or the passenger manifest. Applicable SSR codes can be found in annex M.

When civil airliners are used, the operator may ask for additional information on passenger with reduced mobility. These documents to be used are either:

- INCAD / MEDIF A (ref. annex D)



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.3.8.1 Passengers not requiring medical clearance (non-MEDEVAC flight)

Some passengers with reduced mobility (PRM) may not be required to provide a medical clearance such as INCAD / MEDIF A, but are generically considered fit to fly. Action must be taken to verify whether such passengers would require special assistance during evacuation, and the aircrew must be informed accordingly. Examples of these types of passengers are:

- expectant mothers up to a date specified before expected delivery (see 2.3.3);
- persons with simple fractures or injuries;
- persons who are reduced in mobility due to age;
- SSR codes WCHR, WCHS or WCHC provided the condition of the person remained unchanged for at least the past six months;
- persons with vision or hearing impairments;
- persons with mental health issues.

2.3.8.2 Passengers with visual or hearing impairments

Passengers who identify themselves as persons having a visual or hearing impairment must be provided access to the same information provided to other passengers. Air terminal staff is to ensure that accurate SSR codes and any other relevant information are recorded in the DCS and/or manifest.

2.3.8.3 Stretcher Transport

If accepted by the operator, transport on a stretcher can be arranged provided advance notification is given that the passenger(s) is to be transported in a lying-down position and assistance on the airport is required for embarkation/disembarkation. If stretcher transport has been confirmed in the ATMO or similar national document (for national flights), the passenger is to be accepted.

Status details of the passenger and the need for special services for boarding, transport and/or disembarkation are to be updated in the check-in record/manifest. The acceptance of stretcher cases is linked to:

- The acceptance conditions of passengers with reduced mobility (PRM) and medical fitness for air travel (MEDA) cases;
- The provisions for stretcher installation on board the aircraft.

2.3.8.4 Oxygen for medical use

If accepted by the operator, a passenger is allowed to travel with oxygen for medical use on board of an aircraft. In these cases, air terminal staff is to:

- Arrange pre-boarding for the passenger;
- Add appropriate Special Service Request (SSR) codes for assistance to boarding record/manifest;
- Seat the passenger as per operator policy allowing the stowage of equipment.

2.3.9 Patients / Aeromedical evacuation flights (AE)

Aero evacuation flights refer to any medical transport done under medical or paramedical supervision, after stabilization of the patient. It is intended to guarantee the injured and evacuated the best chances of survival and functional recovery.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

For transport of patients a **dedicated AE** flight (specially created flight for the movement of patients) or an already planned regular tactical or strategic (**routine AE**) flight may be used.

For air transport of patients, an operator requires a medical form from a physician (**requestor**) assessing the state of the patient and the need of his transportation: **patient movement request (PMR)**.

Only AECC is authorised to submit an air transport request (ATR) for Aeromedical Evacuation. If an escort is accompanying the patient or group of patients, the AECC shall provide written instructions regarding the precautions to be taken and care to be continued during the flight. The applicable details for the AE will be part of the respective ATMO comprising:

- Identifiable information of the patient;
- Classification of the patient in accordance with **EATC SOP OPS-AE-001**;
- Special service requests (SSR);
- Special aircraft configuration

Other details related to the flight:

- Lying or sitting patient;
- Passenger boarding on a stretcher;
- Special service/assistance on board required (handling);
- Persons requesting medical treatment during flight, e.g. needing extra oxygen or other medical treatment like infusions;
- Required use of a personal portable oxygen concentrator, ventilator or respirator on board;
- Carriage of an incubator.

A medical folder is provided by the **requestor** to the accompanying persons (physicians or escorts) or to the patient if authorised to travel alone. Medical confidentiality must be ensured throughout the complete process. The information provided must be used to determine whether special steps must be taken during scheduled stops.

Note: For detailed procedures regarding aeromedical evacuation procedures, see EATC SOP OPSD-AE-001

2.3.9.1 Request for assistance (without advanced notice)

Station agencies are to forward requests for patients who need an air evacuation flight that is unscheduled and that may be added during a mission to national agencies or EATC/AECC as soon as possible.

2.3.9.2 Seating

Passengers are entitled to seating on board an aircraft that is the most appropriate for their needs. This includes the stowage of medical devices or equipment on board. Appropriate seating should be assigned to:

- passengers needing extra oxygen on board;
- passengers travelling on a stretcher;
- passengers who are completely immobile;
- passengers travelling with a service animal (e.g. guide dog, etc.);
- passengers with a fused or immobilized leg.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

Adjacent seating is to be provided for:

- a personal care attendant;
- a safety assistant;
- a reader/interpreter for passengers with vision or hearing impairments.

2.3.10 Troops (with weapons)

In general, passengers are not allowed to embark on an aircraft with a weapon. Weapons and ammunition are regularly required to be delivered as cargo. Exemptions are to be requested for a (operational) requirement. These must be granted by the competent authority and operator prior to executing the mission. Special regulations apply to the transport of troops in fighting trim that are part of formed units or elements that are required to disembark with loaded firearms due to local operational conditions. This type of transport is generically allowed on tactical flights only. Weapons may not be loaded during flight.

The generic provisions for air transport apply to regulated items and equipment transported for formed units, including their firearms and munitions, on strategic (international) flights. If (operational) circumstances require otherwise, these are subject to prior authorization from the competent (national) authority and the consent of the operator. The carriage of weapons is not generically allowed at civil airports.

In specific cases involving security service teams, operational intervention groups, (military) police or gendarmerie, weapons may be loaded, but must remain in their regulatory cases.

Handling of a weapon on board is strictly prohibited. If a weapon has to be handled for reasons related to security of an official (VIP), it will be in a "flexible ballistic tank". No loaded firearms may be taken on board for missions for establishing security that are conducted several hours before the flight of a (V)VIP.

Some firearms and ammunition (e.g., smoke bombs, teargas, etc.) must be transported in crates or original packaging and should regularly be delivered as air cargo. They may not be returned to the personnel carrying them until after disembarking.

The following rules apply to the transport of armed personnel:

- Magazines are not to be engaged and are to be set aside; safety strikers are to have been set.
- Special arrangements are made in advance with the air terminal personnel for assault mission regulations as described in OM Subpart E (to be issued later).

Exemptions can be made for security services, (military) police, gendarmerie, bodyguards, etc. in the discharge of their duties and formed troops in an exercise when the scenario provides for the use of firearms before and directly after the flight. Arrangements must be made in advance with all the stakeholders. Involved passengers must be briefed on security and weapon handling during the flight and landing prior to take-off. This is regularly done by the aircrew.

2.3.11 Inadmissible passengers (INAD)

In special cases, an inadmissible passenger or deportee (INAD) is required to be transported. An INAD is a passenger who is or will be refused admission to a country by its authorities. In general, an



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

INAD travels unaccompanied. An INAD must only be accompanied during travel if specific conditions apply:

- The INAD physically resists carriage.
- He has already been denied transportation by another airline.
- There is a sign the INAD might endanger the safety of the flight or passengers.

An unaccompanied INAD may be refused at any stage for any of the above reasons. If an INAD resists transportation or raises the assumption that he/she will be an annoyance to other passengers or crew members, he/she is only to be accepted according to the procedures for deportees (DEPA). Carriage of inadmissible passengers or deportees is refused if they are likely to:

- pose a risk to the safety of the flight;
- pose a hazard or risk to themselves, other passengers or crew members;
- cause discomfort or make themselves objectionable to other passengers;
- require special assistance from ground or in-flight personnel.

2.3.11.1 Deportees (DEPO)

In special cases, a deportee (DEPO) is required to be transported. A person is designated as a deportee when he/she is formally ordered by the authorities of a state to leave that country (as described in the "Dublin convention". Persons are transported as DEPOs when

- they are under arrest and have to be transported to another state for legal reasons;
- they have applied for asylum and are being transferred to the state responsible for the application.

Deportees can travel either accompanied (DEPA), in which case they are escorted by security officials during flight, or unaccompanied (DEPU), in which they fly without any escorts. The responsibility for the deportee lies fully with the state(s) concerned.

2.3.11.2 Seating

Inadmissible passengers, deportees and their escorts are to be assigned seats in the rear of the cabin not directly adjacent to exits, in accordance with national policy.

2.3.11.3 Travel documents

The travel documents of INADs and DEPOs are to be handed over to the crew in accordance with national authority instructions and local regulations.

The crew and PIC are to be advised when inadmissible passengers or deportees are carried.

2.3.12 Unruly passengers

Carriers may refuse carriage or onward carriage of any passenger for reasons of safety in order to prevent violation of any law, regulation or order of any state or country to be flown from, into or over. Any unruly passenger observed during check-in, in waiting areas, at the gates, etc. is to be reported to a supervisor. The baggage of the involved passenger(s) is to be put on standby.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.3.12.1 *Passenger denied for carriage*

Passengers who do not modify or are unable to modify their behaviour are denied for carriage:

- The passengers are offloaded in the departure control system (DCS) and/or already prepared manifest and their baggage is offloaded from the aircraft.
- The situation and denial for carriage are documented in a report, with details being provided of the passengers' condition (e.g., intoxicated, general abuse, etc.).

The incident is reported to EATC/MICON, see EGOM chapter 9

2.3.12.2 *Passenger accepted for carriage*

Passengers who modify their behaviour are generically accepted for carriage. The air terminal personnel are to:

- inform the PIC and senior cabin crew member/purser;
- document the situation in a report, providing details of the passenger's condition;
- report the incident to EATC/MICON, applicable other stakeholders and the onward airport.

2.4 **Passenger arrival**

All passengers must arrive at the air terminal in time to ensure correct preparation for travel and on-time departures. In general, passengers and their baggage must be at the airport 2 hours prior to the EOBT of the flight unless stated otherwise in the ATMO, similar national order or EATC Standard Air Terminal Procedures (SATP).

It is necessary to make arrangements for specific passengers (groups, disabled persons, troops in fighting trim, VVIPs, etc.) or to accommodate special service requests (SSR) related to passenger handling or services prior to the arrival of the passengers. The possibility to deviate from standard procedures for passenger handling and/or boarding depends on the numbers and types of passengers, the operator or aircraft being used, local conditions and options at an airport of departure for de-conflicting with other activities.

To ensure proper processing, deviations from standard conditions for passenger handling can only be agreed upon in close coordination with the respective air terminal personnel.

2.5 **Passenger check-in**

2.5.1 *Preparations*

To allow passenger pre-departure activities to start on time, check-in desks and related equipment must be in a working condition so that passenger data are correctly transferred into the check-in system using a national software application or MEAT. Activities to be conducted:

- Prepare, start and test check-in desks and equipment;
- Ensure dangerous goods and prohibited article notices/placards are displayed at check-in and boarding gate(s);
- Establish, check and secure the area used as waiting facility for checked passengers prior to boarding of aircraft;
- Review current version of the ATMO, similar document (for national flights). The passenger's name list (PNL) and booking status (if applicable);



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

- Check whether the PNL has been updated by an additions and deletions list (ADL) and if the changed data are properly transmitted to the check-in system and match the booking status;
- Check the PNL for special passenger service requirements (e.g., VVIP, wheelchair (WCH), unaccompanied minor (UMNR), grouping of families travelling with infants or children, etc.) and pre-assign them according to operator procedures, aircraft type, etc.;
- Arrange facilitation for passengers who require assistance, such as unaccompanied minors (UMNR), persons with reduced mobility (PRM), etc.;
- Arrange facilitation for additional check requirements to be met and delivery mobility aids (DMA) such as wheelchairs to be delivered directly to the aircraft;
- Confirm the seating plan is set according to the actual aircraft type and version (if applicable);
- Block seats for security officers, crew, weight and balance and all unserviceable seats (if applicable);
- Inform passengers and crew to ensure special category passengers have appropriate seats when free/open seating is applied;
- Apply payload, check-in and/or carry-on luggage restrictions (if applicable);
- Review boarding time, departure time, gate/parking stand, additional flight remarks and take short transfer times into account (if applicable);
- Provide air terminal personnel and passengers check-in and flight information (check-in procedure, documentation, baggage restrictions, reasons for any delay, etc.);
- Organize and maintain a security restricted area (SRA or clean area) as a holding area for checked passengers (screening/search for forbidden objects prior to use of facility);
- In event of delays in arrival, check onward connections and make necessary corrections.

2.5.2 Check-in procedures

Passenger check-in procedures may be conducted using check-in counters that are connected to the airport departure control system (DCS), using boarding applications (national software or MEAT) or manually. Only passengers who successfully comply with the criteria for the passenger acceptance check receive a non-transferrable ticket or boarding pass.

When no DCS or other automated means is available or it is malfunctioning, manual check-in procedures of sufficient quality that prevent unauthorized and controlled passengers or their baggage boarding an aircraft must be applied. Local back-up procedures must be established and tested regularly at every station. All passengers must be checked prior to boarding.

2.5.2.1 Through check-in (transfer)

For passengers arriving by aircraft at an airport at which they are to be transferred to another aircraft and the use of air terminal facilities is either planned or not, through check-in procedures are conducted whenever possible. Travel documents must be checked for all stopover countries in which they are transferred during their journey.

Through check-in is permitted if an airport change is involved. Tagging through baggage is not permitted; original tags to the final destination remain valid.

The cabin crew is advised that all transit passengers must disembark and take all their carry-on baggage.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.5.2.2 *Transfer*

If passenger handling at a connecting airport is required, air terminal personnel are to check the inbound/outbound connections and the number of passengers concerned. They must

- check time-critical connections and inform passenger terminal personnel of onward transfer;
- prepare for handling of passengers who require assistance (SSR);
- meet the transferring passengers upon arrival of the incoming aircraft;
 - direct through checked passengers to the appropriate departure gate (if applicable) and/or;
 - direct non-through checked passengers to the transfer desk or gate for check-in;
 - issue transit boarding passes (or instruct passengers to retain their original boarding pass) and inform passengers about boarding time and gate and available facilities;
 - provide passenger assistance as required;
 - in the event of a change of configuration, assign passengers new seat numbers if applicable, or apply free/open seating.

2.5.2.3 *Transit*

Transit passengers continuing their journey on the same flight may be allowed to disembark from the aircraft when the scheduled ground time and local circumstances and facilities permit. Certain categories of passengers may stay on board if locally permitted.

Certain categories of passengers, such as unaccompanied minors, persons requiring assistance, have to be escorted during the transit time.

Local government requirements regarding security of transit passengers, up to and including screening requirements, must be applied.

Passengers may be provided a transit boarding pass or are instructed by air terminal representatives to retain their original boarding pass, whereby

- passengers are informed about available facilities at the airport they may use, the time of boarding and gate used;
- passengers are checked prior to re-boarding the flight by validating travel documents and boarding status, validating the original boarding card, collecting transit cards, etc. Validation may also be done using the passenger manifest or data in the departure control system (DCS);
- transit passengers are boarded before local passengers (if required);
- the procedure for missing passengers must be applied If transit passengers are missing upon boarding;
- the flight must be re-secured before door closure.

2.5.3 *Check-In*

Check-in is opened before arrival of the passengers and is regularly closed 45 minutes prior to the estimated off-block time (EOBT) for wide-body aircraft or passengers with checked baggage. In other cases, check-in closes 30 minutes prior to EOBT. Prior arrangements are required if deviations from these standard times are required, and air terminal personnel will always be flexible with VVIP/VIP passengers.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.5.3.1 Check-in and carry-on baggage

Instances in which passengers carry more check-in or carry-on baggage than is regularly allowed (amount, weight, etc.) must be planned for in advance and confirmed in the ATMO or similar national document (for national flights). The allowed items of baggage, weight and dimensions depend on the operator listed in the ATMO, and the most limiting operator factor must be taken into account for transfer flights (cross loading) (unless special arrangements are made in advance). Only diplomatic baggage is to be excluded from security checks.

2.5.3.2 Seating and exit row seating

Except for special categories of passengers, a free/open seating policy applies, although passengers with disabilities, families with infants, (V)VIPs and senior/high-ranking officers have boarding priority over regular passengers and special arrangements for boarding and seating can be used.

Seats in emergency exit rows shall only be occupied by adults without any disability or crew members to allow unrestricted use of the exit if required and to avoid hampering the evacuation of the aircraft in an emergency. For this reason, also minors (children) and passengers requiring special service assistance are not allowed to occupy these seats.

2.5.4 Passenger suitability for travelling

Air terminal representatives are to assess each passenger in terms of the security risk they pose by looking for anomalies and observing certain emotional characteristics and/or body language. Special attention is required if a passenger shows characteristics of not being fit to fly (e.g., overall fitness, including potentially contagious diseases, medical conditions, intoxication, etc.).

Further questioning may be required to assist this passenger assessment.

When a potential problem with a passenger is identified, a supervisor must be notified to contact the appropriate local authority for assistance. If the problem is not solved, the supervisor is to ask the EATC and PIC if the passenger is acceptable for carriage.

2.5.4.1 Travel documents

All persons are required to carry valid travel documents in order to be acceptable as passengers on board a (military) aircraft unless they are exempted by a competent authority and accepted by the operator. Certain countries have additional requirements regarding passport validity dates (at least 6 months after travelling) or require other travel documents. The possession, correctness and validity of travel documents must therefore be checked before departure. Generic accepted documents are

- valid passports with visa if required (for all countries);
- a valid European Union ID card (for European countries);
- valid military ID and valid NATO travel order (for NATO countries).

Note:

The IATA Travel Information Manual (TIM) is a frequently consulted booklet concerning travel documents, additional requirements and import and export regulations of different nations. It can provide more information, but national, bilateral and international regulations are binding.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.5.4.2 *Travel document verification*

During the check-in process, the passenger data in the departure control system (DCS) or similar application used for check-in (national application or MEAT) is used to confirm travel documents and passenger with the final destination. Air terminal representatives are to

- verify a passenger's identity against the travel document presented (including a visual comparison between photo and passenger, review of date of birth, expiry status of document and visa (if required)) and ensure the name on the travel document matches the booked name;
- verify the travel document is valid (for all persons travelling on the document);
 - not all countries allow family members to be registered in a single passport;
 - some countries require the due date of a passport to extend 6 months after travelling;
- verify the person is travelling under a valid NATO travel order, individual or group national mission order (if applicable) and has a correct and valid (military) ID;
- check for insurance, special service requests (SSR) and/or accommodation (if required according to ATMO, other documentation or tasked by competent authority);
- locate the passenger's name in the DCS (or similar system) and review any special remarks;
- collect advanced passenger information (API) if required and tasked to do so by competent authority;
- report any issues with a document to a supervisor (validity, signs of tampering, etc.), who will contact the appropriate authority for assistance.

2.5.4.3 *Border crossing*

Passengers must comply with laws and regulations in force in the countries of departure, transit and destination. If requested to do so by customs, security officials or a border crossing authority (immigration office, etc.), passengers must present their ID card, passport or other required travel documents. Also baggage may be part of this inspection. This is independent of the checks conducted on behalf of the operator during check-in. Prohibited items may not be imported/exported and may lead to confiscation and legal penalties.

The air terminal personnel may be requested by one or more of these legal entities to provide additional documents:

- ATMO or similar nation document (for national flights);
- the passenger manifest;
- a general statement of loading;
- Detailed declaration of goods carried (packaging statement or export declaration);
- a (military) custom declaration and invoices;
- a list of provisions on board (optional).

2.5.4.4 *Health*

In order to prevent an aircraft from spreading any contagious disease, sanitary authorities have the authority to prohibit any person with symptoms of contagious diseases from boarding and to delay their departure when they do not have sufficient sanitary guarantees. Departure can be postponed until the measures that are deemed necessary by the competent authority (disinfection of baggage, etc.) are taken.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

For airports in areas where yellow fever is endemic, the sanitary authority shall ensure that any person making an international trip passing through these areas has been vaccinated for yellow fever. The sanitary authority of a territory infected with yellow fever may require passengers to possess a valid vaccination certificate for yellow fever upon departure. In territories where there is smallpox, the sanitary authority may partially fulfil their obligation by requiring passengers to have a vaccination certificate for smallpox upon departure.

The sanitary authority will issue a certificate or general declaration on which the measures taken are recorded for the crew. This document could be requested upon arrival of the aircraft at its next destination.

2.6 Passenger holding area

Passengers who have successfully passed the check-in/security check are to be directed to a security restricted area (SRA) or clean area that has been checked for forbidden objects that are not allowed to be taken on board the aircraft prior to its use. Access to the holding facility is only allowed for passengers and designated personnel. The process of boarding the aircraft starts from this facility.

2.7 Passenger boarding

In order to prepare the start of the boarding process, air terminal representatives are to verify and are responsible for ensuring that

- boarding facilities and gate monitors display correct flight information (if installed);
- clearance is obtained from the flight crew to start boarding;
- appropriate announcements are made for boarding, to include a passenger safety briefing that includes the operator's non-smoking policy (including e-cigarette), whereby one shall be in English (for non-native speaking passengers);
- the route to the aircraft is safe and clearly marked for both passengers and personnel (when walking on the apron);
- the route to the aircraft is safe and marked when jet bridge boarding is used;
- safety requirements are observed during the boarding of passengers if fuelling is in progress (see chapter 5);
- the operator's cabin baggage policy is applied and account is taken of non-gate tagged items (if applicable);
- (local) policy is followed for passengers requiring assistance or pre-boarding;
- each passenger's identity and acceptance for carriage are verified before they are allowed to board the aircraft, including flight number and date on boarding card (as required);
- boarding is executed according to the (local) procedures;
- the flight is secured by matching the checked-in passengers with the boarded passengers and providing the final passenger number, passenger manifest and additional information on special passengers and baggage to cabin and cargo crew.

2.7.1 Passenger denial of boarding

The air terminal personnel can deny (military) passengers' permission to board if they do not comply with the conditions for carriage. This applies to



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

- passengers without a valid passport who are travelling to a destination country that does not come under the Schengen Convention;
- passengers without a valid military ID in combination with a mission order or NATO travel order (where the individual is not listed on the collective mission order);
- passengers without a vaccination certificate (if required for a destination country at risk in terms of disease prevention);
- passengers without a medical certificate (if required);
- passengers arriving at boarding with a prohibited item, such as a firearm, weapon, sharp object, that is not planned and authorized on the flight;
- passengers who behave abnormally and are likely to pose a threat to flight safety or the well-being of other passengers (drunkenness, violent behaviour, etc.);
- passengers behaving in a way that poses a problem to safety, discipline or order during the check in;
- passengers not arriving in the dress prescribed in the assembly message.
- Any duly motivated denial of boarding must be reported to the agency ordering the passenger's travel after having contacted EATC mission control (MICON), see chapter 9.

See national annex: FRA 204

2.7.1.1 Denied boarding due to unavailability of seats

Passengers booked on a specific flight may be denied boarding for irregularity reasons related to the aircraft. These are, for example,

- reduced aircraft seating capacity due to unserviceable equipment (seats, cabin doors, slides, etc.);
- reduced weight/seat capacity due to a payload restriction;
- change of aircraft, version or configuration.

For passengers denied permission to board, the applicable troubleshooting procedures using the MEAT application must be applied or, for urgent specific guidance, EATC Mission Control must be contacted.

2.7.1.2 Refusal of passengers with reduced mobility (non-MEDEVAC flight)

Passengers with reduced mobility (PRM) are not to be refused unless there is a legitimate reason for their refusal. When the air terminal personnel are in doubt as to whether a passenger is fit to fly, EATC/AECC or a military health agency/authority must be contacted. Generically, a passenger with reduced mobility is not to be refused when they meet the conditions for carriage.

A person must not be admitted to the aircraft, however, if they are suffering from such a physical infirmity that the trip would likely result in complications, leading to a diversion or death, and

- the person requires individual nursing or care during the flight, if not accompanied by a suitable escort;
- the person who poses a direct threat to the health or safety of other passengers, their property, the aircraft or crew that cannot be eliminated by providing additional aid, services or by other means (e.g., face masks, separate seating) because of their physical or medical condition;
- the person fails or refuses to be subjected to specific conditions for carriage as required by operator regulations, the country of departure, transit and/or destination;



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

- the person's own physician refuses to disclose information required about their medical condition (diagnosis) to the authorized medical service (such as EATC/AECC);
- the person has a contagious disease.

In the event of the refusal of a PRM, the passenger must be informed and explained the reason for refusal, with reference being made to the general conditions of carriage as described in this chapter. Air terminal personnel are to make every effort to accommodate the passenger on the next possible flight (if applicable).

EATC/AECC must be provided all relevant information about the reason for refusal.

2.7.1.3 Passenger and baggage discrepancies

Passenger discrepancies (plus or minus) must be resolved prior to the closure of the aircraft doors.

The air terminal personnel are to make every effort to locate missing passengers. They are to obtain visual proof of their boarding and documents if they are on the aircraft.

Baggage from passengers who have checked-in but failed to board must be removed from the aircraft according to government and/or operator regulations. If it is not possible to remove the baggage (time constraint), permission is to be obtained from EATC/MICON and the air terminal personnel are to notify the next airport of arrival so that the baggage can be removed and the procedures for mishandled baggage applied. Baggage may be delivered as air cargo.

The air crew and load controller must be informed of any last-minute changes to passengers and/or baggage load.

2.8 Passenger departure

2.8.1 Flight Documents

When passengers depart from an airport by aircraft, the flight crew and/or other required stakeholders must be provided with all necessary documents for the flight according to (inter)national regulations specifications (type of flight, domestic or local flight, etc.). Documents transferred may include:

- Passenger manifest (Ref. annex I). Five (5) copies are mandatory when the flight is crossing borders, three (3) copies are mandatory in all other cases;
- Advance Passenger List (API).
- If this information is requested it should be limited to name, date of birth, gender, place of embarkation and destination and flight details.
- Initial flight form (ref. annex A)
- Discharge of responsibility for a child >7 and <15 (ref. annex B)
- Travel or care permit for a child <7 (ref. annex C)
- Incapacitation Advice / Medical form A (MEDIF A, ref. annex D)
- Certificate for pregnant woman (ref. annex E)
- Carriage of elderly person in tactical aircraft (ref. annex F)
- VIP lounge request (ref. annex G)
- VIP apron access request (ref. annex H)
- Detailed declarations of goods carried (packaging statement or export declaration),
- Military dog declaration/manifest.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.8.2 Post flight departure activities

After departure of the aircraft, the air terminal personnel have to send required post flight messages upon flight close out.

2.8.3 Archiving

Electronic or paper files of all flight documents (manifest, Special Service Requests, UMNR declaration, etc.) must be retained for a period of no less than 3 months or for a longer period as required by national/local procedures. They must then be passed to the appropriate unit for disposal.

2.9 Passengers arriving

To allow activities related to disembarkation and/or transfer of passengers upon arrival of incoming flights to start on time, the ATMO or similar document (for national flights), received passenger manifest, Special Service Requests (SSR), etc. must be reviewed prior to arrival of the aircraft. The air terminal and other services to be provided must be checked to ensure that they are in an operating condition. When passengers must be transferred to other flights, check-in desks and related equipment must be operational so that the passenger data are correctly transferred into the check-in system using a national software application or MEAT. Other activities to be conducted:

- The jet-bridge (if used) must be prepared, action must be taken to ensure that it is free from debris and it must be positioned to suit the height and location of the type of aircraft arriving;
- The disembarkation route for passengers must be secured.

2.9.1 Arrival of the aircraft

Upon arrival of the aircraft arrangements are made with the cabin crew to disembark passengers, where passenger related flight documentation is to be transferred to an air terminal staff representative. Other tasks to be conducted:

- Disembark passengers;
- Assist passengers requiring assistance.
- Present necessary flight documentation to customs
- Communicate any delays in providing assistance services.

2.10 Passenger information

During their stay in an air terminal area, it is important that passengers and/or their relations receive accurate information at regular intervals on aircraft departures, arrivals and delays. Also, the generic rules of behaviour concerning the use of facilities at an airport, check-in, the collection of baggage, forbidden items, maximum weight of baggage, etc. are important elements and must be paid attention. Air terminal personnel are to be briefed on the consistent delivery of information. Several means of communication can be used to provide this information (e.g., placards, leaflets, announcements, electronic means, etc.).

If required or upon request, passengers are to be provided with written information on their rights under applicable regulations. This information is also to be provided in formats for passengers with impairments.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.10.1 Delays

Passengers must be advised and notified of delays and informed at regular intervals. Where applicable, delay notices or passenger rights information are to be used. Air terminal personnel are briefed on the estimated time of departure, estimated time of arrival and/or any additional provisions offered during an (extended) stay at an airport when changes occur so that the passengers and/or relations are informed accordingly.

Contingencies should be taking into account with adequate plans and are to be handled in accordance with local procedures (accommodation, lunch, facilities, etc.) and are to be reported to EATC.

2.10.1.1 Delays known before check-in

- Update revised times in the departure control system (DCS) and informs passengers.
- If applicable and with EATC approval, rebook any connecting flights according to EATC guidance.
- Check the passengers and baggage through on the rebooked flight.
- Apply specific procedures for VIPs and other categories of passengers (if any and required).

2.10.1.2 Delays known before boarding

- Update revised times in the departure control system (DCS).
- Reconfirm the departure gate and time.
- Inform and advise passengers accordingly.
- Apply specific procedures for VIPs and other categories of passengers (if any and required).

2.10.1.3 24-hour delays (after check-in has been executed)

- Inform and advise passengers accordingly.
- Store baggage at airport on request (in containers, secured room or in aircraft).
- Passengers preferring to collect their baggage must submit it for checks the next day, during which it is tagged and screened again.
- Apply specific procedures for VIPs and other categories of passengers (if any and required).
- Execute check-in procedures again the next day and preferably issue new boarding cards (with updated date of flight or different colour).

2.10.1.4 Misconnections, cancellations and diversions

Misconnections, cancellations and/or diversions of flights involving an involuntary change of class must be handled rapidly and special attention must be given to passengers requiring assistance (SSR) and VIP requests.

2.11 Discrepancies

All discrepancies encountered during the check-in process and requiring action to be taken must be reported (ref chapter 9, section 2):

- late arrivals (causing possible delay);
- differences in numbers of passengers (increase and decrease);
- Not-planned passengers (no reference in PNL and/or ATR).



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

Passengers marked as reserves or stand-by and listed as such in the ATMO only require an update to be made to the passenger manifest and are not considered discrepancies that must be reported.

2.12 Accommodation, meals and catering

The military transit agency should be able to mediate and/or find accommodation, transportation and meals for passengers in the event of:

- an intermediate stopover, abnormally prolonged due to unforeseen reasons (technical, etc.) or
- a delayed departure when assembled passengers have been entered on the boarding manifest after having submitted their carriage documents.

See national annex: FRA 205

2.12.1 Accommodation

The transit agency will use either its own resources (on an air base) or on the civilian side or with the help of the civilian airline company, if any agreement exists.

Accommodation at stopovers is the responsibility of the passenger carried or a designated national agency. Expenses for accommodation are to be paid before the airport is left (unless otherwise agreed).

2.12.2 Transportation

The transit station should also be able to find a way to ensure the transportation of passengers from the airport to hotels and restaurants.

2.12.3 Catering

Meals provided for aircraft dedicated for the delivery of meals for flights and in accordance with appropriate arrangements (according to ATARES or national policy) are delivered at departure and at each stopover either by a designated military agency or through a contracted company responsible for assisting the aircraft or its qualified representative. When catering services and consumables are provided for an aircraft, special care is required during the handling process in order to ensure continuous cooling and refrigeration for perishable goods (where required).

2.12.4 Responsibility

The military transit agency taking care of boarding formalities is responsible for ordering meals (if required). This order is to be based on the total number of meals to be served during the trip for each passenger boarded under the responsibility of that agency.

When a military agency is responsible for the supply of meals at one of the stopovers, the order may be passed directly by a message sent from the aircraft, from the previous station's military transit agency or from the transit agency.

Intermediate station military transit agencies are only responsible for ordering meals for passengers who board according to the generic procedure and/or special arrangements that are made in advance. When passengers embark at a stopover without a military transit agency, the required meals must be ordered at the location at which they start.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.13 LIST OF REFERENCES

0.1.1.1	ATARES TA and Annexes
0.1.1.2	ICAO ANNEX 17 IATA Ground Operation Manual
0.1.1.3	ICAO Doc 8973, Security Manual for Safeguarding Against Acts of Unlawful Interference
0.1.1.4	STANAG 3771 Ground security measures against aircraft sabotage/hijacking
0.1.1.5	AECC Standard operation procedures



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

2.14 Annexes

Documents	Annex
Initial flight form	A.
Discharge or responsibility (minor 7-15)	B.
Travel or care permit (child less than 7 years)	C.
INCAD – MEDIF A	D.
Certificate pregnant woman	E.
Tactical aircraft elderly person	F.
VIP Lounge request	G.
VIP Apron access request	H.
Passenger manifest	I.
Airdrop manifest	J.
Special permission required (exemption request)	K.
Special Service Request (SSR) codes	L.
EATC VIP codes	M.




EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

A. INITIAL FLIGHT FORM EGOM 2.1

European Air Transport Command		
INITIAL FLIGHT FORM		
With insurance <input type="checkbox"/> Yes <input type="checkbox"/> No ATMO or official document reference:		
Last Name:		First Name:
Birth date	Place:	
Name and address of parent or Legal tutor:		
Degree of parentage to the child:		
<div>Authorization for minor: I, acting as Legal parent or tutor, authorize to do an initial flight on a military aircraft. I will not sue the state in case of an accident. Individual insurance: <input type="checkbox"/> Yes <input type="checkbox"/> No Signature</div>		
Squadron:		Type and aircraft number:
Departure place:		Date and flight duration:
Signature of the organizing unit:		
Payment of:		Euros,
Including:		
Date:		Treasurer:
		Signature:
To : 1 Ex.: NMTCC 1 Ex. : Budget /finance 1 Ex. : Flying unit (Archive)		

**EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER**



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

B. DISCHARGE OF RESPONSIBILITY (CHILD 7-15) EGOM 2.3.5.2,

European Air Transport Command



DISCHARGE OF RESPONSIBILITY (CHILD 7-15)

Air Mobility
Together we go beyond

DISCHARGE OF RESPONSIBILITY AND TRAVEL AUTHORISATION

(Minor over 7 and less than 15 years old)

I, the undersigned

Address :

father, mother or legal guardian of the child

LAST NAME

First Names

Age

Authorise this child to take air travel

from

To

by line number

of

Declare that the Pilot in Command (PIC) is discharged from any responsibility other than those assumed towards adults.

The child will be met on arrival by

Mr, Mrs

Exact address

Telephone number

Declaring that to my knowledge this child is in good health (1)

Executed at

on

Read and approved

Signature

Emergency telephone
number

NOTE : Remember that the child must have proof of identity with photo (birth certificate, identity card) on his person

(1) Strike out any part of this declaration if the child suffers from any ailment or is recovering from an illness a medical certificate must be provided

DISCHARGE

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

C. TRAVEL OR CARE PERMIT (child NOT YET 7 years OLD) EGOM 2.3.5.1, EGOM 2.8.1

European Air Transport Command

TRAVEL OR CARE PERMIT (child less than 7 years)



Travel Permit or Care Permit

(Child less than 7 years old)

I, the undersigned :

Address :

father, mother or legal guardian of the child

LAST NAME

First Names

Age

declare that I entrust this child to Mr., Mrs,

for air travel

from

to

by line number

of

Declare that to my knowledge this child is in good health (1).

Executed at , on

Read and approved:

Parent's signature :

Emergency telephone number

I, the undersigned :

accept responsibility for the child and the care to be given to him/her throughout the journey.

Signature :

NOTE : Remember that the child must have proof of identity (birth certificate, identity card) on his person

- Strike out any part of this declaration. If the child suffers from any ailment or is recovering from an illness, a medical certificate must be provided

TRAVEL OR C

**EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER**



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

D. MEDIF A, EGOM 2.3.7, EGOM 2.8.1 (Total 6 pages)



EATC MEDIF A

Formulaire de renseignement pour Passager requérant une assistance particulière et une validation médicale

Medical Information form for Passenger requiring special assistance and a medical clearance

Ce formulaire vise à fournir des informations destinées à évaluer la capacité du passager à voyager par voie aérienne (militaire). Si le passager est accepté, ces informations permettront de garantir l'application des mesures nécessaires pour assurer sa sécurité, son bien-être et son confort. Le médecin traitant est tenu de répondre à toutes les questions.

Pour rappel, les personnels de cabine ne sont pas autorisés à porter une attention particulière à un passager au détriment des autres passagers. Ils sont seulement formés au secourisme, et il ne leur est pas permis d'administrer des traitements ni de pratiquer une injection.

The aim of this document is to provide the necessary information, to evaluate passenger's capability to travel by (military) flight. If the passenger is accepted, this information will permit application of the necessary measures to ensure the passenger's safety, welfare and comfort. It is mandatory that the physician in charge of the passenger answers all questions in this document in full.

As a reminder, cabin attendants are not authorised to give special assistance to particular passengers, to the detriment of their other duties and/or service to other passengers. They are trained only in first aid, and are not permitted to give medication or to administer any injections.

Le formulaire comprend 3 parties. This document contains 3 parts :

- **La partie 1 est réservée au médecin traitant ;**
Part 1 is only for the passenger's treating physician
- **La partie 2 est réservée au passager (déclaration de responsabilité) ;**
Part 2 is only for the passenger (declaration of responsibility)
- **La partie 3 est réservée au médecin militaire qualifié en médecine aéronautique.**
Part 3 is only for the military validating flight surgeon.

Mode d'emploi / How to use this document :

Le document renseigné pour ces parties 1 et 2 doit être renvoyé, au plus tard 48h avant le départ du vol, à l'adresse suivante :

After completion of Part 1 and 2, the document has to be send, no later than 48 hours prior to departure, to :

**EATC/ Aeromedical Evacuation Control Center (AECC)
Eindhoven Airbase
P.O box 90102
5600 RA EINDHOVEN
The Netherlands / Pays-Bas
Email : aecc@eatc-mil.com
Phone : 00 31 889 510034 / PNIA : 8031 889 510034**

Nota : dans le cas où la mission aérienne concernée serait réalisée sous contrôle opérationnel national (CNOA/Lyon), l'AECC de l'EATC transfèrera ce formulaire vers le médecin conseiller du CFA pour validation.

In case the flight will be realised under OPCON of CNOA/Lyon, the AECC- EATC will transfer this document to the CFA medical advisor for validation.

**EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER**



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

E. CERTIFICATE PREGNANT WOMAN EGOM 2.3.3, EGOM 2.8.1

A. CERTIFICATE PREGNANT WOMAN, EGOM 5.0

Medical certificate for pregnant women



I, the undersigned,

Medical Doctor,

certify that the current medical condition of Mrs

pregnant for month(s)

with regular monitoring and not presenting any signs of pregnancy complications

aged

allows her to travel by air without risk from to

consisting of about hours, minutes of flight on a military
transport aircraft partially pressurised.

- possible affliction suffered is not contagious,

- possible care to be given during the flight.

Executed at , on

Last name, first name :

Signature:

**EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER**



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

F. TACTICAL AIRCRAFT ELDERLY PERSON EGOM 2.3.5.2, EGOM 2.8.1

European Air Transport Command

Carriage in tactical aircraft for elderly person



Pressurisation on board a tactical aircraft is two times lower than that found on board a commercial airliner or even non-existent for helicopters. Thus, at cruising speed in a tactical aircraft, the atmosphere on board can be equivalent to that found on a mountain at 2,500 meters altitude. For this reason, people who temporarily or regularly have conditions likely to be aggravated due to the altitude are encouraged not to take the flight. This decision is strictly personal and the Ministry of Defence of the concerned aircraft accepts no responsibility for any medical condition occurring during or as a result of carriage by tactical aircraft or helicopter in normal flight conditions.

I knowledge having read and understood the information form on carriage by tactical aircraft or helicopter and accept the conditions.

Executed at _____, on _____

Last name, first name :

Signature:

**EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER**



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

G. VIP LOUNGE REQUEST EGOM 2.3.1.1, EGOM 2.8.1

European Air Transport Command

VIP LOUNGE REQUEST



<i>REQUEST</i>	
To : Military Airport	From :
Fax :	Fax :
Phone :	Phone :
	Mobile :
E-mail :	E-mail :
Date :	
Subject : <i>VIP-Lounge Reservation</i>	

Mission / Flight / Event:

Date & time of reservation:

Name of (V)VIP and number of attendees:

Special requirements:

Billing address: - Name
 - Street, Nr
 - Postal Code, City

P.O.C: Name, Phone and Mobile Phone:

**EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER**



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

H. VIP APRON REQUEST EGOM 2.3.1.1, EGOM 2.8.1

VIP APRON ACCESS REQUEST



REQUEST

To:	From:
Fax:	Fax:
Phone:	Phone:
E-mail:	Mobile:
	E-mail:
Date:	
Subject APRON ACCESS	

Purpose:

Date & time:

Type of Vehicle	License plate Nr.	Drivers Name
1.
2.
3.
4.
5.
6.

P.O.C: Name, Phone and Mobile Phone

.....

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

I. PASSENGER MANIFEST EGOM 2.8.1,

EATC MANIFEST MILITARY AIR TRANSPORT SERVICE PASSENGER MANIFEST									
Serial no.					Nr. of this page 1				
					Nr. of pages 1				
Aircraft		Flight number		Airfield departure (from)			Date		
Type	Registration			Airport destination (to)					
Line	Name	Rank	Service number	Unit	Final destination airport	Pieces of checked baggage	Passenger weight	Remarks	
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30									
31									
32									
33									
34									
35									
Total number of passengers (on this page)				Total passenger weight including carry-on luggage (on this page)				Weight indication	
Final number of passengers (on all pages) →				Final passenger weight incl. carry-on luggage (on all pages) →					
All passengers on this manifest have been checked. Manifest prepared by:					All passengers on this manifest have been loaded:				
Name and rank Signature					Name, rank and signature All passengers on this manifest have been unloaded, except as circled and noted on reverse hereoff. Name, rank and signature				

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

PASSENGER MANIFEST – FILL-IN INSTRUCTION

1) Logo/emblem

EATC MANIFEST MILITARY AIR TRANSPORT SERVICE PASSENGER MANIFEST									
Section 1		Section 2		Section 3		Section 4		Section 5	
Type	Aircraft	Registration	Flight number	Airfield departure (ICAO)	Date				
(1)	(2)	(3)	(4)	(5)	(6)				
Line	Name	Rank	Service number	Unit	Rank	Service number	Weight	Height	Remarks
1	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)	
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
Total number of passengers on this page (21)				Total passenger weight including carry-on baggage on this page (22)				Remarks (23)	
Final number of passengers (on all pages) (24)				Final passenger weight total, carry-on baggage on all pages (25)					
All passengers on this manifest have been checked, manifest prepared by (26)				All passengers on this manifest have been loaded (27)					
Name and rank (28)				Name, rank and signature (29)					
(27)				(28)					
				(29)					

This field offers an option to add a logo or emblem of the organization, unit, exercise, etc. (e-template only!).

Note: If used, the logo must be copied on every single page of the manifest used (feature auto copy to other pages is not supported).

2) Serial number

Insert a unique number identifying the mission conducting the transport of the manifested passengers (preferably ATMO).

Example: 12556-12 (ATMO).

Note: When using the electronic manifest, the serial number is only to be entered on the first page. It is subsequently transferred on all pages of the manifest.

3) Number of this page

Insert the number of this particular page of the manifest.

4) Number of pages

Insert the total number of pages the passenger manifest consists of.

Note: Based on the information provided in entry 3 on all used pages of the manifest, the value in cell 4 is automatically generated. The total number of pages used in compiling the manifest and the sequence numbering of a single page enable identification of the number of copies belonging to the document and their related sequence. This allows clarification of specific mission/shipment details.

5) Aircraft type

Insert the (generic) type of aircraft used by the operator to

carry out the transport.

Note: If the electronic manifest is used, a set of standard default values can be selected using a drop-down menu. If an aircraft type is not available by default, the e-manifest provides an option to directly insert an additional type. When using the e-manifest the aircraft type is to be entered only on the first page. It is subsequently presented on all pages of the manifest.

6) Aircraft registration

Insert the tail number of the aircraft.

Note: When using the e-manifest the aircraft number is only to be entered on the first page. It is subsequently presented on all pages of the manifest.

7) Flight number

Insert the flight number (e.g. aircraft call sign) the cargo manifest is used for.

Note: When using the e-manifest the flight number is only to be entered on the first page. It is subsequently presented on all pages of the manifest.

8) Airfield departure (from) – ICAO ID

Insert the ICAO identifier of the airport of departure. Example: LFPG (Paris Charles de Gaulle)

Note: If the electronic manifest is used, a set of standard airport default values can be selected using a drop-down menu. If an airport identifier is not available by default, the e-manifest provides an option to directly insert these airport data. The airport ID is subsequently presented on all pages of the manifest. To limit the values presented in the drop-down menu, enter first character of ICAO code (example "K"). This limits the drop-down menu starting entries with "K".



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

9) Airfield departure (from) – location

Insert the airport location of departure (name/location of airfield). Example: Paris Charles de Gaulle for LFPG

Note: If the ICAO ID is selected from the drop-down menu, the airfield location will automatically be filled in. If the airport identifier is not available, also the name/location of the airport must be inserted by hand. When using the electronic manifest, the airport of departure data (from) has to be entered on the first page only. It is subsequently presented on all pages of the manifest.

10) Airfield destination (to) – ICAO ID

Insert the ICAO identifier of the airport of destination. Example: EDDK (Cologne/Bonn)

Note: If the electronic manifest is used, a set of standard airport default values can be selected using a drop-down menu. If an airport identifier is not available by default, the e-manifest provides an option to directly insert these airport data. The airport ID is subsequently presented on all pages of the manifest. To limit the values presented in the drop-down menu, enter first character of ICAO code (example "K"). This limits the drop-down menu starting entries with "K".

11) Airfield destination (to) - location

Insert the airport location of destination (name/location of airfield). Example: Cologne/Bonn for EDDK

Note: When the ICAO ID is selected from the drop-down menu, the location of the airport is automatically inserted. If the airport identifier is not available, the name/location of the airport must also be inserted by hand. When the electronic manifest is used, the airport of departure data (from) is only to be entered on the first page. It is subsequently presented on all pages of the manifest.

12) Date

Insert the date of departure of the aircraft (format dd-mm-yyyy).

Note: When using the electronic manifest, the date is only to be entered on the first page. It is subsequently presented on all pages of the manifest.

13) Name

Insert the name and initials of the passenger.

14) Rank

Insert the rank or title of the passenger (NATO code).

Rank/title (default values)			
Code	Rank / title	Code	Rank / title
OR1	Airman / Private	OF3	Major
OR2	Airman / Private 1 st class	OF4	Lieutenant Colonel
OR3	Corporal	OF5	Colonel
OR4	Chief Corporal	OF6	Air Commodore/Brigadier General
OR5	Sergeant	OF7	Major General
OR6	Master Sergeant	OF8	Lieutenant General
OR7	Sergeant-Major	OF9	General
OR8	Warrant Officer	OF10	State Marshal
OR9	Warrant Officer +	MR	Mister
OF1	Lieutenant	MRS	Madam
OF2	Captain	MS	Miss

15) Service number

Insert service number, passport number or identification (ID) number of the passenger.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

16) Unit

Insert unit or organization of the passenger.

17) Final destination airport

Insert the ICAO identifier of the airport of destination. Example: EDDK (Cologne/Bonn)

Note: When the electronic manifest is used, a set of standard airport default values can be selected using a drop-down menu. If an airport identifier is not available by default, the electronic manifest provides an option to directly insert these airport data. To limit the values presented in the drop-down menu, the first character of the ICAO code is entered (example "K"). This limits the drop-down menu to starting at entries with "K".

18) Pieces of checked luggage

Insert the amount of baggage transferred from passenger to check-in (hold baggage).

19) Passenger weight

Insert the weight of the passenger.

Note 1: The weight must be entered in either kilo (kg) or pounds (lb), depending on the requirements of the operator. For flight safety reasons, care must be taken to ensure that the correct weight is used (kg or lb)!

Note 2: When the electronic manifest is used, a set of default passenger weights can be selected using a drop-down menu. If a weight is not available by default, the electronic manifest provides an option to directly insert this airport data.

20) Remarks

Insert data that are considered important for handling specific passengers such as special passenger status (VVIP, etc.) Special Service Request Codes (SSR) or other important comment (optional).

21) Total number of passengers on this page

Insert the total number of passengers (sum) presented on this page of the manifest.

Note: When using the e-manifest this number is automatically generated.

22) Total passengers weight including carry-on luggage on this page

Insert the total weight of passengers (sum) presented on this page of the manifest. This weight includes clothing and carry-on luggage.

Note: When the electronic manifest is used, this number is automatically generated.

23) Total number of passengers on all pages

Insert the final number of passengers (sum) presented on all pages of the manifest.

Note: When the electronic manifest is used, this number is automatically generated.

24) Total passenger weight including carry-on luggage on all pages

Insert the total weight of the passengers (sum) presented on all pages of the manifest. This weight includes clothing and carry-on luggage).

Note: When the electronic manifest is used, this number is automatically generated.

25) Weight

Insert the weight indication used on the manifest.

The correct weight indication is a critical element for the weight and balance, loading position (load plan) and related flight safety of the aircraft and its crew. Depending on operator, a weight indication in kilogram (kg) or in pounds (lb) is to be used. As 1 kilo equals 2,205 pounds, a correct understanding of the used weight indication is essential and is therefore to be manifested. To prevent misinterpretation and to enhance flight safety only a single weight indication shall be used (either kilo or pounds). This weight indication is used on all pages of the manifest.

Caution: Keep in mind that the weight indication selected on the manifest is only a text label. If the weight on an already prepared manifest is required to be changed (kg to lb or lb to kg), the weights already inserted **must be recalculated and re-inserted**.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

Note: When using the e-manifest the applicable weight indication (kg or lb) is to be selected on the first page. It is subsequently presented on all pages of the manifest.

26) All passengers on this manifest have been checked. Manifest prepared by:

Insert the name, initials and rank of the author who is responsible for preparation of the document and is responsible for the correct representation of required information.

Note 1: The manifest includes a generic security statement on behalf of the airport of departure (APOD), declaring that passenger security checks prior to boarding have been conducted.

Note 2: When using the electronic manifest, the data in this field are only to be entered on the first page. It is subsequently transferred to all other pages of the manifest.

27) Signature

The person who prepared the manifest must enter their signature and state that the manifested passengers, as specified, comply with the applicable regulations and that all security and safety regulations are complied with.

Note: A stamp of the station of departure may be added to authenticate the signature.

28) All passengers on the manifest have been loaded

Once the passengers are loaded on board an aircraft, the responsibility is transferred to a dedicated crewmember (loadmaster or cabin crew). As proof that the manifested passengers have been transferred in good order and accepted on behalf of the captain of the aircraft, the dedicated crewmember must sign the document by entering his name, rank and signature.

Note: A signed copy of the manifest shall remain at the station of departure. The dedicated ground handling organization (or similar body) is responsible for ensuring that it is distributed in due time to every other agency as required by national regulations and to the station of destination of the aircraft.

29) All passengers have been unloaded, except...

Once the passengers have been unloaded from the aircraft, the responsibility for the passenger's transfers to the ground handling agency (or similar body) at the station of arrival. In the event of irregularities, these can be noted on the manifest and relevant stakeholders are to be informed.

30) Name, rank and signature

As proof that the manifested passengers have been transferred in good order and accepted by the air terminal or similar body, a representative of the ground handling agency (or similar body) must sign the document by entering their name, rank and signature.

Note 1: Entries 29 and 30 have to be completed at the airport of destination, upon transfer of passengers to the dedicated air terminal representatives or ground handling agency.

Note 2: A signed copy of the manifest shall remain at the station of arrival. The dedicated ground handling organization (or similar body) is responsible for ensuring that it is distributed in due time to every other agency as required by national (import/export) regulations and, on request, to the station of departure of the aircraft.

Note 3: All passengers must be described in such a way on the manifest (fields 13 to 20) that they can be clearly recognized and properly identified by dedicated agencies/bodies involved in handling passengers and the necessary delivery of (additional) services can be taken into account (for aircrew, ground handling and others). Considering the limited space available on a manifest, abbreviations used must be distinctive in their description (use Special Service Request Codes - SSR). All provisions arising from international law and other (inter-)national regulations must be taken into account in the preparation of the document.



EATC GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

Passenger manifest (examples)



EATC MANIFEST MILITARY AIR TRANSPORT SERVICE PASSENGER MANIFEST

Serial no.
12345-12

Nr. of this page	1
Nr. of pages	2

Aircraft		Flight number	Airfield departure (from)		Date
Type	Registration		LFPG	Paris Charles de Gaulle	
A-330	97/3	GAF789	Airfield destination (to)		27-06-2020
			EDDK	Cologne Bonn	

Example: Manifest header

Name	Rank	Service number	Unit	Final destination airport	Pieces of checked baggage	Passenger weight	Remarks
Berenhof, AAJ	OF2	12568777	GAF	EDDK	1	90	
Chaveau, C.	OF6	56822-11	FAF	ADAM	1	90	
Heinrich, C.H.	OF7	627811144	NAF	EDDK	1	90	VIP
Klaassen, A	OR7	781202555	NAF	EDDK	1	90	CWPN

Example: Manifest body (basic weights according EGOM; in kg)



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

J. AIRDROP MANIFEST AIRDROP MANIFEST – FILL-IN INSTRUCTION EGOM 2.1.3.1

EATC AIRDROP MANIFEST
MILITARY AIR TRANSPORT SERVICE
J U M P L I S T

Mission no.

Nr. of this page **A1**
 Nr. of pages

Aircraft type	Registration	TakeOff Time	Airfield departure (from)	Date				
Flight number	Type of mission	Landing Time	Dropzone / Landing zone	Type of parachute				
L i n e	Name	Rank	Service number	Unit	Nation	Parachutes Serial Numbers		Remarks
						Main	Reserve	
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30								

Total number of troopers
(on this page)

Final number of troopers
(on all pages)

This tactical manifest (jumplist) is prepared by:

 Name, rank and signature
 All troopers on this tactical manifest (jumplist) have been loaded:

 Name, rank and signature

I declare that all troopers listed, are trained and/or qualified:

 Name, rank and signature
 Remarks:

 Name, rank and signature

EGOM Jumplist v2.0 2018
 EMPTY jumplist A1

EATC
 EGOM

EXAMPLE TEMPLATE ONLY!
 CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

EATC AIRDROP MANIFEST MILITARY AIR TRANSPORT SERVICE J U M P L I S T									
Mission no. (1.)		Registration (2.)		TakeOff Time (3.)		Airfield departure (from) (4.)		Date (5.)	
Flight number (6.)		Type of mission (7.)		Landing Time (8.)		Dropzone / Landing zone (9.)		Type of parachute (10.)	
L	Name (11.)	Rank (12.)	Service number (13.)	Unit (14.)	Nation (15.)	Parachutes (16.)	Serial Numbers (17.)	Main (18.)	Remarks (19.)
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30									
Total number of troopers (on this page) (20.)				Final number of troopers (on all pages) (21.)					
This tactical manifest (jumpist) is prepared by: (22.)				I declare that all troopers listed, are trained and/or qualified: (23.)					
Name, rank and signature (24.)				Name, rank and signature (25.)					
All troopers on this tactical manifest (jumpist) have been loaded: (26.)				Remarks: (27.)					
Name, rank and signature (28.)				Name, rank and signature (29.)					

ISCOM Jumpist v2.0 2018
ISCOM Jumpist A1

EATC
ISCOM

01-01-2018
v2.0

1) Logo/emblem

This field offers an option to add a logo or emblem of the organization, unit, exercise, etc. (e-template only!).

Note: When used, the logo must be copied on every single page of the manifest used (feature auto copy to other pages is not supported).

2) Mission number

Insert a unique number identifying the mission conducting the transport of the manifested passengers (preferably ATMO).

Example: 12556-12 (ATMO).

3) Number of this page

Insert the number of this particular page of the manifest.

4) Number of pages

Insert the total number of pages the passenger manifest consists of.

5) Aircraft type

Insert the (generic) type of aircraft used by the operator to carry out the transport.

Note: When the electronic manifest is used, a set of standard default values can be selected using a drop-down menu. If an aircraft type is not available by default, the electronic manifest provides the option to directly insert an additional type.

6) Flight number

Insert the flight number (e.g. aircraft call sign) for which the cargo manifest is used for.

7) Aircraft registration

Insert the tail number of the aircraft.

8) Type of mission

Insert the specific mission type / airdrop training identifier used

9) Take-off time

Written by the PIC if required

10) Landing Time

Written by the PIC if required

11) Airfield departure (from) – ICAO ID

Insert the ICAO identifier of the airport of departure.

Note: When the electronic manifest is used, a set of standard airport default values can be selected using a drop-down menu. If an airport identifier is not available by default, the electronic manifest provides an option to directly insert these airport data. The airport ID is subsequently presented on all pages of the manifest. To limit the values presented in the drop-down menu, the first character of the ICAO code is entered (example "K"). This limits the drop-down menu to starting at entries with "K".

12) Airfield departure (from) – location

Insert the location of the airport of departure (name/location of airport).

Note: When the ICAO ID is selected from the drop-down menu, the location of the airport will automatically be filled in. If the airport identifier is not available, also the name/location of the airport must be inserted by hand.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

13) Drop zone / Landing zone

Insert the zone, area or location of the planned airdrop (para).

14) Date

Insert the date of departure of the aircraft (format dd-mm-yyyy).

Note: When the electronic manifest is used, the date is only to be entered on the first page. It is subsequently presented on all pages of the manifest.

All troopers must be described in such a way on the airdrop manifest (fields 16 to 22) that they can be clearly recognized and properly identified by dedicated agencies/bodies, if required (for aircrew, ground handling and others). Considering the limited space available on a manifest, abbreviations used must be distinctive in their description. All provisions arising from international law and other (inter)national regulations must be taken into account in the preparation of the document.

15) Type of parachute

National name of the parachute

16) Name

Insert the name and initials of the trooper.

17) Rank

Insert the rank of the trooper (NATO code).

18) Service number

Insert service number, passport number or identification (ID) number of the trooper.

19) Unit

Insert unit or organization of the trooper.

20) Nation

Insert the nationality of the trooper / troop contributing nation.

21) Parachutes serial number

If it is necessary depending the nation

22) Remarks

Insert data that is considered important for identifying specific troopers, such as special status (jumpmaster, trainee, etc.) or other comments considered important.

23) Total number of troopers (on this page)

Insert the total number of troopers (sum) presented on this page of the manifest.

Note: When the electronic manifest is used, this number is automatically generated.

24) Total number of troopers on all pages

Insert the total number of troopers (sum) presented on all pages of the manifest.

Note: When the electronic manifest is used, this number is automatically generated

25) This tactical manifest (jump list) is prepared with name, rank and signature

The person who prepared the airdrop manifest is responsible for the correct representation of required information; they must insert their name, initials, rank and signature. The jumpmaster must also sign the document and state that the manifested troopers, as specified, comply with the applicable regulations and that all relevant security and safety regulations are obeyed.

Note 1: Prior to the boarding of (para)troopers for airdrop missions, a regular passenger process including check-in, security and safety checks is not always conducted. Alternative procedures may be used, depending on the operation/exercise. Therefore the airdrop manifest does not include a security statement on behalf of the airport of departure (APOD) declaring that security checks prior to the boarding of the aircraft have been conducted.



EATC

GROUND OPERATIONS MANUAL

Chapter 2 – Passenger Handling Procedures

Note 2: When the electronic manifest is used, the data in this field is only to be entered on the first page. It is subsequently transferred to all other pages of the manifest.

26) I declare that the troopers listed are trained and qualified

The representative of the unit or organization who declares that the troopers are trained and qualified for the mission to be conducted by the aircraft (e.g., jumpmaster, instructor or other authorized dedicated representative) must enter his/her name, initials, rank and signature.

27) All troopers on this tactical manifest (jump list) have been loaded

Once the troopers are loaded on board an aircraft, the responsibility is transferred to the loadmaster or another crew member accepting the troopers and their gear on board the aircraft. As proof that the manifested troopers are transferred in good order and accepted on behalf of the captain of the aircraft, the dedicated crew member must sign the document by name, rank and signature.

Note: A signed copy of the manifest shall remain at the station of departure. A dedicated representative of the organization providing ground support to the mission (or other dedicated entity) is responsible for ensuring that it is distributed in due time to every other agency as required by national regulations and to the dedicated body at the station the troopers embark on the aircraft (APOE).

28) Remarks

Insert notes, comments or remarks related to the exercise, operations or troopers listed on the airdrop manifest or jump list that are considered important (optional). If more writing space is needed, the back of the airdrop manifest may be used.



EATC

GROUND OPERATIONS MANUAL

2 – Passenger handling procedures

K. SPECIAL PERMISSION REQUIRED (EXEMPTION REQUEST)

Category	CAT 1			CAT 2					
Passenger category	Members of armed forces and defence administration on official duty			All other cases					
Status	1A Members armed forces (military)	1B Members armed forces (civilian)	1C Civilians under contract of armed forces (*)	2D Members of other ministries than MoD	2E Disaster relief personnel	2F Family of members of armed forces (*)	2G Family of members of other ministries than MoD	2H Journalists	2I Others
BAF	Allowed	Allowed	Allowed	EATC Passenger and Cargo Regulations overview Document is created within the EATC with the sole intention to summarize passenger and cargo regulations of the different PN's in order to avoid misunderstandings and clarify the correct application and interpretation of these regulations. The information contained in this document will be presented in compatibility tables in the requestor/provider domain. These tables are to be used daily by EATC/Operational Division personnel in their planning, tasking and mission controlling tasks <u>EATC Passengers-info</u>					
FAF	Allowed	Allowed	Allowed						
GAF	Allowed	Allowed	Allowed						
ITAF	Allowed	Permission by MoD POC: COI	Permission by MoD POC: COI						
LUX	Allowed	Allowed	Allowed						
RNLAF	Allowed	Allowed	Allowed						
SPAF	Allowed	Allowed	Allowed						

(*) RNLAF :For tactical aircraft and KDC10 on AAR mission, permission required from the Commander of the Air Force (CAF). In all other cases permission is required from Base Commander (BC) Eindhoven AB.



EATC

GROUND OPERATIONS MANUAL

2 – Passenger handling procedures

L. SPECIAL SERVICE REQUEST(SSR) CODES EGOM 2.3, EGOM 2.3.7, EGOM 2.8.1 EGOM 2.9

The below list of examples provides a summary of SSR codes, but is not complete. All SSR codes may be used in combination with plain text.

BDGP	Blind or vision impaired passenger travelling with a guide dog and requiring no assistance
BDGR	Passenger travelling with a guide/assistance dog that requires a walker (departure & arrival) through the airport to the aircraft seat and separate safety briefing from the cabin crew
BLDP	Blind or vision impaired passenger travelling alone without a sighted companion and requiring no assistance
BLDR	Blind or vision impaired passenger travelling alone without a sighted companion and requiring a walker to and from the terminal to the aircraft
BLND	Blind/vision impaired passenger requires a walker (departure & arrival) through the airport to the aircraft seat and separate safety briefing from the cabin crew.
BLSC	Blind or vision impaired passenger travelling with a sighted companion and requiring no assistance
CWPN	Passenger carrying weapon
DEPA	Deportee traveling with an escort
DEPU	Deportee traveling without escort
DMAA	Passenger with an intellectual disability who is able to understand and respond appropriately to safety instructions and does not require a personal care attendant, but does require a walker to and from the terminal to the aircraft
DPNA	Self-reliant passenger with an intellectual disability who can understand & respond to safety instructions who requires assistance (departure & arrival) through the airport to the boarding gate (departure & arrival).
DEAF	Passenger is profoundly deaf and requires a separate safety briefing on board the aircraft
ESAN	Customer travelling with an emotional support animal
INAD	Inadmissible passenger
MAAS	Meet and assist in need of assistance with baggage claim and/or connecting gate; can be suffixed with BLIND or DEAF
MEDA	Medical assistance
MEDA OXYG	passenger requiring in-flight therapeutic oxygen.
PETC	Passenger travelling with a guide/assistance dog -no special assistance services required
PPOC	Customer travelling with an approved portable oxygen concentrator
PREG	Passenger pregnant
SPEQ	Passenger travelling with sports equipment
STCR	Must travel on a stretcher. This requires medical assistance, either nurse/paramedic or a physician.
SVAN	Passenger travelling with a service animal



EATC

GROUND OPERATIONS MANUAL

2 – Passenger handling procedures

UMNR	Unaccompanied minor
VIP	Very important person
VVIP	Very Very important person
WCBD	Passenger travelling with dry cell operated wheelchair
WCBW	Passenger travelling with wet cell operated wheelchair
WCHC	Non-ambulant: Passenger requires assistance (departure & arrival) through the airport and lift on/off to/from the aircraft seat. Needs also assistance in the aircraft to/from seat, toilets and possibly with meals. (Unable to climb steps or walk in cabin).
WCHR	Passenger can ascend/descend steps and make own way to/from cabin seat, but requires wheelchair for crossing distance on ramp to/from aircraft
WCHS	Passenger requires assistance (departure & arrival) through the airport and up/down the aircraft steps. Does not need assistance in the aircraft cabin to/from seat, toilets and with meals. (Unable to climb steps, can walk cabin).
WCMP	Passenger travelling with manual power wheelchair
WCOB	Wheelchair required on board as passenger requires on-board/in-flight assistance



EATC

GROUND OPERATIONS MANUAL

2 – Passenger handling procedures

M. EATC VIP CODES EGOM 2.3.1, EGOM 2.8.1

For EATC VIP missions, codes have been identified that must be inserted in the MEAT application tool. The code composition is a compilation of designator letter, group number, a trigram for nationality and an honour request letter.

Codes to be used for VIP flights

DESIGNATOR LETTER	
A	Air force
R	Army
N	Navy
G	Gendarmerie (e.g. Military Police)
C	Civilian

GROUP NUMBER		
1	Belgium	<ul style="list-style-type: none"> Members of the Belgian royal family Members of royal families of other nations The heads of state of other nations
	France	<ul style="list-style-type: none"> The president of the French Republic The heads of state of other nations
	Germany	<ul style="list-style-type: none"> The Federal President The heads of state of other nations
	Italy	<ul style="list-style-type: none"> President of Italian Republic Head of State of other Nations
	Luxembourg	<ul style="list-style-type: none"> Luxembourg will currently not introduce VIP-codes,
	Netherlands	<ul style="list-style-type: none"> Members of the Dutch royal family Members of royal families of other nations The heads of state of other nations
	Spain	<ul style="list-style-type: none"> Members of the Spanish royal family Members of royal families of other nations The heads of state of other nations
2	Belgium	<ul style="list-style-type: none"> The Prime Minister The heads of government of other nations
	France	<ul style="list-style-type: none"> The President of the Senate The President of the National Assembly The Prime Minister of the French Republic The heads of government of other nations (unless group 1 definition applies)
	Germany	<ul style="list-style-type: none"> The President of the German Bundestag The President of the German Bundesrat The Federal Chancellor Land Minister-Presidents, President of the Senate of the free Hanseatic City of Bremen, first Mayor of the Free Hanseatic City of Hamburg Governing Mayor of Berlin



EATC

GROUND OPERATIONS MANUAL

2 – Passenger handling procedures

GROUP NUMBER		
2	Germany	<ul style="list-style-type: none"> The heads of government of other nations (unless group 1 definition applies)
	Italy	<ul style="list-style-type: none"> The President of the Senate The President of House of Representatives President of the Council of Ministers The President of Constitutional Court Head of Government of other Nations
	Luxembourg	<ul style="list-style-type: none"> Luxembourg will currently not introduce VIP-codes,
	Netherlands	<ul style="list-style-type: none"> The Prime Minister of the Netherlands The heads of government of other nations (unless group 1 definition applies)
	Spain	<ul style="list-style-type: none"> The President of the Government The President of the Congress The President of the Senate The heads of government of other nations, unless group 1 applies.
3	Belgium	<ul style="list-style-type: none"> The Vice-Prime Minister(s) The Minister of Defence The Minister of Foreign Affairs Ministers of other nations in comparable positions The (Deputy) NATO Secretary General The President of the EU Council The President of the EU Commission
	France	<ul style="list-style-type: none"> All Ministers of the French government Representatives of other nations in comparable positions
	Germany	<ul style="list-style-type: none"> Federal ministers Ministers of state Ministers/Senators of Laender/Berlin Presidents of the supreme federal authorities Representatives of other nations in comparable positions
	Italy	<ul style="list-style-type: none"> Vice President of the Council of Ministers Ministers of Italian Republic Member of Italian Parliament Representative of other nations in comparable positions
	Luxembourg	<ul style="list-style-type: none"> Luxembourg will currently not introduce VIP-codes,
	Netherlands	<ul style="list-style-type: none"> All ministers of the Dutch government Representatives of other nations in comparable positions
	Spain	<ul style="list-style-type: none"> The Vice President(s) of the Government All Ministers of the Spanish government Representatives of other nations in comparable positions



EATC

GROUND OPERATIONS MANUAL

2 – Passenger handling procedures

4	Belgium	<ul style="list-style-type: none"> <i>BEL will currently not introduce VIP-codes</i>
	France	<ul style="list-style-type: none"> State secretaries The government spokesman
	Germany	<ul style="list-style-type: none"> State secretaries Members of the German Bundestag
	Italy	<ul style="list-style-type: none"> Presidents of the Region State Secretary
	Luxembourg	<ul style="list-style-type: none"> Luxembourg will currently not introduce VIP-codes,
	Netherlands	<ul style="list-style-type: none"> State secretaries The Secretary-General of the Ministry of Defence
	Spain	<ul style="list-style-type: none"> State secretaries (including CHOD)
5	Belgium	<ul style="list-style-type: none"> The Chief Head of Defence (CHOD) The Vice-Chief Head of Defence (VCHOD) Commanders of major NATO/EU Commands Members of the national Parliament seating in the Defence Commission (Deputy) President of the NATO and EU Military Committee
	France	<ul style="list-style-type: none"> Chief of the Defence staff Chief of Staff of the French Air Force, Army and Navy Chief of Arms Procurement Agency Chiefs of staff or supreme commanders of foreign armies, navies or air forces or major NATO commands on official duty
	Germany	<ul style="list-style-type: none"> Chief of Defence and Vice Chief of Defence, Chiefs of staff of the services Surgeon General, Bundeswehr FMOD directors, Chiefs of staff or supreme commanders of armies, navies or air forces or major NATO commands on official duty
	Italy	<ul style="list-style-type: none"> Chief of Defence Chief of Armed Forces Secretary General of Defence and National Armaments Director Chief of Staff of Supreme Commands of foreign forces or NATO Commands on official duty Commander of Joint Operations Headquarters
	Luxembourg	<ul style="list-style-type: none"> Luxembourg will currently not introduce VIP-codes,
	Netherlands	<ul style="list-style-type: none"> Chief of Armed Forces (CDS) Director-Generals of Ministry of Defence (DGFC, D-DMO, HDP, HDAB) Inspector-General of Defence (IGK)
	Spain	<ul style="list-style-type: none"> Chief of Staff of the Spanish Air Force Director-Generals of Ministry of Defence (DGFC, D-DMO, HDP, HDAB) Inspector-General of Defence (IGK)



EATC

GROUND OPERATIONS MANUAL

2 – Passenger handling procedures

6	Belgium	<ul style="list-style-type: none"> • Chiefs of staff of the services (Component & Directorat-General) • CHODs of other nations • The Commander of the Belgian State Police • Ambassadors and national military representatives • Ambassadors of NATO and EU
	France	<ul style="list-style-type: none"> • Commanders of the services or directions • Commander of brigade-size or higher units • Ambassadors and national military representatives
	Germany	<ul style="list-style-type: none"> • Vice Chiefs of Staff of the services • Commanders of brigade-size or higher units • Commanding generals/admirals • Commanders at the offices of the services • Generals/admirals and Bundeswehr civil servants in comparable positions • Ambassadors and national military representatives
	Italy	<ul style="list-style-type: none"> • Deputy Chief of Defence • Deputy Chief of Armed Force • Deputy Secretary General of Defence and National Armaments Director • Major Commands Commander
	Luxembourg	<ul style="list-style-type: none"> • Luxembourg will currently not introduce VIP-codes,
	Netherlands	<ul style="list-style-type: none"> • Ambassadors • Commanding generals/admirals (C-LSK, C-LAS, C-ZSK)
	Spain	<ul style="list-style-type: none"> • n/a
7	Belgium	<ul style="list-style-type: none"> • Generals/admirals and their civilian equivalent • Federal and Regional government Ministers • Ministers of foreign governments • The President of the Senate and the Parliament • Federal, Regional & Community Secretaries of State
	France	<ul style="list-style-type: none"> • Generals/Admirals unless VIP 6
	Germany	<ul style="list-style-type: none"> • Generals/Admirals unless VIP 6 • Bundeswehr civil servants in comparable positions
	Italy	<ul style="list-style-type: none"> • Deputy Commander of Joint Operations Headquarters • Generals/Admirals unless VIP 6
	Luxembourg	<ul style="list-style-type: none"> • Luxembourg will currently not introduce VIP-codes,
	Netherlands	<ul style="list-style-type: none"> • Generals/Admirals OF-8 and above unless VIP 6 • Civil servants in comparable positions
	Spain	<ul style="list-style-type: none"> • n/a



EATC

GROUND OPERATIONS MANUAL

2 – Passenger handling procedures

8	Belgium	<ul style="list-style-type: none"> Others (National decision) Members of the Senate and the Parliament
	France	<ul style="list-style-type: none"> Others (National decision)
	Germany	<ul style="list-style-type: none"> Others (National decision)
	Italy	<ul style="list-style-type: none"> Others (National decision)
	Netherlands	<ul style="list-style-type: none"> Others (National decision)
	Spain	<ul style="list-style-type: none"> Others (National decision)

NATIONALITY	
BEL	Belgium
DEU	Germany
ESP	Spain
FRA	France
ITA	Italy
LUX	Luxembourg
NLD	The Netherlands

HONOUR REQUEST	
H	Honours under Air Force, Army, Navy or other regulation (as appropriate)
O	No specific request

VIP code example

R /7 /BEL /O

This code indicates a VIP, being a Belgian Army general without any specific honour request.



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

Chapter 3 Baggage handling procedures

Baggage are bags, suitcases, backpacks, duffel bags, etc. packed with possessions of (military) passengers that are required at the place of destination. A passenger is only allowed to take a certain amount of baggage on board of an aircraft. Standard weights are used for planning purposes related to the aircraft, weight and balance calculation and load plan. Baggage exceeding the amount, dimensions or weight allowed for carriage, must generically be treated as cargo.

Passenger baggage is divided into hand baggage (carry-on baggage) and check-in luggage (hold baggage). Passengers should be made aware and comply with the current edition of the IATA/ICAO Dangerous Goods Regulations (DGR) and other military operator regulations concerning the carriage of prohibited and/or restricted items in their baggage.

Although EATC strives to set generic rules for air transport allowances on carry-on or hold baggage for specific types of aircraft and/or missions more restrictive rules and/or operator variations may apply. All baggage regulations (carry-on or hold baggage), must be observed. The EATC or a dedicated national agency (for national flights), in close coordination with the respective operator, may issue exemptions for baggage on a specific flight.

Passengers must submit their baggage for security screening before boarding an aircraft. The goal of this is to safeguard the safety of passengers and the crew and prevent damage to the aircraft and/or cargo. Security screening should be conducted using technical or other means. Its goal is to detect and identify prohibited articles (see chapter 6). All passengers must comply with the security check. Passengers who do not comply with this check, together with their carry-on, check-in and other baggage, will be denied access to the aircraft for safety reasons. The establishment of a controlled environment/process that allows compliance monitoring and management of all steps related to the acceptance of passenger baggage is important for security aspects related to luggage, flight safety and quality control. Baggage that is accepted for carriage/loading onto an aircraft and its related documentation, tags, etc. must be protected against unauthorized manipulation while being processed in the air terminal (area). Air terminal representatives are to clarify whether the baggage delivered is acceptable for carriage and, if so, must make it secure for air transport. Once baggage has been accepted as being compliant with the requirements for carriage, care must be taken to ensure that remains in the state in which it was accepted and secure.

3.1 Cabin baggage

Cabin baggage (e.g. hand or carry-on baggage) is carried by the passengers and stowed in the cabin under their control and custody. The amount, dimensions and weight of cabin baggage are based on the operator's carry-on allowance. It may include other carry-on items, if these are permitted by the operator in addition to the standard (e.g. purse, laptop, duty free items, etc.) Storage space in the cabin is limited and no object may protrude from hand baggage for flight safety reasons. Sharp or pointed objects are not allowed to be carried in hand baggage and/or clothing. These include pocket knives, scissors, razor blades and similar items. These articles are only allowed to be carried in check-in baggage that passenger cannot access during flight. A breach of the regulations on carrying forbidden items in the passenger cabin of an aircraft is a breach of official regulations and leads to legal and/or military penalties.



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

3.1.1 Acceptance

In general, a single item of hand or carry-on baggage is allowed on an aircraft, provided it is equipped with sufficient capacity for safe storage during flight. For specific aircraft (e.g. tactical), passengers may not be allowed to take carry-on baggage on board.

The most limiting factor allowed for carry-on luggage applies (ref. EGOM 3.2.3, EGOM 2.2.3) to passengers who must change aircraft to reach their destination (transfer flight) and must therefore be taken into account during the check-in process.

The maximum dimensions of cabin baggage (including wheels, pockets and grips) allowed to be carried by passengers are 45 x 35 x 20 cm. The maximum allowed weight for carry-on luggage depends on the operator.

Passenger carry-on baggage weight	EATC	
	kg	lb
Adult	6	13
Child	6	13
Infant	6	13

Figure 4 EATC passenger carry-on baggage weight

Note: No carry-on baggage weight is specified for troops in fighting trim. The weight of clothing, carry-on baggage and other gear and/or equipment carried by the trooper is calculated in the overall weight used for troops in fighting trim (unless arranged otherwise).

A laptop case holding the laptop and its accessories is only acceptable as a 2nd item of cabin baggage if aircraft safety restrictions permit (sufficient storage space on board). An operator may deny carriage of one or more items of cabin baggage. The maximum permissible weight for a 2nd item of cabin baggage is shown in Figure 5.

Passengers' laptop case weight (2 nd piece of hand luggage)	EATC	
	kg	lb
	3	7

Figure 5 EATC passenger laptop case weights

The mass and number of cabin baggage items reflect standard allowances passengers may carry. Unless alternative arrangements are made and are reflected in the mission order (or similar national document) and no other limitations apply, the figures provided in Figure 5 and Figure 6 must be observed.

3.1.1.1 Limitations

- Baggage that does not meet the dimensions or weight criteria for cabin baggage should be delivered as check-in luggage (hold baggage) or treated as cargo shipment.
- Carriage of hand baggage is not allowed on specific aircraft or missions.
- The most limiting factor for hand baggage allowances applies to multi-leg missions and/or missions involving changes in types of aircraft / operators.

Limitations per Nation, Aircraft and Airfield are stated in the EATC Standard Air Terminal Procedures (SATP)



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

Cabin baggage is not to be accepted if:

- Is unsuitable for air carriage due to its weight, size or nature;
- Is unsuitably packed;
- Does not fit under a passenger seat or cannot be stowed in an overhead compartment;
- contains certain items that are only accepted with consent of the operator because of their weight, size or nature;
- Delivered by a passenger on behalf of another person (carry-on or hold luggage that is not his/her own property).

Many countries restrict the carriage of liquids, aerosols and gels in hand baggage. Passengers are responsible for observing the applicable rules and restrictions concerning the content of their baggage. Items refused by security screening will be hold-checked (if possible), returned or forwarded to the sending unit, confiscated or turned over for disposal.

See national annex: BEL301, ITA 301, See ref. EGOM chapter 9

3.1.1.2 *Forbidden items*

In general, carrying dangerous goods in hand- and check-in baggage on board an aircraft is prohibited. Due to the specific nature of these goods, they can even pose dangers to humans, animals, the environment and (flight) safety in small amounts. The current editions of the IATA Dangerous Goods Regulations (DGR) and ICAO annex 17 to the Convention on International Civil Aviation apply.

Air terminal personnel should be aware of commonly carried items and question passengers when they have a suspicion that they are being carried (e.g. camping equipment, knives, matches, industrial materials, e-cigarettes, etc.). Passengers must be informed that it is not allowed to carry dangerous goods or other restricted/forbidden items on board an aircraft. They should be advised that items such as ammunition, unloaded guns, empty magazines, etc. could cause problems with other airport authorities (transit flights, stations and route, overnight stops, etc.). Dangerous goods and prohibited articles notices/placards can be displayed at check-in and the boarding gate to draw the attention of passengers to these types of flight safety regulations they must obey.

Examples of forbidden items:

- Lithium batteries;
- Explosives (also ammunition);
- Compressed gases (gas- and camping burners, lighters, aerosols as often carried in toolboxes);
- Combustible liquids (lighter fluid, Peak One fuels and solvents in toolboxes);
- Combustible solids (heating components of the Meals Ready to Eat (MRE), Esbit cubes, matches);
- Oxygenated materials (like peroxides, bleach, several adhesives and glues);
- Toxic materials or infectious substances (like patient (blood) samples and hospital waste);
- Radioactive materials;
- Corrosive materials.



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

3.1.1.3 Exempted items

Passengers and crew may carry small amounts of commodities for personal use in their baggage which can be considered dangerous goods. If the amount and/or content of these goods exceed the maximum allowed quantity, security personnel are obliged to ask passengers to hand in every type of liquid, aerosol or gel larger than 100ml or exceeding the number of packages considered normal for personal use. If required at the destination, these excessive amounts can be delivered as air cargo and must then comply with the applicable regulations on packaging, labelling, documentation, etc.

E-cigarettes are considered dangerous goods as they contain lithium batteries. Due to the risks posed, passengers are to be highly recommended to carry them in their hand baggage only. If this is not possible and they are contained in check-in baggage, measures must be taken to prevent their unintentional activation.

Spare batteries of e-cigarettes must be carried in the passenger's hand baggage however, as they are prohibited in check-in baggage.

Examples of exempted dangerous goods which may be carried in hand- or check-in luggage without permission of the carrier:

- materials in aerosol containers not exceeding net quantity 0,5 Kg or 0,5 litres per single container when carried in crew member or passenger baggage (including carry-on baggage) and must not exceed 2 Kg or 2 litres in total per passenger.
- oxygen, or any dangerous goods used for the generation of oxygen, carried for medical use by a passenger;
- implanted medical devices that contain radioactive material, such as a heart pacemaker, and injected or ingested radio-pharmaceuticals;
- carbon dioxide gas cylinders worn by passengers for the operation of mechanical limbs and spare cylinders of a similar size for the same purpose, in sufficient quantities to ensure adequate supply for the duration of the journey;
- catalytic hair curlers containing hydrocarbon gas, the safety cover of which is securely fitted over the heating element; gas refills are not permitted and no more than one curler per person is authorized;
- alcoholic beverages not exceeding 70% by volume, when packed in receptacles of less than 5 l in carry-on or hold baggage;
- dry-ice in quantities not exceeding 2 kg (4.4 lb) per passenger when used to pack perishables in carry-on or hold baggage, provided the package permits the release of carbon dioxide gas;
- safety matches or lighters carried by a person for personal use; lighters containing unabsorbed liquid fuel (other than liquefied gas), lighter fuel and lighter refills are not permitted to be carried on one's person or in checked or carry-on baggage;
- securely boxed cartridges for sporting purposes (Class 1.4S), in quantities not exceeding 5 kg (11 lb) gross weight per passenger may be in hold baggage for personal use, but not ammunition with explosive or incendiary projectiles; this exception does not authorize the carriage of military issue ammunition in personal baggage;
- wheelchairs or other battery-powered mobility devices with spillable or non-spillable batteries, provided that the batteries are disconnected, battery terminals are insulated to prevent short circuits and the batteries are securely attached to the wheelchairs or mobility devices when loaded as hold baggage;



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

- a mercurial barometer carried by a representative of a government weather office or other official agency may be carried in carry-on baggage, provided that the barometer is packed in a strong outer packaging, has a sealed inner liner or is in a bag made of strong leak proof and puncture resistant material invulnerable to mercury that will prevent the escape of mercury from the packaging irrespective of its position;
- one small carbon dioxide cylinder fitted into a self-inflating life jacket plus one spare cartridge may be carried in carry-on and hold baggage, but the life jacket must not contain explosives, pyrotechnic or flammable devices;
- heat producing articles such as underwater torches (diving lamps) and soldering irons may be carried in carry-on baggage;
- scuba diving tanks containing no more than 25 pounds per square inch (1.73 bar) at 21° C (70° F) may be shipped as hold baggage; a tag or label must be fixed to the tank by a dive shop or licensed individual to indicate servicing has been performed.

Handling and acceptance procedures and an updated list of accepted dangerous goods for passengers can be found in the current edition of the ICAO/IATA DGR. Amplifying information for aircrews is available in the Operations Manual (OM Part A, Section 9).

Liquids, aerosols and gels (LAG) that are permitted for carriage in hand or check-in baggage without permission of the carrier include, but are not limited to, the following items:

- water and other drinks, soups, syrups, jams, stews, sauces and pastes;
- foods in sauces or containing a high liquid content;
- creams, lotions, cosmetics and oils;
- perfumes;
- sprays;
- gels, including hair and shower gels;
- contents of pressurized containers, including shaving foam, other foam and deodorants;
- pastes, including toothpaste;
- liquid-solid mixtures;
- mascara;
- lip gloss or lip balm;
- any other item with a similar consistency at room temperature.

The quantities of liquids, aerosols or gels contained in a package that is placed in carry-on baggage should not exceed 100 ml.

Baby formula or food, prescription medicines or even special diet food and duty-free acquisitions are considered exceptions. These items have to be carefully inspected.

3.1.2 Security-tamper evident bags (STEB)

Security tamper-evident bags (STEB) are designed to allow exemptions to volumetric controls for liquids purchased at airport shops, on board of aircraft and/or carried by transfer passengers. Applicable items should be placed in a single bag that is sealed and transparent. These bags should have a capacity of no more than 1 litres and measure 20 x 20 cm or 15 x 25 cm. Such bags can be purchased at most ordinary supermarkets or at (some) airports. When use of a STEB is required, the



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

bag should be prepared before the check-in procedure. This to save time in case a passenger is required to transfer items that are too large for cabin luggage (carry-on) into the check-in baggage.

3.1.3 Procedure at check-in (carry-on baggage)

During the check-in process and subsequent security check, carry-on baggage should be weighed and verified if it appears to exceed the maximum allowed weight or dimensional limits. Air terminal personnel should be aware of commonly carried dangerous goods and/or other forbidden items and question the passenger if they have a suspicion that they are being carried (example: e-cigarettes, spare lithium batteries, etc. only allowed in hand/carry-on luggage). Where required the current edition of the IATA Dangerous Goods Regulations (DGR) or other applicable (military) rules for handling and acceptance procedures apply. Dangerous goods and prohibited articles notices/placards are to be used in the air terminal environment. This to draw attention of passengers to the flight safety regulations in respect of their luggage they must obey.

- A passenger baggage frame can be used (if available) for checking baggage dimensions.
- Checks can be made on items that are unacceptable due to oversize, overweight and/or exceed the number of items allowed as carry-on baggage.
- Carry-on baggage that exceeds the size and/or weight allowance must be hold-checked.
- Any other cabin baggage that cannot be accommodated on board due to limited storage space or other restrictions must be collected.
- Passengers must be advised to remove any personal documents or medications from hold-baggage.
- Passengers must be advised to pick up luggage at the baggage claim area or aircraft door (DAA) if applicable.
- The baggage tag number(s) and weight must be inserted into the departure control system (DCS) check-in record, manifest or recorded manually (if applicable).

The discovery of undeclared or wrongly declared dangerous goods /forbidden items must be reported to the operator and a supervisor. These items are not permitted to be carried in cabin luggage.

An “approved for carry-on” tag is recommended to be attached to baggage accepted as carry-on baggage. After acceptance at check-in, air terminal representatives are to ensure that hold baggage is kept in a secure (checked) state at an air-side location in the air terminal area.

3.1.4 Procedure before boarding

Measures have to be taken to ensure that passengers and their cabin baggage have been screened using technical or other means prior to boarding (see chapter 6).

If they have been screened but are not protected from unauthorized interference or manipulation from the point of screening until they board their aircraft, they must be re-screened before boarding an aircraft. The following checks must be conducted as a minimum:

- Passenger IDs must be checked.
- Ticket and passenger documents (e.g., boarding pass, manifest, etc.) must be checked.
- Weights and dimensions of hand baggage must be checked.

See ref. EGOM 3.2.3



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

3.2 Hold/checked luggage (or accompanied luggage)

Luggage, not being carry-on luggage or cargo, must be presented by the passenger at check-in before the flight. Check-in luggage is baggage that will be loaded in the hold of an aircraft. The amount of check-in luggage, maximum dimensions and weight are important planning considerations preparing a mission. These are mandatory requirements that must be met during check-in:

- The operator takes over custody of the check-in (hold) baggage during the baggage security check that the carrier or, on his behalf, the designated air terminal representatives are authorized to conduct.
- Check-in baggage is carried in the hold of the aircraft on which the passenger is travelling.
- Operators may refuse to carry hold baggage that is inadequately packed or unsuitable for carriage due to weight, size or nature;
- Every item of baggage must display the passenger's name;
- All passenger baggage that is not carry-on or check-in luggage is handled as cargo.

See national annex: FRA 301

3.2.1 Hold baggage allowance

A limited allowance of checked luggage is granted to each passenger. The sum of the maximum dimension of hold baggage (length + width + height) shall not exceed 158 cm. For specific aircraft and/or certain categories of passengers more restrictive dimension limitations on weight, volume, etc. may apply. This can vary per operator.

A maximum of 2 items of check-in baggage per passenger are allowed (unless stated otherwise), and the maximum weight per item should not exceed 20 kg.

Allowed check-in Luggage weight (baggage allowance for passengers)			
Luggage	L 20	L 40	L 60
Weight (max)	20 Kg (44 Lb)	40 Kg (88 Lb)	60 Kg (132 Lb)
Individual item weight (MAX)	20 Kg (44 Lb)		
Dimensions luggage (MAX)	Length + width + height = max. 158 cm *		
Note:			* Unless agreed otherwise

Figure 4 Hold baggage allowance weight

Note: NMTCC to specify specific L (Luggage) in ATR, L 20 (Regular passenger), L 40 (Trooper), L 60 (Special trooper). Standard L 20 applies (if no other category is specified in ATR)

All baggage delivered at check-in must be weighed before boarding to establish its actual weight.

After coordination with the EATC and operator through the ATR process, higher weights for hold luggage are possible for passengers. In the case of travel to conduct special missions, in the case of adaptations to meet special needs or for any other reason, requests can be granted when the aircraft's



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

load limits so permit. Approved requests will be indicated in the ATMO or similar document (for national flights).

See national annex: BEL 301, FRA 302,

3.2.1.1 Forbidden items

In general, dangerous goods and/or other prohibited items are not allowed to be carried in check-in and/or hold baggage.

The discovery of undeclared or wrongly declared dangerous goods/prohibited items must be reported to the operator and a supervisor. Restricted items are not permitted to be carried in check-in and/or hold baggage.

3.2.1.2 Exempted items

Not all baggage is acceptable as hold baggage. Specific items require special arrangements to be made or can only be carried by air when delivered as cargo. Requests approved by the competent authorities and operator will be indicated in the ATMO or similar document (for national flights).

- (Metal) trunks and boxes are only allowed on strategic aircraft after coordination with and the issue of approval by EATC or dedicated national agency (for national flights);
- Heavier or large items than those allowed as hold baggage must be transported as cargo and are subject to cargo acceptance procedures (ref. chapter 4).

3.2.2 Excess baggage

Pushchairs, baby strollers and car seats are to be carried. Travel cots and other items will be weighed as part of the maximum luggage allowance for infants. Pushchairs, baby strollers and car seats can be accepted as cabin luggage if flight safety permits. In general, they will be loaded as hold baggage. If required and requested the delivery at aircraft (DAA) procedures can be used for these specific items.

Baggage exceeding the allowances may be boarded only within the boundaries and limitations of the available load. Differences and deficiencies must be reported according to chapter 9.

3.2.3 Procedure at check-in (hold baggage)

Check-in baggage is to be weighed during the check-in process and subsequent security check. This is to verify it does not exceed the maximum permissible weight or dimensional limits. Air terminal personnel should be aware of commonly packed dangerous goods and/or other prohibited items. They are to question the passenger if they have a suspicion that such goods are being carried. The passenger must be informed of the mandatory regulations and related procedures applicable for carry-on baggage (ref. EGOM 3.1.1).

During the check-in process, where hold baggage is delivered for carriage, air terminal personnel are to ensure that:

- baggage is not accepted due to oversize, overweight and/or exceeding the number of pieces allowed as check-in baggage;
- hold baggage is only accepted if appropriately packaged and labelled with passenger identification;



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

- no metallic boxes like trunks, boxes, etc. exceeding EGOM 3.1.1 dimensions are allowed on board as hold baggage (unless stated otherwise in the ATMO) in order to prevent any damage during handling, loading and transportation; refer to cargo ULD; passengers are asked any security-related questions (if required);
- all information on passengers and their baggage are recorded and updated in the departure control system (DCS).

3.2.4 Baggage tags

For security reasons, each item of baggage that is delivered as check-in (hold) baggage should have a baggage tag attached that allows identification of the passenger (owner), whereby:

- Old tags must be removed;
- appropriate destination and handling tags must be attached (if required);
- baggage and supplementary tags must be attached where they are easily readable and will not easily be torn off;
- tag instructions must be followed:
 - Glued tags must not be stuck directly onto passenger baggage.
 - Limited release tags are used (if required) to indicate deficiencies, damage or unsuitably packed or fragile items;
 - Priority tags are used if luggage is required to be offloaded first and/or requires segregation according to specific operator directives;
 - Fragile stickers are used for items that require extra care in handling;
 - Heavy item tags are used to indicated luggage weighing over 23 kg;
 - EXTRA tags are used for luggage weighing over 32 kg or in cases where the sum of the maximum dimension (length + width + height) is over 158 cm (if required by the operator);
 - Connection or transfer tags may require segregation on loading and offloading at route station(s).
 - If possible, different colour tags for different destinations are to be used.

3.2.5 Baggage destination (though label B)

Baggage shall be tagged to one of the following locations, whichever is reached first:

- the first stopover point of the passenger;
- the point to which transportation has been confirmed;
- the point at which there is a change of airport;
- the final destination specified in the ATMO or similar national document (for national flights).

Action must be taken to ensure that a minimum connecting time (MCT) is taken into account when a passenger is required to make a connection between an arriving flight and a departing flight. The agency responsible for mission planning will as a rule take this into account if requested by a competent (national) body.



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

3.3 Special Baggage

3.3.1 Bulk and oversized baggage

Baggage is considered bulk and/or oversized when it weighs more than 32 kg (70 lb) or has an overall running dimension (length x width x height) of more than 158 cm. No single piece of hold baggage is accepted when weighing over 32 kg/70 lb (when exempted). If presented, the passenger must repack it into more pieces each weighing less than 20 kg (45 lb) or offer the baggage as cargo (ref. chapter 4).

An exemption may be provided for transport of animals in the passenger cabin (AVI), wheelchairs (WCH), musical instruments, large sport equipment or other oversized and bulk luggage in consultation and after agreement by the operator conducting the mission. This will then be stated in the ATMO or similar document (for national flights).

3.3.2 Cabin seat baggage

Passenger are generically not allowed to carry any cabin seat baggage other than items of carry-on baggage as it is not always suitable for loading in the cabin, might occupy a passenger seat or cannot be secured as required. Cabin seat baggage may include:

- musical instruments;
- works of art;
- electronic equipment;
- diplomatic baggage;
- valuable baggage.

The acceptance of cabin seat baggage for which carriage has been requested in advance will be dictated by operator policy. If an exemption is not granted, this type of baggage can travel as hold baggage, providing that the packaging is appropriate. In all other cases, these packages should be delivered as cargo (see chapter 4).

If cabin seat baggage is accepted by the operator, cabin crew members are responsible for securing, loading and lashing of this bulky, oversized, fragile or valuable baggage.

3.3.3 Crew baggage

Crew baggage may be presented at check-in or at an air-side location and should be clearly identified with a crew label as well as all flight details. It must be separated from other baggage.

3.3.4 Delivery at aircraft (DAA)

Pushchairs, baby strollers, car seats, wheelchairs (WCH) and other items are generically accepted as hold baggage. If required and requested for specific items that are required to be offloaded directly upon arrival of the aircraft at the airport and/or are to be used for passenger movement on the apron, delivery at aircraft (DAA) procedures can be used for:

- fully collapsible baby strollers and pushchairs (larger baby carriages, prams, etc. must be checked-in);
- wheelchairs and mobility devices which are not needed during the flight and cannot be stored in the cabin;



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

- regular carry-on baggage on small aircraft with limited stowage space in the cabin.

The DAA procedures should not be used for expensive items (e.g., laptop computers, large video cameras, etc.), valuables or important documents, as these items should remain in the passengers' custody and under their supervision. The regular allowances for carry-on baggage apply to this type of baggage (unless agreed otherwise).

A check must be conducted to establish whether any DAA baggage has been loaded for a passenger who disembarks (ad hoc) or has not boarded. In cases of doubt, a full DAA baggage identification must be performed.

3.3.4.1 Procedure at boarding gate

Air terminal personnel must ensure that DAA items and their loading position are noted on a load message, and the senior cabin member (SCC) or loadmaster (LM) and load control (LC) must be informed of the number of DAA items boarded.

3.3.4.2 Procedure at arrival

Upon arrival of an aircraft DAA items must be offloaded and delivered at the door of the aircraft upon request of the LM and/or SCC.

3.3.5 Sports equipment

Sports equipment will generally only be accepted as separate pieces of hold baggage as it is not always suitable for loading in the cabin, might occupy a passenger seat or cannot be secured as required. Sports equipment may only be accepted as carry-on luggage if prior approval has been received from the operator. In that case:

- Apply procedures for special handling (if required);
- Use limited release tag (if applicable);
- Load item in accordance with the type of aircraft concerned to ensure safety during flight.

If sport equipment is accepted as carry-on baggage by the operator, cabin crew members are responsible for securing, loading and lashing of this bulky, oversized, fragile or valuable baggage.

3.3.6 Wheelchairs and mobility aids

Delivery at aircraft (DAA) procedures should be used for collapsible wheelchairs and mobility aids that are required and requested to be taken to the gate in order to be used for moving passengers on the apron. This must be verified with the passengers concerned and they should be advised accordingly. Action must be taken to ensure that a wheelchair/mobility aid device has a name label identifying the passenger, DAA tag and destination tag attached:

- Stow and secure the wheelchair/mobility aid device on the aircraft in such a way that it cannot be operated unintentionally and it is protected from being damaged by the movement of baggage, mail or cargo.
- If applicable, issue a special load notification to captain (NOTOC), advise the pilot in command (PIC) of the location of the wheelchair or mobility aid device and execute the procedures related to the NOTOC.



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

3.3.6.1 Wheelchairs/mobility aids with batteries

The IATA regulations for packaging and labelling of dangerous goods must be used for wheelchairs or mobility aids with batteries.

There are two main types of batteries used in wheelchairs and mobility aids that are required to be transported in the hold of the aircraft.

Type of battery	Description
Leak-proof battery	Dry battery (including integrated battery) Gel type battery Wet (sealed) battery Lithium-ion battery
Non-leak-proof battery	Wet battery (check current IATA DGR)

Figure 5 Type of batteries in wheelchairs/ mobility aids

3.3.6.2 Acceptance of wheelchairs/mobility aid devices with non-spillable batteries

The battery must be securely attached to the wheelchair or mobility aid, and the battery terminals must be insulated to prevent accidental short circuits (e.g. being enclosed in a battery container).

Pre-notification is required for carriage of these types of goods, where transport arrangements and acceptance are subject to Om Part A, section 9. Further details on carriage can be found in the cargo chapter (see ref. EGOM 4.4.10.10).

3.3.7 Air transport of animals and plants

The transport of animals and plants in the passenger cabin of aircraft that are equipped with pressurized and heated cargo bays is prohibited. Generically, police dogs, guard dogs, life guard dogs and pets shall not be allowed to travel on the main passenger deck. Guide dogs for disabled passengers are generically exempted and are allowed to travel with the passenger without a basket or kennel. The animal shall not be permitted to occupy a seat and must be properly harnessed and muzzled. A disabled passenger and their guide dog shall always be assigned appropriate seating.

Exemptions can be made by EATC or a dedicated national agency (for national flights) on a case-by-case basis in accordance with mission needs and requests, and in close coordination with the operator. Examples:

- military service and NATO member state police animals (if dictated by operational circumstances);
- life guard and avalanche search animals (required for rescue missions);
- pets and plants belonging to the BEL royal family;
- pets and plants on a Dutch military aircraft;

All animals (except guide dogs travelling with passengers) must be carried in an approved container certified according to the IATA Live Animal Regulations (LAR) and may not leave the container during flight. Special travel arrangement allowing pets to travel in cabin (PETC) or military dogs are to board



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

without being placed in a cage, will be listed in the ATMO or similar national document (for national flights).

If allowed on board by the dedicated agency in conjunction with the operator, military dogs must be leashed, muzzled and fastened/secured during travel.

If small pets or (military) service dogs are to be exempted to travel in the cabin, action must be taken to ensure that none of the boarded passengers is subject to an allergy.

In general, animals and plants are treated as cargo shipments (unless exempted). They are always required to be recorded on a cargo manifest (or a military dog manifest, ref. French annex FRA 403) and on the NOTOC.

Special arrangements can be made for animals (if required) to be separated from the passengers they are travelling with shortly before passenger check-in in order to prepare the animals for travel. The special travel arrangements and documents required to meet import and export regulations at an airport of departure, transit or arrival must be taken care of by the owner, and the regulations must be met to allow acceptance for carriage. Detailed instructions for the carriage of animals and plants can be found in chapter 4 (cargo).

3.3.8 Battle dress/special individual equipment

The battle dress, including weapons, associated ammunition and dangerous goods are treated as cargo, unless there is an operational requirement for the battle dress to be worn during (parts of the) flight. These items are:

- helmets/ballistic protection jackets;
- survival equipment;
- combat vests;
- parachutes.

Individual passenger weight will be adjusted to take additional weight of this equipment into account. The PIC or Loadmaster (LM) and load control (LC) shall be informed.

3.3.9 Transport of valuables

The transport of valuables (e.g., currency, funds, secret classified documents, diplomatic bags, etc.) in baggage is the responsibility of a designated authorized passenger or PIC. Approval must be requested for valuables to be packed and delivered as additional carry-on or check-in baggage. Approved requests will be indicated in the ATMO or similar document (for national flights).

If valuables are delivered as cargo and/or special arrangements are required for handling and storing the shipment at the air terminal, arrangements must be made in advance for the subsequent loading of the shipment and its accompaniment by couriers during processing in the air terminal area.

If security screening must be waived due to the content of packages or (other than diplomatic shipments), approval to do so must be granted by the EATC, a competent national authority (for national flights) and approval is required from the operator.



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

3.3.10 Transport of classified documents and diplomatic bags

All documents, parcels and other commodities that are destined for embassies and have been given a diplomatic status by the designated national authority shall be referred to as “diplomatic mail” and are exempted from security screening if they are delivered by a known consigner or similar (national) entity.

All documents, parcels, cargo in general that have a national, NATO or other classification status similar to secret or higher (e.g., crypto material) shall be treated as “secret”. Special regulations apply to carriage, transfer, transport, storage, etc. and couriers may be used to accompany a shipment. If the amount, dimensions and weight of the material permit, material classified as secret and diplomatic bags sent by military aircraft are mandatorily to be carried. In exceptional cases, the carriage may be ensured by the PIC. If action is required to be taken by the air terminal personnel, arrangements are to be made in advance. In all other cases, the carriage is the responsibility of the sending entity in coordination with the courier or designated PIC. For shipments delivered as cargo, see chapter 4.

3.4 Baggage Handling

Prior to starting the passenger check-in process, the room where baggage is prepared must be supplied with a sufficient and pre-determined number of baggage carts, containers and/or pallets sufficient for the expected number of passengers and the amount of baggage they have for a flight.

Detailed procedures for selection and preparation of ULDs (containers and/or pallets) and their build-up, marking, labelling and manifesting (if required) can be found in chapter 4.

3.4.1 Baggage tags

In checked baggage handling, the baggage tags and other labels affixed during the check-in process may indicate a requirement for special attention to be paid during loading or the loading sequence. The tags may show a requirement for prioritizing, sorting, locating, separating or indicate another special handling instruction, caution or warning that must be observed. Tags and labels may be used for:

- priority baggage;
- heavy baggage;
- connection baggage;
- late (LMC) baggage;
- fragile baggage;
- sports equipment;
- mobility aids;
- animals in hold;
- crew baggage;
- strollers;
- gate Delivery Items;
- items containing dangerous goods (i.e. dry ice);
- standby baggage;
- items with limited release tag.



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

3.4.2 Baggage cut-off & ULD load verification process

Once the check-in process for a specific flight has been concluded, the dedicated air terminal representative will:

- review the total number of ULDs used for baggage and their weight;
- review the total number of items of baggage in each ULD (if required);
- pass on all required information on baggage ULDs used, including the baggage count for each container (if required), ULD identification numbers and ULD weight(s) to allow preparation of the load summary and/or finalization of the load plan;
- conduct a sweep of the baggage to ensure that none is left behind;
- verify the total baggage weight and volume against the planned load and inform the PIC, the EATC or load control (LC) accordingly (see ref. EGOM 7.7)

Report any baggage left behind as described in chapter 9 (mishandled baggage).

3.4.3 Removal of hold baggage

Should a passenger with checked baggage fail to arrive at the boarding gate or not board before the flight is closed, their baggage must be retrieved from the aircraft hold before the aircraft is permitted to take off for security reasons and due to governmental regulations and operator policy.

When hold baggage is instructed to be removed, identification details of the passenger and the number of items of checked baggage they had are required to be obtained from the check-in service so that the baggage can be removed. Baggage tags, (electronic) records and/or security sheets are used to identify the ULD in which the baggage that has to be offloaded is stowed.

The removed baggage should be re-screened prior to its return to the passenger services for further handling. In countries where higher baggage screening standards apply for returning baggage, these must be followed.

A requirement to add or remove any hold baggage from an aircraft must always be closely coordinated with air terminal representatives from check-in and gate services.

3.4.4 Baggage reconciliation

Checked baggage that is removed from a flight because the passenger it belongs to has not boarded the aircraft or disembarks from it voluntarily or involuntarily and is not returned to the passenger must be kept in a reconciled (secure) state in the air terminal area to accommodate:

- passengers on standby;
- passengers not at the airport (off-airport);
- group check-in passengers (if any).

Cabin (carry-on) and hold baggage of a passenger who disembarks before the planned/booked station of destination is reached must be removed from the aircraft and kept in a reconciled state. All reconciled baggage should be individually marked with identification details of the respective passenger or crew. Crew baggage should additionally be marked as crew.



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

A flight can only be closed and secured for reconciliation purposes after the checked-in passengers are matched with the boarded passengers and the total count of boarded passengers is confirmed with the crew. Any passenger discrepancies must be resolved prior to the closure of the aircraft door.

- Every attempt must be made to locate missing passengers.
- If they are located on the aircraft visual proof of boarding and their documents must be obtained.
- The crew must be notified of any last-minute changes to the passenger and/or baggage load;
- Discrepancies between passengers who have checked in and boarded and their hold baggage must be removed according to operator procedures and government regulations.

A passenger's carry-on or hold baggage must be subject to additional security controls prior to boarding if:

- it is separated from the passenger (not under their supervision);
- it has been taken out of the secure area at an air terminal;
- it has been left unattended by the passenger.

3.4.5 Transfer baggage

Through tags to the final airport of destination are used on baggage if it has to be transferred to a connection flight, if through tagging is based on a local requirement or if the connecting flight:

- is scheduled within 24 hours (the same day or next day);
- the airport of arrival/departure (transfer) is the same one.

Do not tag luggage as through tag baggage on a passenger's request if the amount of time the passenger has to connect (transfer) between an arriving and departing flight is considered sufficient.

Special cases of through tagging:

Case	Through-labelling	Remark
Customs clearance required at the transfer point	Yes	Advise passenger to pick up baggage at the transfer point. References to country specific rules can be found in TIM ² .
The passenger specifically wants his baggage at a transfer point	No	Inform the passenger about the risk of missing the connecting flight.
Animals in hold	Yes	Only permitted if the continuing operator airline has confirmed acceptance within the limits of the permissible Minimum Connection Time (MCT).

Figure 6 Cases of through tagging

² Travel Information Manual



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

3.5 Baggage security

Basic rules on security including elements related to baggage handling are described in chapter 6.

3.5.1 Security luggage reclaim

When baggage tags are used during check-in, the security sticker of the tag on each piece of baggage loaded on or into in a ULD must be peeled off and placed on an overview sheet that is retained after departure with the flight documentation (if applicable). Use of a security luggage reclaim sheet allows quick locating of luggage if it is required to remove the luggage (after check-in) from the flight.

3.5.2 Handling of hold baggage

If (local) security reasons require passengers and crew members to personally identify their hold baggage before loading, this baggage must not be loaded if it has not been properly identified.

Action must be taken to ensure that there is no opportunity to exchange hold baggage for cabin baggage. This is because hold-baggage may contain items that can be used in planned acts of unlawful interference and therefore must be unavailable to passengers during flight.

When the screening of hold baggage arouses suspicion about the content, dedicated air terminal security representatives or a local screening authority will proceed as per local regulations. The baggage is only to be accepted and loaded when the result of the security check/screening meets the conditions for carriage (no prohibited items found).

3.5.3 Security removed items

Items that are not permitted to be carried in hand and/or hold baggage must be removed by the passenger or security screening personnel. Items not permitted in carry-on baggage can be transferred to hold baggage. This is only permitted, however, if it causes no delay in aircraft departure and the items are allowed to be carried in this type of baggage.

Forbidden items that are found in a passenger's carry-on or hold baggage constitute a violation of rules and regulations. This may lead to (legal) penalties for the passenger. The items will be confiscated.

3.5.4 Carriage of weapons and ammunition in hold baggage

Weapons and ammunition are only permitted to be transported in hold baggage with the approval of the operator and all the states concerned with the stations of departure, transfer and destination. Shipments of weapons and ammunition should be delivered as cargo (see chapter 4).

Ammunition is to be secured at all times under supervision of approved personnel or locked away in a secure location. A qualified loadmaster (LM), crew member or other authorized person shall ensure that weapons and ammunition are:

- unloaded (in the case of firearms);
- located and stowed in the aircraft so that they are inaccessible for passengers during flight.

When an exemption is granted for weapons and/or ammunition to be carried, an ammunition specialist shall be able to provide all details regarding the items intended to be carried to air terminal personnel or the PIC.



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

The air terminal personnel must be informed by EATC or national agencies involved (for national flights) of the specific conditions for the carriage of weapons and ammunition if they are to be carried by embarking troops or security personnel. They must indicate to the passengers that weapons must be unloaded, unarmed and set to safe. The appropriate method for handling weapons and ammunition on board, during embarkation and disembarkation will be selected on the basis of the rules for operational risk management laid down by the dedicated agency and approved by the operator.

3.5.5 Transfer and connecting baggage

When passengers are to collect their hold baggage during the transfer to a connecting flight (for immigration or applicable security policies), the hold baggage must be treated as originating baggage.

- If passengers collect their baggage at a land-side location for transfer, it must be submitted to a security screening before being loaded onto the connecting aircraft.
- If baggage is collected and transferred at a clean (sterile area) on air-side, it must not be re-screened (unless dictated by (local) regulations).
- Interline, transfer and connecting baggage must be handled according to the reconciliation procedures applicable to originating baggage (see next paragraphs).

3.6 Mishandled baggage

Any mishandled, unidentified, unclaimed, lost or found cabin (carry-on) or hold baggage (checked) must be stored in a safe and secure area to which access is controlled. Action must be taken to ensure that this baggage is subjected to additional security controls (screening) before being loaded onto an aircraft. The screening methods that can be used are described in chapter 6.

Mishandled baggage can be shipped as cargo and "RUSH" tags may be used to indicate a baggage priority move. The security requirements of the onward operator must be observed. This type of baggage is preferably shipped as unaccompanied baggage in the aft bulk hold of an aircraft (if available). The number of unaccompanied items of baggage (with or without a "RUSH" tag) must be entered in the total load summary sheet or recorded on the cargo manifest.

3.6.1 Management of mishandled baggage

Any information concerning mishandled, unidentified, unclaimed, lost or found cabin (carry-on), hold baggage (checked) or mobility aids must be recorded in a tracing system (if available) and appropriate reports must be issued (see Chapter 9).

3.6.2 Mobility aids

To prevent delays, actions to resolve issues with mobility aids made available by airports or assistant companies (e.g. wheel chairs, etc.), that are found damaged or missing should be handled with priority.

- Air terminals should provide, arrange or mediate for delivery of a suitable equivalent item on loan, the replacement of the item or its immediate repair (if needed).



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

3.6.3 Passenger travelling with pet in hold luggage (AVIH)

To prevent delays, all action required dealing with injuries to pets or damage to cages transported as check-in baggage on the same flight as the passenger responsible for them should be taken with priority.

3.7 Insurance, liability and damage

For regulations on insurance, liability and damage related to the transport of luggage and passenger, see ref EGOM 2.2.1. See national annex: FRA 303



EATC

GROUND OPERATIONS MANUAL

Chapter 3 - Baggage handling procedures

3.8 Annexes

A. SECURITY LUGGAGE RECLAIM SHEET

EUROPEAN AIR TRANSPORT COMMAND					
CUSTOMER LUGGAGE RECLAIM					
ID-Nr:	(format: AKE 96002 NAF)		PAGE ____ FROM ____ PAGES		
RECLAIM LABEL	RECLAIM LABEL	RECLAIM LABEL	RECLAIM LABEL	RECLAIM LABEL	RECLAIM LABEL
1	12	23			
2	13	24			
3	14	25			
4	15	26			
5	16	27			
6	17	28			
7	18	29			
8	19	30			
9	20	31			
10	21	32			
11	22	EXAMPLE TEMPLATE ONLY! CURRENT VERSION ON EATC SERVER			



Chapter 4 Cargo and mail handling procedures

4.1 General

The transport of goods by air is regulated by civil and military regulations. All shipments on board of an aircraft must meet the safety and security requirements.

The shipper (consigner) or his designated representative is responsible for ensuring that any consignment delivered for air transport is packed, marked and labelled correctly and completely as prescribed in applicable regulations and the required transport documentation associated with the shipment (e.g., air waybill, similar documents, dangerous goods and/or custom declarations, etc.) is provided. Only shipments that meet the requirements for air transport (regarding packing, marking, labelling, documentation, etc.) are to be declared ready for carriage and shall be admitted to the aircraft.

Shipments must pass an acceptance check in order to be declared airworthy/ready for carriage by a competent ground handling or similar organization providing the required cargo services to the aircraft. If deficiencies are found during the acceptance check, the shipment shall be classified as not acceptable (not ready for carriage) until the flaws have been removed.

The integrity of the cargo and its documentation must be secured while being processed through the logistical chain so as to prevent unauthorized manipulation. All organizational elements involved in the handling of air cargo are responsible for maintaining its integrity.

EATC has a wide range of aircraft available for air cargo transportation operations. To ensure that the handling process is managed effectively with respect to quality, safety and security, the regulations on cargo transportation must be complied with. The elements in the process related to air cargo and mail are explained in the EATC Ground Operations Manual (EGOM). It includes information on how, when and where the cargo has to be delivered, which documents must be completed and what responsibilities the personnel involved have when conducting these tasks.

Government laws and (military) regulations applicable to air cargo transportation and mail shipments must be observed by all parties involved and shipments must be supported by the appropriate paperwork. Specific services that can be delivered by an EATC airport, including local procedures for processing cargo and mail, can be found in the Specific Air Terminal Procedures – SATP (latest version available on the EATC CLOUD and MEAT server).

Activities conducted in relation to cargo and mail handling by a ground handling or similar organization, are generically referred to as cargo handling in the EGOM. This includes the processing of passenger baggage, on/off-loading of aircraft, preparation of cargo for air transport and on/off-loading of trucks and other vehicles delivering or receiving airfreight and baggage at an Air Terminal (area).

4.2 Cargo safety and security

The cargo terminal area at an airport is a security protected location that can generically be divided into a land-side and air-side area, where security measures described in chapter 6 apply. They are established and maintained to prevent air cargo, mail and baggage that can endanger the airport and aircraft or put infrastructure, personnel, crews, passengers or (other) cargo at risk being handled and loaded on board. An important aspect for air cargo security, flight safety and quality control is the

establishment of a controlled environment / process that allows compliance monitoring and the management of all steps related to the preparation of air cargo. For this purpose, the principles of process flow indicators (e.g., process guidance document, transfer guidance document, shipment quarantined, shipment outbound, shipment inbound, other forms and various checklists) are highly recommended or in most cases mandatory to be used. The use of these documents assists various activities conducted under responsibility of the air terminal, where the process becomes verifiable and transparent.

Cargo that is to be transported by air and the related documentation must be protected against unauthorized manipulation while being processed in the supply chain. If not delivered in a secure condition, air terminal personnel must clarify the condition of the cargo (secure/unsecure) and render it secure for air transport. Shipment consignment that is accepted by the dedicated air terminal representatives as being compliant to the requirements for carriage must be kept in a secure and accepted condition.



Figure 6 Air Terminal Area

4.2.1 Conditions for delivery

For safety and security reasons, consignments and related documentation are only to be accepted from known (military) shippers and consigners, surface transportation has been conducted by a known party and no deviations from agreed security procedures are made.

Shipments shall not be accepted if no arrangements have been made prior to delivery or deliveries cannot be accounted for by a validated ATR, ATMO or similar document. In this situation, cargo may only be accepted after the issue of approval by the EATC or other competent authority (for national flights).

4.2.2 Security declaration

An EATC nation may insist on a validated air cargo security declaration accompanying a consignment when it is delivered to an air terminal (Declaration Air Cargo Security).

Ground handling agencies and other organizations within the EATC environment are generically considered "known military shippers" when air freight has to be transferred between air terminals by



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

road. This does not exempt the cargo from undergoing acceptance checks. The mandatory safety and security measures must always be taken.

Shipments may only be accepted as air cargo when they have passed a validated security and acceptance check.

4.2.3 Security measures

Air cargo and related air transport documentation must be protected and stored in such a way that unauthorized personnel cannot access and manipulate these items. Secure and unsecure shipments in the air terminal must be physically segregated and are not allowed to be mixed. Air terminal representatives are responsible for the implementation of security measures within the air terminal area (see chapter 6) and must execute relevant procedures accordingly.

Upon arrival of shipments at an air terminal, a check must be conducted prior to acceptance to determine whether a delivery meets the agreed security standard or whether an additional security check/screening is required based on the applicable (inter)national and/or local procedures. This may also include bio-security measures if execution is dictated by (national) competent authorities (see chapter 6). As a minimum, following elements are parts of the EGOM security check:

Known (military) carrier: The company/carrier (road service) handling in the shipment and related documents at an air terminal should be known. The driver is required to present proper identification and transport documentation to the air terminal acceptance staff.

Known (military) consigner: The shipper that handed the consignment to the carrier (road service) delivering the shipment at an air terminal should be known. Transport documentation confirming the sender or sending station must be presented to the air terminal acceptance staff.

Known delivery: Shipments are only to be accepted at an air terminal when their delivery is based on an existing ATR, ATMO or other (national) document.

Shipping documents: The necessary transport documents, showing how many split consignments / consolidated packages are being delivered, must be presented to the air terminal acceptance staff. The documents must allow a security check to be conducted by comparing the data in the documentation with the quantity of cargo delivered.

Compliance:

- **Vehicle security:** If the vehicle is not sealed, the cargo is not covered or the covers are damaged in such a way that allows manipulation of the shipment, the consignment must be considered not secure.
- **Cargo security:** If (consolidated) packages are damaged or are not properly sealed by tape or other means and so allow manipulation by content being added, the (split) shipment must be considered not secure.
- **Security personnel:** As part of the security check, (senior) air terminal acceptance staff is authorized to open and check consignments that are delivered for air transportation (see chapter 6). Civil and non-EATC senders must give prior permission. Without this permission, consignments can be refused and returned. After opening, new seals (tape or other means) must be supplied and a declaration of opening must be included (ref. security inspection statement);



A shipment that is considered not secure on the basis of the outcome of the security check must be made secure prior to offloading in the restricted air terminal area. The sender (sending station), carrier and air terminal organization are responsible for establishing and maintaining the integrity of air cargo security in their respective part of the logistical chain. Each party may request confirmation from the previous stakeholder in the logistical chain that the requirements regarding air cargo security are met by that organization.

If the shipment does not meet all conditions of the security check, clarification and authorization are required from dedicated (national) agencies to offload it at an air terminal. Such authorization does not mean that the shipment must not undergo an acceptance check.

EATC checklist needs to be used (checklist Air Cargo Security) for a security check on shipments delivered to an air terminal.

4.2.4 Information management

Information regarding air cargo shipments in a military environment may be sensitive and exchange of shipping details should therefore be exchanged with care. The stakeholders involved in mission planning and the execution off lights have to be informed in order to enhance flight safety and ensure compliance to the requirements laid down in (inter-)national regulations. As a minimum, the dissemination of information to the EATC (or other tasking agency), shipper, consignee and carrier in due time is considered mandatory.

4.2.5 Definition air cargo

Everything that can and may be transported, with exemption of passengers, hand- and check-in baggage is classified as air cargo. For weight & balance purposes and ULD management, check-in baggage must be registered on a cargo manifest.

Only packages that pass an air cargo acceptance check based on the requirements regarding packing, marking, labelling, documentation, etc. are considered air cargo.

4.2.6 Training

Air terminal personnel must be properly trained and experienced for their positions. They must meet the appropriate national or multinational agreed standard. The personnel should also be multi-skilled as far as possible/practical to a level which allows them to move around within the air terminal to cover contingencies. They must be trained in the use of aircraft cargo handling equipment (ACHE) and material handling equipment (MHE) when these services are offered by the air terminal organization. English is the spoken and written language in a multinational air terminal environment. All relevant paperwork must be prepared in English.

4.2.7 Responsibilities

All personnel involved in accepting, preparing, storage, build-up, loading and unloading air cargo shipments are responsible for ensuring correct and proper implementation of rules, regulations and procedures as applicable in their respective part of the air cargo process.

Personnel involved in air terminal operations are obliged to work safely and report all issues that may negatively affect their own safety and security, that of others, aircraft, passengers and/or other cargo. In order to prevent injury and damage and improve the overall quality of the air cargo process,



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

personnel involved in air terminal operations are encouraged to come up with proposals for improvement and establishment of best practices in a multinational environment.

4.3 Cargo delivery

All cargo, mail and baggage must be delivered to an air terminal in sufficient time to ensure correct preparation and on-time departures. In general, cargo and all the required transport documentation must be delivered to an air terminal 3 (working) days prior to departure of the flight, not later than 10:00 hours local time unless otherwise stated in the ATMO, similar national order or EATC's Specific Air Terminal Procedures (SATP). It is necessary to make special arrangements for specific types of cargo and/or priority shipments prior to delivery.

Arrangements for the delivery of dangerous goods that cannot be stored at the handling unit or personal items that are to be carried as cargo must be made in advance and the cargo must be delivered no later than 4 hours before the estimated off-block time (EOBT) to allow it to be prepared properly.

The possibility to deviate from standard delivery conditions depends on the amount and type of cargo being delivered for air transport, the operator or aircraft being used, local conditions and options on an airport of departure for de-confliction with other activities.

Deviations from the standard delivery time to allow the proper processing and preparation of an air cargo shipment can only be agreed on in close coordination with the air terminal personnel.

4.3.1 Air cargo declaration and preparation

It is essential for materiel to be properly prepared for air transportation. Specific measures in terms of cleaning, preserving, packaging and marking must be taken so that materiel can be loaded safely. Equipment and stores cannot be taken directly from a unit and loaded on board an aircraft without being prepared for air transport. All cargo is to be packed and prepared in accordance with the applicable international civil legislation and (inter)national military regulations and to be accompanied by the appropriate paperwork.

Whilst the air terminal personnel are responsible for accepting and checking the cargo and paperwork, the consigner/shipper or his designated representative is responsible for ensuring the correct declaration, complete packing, marking and labelling of shipments delivered for air transport. This includes the required transport documentation associated with the shipment (e.g., the air waybill, similar documents, dangerous goods and/or customs declarations, etc.).

4.3.2 Cargo documentation

The type of cargo to be transported and the countries of departure, transit and destination determine which documents must be completed. These documents must accompany the shipment upon delivery at the air terminal. For import and export, cargo must comply with the applicable custom regulations. The following documents must be completed.

4.3.2.1 Waybill or delivery notice (road)

Cargo being transported with EATC assets must be accompanied by a national (military) transportation document that enables the cargo, the number of packages, the (known) consigner addressee to be identified. The cargo shipper is responsible for ensuring that this document is completed properly and available.



4.3.2.2 Custom documents

A packing value list, notification or (pro forma) invoice must be completed for each cargo unit (e.g., box pallet, uni-pack, package, etc.). This must be done in accordance with the requirements for (military) cross border shipments of goods, allowing declaration and/or validation by the designated (custom) authorities.

4.3.2.3 Shipper's Declaration for dangerous goods (DGD)

Dangerous goods as specified in the IATA dangerous goods regulations (DGR) must be accompanied by a dangerous goods declaration (DGD). The shipper is responsible for ensuring that the document is complete and available. By signing the document, the sender states that the dangerous goods are packed for shipping according to the ICAO technical instructions (TI)/IATA DGR and/or other (inter)national military regulations. The document must be presented in two copies,

- one for the transporter of the declared commodity;
- one for the final destination (to accompany the goods).

The DGD is only allowed to be completed by certified personnel and must be completed in compliance with the regulations. If the sender is not able or authorized to pack the goods according to the regulations or to complete the DGD, it is possible to use services of certified companies or (military) institutions to prepare the cargo and/or its documentation. An example and fill-in instructions for a DGD can be found in the current version of the IATA DGR.

4.3.2.4 Declaration of absence of dangerous goods

If a cargo shipment contains no dangerous goods subject to the ICAO TI and/or IATA DGR, some operators require the shipment to be accompanied by a document that states this and is properly signed by the sender (non-DG declaration).

See national annex: FRA 401

4.3.2.5 Other documents

Depending on the shipper (sending station), carrier (road transport), import and export conditions, commodity being shipped, etc. various other documents may be required for air transport (e.g. health certificates, weapon lists, security declarations, etc.). The shipper is responsible for the required documentation being presented at the air terminal upon delivery of the shipment.

4.3.3 Deadline ATMO

To ensure that the planning process and subsequent air cargo preparation can be conducted properly, cargo shipments must be delivered to the air terminal in time to permit on-time departures. For this reason, a deadline is set on the ATMO or similar (national) mission order. In general, minor changes can be submitted to the EATC until 10:00 hours on the last working day prior to departure. Changes forwarded by an ATR or similar national document (for national flights) will be processed if possible.

The option to make a last-minute change to an ATMO should only be used under exceptional circumstances. Account must be taken of the fact that the change could have a negative effect on other parts (legs) of the mission. It takes time to inform all the involved parties and ensure they are able to accommodate the request within the framework of rules and regulations.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

4.3.4 Cargo packaging

Upon delivery at the air terminal, all cargo should be consolidated into shipments by final destination. This to simplify control and handling of shipments, reduce the amount of documentation and adding protection against damage and loss.

In general, cargo must be packed using containers, (box) pallets or uni-pack. If this is not possible because the amount of cargo is limited or requires special handling (e.g., perishables, weapons, ammunition, dry-ice, etc.), coordination with the air terminal personnel prior to delivery is required.

Specific cargo commodities that have to be segregated are not allowed to be delivered in a pre-packed consolidated package combined with other goods.

All packages must be in an airworthy condition and closed, covered or sealed in such a way that unauthorized manipulation is generally prevented and otherwise evident.

Ammunition boxes and high value packages (such as crypto shipments) must be supplied closed with a security seal. The seal is considered the declaration with signature from the specialist responsible for packaging in accordance with the applicable regulations.

4.4 Cargo acceptance

It is important that the correct acceptance procedures are applied if the shipment is to reach its final destination. Particular attention must be paid to ensuring accurate completion of documents, packaging, labelling and compliance to governmental and military regulations. The primary objective of conducting cargo acceptance checks is to ensure that shipments are in an airworthy condition (ready for carriage) and comply with all the applicable regulations.

4.4.1 Generalities

In general, all items offered for (military) air transport must have a secure status and to pass an acceptance check. This check must result in the cargo and all the required documentation being declared airworthy or non-airworthy (ready for carriage/not ready for carriage). Air cargo is to be excluded from carriage when:

- it does not meet the requirements of security and acceptance checks;
- it may damage or contaminate the aircraft or other load;
- special handling instructions cannot be observed.

If any deficiencies are found and the cargo and/or its documentation are not considered secure or acceptable, the shipment shall be classified as not ready for carriage until all the flaws have been eliminated. The person delivering the shipment and/or other involved stakeholders must be informed of the reason for the refusal.

Cargo and its documentation received at an air terminal must be secured and protected against manipulation. Unauthorized personnel are therefore only allowed to access the air terminal area under supervision.

Although specific guidelines apply when special commodities are delivered in for air transport, a set of generic rules applies to the acceptance process and must be adhered to. When an acceptance check or in-processing of cargo shipments (recording) is conducted, the following steps must be observed:



- Deliveries are only to be accepted if the air terminal facilities are suited for the specific type of cargo concerned, shipments meet the security conditions, the air terminal acceptance staff are trained and prior arrangements have been made with an operator for carriage of the shipment. Within the EATC community, this is generically based on shipment details in the ATMO and various corresponding ATRs or similar documentation for national flights. Any difference between the ATR/ATMO and actual cargo delivered shall be reported as a deficiency.
- Any ground handling organization, similar body or dedicated and authorized representative delivering cargo services to the aircraft shall be appointed and trained in conducting cargo acceptance checks.
- If dedicated personnel are not authorized or properly trained for conducting air cargo acceptance checks, there is a mandatory requirement for a supervisor to meet the training requirements, be able to handle unforeseen situations and complete an incident/deficiency report.
- All applicable and relevant transport documentation must be checked for accuracy and completeness. Documents and cargo are not to be accepted until all the necessary information has been provided and information has been corrected.
- The cargo and its documentation must be inspected for signs of manipulation and damage before being accepted as air cargo.
- The shipment description and number of items that are stated on the documentation must match the shipment presented for acceptance.
- The cargo must not be accepted if undeclared or incorrectly declared dangerous goods (DG) are found in the consignment.
- Diamond-shaped pictograms on packages are used by industry to classify and label chemicals. For the acceptance of shipments, the pictograms of this Globally Harmonized System of Classification and Labelling of Chemicals (GHS) may indicate the presence of dangerous goods. If the substances do not meet the IATA DGR classification criteria, the commodity is recommended to be marked as “not restricted” and this is to be entered on the air cargo manifest (or similar documents);
- The (consolidated) packaging of the cargo must be inspected to check that it has not been damaged due to unauthorized manipulation and meets the requirements for the content. The construction must be able to protect the cargo from any damage that could be caused during the normal handling and transportation of the shipment. Action must be taken to ensure that:
 - any risks are avoided for the people involved in handling the cargo;
 - the chance of damage being caused to other cargo, the ULD, handling equipment or the aircraft is avoided;
 - the necessary markings and special labels are present and remain visible;
 - the use of cushioning and/or absorbing types of material that are subject to quarantine measures or are prohibited is avoided;
 - there is no other damage and discrepancy.
- Action must be taken to ensure that all required transport documentation is properly transferred, the consignment is correctly captured in a systematic process for handling air cargo and information is shared and handed over to the other stakeholders. This to ensure that all information is available for the load planning activities to be conducted and the aircraft to be subsequently loaded accurately;



- Pre-packed/built aircraft pallets and/or containers holding air cargo that are considered acceptable consignments by an air terminal and/or operator may only be accepted on delivery when they comply with the regulations (e.g. documentation, safety and security, serviceable, suitable, properly palletized, contoured, netted, documented and labelled). Pre-build ULD's must not contain dangerous goods;
- Acceptance checks on dangerous goods is only mandatory when they are first accepted for carriage by air. When such commodities are transferred between aircraft or transhipped between air terminals, action should be taken to verify that the packages, overpacks, ULDs, etc. continue to meet the requirements of the IATA DGR or applicable military regulations. Operator variations must be taken into account.

4.4.1.1 Labelling and marking

The shipper is responsible for clearly marking and labelling all (consolidated) packages in a consignment with the consignee's full name and address. To enable identification of the cargo and to indicate if special handling instruction are applicable/must be obeyed, additional markings and labels are required to be affixed. Special markings and labels shall be used for:

- dangerous goods/hazards;
- fragile articles;
- live animals;
- perishables;
- priority items;
- other handling labels as required (special handling instructions such as this side up, keep out of sunlight, temperature controlled, etc.);
- track and trace as applicable (e.g. barcodes, RFID, etc.).

Note: If national handling or other labels are required to be used for shipments that indicate specific handling or storage requirements must be met that are not commonly known/used in the international air transport environment, the information must be provided in clear text on accompanying documents. This is to enable other stakeholders in the logistical supply chain to comply with the handling instructions.

As part of the cargo acceptance process, it is important to check whether all the labels and markings of the load are applied correctly and are in place to indicate the (specific) nature of the cargo/shipment.

Labels that have been lost, have become unreadable or have become detached after acceptance must be replaced. In the case of dangerous goods, the replacement labelling must correspond to the information provided on the shipper's dangerous goods declaration.

4.4.1.2 Hazard labelling

Every dangerous substance must be properly packed when delivered for air transport. This includes the use and proper application of accurate labels. The personnel handling the goods must be familiar with the procedures to be followed for the packages and indications (labels) provided.

The figures 1.1 to 1.6 on labels for ammunition and explosives indicate the subclass. The compatibility group must be listed at the location of the asterisks (*) in the label. Examples of the applicable hazard labels can be found in the current edition of the IATA DGR.



4.4.1.3 Handling labels

A wide variety of handling labels exist to show and/or indicate simplified instructions on how packages should be handled during transport in the logistical chain. This is to prevent loss, decay or damage. Labels indicate that special handling instructions must be observed by all parties. Examples of handling labels used in the air transport environment can be found in Annex R (handling labels).

4.4.2 Dangerous goods (DG)

When being transported by air, even small amounts of dangerous goods can present dangers for humans, animals, the environment and flight safety. Therefore, special rules and regulations apply. The UN system for the classification of dangerous goods is used. This system is based on the types of risks involved. The ICAO TI is the binding regulation for transporting DG by air. Practically, the current edition of the IATA DGR is used by civil and military aviation operators. When air cargo is not permitted to be transported according to these regulations (forbidden-forbidden), special military regulations and/or exemptions may apply. These often differ as they are dependent on the operator of the aircraft and/or nations involved.

Dangerous goods are to be delivered with the documentation correctly completed and packed and labelled in accordance with the applicable regulations. All persons accepting dangerous goods must be qualified and licensed according to the IATA and other military requirements and familiar with the current IATA and other regulations. Dangerous goods are not to be accepted if they do not comply with the regulations and no exemption has been granted by a designated competent (national) authority.

An acceptance check must be carried out using a dedicated checklist to ensure as far as possible that packages and overpacks are not damaged or leaky, are correctly marked and labelled and the dangerous goods transport documents have been completed correctly as dictated by the applicable regulations.

When dangerous goods are transported by air, a distinction is made between goods which may be transported (in compliance with certain conditions) together with passengers and goods which must be transported on cargo flights (CAO). The regulations may differ between EATC partner nations. This applies to the transportation of military passengers or the number of crew members together with dangerous goods classified as a "Cargo Aircraft Only" shipment. Some nations have stringent rules according to which this is strictly prohibited, limited or only allowed when an exemption has been granted by the dedicated authority. This is an important discriminator when cross-loading activities are conducted in which aircraft and loads (passengers and cargo) of several nations are involved in any part of the mission/route. Different regulations on cargo and/or passengers might apply during one mission and they must all be respected.

Nations requiring other or additional documentation for dangerous goods are responsible for preparing their dangerous goods and the required documents according to applicable regulations and are to inform the air terminal personnel accordingly.

Dangerous goods designated for air transportation must be supplied to an air terminal according to ICAO TI/IATA DGR or other (international) military regulations. The shipper is responsible for completing a shipper's dangerous goods declaration (DGD) and/or other required shipment documents. The DGD must be provided in twofold together with the shipment. If the dangerous goods are shipped according to other (military) regulations, this must be stated in the ATMO. This document



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

must be provided for a shipment allowed for air transport due to an exemption (involving one or more nations). A statement referring to the exemption or military regulation is often required on the DGD. Incomplete information on the DGD may cause the shipment to be considered “not ready for carriage”.

Dangerous goods must be properly declared on the air cargo manifest. In the section “code name” the code “Dangerous goods” is to be used, while in the field “Content” specific information such as classification must be entered.

All dangerous goods are required to be recorded on a Notice to Captain (NOTOC). The organization responsible for handling the air cargo is dedicated to complete the NOTOC.

EATC Dangerous Goods Checklists (Annex B) must be used for acceptance check on shipments containing dangerous goods.

4.4.3 Exemption (WAIVER)

The special position and tasking of air transport assets of military operators may mean that additional regulations or guidelines apply. This is to allow exceptional operational flights and/or actual deployments to be conducted. The process for requesting or granting an exemption and the designated authorities involved differs between the nations.

When standard regulations do not meet the operational requirements, only a national competent authority may issue an exemption. Cargo that is delivered for shipment, but does not meet the standard (military) regulations is only to be accepted for air transport when an exemption has been granted. When more nations are involved (operator of the aircraft, cargo and/or passengers), exemptions from more than one nation might be required for a flight to be conducted.

All the required waivers must have been granted before the cargo is prepared and subsequently delivered to the aircraft.

See national annex: FRA 402

4.4.4 Live animals (AVI) and plants

Transportation of livestock (animals) and plants by military aircraft is generically prohibited. An exemption can be granted by EATC or a dedicated national agency (for national flights) on a case-by-case basis and upon coordination with the operator. An exemption is based on a special request, mission needs and an assessment by the involved national competent authorities. Live animals are treated as cargo unless exempted (see chapter 3). The owner assumes all risk of injury to, or sickness or death of any animal accepted for transportation. Examples are:

- military service and NATO member state police animals;
- life guard and avalanche search animals required for rescue missions;
- animals for the purpose of scientific (zoological or medical) research;
- plants for the purpose of scientific (botanical or medical) research;
- dogs and small pets belonging to personnel posted to a new assignment.

The special travel arrangements where animals (AVI) or plants are allowed to be shipped are listed in the ATMO or similar national document (for national flights).

Special regulations apply to the transport of live animals and plants by air. These must be adhered to. The Convention on International Trade in Endangered Species of Wild (CITES) prohibits the transport of species of animals and plants that are threatened with extinction. Its aim is to protect them by



regulating international trade in them. The protected species are divided into three categories defined by the degree of the threat they face. The convention applies to movements of live animals and parts or products derived from these animals (skins, furs, feathers, shells, ivory, trophies, etc.).

- Annex I cover species threatened with extinction and whose international trade is prohibited.
- They are only allowed to be imported for scientific purposes, and the procedure is strict. An import permit based on the advice of a scientific authority must be issued by the responsible ministry. On the basis of this document, the competent authority of the country of origin can issue an export permit.
- Annex II lists species that are considered to be less at risk than those in annex I. Their international trade is possible if an export permit has been issued by the competent authority of the country of origin. The responsible agency has issued an import permit on the basis of this permit.
- Annex III list species that are not subject to some form of protection unless they come from a country that has expressly requested it.

The transport of animals, plants and/or derivatives regulated in the CITES is only allowed when exclusive exemptions have been made by competent (military) authorities. In that case all administrative principles and amplifying custom regulations must be taken into account.

Plants that are allowed to be shipped for the purpose of scientific (botanical or medical) research shall be transported in the hold of the aircraft. They must be properly packed by the shipper, and the packing must protect them against temperature fluctuations. All the required certificates stating that the shipment of the plants concerned is authorized must be presented together with the shipment. These are issued by the official civilian national authority (often the Department of Agriculture) or other involved entities.

When live animals are transported, the basic environmental requirements must be met by the shipper. These include feeding, ventilation and temperature requirements, etc. that takes in-flight conditions, the duration of the flight and possible climate effects during transit stops into account.

- Live animals should be treated as wet cargo. The floor of the transport cage is to be covered with absorbent material. Only IATA certified cages or containers with a secure door are accepted. A water container must be provided in each cage.
- Only one animal per cage is allowed unless they are used to cohabiting.
- The cage must be large enough for the animal to stand in a natural position, turn around and lie down.
- Only absorbent material that is allowed according to applicable import and/or export regulations may be used.

EATC Live Animals Checklist (Annex D) is recommended to be used for acceptance checks on shipments containing live animals.

4.4.4.1 Marking and labelling

Live animals are to be delivered with the documentation correctly completed and handling instructions. The cages must be properly marked, labelled and compliant to the applicable regulations.

The shipper is responsible for marking the consignee's name and address legibly and durably, providing special handling instructions and attaching the required labels to the transport container. It



is mandatory for at least one “live animal” label or tag to be attached to each container. In addition, the label “this side up” must be used.

4.4.4.2 Health and hygiene

Only healthy animals that are able to travel are to be accepted for air transportation. The shipper should declare that no animal is pregnant or has given birth in the 48 hours prior to transportation. Transportation of pregnant mammals is only allowed with a veterinarian statement declaring that the animal is in good health able to travel and that there is no risk of labour starting during the flight.

Adequate temperature and humidity, including sufficient air, is vital during the entire transportation cycle (from waiting time in cargo areas until the closing and opening of the doors of the aircraft). Cages must be positioned in such a way that a good air circulation is ensured. This can be attained by leaving space between stacks so that all cages benefit from direct airflow. Other cargo, baggage and mail in aircraft cargo bays must never completely fill the hold when animals are carried.

Sedatives are only allowed under supervision and with approval of a veterinarian.

After delivery of the animals, all equipment shall be cleaned, washed and disinfected before re-use. This is to be done in accordance with the regulations of the exporting, transiting and importing countries. After unloading, the relevant aircraft holds shall be inspected for leakage or spillage and cleaned accordingly.

4.4.4.3 Animal shipment and administration

The current edition of the IATA Live Animal Regulations (LAR) is used as the reference document for the shipment of animals on military aircraft. Animals must be transported in special containers (e.g., ULDs or kennels) that are compliant to the regulations. The import and export regulations of the countries of origin, transit and destination must also be met. These (national) regulations are subject to frequent change and depend on the species being shipped. For this reason the shipper must always obtain full information and documentation well in advance of the date of transport. This includes an import permit, a veterinary health certificate, a veterinary examination, quarantine and transshipment requirements or restrictions. This may also include the food provided to the animal before it is prepared for shipment.

The shipper is responsible for supplying the required transport kennel or cage and providing written instructions related to any special or additional handling services that are required during transport. The shipper must also certify that the regulations applicable in the countries of origin, departure, transit and destination are complied with. The documentation is to be attached to the request for transport.

Live animals shipments (AVI) must be recorded on a cargo manifest (or military dog manifest, ref French annex FRA 403) and on the NOTOC.

- **Service dog attendant;** When service dogs are transported, the commander of the shipping unit generally must appoint dog attendants who will attend to the dogs during the whole transportation operation. The number of attendants is set by the requestor in agreement with the EATC. It is specified on the ATMO or similar national document (for national flights). Accompanying personnel are responsible for monitoring the animals. At transit stations, they are to request the pilot in command (PIC) or other crew member to have the holds opened to attend to the dogs' needs. Locations are to be reserved.



- **Shippers certification for live animals;** The IATA LAR requires shippers' certification for live animals to be completed (EGOM Live Animal Declaration/Certification – Annex N). The generically used and scientific names of the animal must be recorded on this document. Only dogs and cats that are held as domestic animals, farm animals and laboratory animals are exempted from this requirement. Only the generically used names of these animals must be stated. The shipper of the animal is responsible for completing and signing this document. It must be presented in twofold and is intended for:
 - the transporter of the live commodity;
 - the final destination (to accompany the animal).
- **Animal passport, health and vaccination certificate;** Import and transit of live animals are subject to health formalities in most countries.

This is to prevent the spread of contagious diseases that are transmissible to humans and/or animals. An animal passport is mandatory for (domestic) animals earmarked for air transportation. Many countries demand separate declarations of a veterinarian stating that the animals are healthy, free of infectious diseases and vaccinated against certain diseases (declaration of health and vaccinations certificate) and issued within 10 days prior to departure. Shippers are recommended to get information on specific transit and destination requirements from a veterinarian as they may differ from nation to nation.
- **Transport authorization (except for dogs and cats);** Transport authorizations and additional export, re-export and/or import permits may be required by the countries of origin, transit and destination for specific species. This applies to endangered species as described in the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) and listed in the current version of the IATA LAR.
- **Conditions for carriage of infected or venomous animals;** Infected or venomous animals must be enclosed in a primary metal container. Grills closing this container must have a mesh whose dimensions are small enough to prevent such animals themselves or the litters to which they could give birth getting through them. Special package requirements apply.
 - The primary container shall be placed and clamped in the centre of an open work crate with a cover sufficiently robust to withstand a load of 500 kg without collapsing. The interior dimensions of the secondary container shall be such that there is a space of 10 cm between all the sides of the primary container and the secondary container (except mounting points).
 - The secondary container shall bear a special label in black for venomous animals and in red for infected animals with a skull on the left and the marking "Venomous or infected animals" on the right.
- **Insurance;** Transport of live animals is generically covered by an insurance of the operator (unless other arrangements are made).
- **Customs regulations;** The customs legislation for importing and exporting livestock can be different for every species and/or country. For that reason, the specific laws and regulations of the countries concerned for each species must be checked before they are imported or exported. All the required documents must be provided.
- **Relief of responsibility from the sender;** An operator may require a relief of responsibility from the owner of an animal.



- **Importing dogs;** The import of dogs from outside the European Union (EU) is allowed. A certificate issued by a veterinarian from the country concerned and authorized by the government must be supplied. The certificate must contain:
 - a declaration in English, and in another European language as applicable, stating that the dog is vaccinated against rabies and that the vaccine used was checked and authorized by the government (origin);
 - the date of the vaccination, type of vaccination concerned, expiry date of the vaccine, name of the producer and manufacturing number;
 - a statement that the vaccinations were conducted:
 - a minimum of 30 (thirty) days before a border crossing;
 - a maximum of 3 (three) months before a border crossing if the vaccination was conducted on an animal under the age of 3 (three) months or 1 (one) year before a border crossing if the vaccination was conducted on an animal over the age of 3 (three) months;
 - a description of the dogs, containing their gender, age, breed (general and scientific names), colour, coat or hair and outline;
 - the owner's name;
 - legislation issued by the inspectors of the Veterinarian Services of the countries where the vaccinations took place, stating the expiry date of the certificate. This legislation is not mandatory if the vaccinations took place in Austria, the United States of America or Switzerland.

4.4.4.4 Information exchange

The pilot in command and cabin crew are to be informed of animals being loaded in the hold of the aircraft (AVIH) and the requirement for an adequate temperature and airflow to be maintained.

This is done by means of the manifest, NOTOC and related procedures. In all instances, action must be taken to ensure that if a flight is delayed, the owners or attendants will be given the possibility to feed and water their animal(s).

Proper arrangements must be made with the airport of arrival and the receiver of the animal regarding the collection of the livestock as soon as possible after arrival.

The client (sender/shipper) must be informed when an animal is refused for shipment, transportation is suspended or a flight is cancelled. See national annex: FRA 403

4.4.5 Perishables (PER)

Perishable goods whose condition or suitability may deteriorate if exposed to undue changes in temperature or humidity or delay in carriage.

There are various stakeholders involved and stringent time and temperature restraints apply. Perishable cargo shall only be accepted for carriage when it is reasonably certain that it will reach its destination in good condition. As products may often only be transported under special conditions, timely disclosure of information at an early stage of planning is required. This is to allow the feasibility of the transport to be examined and proper and route arrangements to be made. Because different types of aircraft use different configurations and/or equipment, not every aircraft, operator or even air terminal is suitable for the transportation of perishable cargo. Proper arrangements must be made.



It is mandatory for shippers to provide instructions on the maximum acceptable duration of transportation and any special handling required. The temperature range and ventilation requirements of such cargo must be matched by the capabilities of the cargo compartment and/or ULD provided. Perishable cargo refrigerated with wet ice or containing fluid or moisture that could start leaking shall be treated as “wet cargo”.

Perishables must generically be transported in accordance with the regulations laid down in (inter)national legislation and the requirements of the countries of departure, transit and destination. The shipment must be compliant to the current IATA Perishable Cargo Regulations (PCR) and to customs regulations on import and export.

Foodstuffs shall not be loaded together with poisons, infectious substances or in close proximity of live animals and non-cremated human remains. Where necessary, the devices used in carriage shall be thoroughly cleaned and disinfected immediately after unloading.

An EATC checklist is recommended to be used for acceptance checks on shipments of perishables and food products (checklist perishables/food products). There is another checklist for medicines and/or blood products (checklist medicines and blood products).

4.4.5.1 Marking and labelling

Perishables are to be delivered just-in-time (JIT), together with the correctly completed documentation. All packages must be marked and labelled properly and in compliance with the regulations.

The shipper is responsible for marking the consignee's name and address legibly and durably, providing special handling instructions and attaching the required labels to the packages. The “perishable cargo” label and, where applicable, the “this side up” and “temperature control” labels must be attached to each package (ref Annex R, handling labels).

4.4.5.2 Certificate of health

Depending on custom regulations, a certificate of health may be required to transport fresh food. The supplier must provide this certificate, and the shipper is responsible for filling it in.

4.4.5.3 Written instructions

The shipper must provide written instructions on the maximum acceptable duration of transportation and any special/additional handling required.

Perishable air cargo shipments must be recorded on a NOTOC.

4.4.5.4 Arrangements

Proper arrangements concerning the options available for the (temporary) storage and collection of these shipments of perishables as soon as possible after arrival must be made with the airports of departure, transit and destination.

Prior to the acceptance of a shipment, a check must be conducted on whether all the necessary temporary storage and route arrangements have been made. This includes checking whether:

- the shipper has been advised on the latest time before flight departure at which the carrier will accept the cargo;
- all necessary onward (en-route) reservations have been made;



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

- special handling measures such as re-icing with dry-ice (CO²) can be conducted and arranged if agreed/required;
- the IATA "Perishable" label, "Time and temperature sensitive" label and "This side up" label are attached to each package if required. The permissible temperature range must be entered on the respective label (if applicable).

4.4.6 Armed forces postal services (field Mail)

Mail delivered by armed forces postal services or similar organizations (field mail) is classified as special cargo. It is generically transported with high priority. A mail shipment must comply with the requirements of the postal services involved, the customs authorities and the regulations of the operator.

4.4.6.1 Security

Mail must be handled in a secure environment in which it cannot be accessed by unauthorized personnel. Shipments are only to be accepted from recognized (military) organizations. They must be packed in safe and sealed postal packages (e.g. in parcels, bags, etc.) when delivered for air transportation.

4.4.6.2 Dangerous goods

Dangerous goods are prohibited in a mail shipment.

4.4.6.3 Documentation

Mail shipments must be delivered with proper documentation that is complete and correctly filled, in accordance with the number of packages.

4.4.6.4 Packaging, marking and labelling

Mail bags are the smallest packages accepted for air transportation. Damaged items are not to be accepted. All packages or overpacks must be correctly marked and labelled.

4.4.6.5 Information exchange

The client (sender/shipper) must be informed when mail is refused for shipment, transportation is suspended or a flight is cancelled,

An EATC checklist is recommended to be used for acceptance checks on mail shipments, (ref. EGOM Mail checklist – Annex E & K).

4.4.7 Small firearms

Firearms delivered for air transportation must be packed in closed and sealed weapon boxes. The security seal is considered the signed declaration from the specialist responsible that the packaging is in accordance with the appropriate regulations.

The shipper is responsible for providing correctly completed weapon lists that indicate the numbers, types and serial numbers of the weapons contained in each box. The lists are to be distributed as follows:

- 1 copy in the weapon box;
- 1 copy attached to the outside of the box;



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

- 1 copy for the shipper of the weapons;
- 1 copy for the recipient of the weapons.

4.4.7.1 Security

Sealed weapon boxes must be stored in a controlled secure environment in which they cannot be accessed by unauthorized personnel.

4.4.7.2 Dangerous goods

Special attention is required when weapons are equipped with night vision aids and packed together with them in a weapon box. These items of equipment often contain small amounts of dangerous goods (UN 2911). Such shipments must be compliant to the dangerous goods regulations.

An EATC checklist must be used for acceptance checks on weapons, irrespective of whether they are packed with night vision aids that contain small amounts of radioactive materials (EGOM Weapons and UN 2911 Checklist – Annex H).

4.4.8 Vehicles and other rolling stock

Air transportation of vehicles and other (rolling) stock, possibly with combustion engines, must be handled in accordance with the ICAO TI/IATA DGR. To make weight and balance calculations and prepare a load plan that takes the aircraft limits into account, (axle) weights and the centre of gravity must be determined by authorized personnel.

Depending on the type of vehicle being delivered for air transportation, EATC documents are recommended to be used to prepare these specific types of shipments:

- vehicle weighing lists (Weighing list car, weighing list trailer, weighing list truck 2axle, Weighing list truck 3axle);
- a vehicle inspection checklist, to verify whether the vehicle meets the generic requirements for air transport (ref. checklist vehicles).
- an international Load Summary Sheet (EGOM ILSS – Annex CC) requested from the customer, for checking whether the vehicle complies with aircraft limitations and for arranging for special loading/offloading equipment to be available if required.

An EATC acceptance check for shipments containing dangerous goods (DG) must be conducted when the vehicle is classified as a dangerous good (EGOM DG checklist – Annex B).

4.4.8.1 Loaded vehicles

If a vehicle is loaded with equipment or other materials, the load must be secured correctly/tied down to prevent it moving during flight. The vehicle must be locked if weapons and valuables are part of the load. A vehicle loading list must be prepared when items are loaded in a vehicle. All items carried on the vehicle must be recorded on that list.

4.4.8.2 Restrictions

Dangerous goods that are not part of the vehicle or standard vehicle equipment are not allowed in vehicles that are delivered for air transportation. They must be delivered separately with the correct documentation. Hidden dangerous goods that are part of the standard equipment of special purpose vehicles (such as explosives) must be reported.



Note: Special permission is required from the involved dedicated national authority / authorities when circumstances dictate that dangerous goods that are not part of a vehicle's standard equipment must be transported (pre)loaded on a vehicle.

4.4.8.3 Fuel tank levels

Diesel fuel tanks of vehicles are exempted from having to be drained if there is enough space for the liquid to expand. These tanks must not be filled to more than 75% of their maximum capacity. Operators might require more stringent rules to be followed.

The tanks of a vehicle with other fuel must not contain more than a quarter (25%) of their maximum capacity (according to the IATA DGR).

If operational circumstances dictate an exemption can be requested from the designated national authority (operator of the aircraft).

See national annex: BEL403

4.4.8.4 Drivers

When restrictions apply to (special) loading or offloading vehicles, dedicated drivers or other specialist must conduct these activities.

4.4.8.5 Vehicle keys

Keys should generically be left in the vehicles during flight. If a vehicle has to be locked due to the value of the load (or weapons), the keys must be safeguarded during flight by the crew or other dedicated personnel on board the aircraft.

4.4.9 Container (10/20/30 ft.)

Special guidelines apply for the transportation of (multimodal) shipping/freight containers. Only containers meeting the special requirements may be supplied for air transport (ref. IATA Airport Handling Manual – AHM). Not all operators accept containers for air transport and/or operator variations may apply (depending on type of aircraft concerned). Containers delivered for air transportation must be properly closed and sealed.

Only containers that have been tested and approved according to the rules of the Convention for Safe Containers (CSC) and supplied with a valid safety approval plate may be delivered for air transport.

4.4.9.1 Inspection

The containers must pass an inside and outside inspection to be used for air transport. An operator may demand a certificate on which the shipper declares that the container delivered for air transport has been inspected and loaded/packed according to the regulations (declaration CPC). Following inspection requirements must be met:

- The container must be free of holes, distortion and damage and no closing devices must be missing.
- The inside of the container must be dry, clean, odourless and free of packaging and residues.
- The sandwich construction of the container body may be disconnected over a maximum length of 150 mm and there must be no more than two damaged points within 1.5 meters of panel.



- Besides the restrictions on the sandwich construction and the base construction, no restraint-and handling resources may be missing, torn or otherwise damaged (eyes, corner fittings and connection holes). This also applies to the connections between the body and the base.
- Holes up to a length of 25 mm are allowed in the side panels of the container body. A hole is not allowed within 30.5 cm of another damaged point. A maximum of 2 damaged points are allowed within 1.5 meters of a side panel. No hole or distortion is allowed in the roof panel. No crack or permanent distortion is allowed in the frame construction. No nails, bolts or other fastenings may be missing or loose.
- Door panels may be deformed as long as the doors close safely and firmly. No hinges or (parts of) closures may be missing or damaged. Holes up to a length of 25 mm are allowed in door panels. A hole is not allowed within 30.5 cm of another damaged point. No more than two damaged points are allowed in a door panel.
- No corner fittings may be missing, torn, worn or otherwise damaged.

4.4.9.2 Loading limitations/restrictions

The maximum permissible weight of the container is not the binding factor governing the loading of cargo in a container. Depending on the circumstances (such as type of aircraft concerned), more or less weight can be loaded. Loading details, restrictions and/or limitations are generically supplied by the operator. The National Movement and Transportation Coordination Centres (NMTCC) must inform the customer.

Cargo earmarked to be transported in a 20ft container must be stowed correctly. The use of airbags is prohibited. Stowing must be supervised by trained and certified personnel. These personnel are required to sign a container packing certificate (CPC). Unless stated otherwise, the following restraint factors apply:

- forward : 3G
- sideward : 3G
- backward : 3G
- upward : 3G

Transportation of dangerous goods in containers is only allowed under certain conditions and when approved by the operator.

See national annex: FRA 404

4.4.9.3 Documents

All containers must be supplied weighed and accompanied with all regular documents. These documents are:

- a container Packing Certificate - CPC (Declaration CPC);
- a container load plan (optional) in twofold, one form on the outside of the container and one copy for the handler;
- the documentation according to (inter)national legislation if the shipment holds cold chain products (e.g., perishables, medication, blood, etc.), as these goods may only be transported under special conditions;
- documentation concerning handling requirements (optional);
- a packing list value statement;



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

- a non-dangerous goods declaration may be required by some operators (non-DG declaration);
- for accusable goods, the correct and properly completed (military) and other customs declarations.

4.4.9.4 Container acceptance check

A ground handling organization or its designated representative is authorized to open and check containers that are delivered for air transportation. A container can be picked randomly for an acceptance check on cargo and proper stowage. Civil and non-EATC senders must give prior permission. Without permission, the container can be refused and sent back.

After a container has been opened, a new container lock (e.g., security seal) must be supplied and a declaration of opening must to be attached to the shipping documents.

To prepare a load plan that takes the limiting factors of the aircraft conducting the mission into account, to validate a checked weight and to determine the centre of gravity (CG) an EATC's container weighing list is highly recommended to be used (weighing list - Container).

4.4.10 Other special cargo

4.4.10.1 Human remains

Non-cremated human remains (HUM) delivered for air transport must be packed in a hermetically sealed inner containment which may be constructed of a flexible material or may be a rigid of lead or zinc coffin inside a wooden coffin. This coffin may be protected from damage by an outer packing and should be covered by canvas or tarpaulin in such a way that the nature of its contents is not apparent.

When a shipment of human remains has departed from the point of origin, it is to be moved to its destination as expeditiously as possible. The airport of destination should always be respected, except in an emergency or adverse weather conditions. If any delay arises en-route or during off-loading, the air terminal personnel at the airport at which the delay arises or the PIC must immediately notify the agency involved at the station of destination and higher authorities.

The shipper is responsible for ensuring that the outer case is clearly marked with following details of the deceased:

- military registration or similar ID number;
- rank (or title);
- name;
- initials;
- full final destination address.

Human remains (HUM) are only to be accepted when proper arrangements have been made in advance with the dedicated national authorities involved and when they have been accepted by the operator of the aircraft, and:

- a human remains acceptance check list is used (if required by the operator);
- besides the required usual air transport documents, the shipment must be accompanied by a document/permit for transporting human remains issued by the respective competent authority according to the Berlin convention, the Strasbourg agreement (e.g. laissez-passer, see ref. YY) or a specific bilateral agreement. This document is issued by a local authority (in local



language and/or in one of the most commonly used international languages) and contains at least following information:

- first name, last name and age of the dead;
 - place, date and cause of death;
 - a burial permit for the destination nation.
- When HUM is loaded onto a pallet and/or directly onto an aircraft, action must be taken to ensure that:
 - the foot of the outer case is lower than the head;
 - the head is facing towards the nose of the aircraft;
 - nothing is loaded on top of the outer case unless more than one outer case containing human remains is being shipped.
- flower crowns or bouquets may accompany a transport of mortal remains;
- an escort may always accompany the coffin (authorization and special arrangements required);
- human remains are not accepted when they are consolidated with any cargo other than other human remains;
- non-cremated human remains must not be loaded on board an aircraft in close proximity to food earmarked for human or animal consumption or edible materials;
- The PIC must be informed by means of a NOTOC;
- ethical, cultural or ceremonial reasons that demand segregation or special handling of human remains must be respected;
- human remains should be handled in the air terminal area as discretely as possible;
- due care and respect must be taken and paid during handling and storage.

Note 1: The requirements concerning the coffin (packaging) of human remains may differ between nations and various (inter)national regulations may apply.,

Note 2: Detailed shipping arrangements are required to be made in advance with the national authorities that are involved in cross-border shipments of human remains.

Note 3: Dedicated national authorities may grant an exemption when operational circumstances dictate and requirements cannot be met.

Note 4: Special handling instructions including POC details are to be found in the ATR/ATMO or similar document (for national flights).

See national annexes: BEL 401, BEL 402, DEU 401, FRA 405, NED 401, SPA 401

4.4.10.2 Human remains: Cremated

Cremated remains must be shipped in funeral urns which are efficiently cushioned by suitable packaging to prevent any damage.

- Urns or other suitable packaging holding cremated human remains (e.g. containers) can be accepted and loaded on board of an aircraft as generic cargo subject to no special restrictions;
- Urns or other container must be packed in a neutral outer package protecting them from breakage and spillage.

4.4.10.3 Valuable cargo

Valuables consignments offered for air transport may consist of highly classified documents or materials, money, lifesaving medicines, works of art, etc. Such consignments must be handled with special care, discretion and required security precautions. (Local) circumstances or other



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

considerations that require additional safety and security measures to be taken for handling such consignments in- and around the air terminal area should be taken into account.

- Valuable cargo must only be accepted when specific procedures are applied, when the security measures taken are deemed sufficient and when the operator accepts this commodity for air transport.
- Special rules and regulations concerning registration, carriage, export and import apply to the transport of medicines that are registered as opium act articles and must be obeyed. The shipper is required to prepare and submit all the required documentation.
- Arrangements for handling valuables in a certain timeframe, taking any special demands into account (e.g., security personnel, vehicles, customs, etc.) must be made in advance if this is demanded by any of the stakeholders.
- Valuable cargo should not be consolidated with other cargo to allow rapid handling/transfer of the shipment elsewhere.
- A valuable consignment must be packed and secured in such a way that it cannot be tampered with and/or removed.
- Valuable cargo must not be left unattended unless it is stored in a secure storage facility that allows only controlled access by authorized personnel.
- The Pilot-in-Command (PIC) must be informed by means of a NOTOC.

Information exchange: Any arrangement concerning handling and shipment of valuable cargo must not be communicated to anyone but other stakeholders known to be involved with the shipment (need to know principle). Proper arrangements for these shipments must be made with the airport of departure and destination related to available options for the (temporary) storage and collection of these goods as soon as possible after arrival.

4.4.10.4 *Outsized and heavy cargo*

Only special aircraft are often able to meet the transport requirements for shipments that can be categorized as outsized or (very) heavy. Depending on the type of aircraft concerned, its limitations, weight and balance tolerances, etc., preparations for these shipments can often only be made in close consultation with the operator of the aircraft. Outsized and heavy cargo shall only be accepted when a transport agreement has been concluded with the operator.

- The operator must provide detailed information on special loading requirements / restrictions (load plan, dunnage, shoring, etc.).
- The specific procedures for the acceptance, handling and loading of outsized and heavy cargo provided by the operator must be applied.

4.4.10.5 *Fragile cargo*

Fragile cargo is often very delicate and can easily be damaged. The shipper is responsible for packaging it properly so that it is able to withstand normal handling activities. Sufficient cushioning materials, combined with a strong outer package/container and adequate handling labels indicating the risks should be used.

- Fragile cargo is only to be accepted when undamaged upon arrival.
- Shipments are only to be handled when accepted for air transport by the operator of the aircraft.
- A shipment must not be accepted if the instructions given with the cargo cannot be complied with (e.g., unreasonable and/or impractical demands or conditions).



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

- All special instructions and handling labels must be clearly visible and attached in a clear manner to the packaging.

4.4.10.6 *Pressurized cargo*

During air transportation, all persons and cargo are subject to pressure changes. Some goods and also canisters used for air transportation can be damaged by these pressure changes. When this type of cargo is delivered for air transportation, the maximum permissible pressure difference must be noted and affixed to the (special) packaging.

Operator requirements concerning the packaging may differ for the various types of aircraft in use. Timely disclosure of the relevant transport information and other data on special shipment requirements is mandatory for a mission to be properly planned and executed.

A shipment-specific acceptance check based on the properties of the cargo delivered is to be conducted prior to release to an aircraft (if declared ready for carriage).

4.4.10.7 *Wet cargo*

Wet cargo is a shipment containing liquids or shipments which by their nature may produce liquids (such as live animals) that are not subject to the dangerous goods regulations. The following shipments are classified as wet cargo:

- shipments of liquids in watertight containers;
- shipments of wet materials not packed in watertight containers (e.g., fish packed in wet ice, fresh meat and wet hides);
- shipments of goods which may produce liquids.

When these commodities are to be transported, approved waterproofing, absorbent and/or insulating material must be used on the aircraft pallet or on the aircraft container floor as required by the type of cargo and/or operator concerned. Containers must be stored in an upright position to prevent spilling.

Watertight containers shall meet the specifications of the ICAO TI. Other containers must be of high-quality waterproof material. Containers with cargo that may produce liquids shall be leak proof or contain sufficient absorbent material. Packaging shall allow the aircraft to handle the maximum angles of roll and bank it may encounter during flight without any liquid contents being released.

Supervisors must be informed of any spillage or leakage so that the appropriate follow-on measures can be taken.

4.4.10.8 *Dry-ice*

Dry-ice is often used as a cooling product when refrigerated or frozen commodities must be transported. Dry-ice is frozen carbon dioxide (CO₂) that turns into a gaseous state almost immediately when heated up. Precautions must be taken when handling dry-ice because the concentrated gas expels oxygen from air and because of the extreme cold of the product.

Working with frozen dry-ice may cause injuries. The use of protective clothing and equipment is mandatory. Bulk compartments holding shipments where dry-ice is used as a cooling product may hold a high gas concentration that can endanger health and safety. It is mandatory to wait 15 minutes after a compartment has been opened before unloading is started. This allows the high concentration of gas to escape.



The amount of dry-ice required as a cooling product must be calculated and depends on flying time, ambient temperature, transfer, etc. The maximum permissible quantity on board an aircraft is often restricted (depending on the type of aircraft concerned). Based on the properties of dry-ice, segregation regulations concerning sensitive goods (such as live animals) must be obeyed.

It is mandatory to use an EATC dry-ice acceptance checklist (checklist Dry ice) when dry-ice is delivered at an air terminal as cargo shipment (not used as a cooling product).

4.4.10.9 Jerry cans

Only serviceable jerry cans that meet the requirements on UN specified standards when filled with fuel (e.g. flammable liquid as petrol) and comply with the IATA DGR are allowed to be transported.

Jerry cans shall be transported in such a way that they are secured to prevent movement and leakage during flight.

4.4.10.10 Wheel chairs/mobility aid devices with spillable batteries

Wheelchairs or other battery powered mobility aids are to be handled with care and special attention is required in order to ship them in compliance with the current edition of the IATA DGR. When these assets are required to cross the apron moving passengers to the aircraft, delivery at aircraft (DAA) procedures may be applied where the mobility aid is prepared last minute to be loaded and stored on board of the aircraft. The rules on packing, handling and labelling are as set out in the current edition of the IATA DGR and must be obeyed.

When applicable, a NOTOC must be issued and the relevant procedures must be executed. EGOM 3.3.6.2

4.4.10.11 Lithium metal batteries

Shipments of lithium metal batteries are allowed on cargo aircraft only (CAO) flights when compliant to the current IATA/ICAO TI and no exemption has been granted by the national competent authorities involved. In the event of cross loading and/or operator changes, exemptions may have to be granted by more national competent authorities.

4.4.10.12 Company materials (COMAT)/ Company mail (COMAIL)

All company materials and/or company mail belonging to the operator/operating airline may be accepted for air transport, but must be subject to the same acceptance processes as detailed for other cargo commodities.

4.5 Cargo storage

Cargo shipments and the required transport documentation that have been accepted as meeting the acceptance check criteria for air transport are considered to be in an airworthy condition (ready for carriage). Once air cargo has been accepted, these shipments must be separated from other cargo. Air cargo is therefore to be transferred by appropriate means to a secure air-side area in the air terminal area. Transfer is based on local procedures.

It is important that air cargo shipments are kept in an airworthy condition while stored in the air terminal area. Air terminal personnel are responsible for ensuring the physical protection and security of air cargo, mail and baggage that has been accepted for transportation. They must therefore ensure that all the necessary protection is afforded to cargo, mail and baggage to prevent damage to the content



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

of shipments by adverse weather conditions, loss through misappropriation and/or unauthorized access.

4.5.1 Storage requirements

If consignments in the air terminal area require special storage or segregation from other commodities/shipments, these rules and regulations must be adhered to:

- Dangerous goods must be stored according to the IATA regulations (DGR), special military regulations (when applicable) and local rules and regulations.
- Live animals must be placed in a quiet, well-ventilated designated area protected from the weather conditions. The time on the ramp must be minimized to protect the animals from wind, rain, noise and extreme temperatures.
- Temperature-sensitive shipments (cold chain products) must be stored at the correct temperature and logbooks must be filled if required.
- Human remains in coffins must not be stored next to food products or live animals.
- Flowers must be segregated from fruit and vegetables.
- Valuable/vulnerable cargo must be stored at a controlled and secure location in accordance with local regulations and operator requirements.
- Priority, courier and classified cargo shall be stored at an easily accessible secure location.
- Special attention must be paid to cool containers and other perishable shipments subject to decay. Special regulations and safety requirements apply when dry-ice (carbon dioxide) is used as a cooling product.

4.5.2 Location recording

The location of air cargo retained in the storage area must be recorded to allow different incoming and outgoing shipments stored to be identified and to retain the integrity of each shipment. All the required information and location data must be correctly communicated to allow air cargo to be easily retrieved and subsequently prepared.

4.6 Air cargo preparation

4.6.1 Unit Load Devices (ULD)

ULDs are important assets used in air transport to ensure that consolidated cargo and baggage can be moved timely, safely, quickly and most cost effectively. They allow large quantities of cargo to be bundled into single shipping units to be loaded on narrow- or wide body aircraft are essential to the mission and therefore integrated in the process of optimizing airlift capabilities. Effective and efficient use of airworthy ULDs enhances flight safety, leads to fewer assets loaded, saves ground time and effort and supports prevention of flight delays. Situational awareness is essential in managing scarce and expensive ULDs and related equipment. The location, usage and status of serviceability of the assets are important elements for ensuring assignment, stock management, pre-positioning and/or relocation based on operational requirements.

4.6.1.1 ULD identification

Different terminology is used in (military) aviation to describe and identify ULDs. Adopting a harmonized and commonly known identification system enhances the management and tracing of these scarce/expensive assets on behalf of their owners. By implementing a unique asset code and

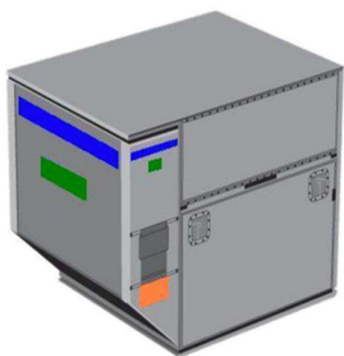
affixing it to every ULD allows the type concerned, its registration number and the owning nation or carrier to be identified. This can be done by using labels (e.g., text, barcode), electronically (RFID) or preferably by a combination of systems.

4.6.1.2 ULD type

Several (certified and non-certified) types of ULDs are identifiable by a common civil code (IATA) or specific military identifier. A set of default codes is provided to identify the type of ULD concerned.

4.6.1.3 ULD code

The serial number of a ULD is assigned by the operator/owner. Generically, it shows the production year of the asset (first 2 digits) and last numeric part (3 digits) of the serial number assigned by the manufacturer of the asset.



- ULD Identification code (IATA)
- Manufactured data
- Optional markings
 - Bar code
 - Owner specific marking
 - Warnings, tags, etc.
- ULD damage limit notice

Figure 7 Example ULD container markings

4.6.1.4 ULD owner

The owner of a specific ULD can be identified by the last three digits of the unique asset code. The following codes are used in the EATC environment:

- BAF for Belgium (Air Force)
- FAF for France (Air Force)
- GAF for Germany (Air Force)
- IAF for Italy (Air Force)
- SAF for Spain (Air Force)
- NAF for Netherlands (Air Force)

4.6.1.5 ULD placards

A ULD can be identified by the unique asset serial number placard that is required to be affixed to the ULD.

- 1/3 position: type of ULD;
- 4/5 position: year of production;
- 6/7/8 position: last 3 digits serial number;
- 9/11 position: owner (GAF for German Air Force).



Figure 8 Example ULD placard

ULD markings;

The placards identifying a ULD are attached to the asset in combination with other labels and markings. The pallet markings must be permanently and legibly marked onto the pallet edge rails in the immediate vicinity of at least one of the four IATA marking locations as defined in the ULDR.

4.6.2 Preparation of flight

All air terminal personnel involved in air cargo preparation and build-up for a flight must note that a cargo load should be excluded from transportation when:

- it is not properly packed and/or may cause damage to the aircraft and/or another load;
- the weight of the load has not been properly determined;
- it may contaminate the compartment and/or another load (wet freight, dirty pallets, dirty tarpaulin, etc.);
- it is not packed according to the applicable packing requirements (e.g., for dangerous goods, human remains, live animals, etc.);
- special handling instructions cannot be observed;
- necessary loading accessories and gear are not supplied or are not available;
- cargo documentation is not complete or correct.

4.6.3 ULD selection

Airworthiness regulations dictate that ULD and related materials (e.g., nets) must meet the requirements as specified in applicable Technical Standard Orders (TSO), European Standard

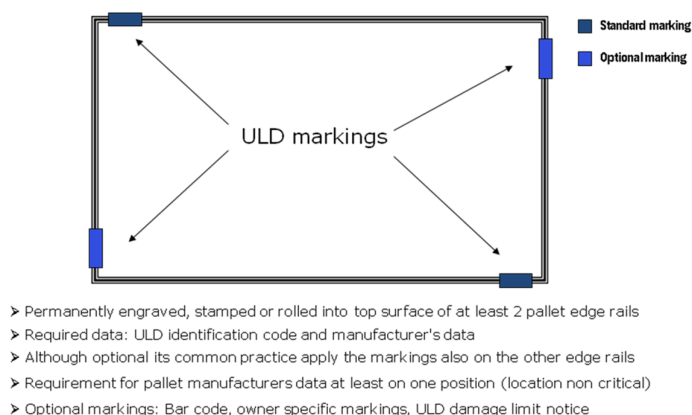


Figure 9 Example ULD pallet marking

Technical Orders (ETSO) and/or criteria as written in military specifications. Generically, the IATA

ULD regulations (ULDR) are used as a reference document. ULDs and nets must be in a fit and proper (serviceable) condition, free of (serious) damage. This also applies to lashing equipment such as straps, chains and fittings. Only materials that are in an airworthy (serviceable) condition and comply with the requirements dictated by a specific type of aircraft and/or operator are allowed to be used.

When passengers and cargo are transported on the same aircraft, some operators may require the use of fire-retaining ULDs or special covering materials to comply with (national) cabin safety regulations. This must be taken into account in the selection of ULDs and related materials for



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

preparing air cargo for shipment on certain aircraft. If materials required for preparing air cargo are not available at a location, EATC can mediate with the operator in pre-positioning them.

4.6.3.1 ULD check prior to use

ULDs and related materials are only considered to be in an airworthy condition when they pass an inspection. Any selected ULD must therefore be assessed prior to use in order to determine whether it is in an airworthy/serviceable condition and meets the requirements of the aircraft. All the straps, chains, nets and other materials used must be serviceable. Users are only allowed to conduct repairs with approved materials and/or fittings.

A checklist or the operation damage limit notice (ODLN) placards affixed on these assets, as used in civil aviation, are recommended to be used to determine whether the ULD is in an airworthy condition (fit to fly only when empty or when loaded with cargo). Manuals of the respective ULDs or nets contain the damage limits as described by respective manufacturing companies.

4.6.4 Restraining

Several tools are available for tying down and restraining air cargo. The maximum restraint capacity, safe working load (SWL) and ultimate load (UL) as indicated must be taken into account and not be exceeded. The applicable restraint factors and materials allowed to be used depend on the operator and/or type of aircraft concerned (ref. restraining table). The tools and values listed in that table are binding. The preparation of multi-leg missions involving a change of operator and/or type of aircraft requires the allowed means and listed highest values to be taken into account in order to avoid shipments having to be rearranged during transport.

4.6.4.1 International Load Summary Sheet (ILSS)

This document must be used by customers to provide sufficient information on specific items that require an assessment as to whether an item is within all the dimensional and floor loading limits of the aircraft in which it is to be loaded. It is highly important that all the dimensions and weights are recorded as accurately as possible.

The attached EATC ILSS template (Annex CC) has been built with the contribution of EATC PN experts, taking inspiration from the already existing EAG ILSS; it is the EATC approved document to be used when an item is presented for a CLC procedure.

The ILSS lists all the information needed to immediately assess an initial loading feasibility, thus it should be accurately filled in its entirety even though almost none of the lines is mandatory. The only point to be considered as mandatory is the line n. 10 (TIE DOWN POINT) and the shipper has to be aware of the importance of this line. In fact, tie-down points have to be capable in force and in direction to restraint the item with the minimum requirements and the appropriate certification has to be guaranteed through one of the following elements, which has to be attached to the ILSS:

- A manufacturer's certificate;
- An engineering demonstration (e.g.: through finite element analysis);
- A real-life tensioning (e.g.: tension and deformation test to determine the ultimate tie-down point capability);
- A careful engineering approximation (by a recognised engineering authority).

If necessary, the Provider can request a document with English translation, which has to be provided by the Sender, to be lately inserted in the EATC CLC DB.

EATC developed an excel-based tool to facilitate operators with the production phase and it has been distributed to EATC PN. The tool is always available on the EATC Cloud for downloading.



When the cargo load clearance process successfully ends, specific instructions (tie-down notes - TDN) for preparing, loading and unloading the item have to be issued, together with the related indications for restraining the item on board (tie-down scheme – TDS). EATC developed a specific TDN/TDS template, which has been defined with the contribution of EATC PN experts; it is the EATC approved document produced after an item has been cleared and passing successfully through a CLC procedure.

A TDN/TDS is issued for items that need to have specific loading and unloading instructions and it refers to a specific aircraft. It contains detailed instructions and indications for articles that could prove more difficult to load and/or be transported or is special in any other way.

TDN/TDS contains all the information needed to load and secure a specific item in a specific aircraft, including a tie-down diagram in a plan view and side view. TDN/TDS does not necessarily specify the exact location of the item in the aircraft, but should provide extreme FWD and AFT load indications.

4.6.4.2 Lashing and binder materials

Straps are often used to prepare shipments for road, water and air transport. Chains and nets are also used for air transport. Only specific straps are allowed to be used for air transport. Lashing and binder materials used for the tie-down of air cargo (straps, chains, nets, etc.) are required to be certified and be in an airworthy condition. These items must therefore pass a visual inspection prior to their use. They may only be used when considered to be in a serviceable airworthy condition and when allowed by the operator.

All materials (straps, chains, etc.) that are provided with an expiry date (maximum shelf time or date of use), recertifying or calibration dates, must not be used after the indicated dates.

4.6.5 Shoring

Shoring used in air transport serves many purposes. It protects the aircraft cargo floor, loading system and pallet surfaces. It decreases the approach angle of aircraft cargo ramps, protects aircraft parking ramps and increases the size of cargo contact areas.

4.6.5.1 Load spreading

Load spreading is a physical process by which a concentrated weight is distributed over a larger area. Shoring increases the size of the contact area and thus decreases the pressure on the floor. This may allow an otherwise prohibited item of cargo to be carried. The amount dimensions and thickness of the shoring required for specific loads must be calculated.

4.6.5.2 Types of shoring

There are five categories of shoring, each having its own specifications, requirements and applications.

4.6.5.2.1 Rolling shoring

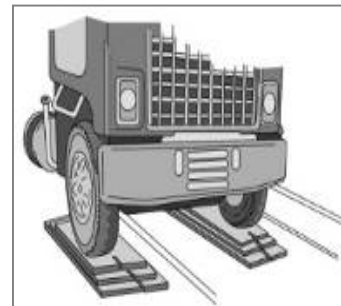
This type of shoring is used to protect the aircraft parking ramp, the loading ramps and cargo floor of an aircraft from damage when a vehicle is transported across it.

Not all vehicles shipped by air exceed weight limits and therefore do not require rolling shoring. Vehicles with studs, gripping devices, treads and massive wheels generically have concentrated contact with the aircraft floor, which can easily damage it, so they require rolling shoring. Vehicles that have concentrated contact require rolling shoring thick enough to prevent damage to the cargo floor.



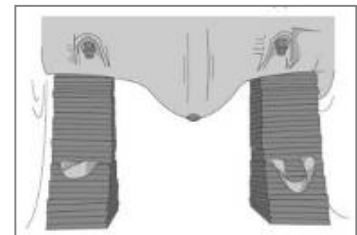
4.6.5.2.2 Parking shoring

Parking shoring is used to protect the aircraft floor from damage during flight. Any vehicle requiring rolling shoring also requires parking shoring. Each aircraft has specific floor weight limits that apply to wheeled and non-wheeled items of cargo. If a vehicle exceeds these weight limits, parking shoring must be provided before the item can be transported by air. All trailers with a tongue that could rest on the aircraft floor must be shipped with parking shoring, irrespective of whether connected to or disconnected from its prime mover. Parking shoring must also be used on 463L pallets when loaded items have sharp edges or small contact points (such as wheels) that could damage the aluminium surface of the pallet.



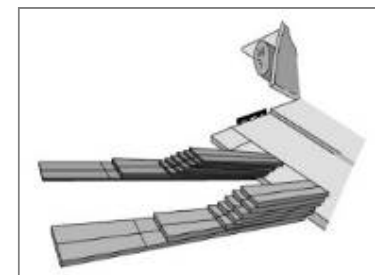
4.6.5.2.3 Sleeper shoring

This type of shoring is used under the frame or axles of very heavy vehicles that have low-pressure pneumatic balloon-type tires. The sleeper shoring prevents the vehicle from bouncing up and down and possibly pulling the tie down rings out of the aircraft floor. The base of the sleeper shoring (area contacting the aircraft floor) must be large enough to support the entire weight of the vehicle without exceeding the maximum limits of the aircraft floor.



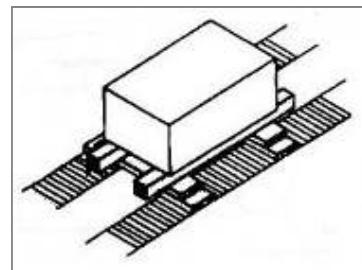
4.6.5.2.4 Approach/step-up shoring

Approach or step-up shoring, is used to decrease the approach angle of aircraft loading ramps. This is to prevent cargo from striking the aircraft or ground during loading and offloading operations. Extremely tall and long items may also make contact with the top of the aircraft cargo compartment when a reduced approach angle is not provided by the approach shoring.



4.6.5.2.5 Bridge shoring

Bridge shoring is used to take advantage of the greater strength of the vehicle tread ways of the aircraft cargo floor. It allows heavy cargo to be positioned between the tread ways without overloading the centre floor area. The shoring is placed either lengthwise (nose to tail) or laterally on the tread ways, whereby its position on the tread ways depends on the load to be supported and the strength of the aircraft floor. Planks or beams are positioned on top of these shoring planks and form a bridge that is strong enough to support the load.



4.6.5.3 Shoring considerations

The availability of sufficient and the correct means of shoring on the airfield of departure and destination are an important planning factor that needs to be taken into account. A mismatch to the requirements may prevent successful loading/unloading of the aircraft. The consigner is responsible for providing proper shoring for preparing the aircraft load (unless agreed otherwise).

4.6.6 Building ULD and preparing loose cargo

To prevent (loose) cargo from sliding during flight, it is not only necessary to secure ULDs tightly into the aircraft's loading system. The load must also be secured. The aim is that the shipment remains in place during every phase of the flight. It is necessary to prevent walls, the ceiling, the floor and the cargo itself from being damaged during flight. As it may be necessary to leave an aircraft in an emergency, exits should not be cut off by a sliding load. All aspects of a flight must be able to be carried out under safe conditions.

During the various phases of the flight (start, ascent, trip, descent, landing), all kinds of forces act on the aircraft and its load. The natural consequence of these forces is movement. If a shipment has been tied off insufficiently, a ULD or load might start shifting. This can lead to the loss of an aircraft. The effect of these forces on the load in all directions must be taken into account when cargo is prepared for air transport.

Air terminal personnel must be fully aware of the need to treat ULDs with care during storage, cargo build-up, breakdown, movements (transport), loading and unloading, as continuous airworthiness is vital for flight safety.

4.6.6.1 Aircraft container

Cargo that has to be containerized may only be prepared using containers that meet the aircraft requirements. In general, there is no need to tie down loads in an aircraft container used for baggage and cargo when the ULD is filled to a degree of 80% or more. If there is still space left in the ULD (it is 70% full or less), additional measures are required to keep the goods securely in place.

Although it is normally not necessary to secure goods in an aircraft container (depending on the degree to which it is filled), there are exceptions. Heavy materials (HEA) must be secured using the provisions in the ULD to prevent damage to the container or the aircraft. A seat track system or rings that can be used to fit straps for securing the load inside the container are positioned at a number of reinforced positions in the ULD.



4.6.6.2 Aircraft / airdrop pallet

Cargo that has to be palletized may only be prepared using pallets that meet the aircraft requirements. If standard 463L pallets cannot be used, contour restrictions apply or additional national requirements are to be adhered to. These must be communicated in advance. Use of pallet/net combinations is allowed when this is covered by the respective technical and/or aircraft manual.

Nations are responsible for ensuring their safety standards are met and are required to carry the necessary pallets and restraint materials on board their respective aircraft if these cannot be provided by the air terminal. At the request of the operator of the aircraft, an air terminal will use the nationally provided pallets and restraint equipment if these are provided at least 24 hours in advance. This will allow ground times to be kept to a minimum.

4.6.6.3 Bulk cargo (loose)

Cargo that cannot be packed on an aircraft pallet or containerized due to the type of aircraft concerned, space on board or the fact that only bulk holds are available must be delivered to the aircraft as loose cargo. The packages, baggage or other equipment are loaded onto the aircraft one-by-one as bulk cargo. It is essential that cargo delivered to an aircraft as bulk is weighed exactly. Often it is important to divide the bulk cargo into several loads as the weight and balance restrictions might require the use of more than one compartment in the aircraft. The weight of the bulk cargo in each compartment must be known. Use of a bulk cargo preparation sheet is highly recommended for preparing cargo that is to be bulk-loaded onto an aircraft and providing the required information for air cargo manifesting, weight and balance calculations, load planning, etc. (Ref. bulk preparation sheet).

4.6.6.4 Cargo weight

Differences between the planned and actual cargo weight can endanger the aircraft and/or affect its performance in a negative way. Therefore, the use of planned or customer-provided weights for any air cargo shipment is strictly prohibited. The dedicated ground handling (or similar) organization responsible for preparing the air cargo and its documentation shall use only confirmed (checked) actual weights.

All baggage and cargo delivered for air transportation must be weighed, properly marked and recorded by air terminal personnel. This applies also to shipments packed in air cargo containers and/or pallets (ULD) prior to their release to an aircraft. The actual weight of these consolidated cargo shipments must be marked on applicable air terminal documents used for the load plan, ULD tagging, manifest preparation and information to the aircrew.

Cargo, baggage and/or ULDs that have not been weighed by air terminal personnel shall not be delivered to an aircraft.

The weight indication used when cargo is delivered to an aircraft is dependent on the requirement of the operator for that asset and can either be declared in kilograms (kg) or pounds (lb).

4.6.6.4.1 Cargo scales

Due to the importance of correct weight indications for flight safety, the accuracy of cargo scales, weighing bridges or other weighing equipment used for determining the weight of cargo loads must be checked on a regular basis by a competent organization and be marked accordingly. Weighing scales found out of tolerance shall not be used until they have been repaired and calibrated or they must be replaced.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

4.6.6.5 Documentation and instructions

All documentation and instructions regarding the preparation and build-up of air cargo for a specific flight must be received in advance to allow proper planning according to the requirements and characteristics of the aircraft.

Every item loaded onto or into a ULD must be recorded on a preparation sheet and/or scanned for automated loading (barcode or RFID) that contains all the relevant data for the air cargo build-up, ULD preparation for shipment and aircraft loading. The information is to be communicated to all the stakeholders (preferably in writing or by automated means). This is to allow the load plan to be drawn up and finalized, the air cargo manifest (including special instructions) and, NOTOC to be prepared and ULD control and quality control measures to be executed.

Action must be taken to ensure that all documentation and special instructions necessary for load control and NOTOC purposes are properly recorded and passed on.

4.6.6.6 Building ULDs

Account must be taken in the building of ULDs of the characteristics and structural limits of the asset in conjunction with contour requirements that apply to the planned position on board the designated aircraft. Account must also be taken of the limitations of the ULDs and related equipment used such as:

- area load;
- point load;
- running load;
- maximum gross weight;
- contour;
- restraint requirements (for specific aircraft/operators, heavy items, etc.);
- netting (shelf/life time, restrictions, limitations, etc.);
- centre of gravity (CG) of the loaded ULDs.

Use of a ULD preparation sheet is highly recommended for preparing cargo that is loaded onto/into a ULD and providing the required information for air cargo manifesting, weight and balance calculations, load plans, ULD management, etc. (ref. ULD preparation sheet).

Action must furthermore be taken to ensure that the limiting factors of the aircraft (e.g. compartment cross section, door height, maximum capacity, floor and restraint limitations, etc.) and those of the ULD's used are taken into account in the ULD build-up process and that this is controlled.

Personnel involved in building activities are required to be aware of specific instructions and limitations regarding the manner in which ULDs are built up and recognize when it is necessary to seek guidance from a qualified supervisor in order to load a shipment safely.

Generic guidelines provided for the build-up of ULDs do not replace requirements in the weight and balance manual of the aircraft and/or ULD manufacturer concerned. The operator of the aircraft must provide clear guidance to the air terminal involved in advance if special/additional requirements must be complied with, such as:

- any special procedure required by the operator to be applied;
- a point of contact for technical advice on the build-up of ULDs;
- location support of operator specialist(s) in air cargo preparation.



4.6.6.6.1 Generic Guidelines

The generic guidelines that must be checked and complied with during the build-up process:

- Packing:
 - Action must be taken to ensure that (box) pallets or other outer packages are in a good condition (not damaged) and that maximum permissible loads for these assets are taken into account.
 - Packages must have correct labels and markings affixed.
 - Hazard and handling labels must be taken into account.
 - Heavy items must be positioned lowest in any stack of cargo and are not to be in an overhang position (unless planned).
 - Loads must be built in a stable way (lighter items must be piled on heavier items in a stack).
 - Open spaces must be filled with smaller packages – loads should be homogenous to avoid any movement.
 - Dangerous goods shipments that leak or are damaged must not be loaded and damaged or leaking shipments known to or suspected of containing dangerous goods must not be touched until the hazard is known.
- Spreading and shoring:
 - Dense cargo must be spread over a wider area.
 - The weight of the cargo must be distributed evenly over the base surface area.
 - Sufficient shoring must be used (to reduce footprint of concentrated loads or distribute weight over a wider area);
 - Additional shoring must be added to allow unloading and loading at other locations.
- Waterproofing: Any approved waterproofing, absorbent and/or insulating material must be laid on the aircraft pallet or on the aircraft container floor as required by the type of cargo or operator concerned.
- Tie-down:
 - The cargo must be sufficiently supported and secured by straps, chains, nets, etc. in order to prevent shifting, rolling, toppling, crushing or breakage.
 - Additional measures must be taken to secure dangerous goods and small packages that are not properly secured by the cargo net.
 - Tie-down materials must not be over-tensioned to prevent cargo from being damaged and/or a ULD being twisted.
 - Tension of nets and straps must be evenly applied around the edges of a ULD.
- Centre of gravity (CG): The centre of gravity must be indicated on the consolidated shipment (ULD) or loose items such as vehicles if its position is unusual.
- Unit load devices (ULD):
 - The pallets must be not exceeding the maximum permissible dimensions (aircraft contour), the maximum permissible weight for pallets or their positions on board the aircraft (floor load capacity).
 - All doors, covers, etc. of used aircraft containers must be closed and latched properly at all the points.



- The pallets/shipments must be sufficiently protected against weather conditions (e.g., plastic film) and/or protected by fire retardant material if required. The cargo net must be attached on the outside of such covering material.
- Dangerous goods labels must be affixed to the outside of a ULD and visible.
- Correctly completed ULD tags also indicating the checked overall weight of the ULDs and accessories used must be attached to the ULDs (e.g., general cargo, dangerous goods, unserviceable, empty tag) and clearly visible.
- Incompatible commodities must be kept separate at all times.
- The maximum quantity limitation of the shipped commodities must be maintained as applicable.
- Any items labelled "Cargo Aircraft Only (CAO)" may only be loaded for freighter aircraft flights or on approved military combo-carriers.
- Adequate ventilation and air circulation must be provided for live animals and perishables.
- ULD accessories:
 - Straps, chains, nets, etc. used for tie-down purposes must not be damaged and must be properly secured.
 - The maximum permissible shelf time or expiry date of cargo nets must not be exceeded.

4.6.6.7 Segregation

Although civil rules and regulations on segregation are used whenever possible, specific military rules may apply. These often differ between participating nations. Even an operator may use variations to these rules. The applicable civil and/or military regulations on segregation must be obeyed.

- Flowers must be kept separate from fruit and vegetables.
- Live animals must not be loaded in a closed ULD or so as to be in direct contact with the base of a pallet. Cages must always be tied down to prevent them shifting and must not be placed below other loads. Animals are not to be loaded in close proximity with loads that may have a negative effect on their health (dry-ice and radioactive materials) or close to other to animals if they are natural enemies. Male and female animals should be kept separate. Sufficient ventilation and air circulation are required (other cargo must be kept at least 20 cm away from container sides to maximize ventilation).
- Coffins must always be secured and must not be positioned next to food or in proximity with live animals.
- Dangerous goods must be segregated in accordance with the current ICAO/IATA regulations or other (national) military regulations as applicable.
- Class 1 dangerous goods (explosives) must be segregated when they are only allowed to be transported based on military regulations of participating nations. See the compatibility chart, class 1 table DD, for military separation requirements for prohibited items of ammunition. When applicable a minimum distance of 1 pallet position (a minimum of 2 meters) must be kept.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

4.6.6.8 ULD tagging

A tag must be attached to the outside of the ULD to identify loaded aircraft containers and/or pallets (ULDs). Two tags must be attached when an aircraft pallet with a net is used, one on the short side of the net and one on the long side. The tags must be clearly visible and provide information on the consignment that includes the confirmed total weight of the shipment (cargo, ULD, restraint material, etc.). The tag is intended to help to prevent ground personnel from loading cargo in the wrong position on an aircraft's main deck and/or in its belly compartments. The ULD tag is particularly important on pallet/net and pallet/lashing combinations, as the identification number of the pallet is difficult to see. The ground handling organization preparing a consolidated air cargo shipment in/on a ULD is responsible for preparing and attaching these documents. The tag is used to identify loads, serves weight and balance purposes and provides information on the status of ULDs (e.g., serviceable, empty and damaged). The tag must provide all the required information.

The weight must be indicated in either kilograms (kg) or pounds (lb). The indication used depends on the requirements of the carrier/operator conducting the mission.

Special tags are to be used based on the type of cargo concerned:

- general cargo or baggage (ULD general cargo tag)
- dangerous goods (ULD dangerous cargo tag)
- empty ULD (ULD empty tag)
- unserviceable/damaged ULD (ULD unserviceable tag)

ULD tags that have been lost have become illegible or detached after acceptance must be replaced. In the case of dangerous goods, the replacement labelling and tagging must be completed in accordance with the information provided on the Shippers Declaration for dangerous goods.

4.6.6.9 Shipments of handling equipment

Handling equipment (e.g. pallets, containers, nets or other materials) that must be prepositioned or recovered after being left at a location abroad is considered air cargo and must be prepared/consolidated according to the applicable regulations.

A complete air cargo pallet consists of a pallet and a net, and the net is an integral part of the aircraft restraint system. Pallets and nets are approved by (military) airworthiness authorities as one unit, and so only nets approved with specified pallets may be used together. If no special arrangements have been made in advance, pallets are only to be shipped with the appropriate nets.

For pre- or repositioning purposes, pallets must be stacked whenever possible, and the top pallet holds the nets belonging to the stack.

Not only the aircraft restrictions and limitations must be taken into account in the carriage of stacks of pallets. Besides the height of a stack (number of pallets), the load restrictions of the bottom pallet are a limiting factor that must be observed.

4.6.6.10 Reporting

Reporting on ULDs is time-critical as these reports help directly in optimizing the mission planning cycle and increase efficiency in ULD maintenance in a multinational environment. This results in a more optimized cost-balance ratio in the use, cross loading and maintenance of these scarce and



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

costly assets and in the maintenance of the ULD fleet. To achieve this, stakeholders must be informed of the use; shortfalls and needs related to ULDs and related other mission-essential equipment.

To improve situational awareness and visibility on ULDs and related components, to support missions, to ensure that these assets are returned to the rightful owner(s) and to guarantee that information is shared within the EATC community, ULD movements and their status must be reported. This is essential to ensure that ULDs and related components with appropriate requirements are available at the right station, at the right time and in the right numbers. Various tools assist in meeting the reporting requirement:

- weekly report specifying station stock level on foreign ULD's
- yearly inventory specifying national stock level;

Action must be taken to ensure that all documentation necessary for the load control process, and required for filing, recording and archiving, is forwarded to the right office(s) and/or staff for processing.
Ref: EATC SOP Basic ULD Management

4.6.6.11 Holding area

Once prepared for air transport, loaded ULDs must remain in secure flight holding area or be moved to one. Whenever possible, ULDs should be stored in sheltered areas during adverse weather conditions. Special instructions that are applicable to the cargo (e.g., temperature control, proximity to other commodities, protective storage, etc.) must be obeyed.

4.7 Documentation and instructions

4.7.1 Manifesting

The manifest is a key document used as a transport document for the carriage of cargo from the airport of departure to the airport of destination. All air cargo that is accepted and consolidated for transportation by air must be recorded on a cargo manifest (manifest or freight manifest) for the flight or mission concerned. The manifest must contain all the required information, be a correct representation of the cargo on board the aircraft and be prepared by a competent organization, and an air waybill (or similar document) that accompanies the shipment from door to door must be prepared by a sender and addressed to a consignee. Air waybills may be used as attachments to the manifest.

Governmental laws and (military) regulations applicable to the issue of air transportation documents such as the manifest must be observed by the parties involved. The English language shall be used for operations in a multinational environment.

4.7.1.1 Air cargo manifest

The EATC determines which agent/organization is responsible for completing of the cargo manifest. Dedicated agencies, in order of priority, are:

- the air terminal/handling organization at airport of departure;
- a representative of the National Movement and Transportation Coordination Centre (NMTCC) if present at the location of departure;
- a cargo handling officer of an Airport of Embarkation (APOE) detachment of a deployed unit;
- a loadmaster or dedicated cabin crew member on behalf of the pilot in command (PIC).



An air transport document like the cargo manifest is primary related to aspects involving the cargo (type, weight and volume of the goods) and has a role in flight safety, security and handling of the cargo. The document focuses on competent and responsible authorities involved in the transport of air cargo (e.g., sender, recipient and carrier). It may be used by other dedicated stakeholders.

The information displayed on the manifest is directly related to the data provided by the consigner or his designated representative on an air waybill or similar document that must accompany the shipment and can be complemented with special notifications (markings, labelling, etc.) applied to packages in the shipment. These transport documents provide a more complete description of the cargo and accompany the shipment to its final destination.

Only shipments that meet the requirements for air transport (regarding packing, marking, labelling, documentation, etc.) shall be listed on a cargo manifest and admitted to an aircraft.

The cargo manifest provides information regarding consolidated shipments and identifies air cargo for several parties:

- the ground handling organization (or similar element/unit):
 - serves as evidence for sending and receiving shipments (accountability);
 - allows planning for human resources and ground handling equipment related to the amount and type of cargo on board the aircraft;
 - allows planning for and de-confliction of ramp operations;
- the loadmaster:
 - provides details of the shipment (related to the cargo, special conditions, etc.);
 - contains information that is important for weight and balance (weights);
 - allows assessment of special loading requirements (loading position);
- other stakeholders:
 - allows identification and checks of the air cargo by governmental bodies (e.g., customs, police, environmental agencies, etc.);
 - allows management and accountability of equipment (ULDs, etc.);
 - allows settlement of freight charges and liability between parties or organizations, etc.

4.7.1.2 Completion of the cargo manifest

The cargo manifest provides information regarding consolidated shipments and identifies air cargo for several parties. It may be prepared using automated means or in clear writing (using block letters). Any correction must not impair legibility. Use of the EATC template is mandatory (ref. Air cargo manifest annex A).

The manifest allows an air cargo shipment to be registered per single consolidated ULD or several consolidated ULDs in the shipment. A single manifest may not be used for multiple aircraft. Based on requirements arising from national and international regulations and (bilateral) agreements, a minimum set of data is prescribed for manifesting air cargo, whereby additional data may be used to meet national or other requirements (ref. Air cargo manifest details). Users are advised to provide additional information on the document directly related to required (special) ground handling activities on the airport of destination and to the health and safety of the personnel involved.

The carrier or a designated representative from the air terminal is responsible for preparing the required cargo manifest, correctly representing the goods being transported, and for submitting it to all the applicable agencies.



- The manifest is to be prepared by the dedicated ground handling organization, a corresponding organizational element or a designated person providing cargo services to the aircraft and responsible for handling the air cargo and its related documents.
- The use of planned weights on a manifest is prohibited. The dedicated ground handler (or similar organization) responsible for preparing the manifest shall only list confirmed actual weights.
- A separate manifest must be prepared for each chalk (leg or destination) where cargo is loaded onto or unloaded from an aircraft.
- The organization or person preparing the manifest is responsible for submitting a copy to the aircraft in due time and distributing it to any other appropriate agency as required by national regulations or directions provided in this manual.
- The manifest is an agreement between the shipper and carrier and must be completed and signed by representatives before departure.

Sufficient copies must be prepared to meet the requirements of the stakeholders:

- cargo section at the airport of departure;
- cargo handler on the airport of destination;
- loadmaster and/or pilot in command (PIC);
- customs at airport of departure;
- customs at airport of destination.

4.7.2 Notification to Captain (NOTOC)

The pilot in command (PIC) must be informed about special cargo loaded on board the aircraft. This procedure is based on legal obligations. Besides dangerous goods, live animals, perishables, medications, mail, must be reported. All applicable information such as the interchange message procedure code (IMP), UN code and hazard class (if applicable), number of packages, their weights and loading positions as well as the emergency response drill codes must be recorded. The NOTOC must be signed by a dedicated load handler to confirm that each package/item of cargo is in the proper condition. The ICAO/IATA DGR apply for the completion of this document.

The PIC must be briefed by a competent representative of the organization delivering cargo services to the aircraft. A copy of the NOTOC signed by the PIC shall be kept at the airport of departure. The information recorded on the NOTOC is used in emergencies, so arrangements must be made for the information on this NOTOC to be available “on the ground” when requested (24-hour basis).

The signed copy of the NOTOC, which must be kept in the flight file, states that:

- the package was not leaking when inspected;
- the package was in an acceptable condition prior to loading;
- the package was secured inside a ULD or on aircraft compartment floor when loaded;

A new NOTOC must be issued when changes are made to transit dangerous goods or other special loads or they are repositioned. Additional copies of the NOTOC should be made available for every transit station and for planned crew changes.

At stations where a new crew takes over flight duties or reloading activities become necessary, the already prepared NOTOC must be completed/updated with the actual loading position and confirmation must be issued that the goods are in the proper condition (off- as well as on-loading).



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

The organization/agency responsible for handling the cargo and delivering the consignment to the aircraft is also responsible for the NOTOC and executing the related procedures.

Any special provisions regarding the country in which the airport of destination is located or additional operator requirements that are applicable to the NOTOC procedure under (inter)national law and regulations must be adhered to (e.g., IATA DGR).

Use of an EATC NOTOC template is recommended for declaring dangerous goods and other special air cargo to the PIC (ref. NOTOC).

4.7.3 Submission of air cargo documentation

Information regarding the load of an aircraft may be sensitive and exchange of shipping details should therefore be exchanged with caution.

Various stakeholders involved in executing the flight have to be informed, however, in order to enhance flight safety and meet the requirements laid down in (inter)national regulations. The timely dissemination of information to the shipper, designee and carrier is considered the minimum mandatory requirement.

- **Cargo manifest**

A minimum number of signed copies of the cargo manifest are required to accommodate the prime users of the document (sender, recipient and carrier). More copies may be prepared and distributed to the loadmaster of the aircraft or other stakeholders in order to meet national requirements, import and export (customs) regulations, etc.

- **NOTOC**

A copy of the NOTOC may be forwarded together with the manifest to the next station of arrival. This to inform the airport in advance of special cargo on board that should be offloaded with priority, requires special handling or must to be taken into account in the event of incidents to which emergency teams must respond.

- **Communication**

The operator or his designated representative responsible for transferring the cargo and accompanying documents to the aircrew must make every effort to provide the information carried on the manifest to the first destination of the aircraft.

- To ensure that any information that may be of interest is available prior to arrival of the aircraft, electronic means (e.g. MEAT, fax, email) should preferably be used for messaging.
- The ground handler or similar organization responsible for loading/unloading the aircraft should provide contact details (phone, fax, email, etc.) in due time.
- The agent/organization responsible for the manifest and NOTOC must provide the next destination of the aircraft advance information on any (special) load. This is to allow proper preparations to be made for conducting activities related to handling the aircraft and coping with unforeseen/emergency situations.



4.7.4 Archiving

A copy of the cargo manifest and related documents must be archived at the station of departure, while a copy of the manifest also has to be archived on the station of arrival. The duration for which they must be archived depends on national regulations concerning (military) archives. Documents must be shown to competent authorities if requested. Electronic mission folders may be used if incorporated documents are filed completely, including required signatures, etc. (ref. overview of mandatory/non-mandatory cargo documents).

4.8 Transport and transfer

All cargo at an air terminal area (land-side/air-side) must only be moved by appropriate means. ULDs must be supported and transported on suitable equipment that meets the technical requirements and maintenance standards that allow items such as roller beds or special ULD transport dollies to be operated safely. Only ULDs equipped with forklift packets may be moved and placed on the ground using forklifts.

4.8.1 Transfer

4.8.1.1 Release from the air terminal

A final inspection is to be conducted prior to the release of air cargo from the air terminal to an aircraft, consolidated either on/in ULDs or as bulk cargo (loose). This check serves to establish that:

- the cargo and/or ULDs used are undamaged, are fit to fly and show no signs of having been tampered with;
- the cargo intended to be transported to the aircraft is the correct cargo for the flight;
- all the documentation and loading instructions for the flight are available.

4.8.1.2 Transport

Action must be taken to ensure that any vehicle and equipment used to transfer, load or unload loose cargo or consolidated shipments (ULD) to/from aircraft is serviceable prior to the start of these activities. This includes checking that all latches, locks and/or stops are engaged to keep consignments on the dollies or other equipment used.

A brief inspection is to be conducted prior to any movement of air cargo shipments to establish that they are ready to be moved.

- **Air cargo shipments**
 - No nets, ropes, straps, protective materials, etc. are in a position to drag on the ground, get jammed in rollers, ball mats or wheels.
 - Loose cargo is securely stowed and all handling instructions are complied with (such as "This Side Up", Fragile etc.).
 - Incompatible commodities are kept apart.
 - All built-up cargo is safe to move and will not shift, roll, or fall down.
 - Efforts are made to protect cargo from adverse weather conditions by using a cover and avoiding the use of open carts (when required).
- **Transport**
 - Documentation and instructions concerning the cargo to be transferred, location of aircraft etc. have been received.



- Limitations regarding the maximum number of dollies in a "train of dollies" and/or the maximum load on a vehicle are respected.
- The drivers and operators of the vehicles and other equipment (ACHE and MHE) used are certified to operate the types of vehicle/equipment concerned.

4.8.1.3 Movement

The loaded vehicles may start moving as soon as it is safe to do so, and a brake and steering check is to be conducted to make sure they are capable of stopping and turning. Movements must not continue if there is any doubt about the ability of the vehicles to be stopped and steered as required. Drivers must:

- drive particularly smoothly when live animals, other vulnerable or fragile items are part of the load;
- observe the cargo during the movement to ensure it is still on the dollies and that no stacks of cargo have collapsed or fallen down;
- obey all applicable driving rules and regulations in force during the movement (e.g., speed limits, parking and safe distance areas, etc.);
- slow down and approach the aircraft so that their vehicle(s) are not pointing directly at the aircraft and stop before entering the aircraft parking area;
- ensure that all dollies are clear of the main roadways and aircraft manoeuvring areas;
- wait for further instructions from aircraft loading personnel before entering the aircraft parking area and not leave their vehicles unattended with the engine running and/or held only by the hand-brake.

If there is something wrong, the driver must stop and/or if possible clear the roadway. Either the problem must be solved prior to continuing or assistance must be called in. Trained personnel may only rebuild pallets.

4.8.1.4 Aircraft loading

Procedures are to be applied as directed by aircraft loading personnel and instructions must be followed for offloading cargo from the vehicles/equipment used for transport. All documentation, pouches (bags) and other special instructions for a flight are to be handed over to the aircraft loading personnel in the cargo hold and/or cabin. The documents (air cargo manifest, NOTOC, etc.) must be signed and copies retained at the airport of departure.

The load plan provided must reflect all the cargo and/or ULDs delivered to an aircraft. The load plan and loading sequence must be adhered to during loading operations unless other or additional directions are provided by the dedicated crew members of the aircraft (e.g., PIC or loadmaster).

Any accumulations of water or snow shall be removed from a pallet load before it is loaded onto an aircraft.

When an aircraft is being loaded, spot checks must be conducted in order to check for abnormalities and ensure the safety of the aircraft:

- The ULDs delivered for loading must be serviceable, the cargo or ULDs must have incurred no damage during transport and there must be no signs of tampering.
- ULD tags are (still) attached, completely filled in and legible.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

- Nets, ropes and straps must have remained securely fastened during transport and are not in a position to get jammed in the aircraft loading and restraint system.
- Separation (segregation) of incompatible commodities is maintained as dictated by applicable (inter)national or operator regulations.
- Animals (AVI) should be loaded last, preferably near the aircraft door to permit easy access at stops.

The supervisor must be informed of any damage that has been incurred or other irregularities that have been noted.

4.8.1.5 Aircraft unloading

Procedures are to be applied as directed by unloading personnel and instructions issued for unloading the cargo onto the vehicles/equipment used are to be followed:

- If dry-ice is used as a cooling product during transport, wait 15 minutes after a compartment door has been opened to allow CO₂ gas to escape.
- Inspect all cargo unloaded from an aircraft to make sure that no damage has been incurred during the offloading process;
- Unload animals (AVI) first and take them immediately to the air terminal to be claimed by their owners.
- Make sure all documentation, pouches and special instructions are collected from personnel involved in unloading the aircraft and hand them over to the supervisor.
- Verify that all cargo for the station of debarkation is offloaded from aircraft compartments.
- Comply with the regulations concerning the transport of air cargo shipments in an air terminal area.

The supervisor must be informed of any damage that has been incurred or other irregularities that have been noted.

4.8.1.6 Transport from one aircraft to another

When air cargo is transported directly from one aircraft to another, the generic process as described in this EGOM must be followed, with the exception of cargo acceptance procedures.

4.8.1.7 Arrival at the air terminal

The following procedure applies to shipments that are offloaded from one or more aircraft and arrive at the air terminal:

- Stop before entering the air terminal and wait or ask for instructions where applicable.
- Do not leave loaded vehicles unattended with the engine running and/or held only by the hand-brake.
- Check all cargo delivered to the air terminal for damage, signs of tampering or other discrepancies. Check whether damage has been incurred during transport.
- Hand over all documentation, pouches and special instructions.
- Take animals that cannot be immediately claimed by their owners to a temperature-controlled waiting room.

The supervisor must be informed of any damage that has been incurred or other irregularities that have been noted.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

4.8.2 Cargo break down

The path that cargo follows between being received at an air terminal after flight and delivered to the consignee in transit or transfer to another operator varies. The variations depend on the type of cargo concerned, the customs clearance arrangements, the priority/service level assigned and the arrangements made.

4.8.2.1 General

Consolidated cargo shipments that are accepted by the air terminal (shipper-built ULDs) are normally not unpacked upon arrival by aircraft, but are usually delivered to the consignee along with the ULDs. Other cargo shipments loaded in/on ULDs will be unloaded from the ULDs and are temporarily stored or delivered directly to the consignee. In either case arrangements must be made for the cargo to be collected at the air terminal. As the storage capacity at an air terminal area is usually limited, the period during which the cargo shipments are temporarily stored and warehoused until they are collected is restricted. The shipments are to be collected in a timely manner after acceptance by customs and/or other authorities involved.

While cargo is (temporarily) stored in an air terminal area, it must be maintained in the state dictated in special instructions (e.g., temperature, segregation, security, etc.).

4.8.2.2 Shipper-built ULDs

Shipper-built ULDs are to be separated from ULDs that must be broken down. Shipper-built ULDs are to be transported directly to a delivery area. In order to prevent damage, they must not be placed/stored directly on the floor. These consolidated shipments are to be released for customer pick-up as soon as documentation and customs permit.

Action must be taken to ensure that all special instructions, separation distances between incompatible commodities and customs regulations are observed.

The storage locations must be recorded and communicated to dedicated air terminal personnel to allow easy retrieval of the shipment upon arrival of trucks or similar pick-up services.

4.8.2.3 ULD break down

ULDs that are to be unpacked (broken down) must be moved to an unloading area. In order to prevent damage, they must not be placed/stored directly on the floor. Personnel involved in the break down process must adhere to the following guidelines. They must:

- ensure that a ULD that contains or contained dry-ice as a cooling product is sufficiently ventilated before it is entered;
- take account of the risk of cargo falling, tumbling or moving when they open container doors or release nets and straps;
- not cut ropes, nets and/or straps;
- not detach nets that are permanently attached to an aircraft pallet;
- use appropriate equipment to unload ULDs so as to prevent injury and damage to the cargo or ULDs;
- check unloaded cargo against the documentation provided in order to ensure all items that were loaded are received;
- check that the cargo received is undamaged and shows no signs of having been tampered with and that there are no other irregularities;



- move the cargo away from the ULD unloading area and store it at an appropriate storage location, ensuring that all special instructions, storage requirements, separation distances between incompatible commodities and customs regulations are observed;
- record the storage location and communicate it to the dedicated air terminal personnel to allow easy retrieval of the shipment upon arrival of trucks or similar pick-up services.

If damage is found or incidents, discrepancies or other irregularities are noted (e.g., shortages and overages), they must inform the supervisor so that the required incident reports can be drawn up and completed.

4.8.2.4 Loose cargo

Appropriate equipment must be used to unload cargo from the dollies or vehicles, in order to prevent injury and damage and account must be taken of the risk of cargo falling, tumbling or moving. The personnel involved must:

- check unloaded cargo against the documentation provided in order to ensure all items that were loaded are received;
- check that the cargo received is undamaged and shows no signs of having been tampered with and that there are no other irregularities;
- move the cargo away from the unloading area and store it at an appropriate storage location, ensuring that all special instructions, storage requirements, separation distances between incompatible commodities and customs regulations are observed;
- record the storage location and communicate it to the dedicated air terminal personnel to allow easy retrieval of the shipment upon arrival of trucks or similar pick-up services.

If damage is found or incidents, discrepancies or other irregularities are noted (e.g., shortages and overages), they must inform the supervisor so that the required incident reports can be drawn up and completed.

4.8.2.5 Recovery of materials

During cargo break down, equipment and other materials (e.g., ULDs, nets, straps, packaging, cushioning materials, etc.) must be recovered in such a way that they can be reused. Other materials must be disposed of according to local regulations or collected for recycling.

Equipment and materials are to be returned to their owners (if indicated by markings) or collected for reuse in the air cargo preparation and ULD build-up processes.

Reusable materials must be inspected to establish whether they are in a condition to be used and, if so, are to be prepared for use and temporarily stored.

4.8.2.5.1 Nets

- The shelf/ life time date of nets must be checked. If it has expired, they may no longer be used and must be disposed of.
- Action must be taken to ensure that no part of a net, ropes, hooks/lashes, bar-code or RFID tags are in a non-serviceable condition.
- Nets that have become wet are to be hung up to dry.
- Nets that are no longer serviceable must be segregated from serviceable nets and are to be returned to their place of origin for repair or disposal according to national/local procedures.

4.8.2.5.2 ULDs



- Action must be taken to ensure that no part of a ULD, security seals, fittings, bar-code or RFID tags are in a non-serviceable condition.
- ULDs that are unserviceable must be identified, marked, isolated from serviceable ULDs and sent for repair.
- The door(s) of a ULD must be closed and latched or secured in an open position.
- Any labels, tags, etc. must be removed from the ULDs.
- ULDs contaminated from previous shipments (e.g., live animals, meat, fish, etc.) must be cleaned and disinfected.
- Cleaned and serviceable empty ULDs must be returned to the storage area.
- ULDs that are no longer serviceable are to be returned to their owners for repair or disposal according to national/local procedures.

4.8.2.5.3 Other equipment

- The shelf/life time, calibration and/or inspection dates of equipment must be checked. If they have expired (or will do soon), it may no longer be used and must be delivered for inspection and repair.
- Action must be taken to ensure that no part of the equipment, including attached bar-code or RFID tags (if used), is in a non-serviceable condition.
- Equipment (such as straps, chains, fasteners) that is unserviceable must be identified and delivered for repair or disposal.
- Equipment that is no longer serviceable is to be returned to its owners for repair or disposal according to national/local procedures.

4.8.2.6 ULD and accessories recording

Reporting documentation must be completed and/or computer systems updated as required to record the transfer, acceptance and status of ULDs and related equipment from other stations (ULD control message – UCM).

4.8.2.7 Lost and found

If the whereabouts of national assets (ULDs, nets, chains, straps, etc.) are no longer known by the operator/owner nation, EATC can be requested to support attempts to trace them and start a repositioning process when they are found. ULDs and/or related assets of other owners that are found (either usable or unserviceable) must be reported. EATC coordinates these findings with other entities to return these scarce and expensive items to the rightful owners. The ULD Control Message – UCM is used to support execution of this procedure.

4.8.3 Irregularities

If irregularities are noted upon arrival or damage has occurred during the handling of shipments, supervisors, unloading and air terminal personnel must be informed. Action as ordered by the supervisor or senior air terminal personnel must be taken in the event of damage of cargo, safety and security breaches and other discrepancies (see chapter 9).

4.8.4 Delivery

Cargo pick-up by the consignee or other dedicated cargo transport services is initiated by either a pre-arrangement or the dissemination of information that a cargo shipment has arrived at the air terminal and is ready for carriage to the (end) customer.



A pick-up service must comply with the (local) regulations. Shipments are only transferred to the pick-up service when the documentation provided has been checked and approved.

- (Military) carrier known: The company/carrier (road service) collecting the shipment and related documents from the air terminal should be known. The driver is required to present proper identification.
- Pick-up service known: Shipments are only to be delivered to a transport service if arrangements have been made, clearance has been obtained from customs or other dedicated authorities and all necessary transport documentation has been completed (e.g., road waybill, dangerous goods, etc.). The documents must allow the quantity of cargo delivered for transport to be checked against the documentation.

If no arrangements are made for cargo pick-up, clarification and approval are required from the dedicated (national) agencies to load and transfer the shipment from the air terminal.

4.8.4.1 Loading

During loading at an air terminal, the cargo must be inspected with the person collecting it to ensure that:

- the cargo delivered for transport is correct;
- the number of items (pieces) is correct;
- the cargo is in good order (condition) and there are no signs of pilferage (leaking, spilling, etc.);
- the documentation is correct.

Vehicles transporting shipper-built (loaded) ULDs must be equipped with rollers or ball mats that allow the ULDs to be loaded and secured on the roller-bed in order to prevent damage to the ULDs.

After the shipment details have been checked, all the required signatures are to be obtained (proof of delivery) and the correct documentation is to be handed over and retained at the station. The vehicle (road carrier) taking the cargo from the air terminal must be loaded as required by local procedures.

4.8.4.2 Reporting

(National) reporting documents must be completed and/or computer systems updated as required to record the transfer of cargo shipments to other stations. In order to validate the air cargo process, including quality improvement as described in the EGOM, compliance monitoring and accountability, copies of important forms and documents must be archived either in paper or digital form (ref. overview mandatory/non mandatory cargo documents).

4.9 Damage and irregularities

Action is required if before, during or after transportation, cargo is found to be incomplete or excessive, its condition has changed, packing is damaged or signs of manipulation are found. It is important to resolve any problems as soon as they are noticed in order to minimize risks.

If any irregularities are detected at any stage of the cargo handling process, the manager or his designated representative must be informed immediately and the cargo, its packaging and/or the ULDs must be inspected.

If it is confirmed that cargo is damaged, incomplete or excessive, its condition has changed or signs of manipulation are found, the personnel responsible must:



- initiate all appropriate action, including emergency action, when the shipment contains damaged dangerous goods (DG);
- assess and document all irregularities;
- allow the shipment to be further processed for air transport and subsequent release to an aircraft if the cargo is checked and found to be in an airworthy condition;
- not release cargo for air transport that has been checked and not considered to be in an airworthy condition;
- Inform the station of departure of the irregularities, state them on the received transport documentation (manifest) and request feedback from all the parties concerned;
- monitor/record all the action taken and communication regarding the shipment conducted until the irregularities have been eliminated and complete a cargo irregularity report.

4.10 Customs regulations

The transportation of air cargo is subject to regulations and legislation. Completing customs formalities for cross-border shipments is a legal obligation, the (inter) national import and export regulations on the shipping of (military) goods are directly related to the nations involved. The regulations must be complied with. Failure to (fully) comply with these regulations can cause logistical delays and/or unnecessary customs deductions.

The legislation governs the transportation of goods crossing the borders of European Union member nations. The legislation is published in European regulations. Each member nation must apply the European customs regulations at national level implicating that the administrative requirements for stating tax are harmonized within the EU. Supervision is mandatory and can be conducted on the spot.

Other documents may be required based on the country of destination or the commodity being shipped. The route and stopovers may require additional paperwork to accompany the shipment.

External customs services are responsible for enforcement at borders when endangered species or their derivate (animals and plants) as regulated in the Washington convention (CITES) are transported. They have detailed instructions and samples of foreign permits and can identify certain groups or species in which trade is particularly significant. In cases of doubt, customs will have animals or products assessed by the scientific authority of the Convention. Senders and operators are responsible for adhering to the regulations, cooperating and providing information requested by customs authorities.

See national annex: FRA 406

4.10.1 Custom responsibilities

The shipper or a designated representative is responsible for providing all the information and documentation required for completing customs formalities.

Although the shipper is responsible for ensuring that (inter)national regulations on the import and export of (military) goods are observed, the operator or his designated representative is not exempted from the responsibility to crosscheck whether the described conditions have been met.

4.10.2 Goods under customs supervision

Goods that are subject to supervision by custom authorities are:



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

- all goods, with the exception of personal travel baggage, delivered or arriving by air transportation (e.g., air-side) from outside the European Union;
- duty-free goods coming by air transportation (air-side) from inside the European Union;
- goods from anywhere delivered by air transportation (air-side) to an airport and declared as customs goods by the listing on the cargo manifest;
- all goods, with the exception of personal travel baggage, being delivered by road transportation (e.g. land-side) on an airport, are accompanied by customs documents and are declared as customs goods;
- Goods being declared for exportation.

4.10.2.1 Customs depot

Goods in an air terminal area that are under customs supervision must be placed in special rooms/areas intended for storing these goods (e.g., a custom depot). Goods placed in the depot must not be transported until the mandatory customs formalities have been completed. Other activities, without customs permission, are prohibited.

All goods that are delivered to an airport by air transportation (e.g., air-side) and (temporarily) require storage before transportation to their next destination are stored, physically and administratively, in the customs depot/area. All other customs goods are only physically placed in the depot. The customs formalities required for all these items must be completed before transportation.

4.10.2.2 Customs permission

Goods may not be placed in or removed from the depot/area without permission from the customs authority or its local representatives.

4.10.3 Export

A customs settlement must be completed before aircraft departure for goods earmarked for export to a destination outside the European Union. Some of the information must be supplied to the customs in advance. The shipper is responsible for supplying this information in due time. The information needed is:

- the destination and a description of the goods;
- the value of the goods (invoice or another document).

4.10.3.1 Completion of customs documents

Customs documents must in some cases be completed by a national competent (military) authority or its representatives. The documents must be registered and stamped at a customs office for validation. Once validated, these documents must accompany the goods at all times. Failure to supply information or documentation in due time can result in delays or in the prohibition of the export of goods to the final destination.

4.10.3.2 Customs goods

The customs procedure for the transportation of customs or customs depot goods to a destination inside the European Union starts at the beginning of the transportation chain (e.g., road transportation to the airport of departure). The shipper is responsible for complying with it. The procedure is as follows:



- The goods must be declared to customs authorities (close to) the place of departure.
- The destination of the goods and the destination of the road transportation must be stated. This is not the final destination of the goods after air transportation.
- The NCTS (New Computerised Transit System) declaration must be completed.
- The goods and documents must be delivered for air transportation.

4.10.3.3 *Customs handling of goods*

The following documents must be provided for goods to be handled by customs at the airport of departure:

- (military) customs document;
- value indication list or (pro forma) invoice;
- air cargo manifest.

4.10.3.4 *Air cargo manifest*

The cargo manifest is a transportation and customs document. All goods loaded on the aircraft, not being part of the standard equipment (e.g. spare parts and tools), must be stated on this document. The following information is mandatory for customs related-activities whereby the shipper or an authorized representative is responsible for supplying the correct information to the ground handling or similar unit delivering cargo services to the aircraft and this information shall be recorded on the cargo manifest:

- the status of the goods (e.g. goods under custom supervision);
- the shipper is responsible for supplying the correct information to the ground handling of similar unit delivering cargo services to the aircraft. This information shall be recorded on the cargo manifest;
- the (reference) number of the custom document(s);
- the numbers of the customs documents, whereby these numbers must to be stated as references on the cargo manifest;
- a description of the goods, whereby the goods are required to be described on the manifest by name, weight, serial number, etc. and reference numbers of other (national) documents may be used if they are with the shipment.

The remark “see attached list” is allowed to be stated on the manifest if the list referred to is part of the manifest. Every copy of the manifest must then be supplied with that list.

4.10.4 *Import*

Imported goods can only be collected or transported to the final destination after completion of the custom formalities. Failure to provide full and correct information has consequences for continuation of transports the laws and legislation described earlier also comply when goods are imported from outside the European Union. The cargo manifest must be handed over to local customs authorities (e.g., informal entry) before an aircraft is unloaded.

The informal entry must be followed by a continuation declaration for the goods to be “tax exempted”. An aircraft may only be unloaded with customs approval.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

4.10.4.1 *Free of customs*

The following documents must be provided to conclude the import of goods from outside the European Union in a customs free condition and of specific goods from inside the EU:

- air cargo manifest (for the informal entry);
- custom documents (for the continuation declaration);
- value indication list or (pro forma) invoice.

4.10.4.2 *Air cargo manifest*

A cargo manifest must be supplied for imports and must contain the following information:

- the status of the goods;
- a description of the goods and the quantities concerned.

If the remark “see attached list” is stated on the manifest, the list referred to is part of the manifest and must be provided with every copy of the manifest.

4.11 Annexes

The templates of documents and forms provided in chapter 4 on cargo and mail handling are only intended as examples. The latest versions of the documents can be found on the EATC’s server (under logistics) or on the [EATC Cloud](#). Do not use the examples provided in the EGOM.

The use of some of the documents and forms is mandatory and that of others recommended in order establishing a controlled environment/process that contributes to air cargo security, flight safety and quality control and allows compliance monitoring and management of all steps related to the preparation of air cargo. Copies of the most important forms and documents are therefore to be archived in a mission folder either in paper or digital form (ref. annex QQ).

Air terminal personnel are advised to review documents and procedures and submit proposals for improvement, thus contributing to the establishment of best practices that are beneficial to the work conducted in a multinational environment.



Documents	Annex
Air cargo manifest	A
Dangerous goods checklist	B
Dry-ice checklist	C
Live Animals checklist	D
Mail checklist	E
Medicines and blood checklist	F
Perishables / food products checklist	G
Weapons and UN2911 checklist	H
Vehicles checklist	I
Air cargo security checklist	J
Company Mail Checklist	K
Lithium Batteries Checklist	L
Non-dangerous goods declaration	M
Live animals declaration/certification	N
Air cargo security declaration	O
Container packing certificate (CPC) declaration	P
Security inspection statement	Q
Handling labels	R
Measurement and conversion tables	S
Notification to Captain (NOTOC)	T
Process indicator – Process guidance document	U
Process indicator – Transfer guidance document	V
Process indicator – Inbound cargo	W
Process indicator – Outbound cargo	X
Process indicator – Quarantined cargo	Y
Process indicator – ULD preparation sheet	Z
Process indicator – BULK preparation sheet	AA
Restraining table (online only)	BB
International Load Summary Sheet (ILSS)	CC
Compatibility Chart for Class 1 items	DD



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Specific air terminal services – SATP (online only)	EE
ULD tag – General cargo	FF
ULD tag – Dangerous goods	GG
ULD tag – Empty ULD	HH
ULD tag – Unserviceable/damaged ULD	II
Weighing list - Car	JJ
Weighing list - Trailer	KK
Weighing list - Truck 2 axle	LL
Weighing list - Truck 3 axle	MM
Weighing list - Container	NN
Laissez-passer	OO
ULD control message (UCM)	PP
Mission folder (mandatory documents)	QQ

Checklists – General user instructions

The checklists are considered self-explanatory when used by competent air terminal or dedicated personnel of similar organizations who are familiar and trained in the subjects the checklist are intended for.

Latest versions are available on the EATC Cloud.

[EATC Cloud](#)



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

A. AIR CARGO MANIFEST EGOM 4.7.2.2,

EATC MANIFEST MILITARY AIR TRANSPORT SERVICE CARGO MANIFEST									
Serial no.		ATMO no.				Nr. of this page		1	
						Nr. of pages		1	
Aircraft		Flight number		Airfield departure (from)		Date			
Type	Registration								
				Airfield destination (to)					
Code-name	ULD			Nr. of pieces	Weight (gross)	Numbers and Contents			
	Type	Code	Owner						
Total number of pieces (on this page)					Total Weight (on this page)				
Final number of pieces (on all pages) →					← Final weight (on all pages)				
All cargo on this manifest has been checked. Manifest prepared by:					All items listed on this manifest have been loaded:				
Name and Rank					Name, rank and Signature:				
Signature					All items on this manifest have been received except as circled and noted on				
					<div>EXAMPLE TEMPLATE ONLY! CURRENT VERSION ON EATC SERVER</div>				
					Name, rank and Signature:				



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Air cargo manifest - details

The EATC cargo manifest allows registration of an air cargo shipment per single consolidated aircraft ULD or a consignment that consists of several consolidated ULDs. A single manifest may not be used for multiple aircraft.

Based on requirements arising from national and international regulations and (bilateral) agreements, a minimum set of data are prescribed for manifesting air cargo. Additional data may be provided to meet national or other requirements. The cargo manifest must be prepared in accordance with the following instructions.

Use of the minimum data set is mandatory. Air terminal personnel are advised to provide additional information on the document that is directly related to required (special) ground handling activities at the airport of arrival and the health and safety of the personnel involved.

Minimum data set

Serial number

The document must bear a unique reference or manifest number identifying the mission conducting the movement of the manifested air cargo. Use should preferably be made of an ATMO or similar number that allows interfacing with (national) systems enabling the retrieval of more detailed information, the meeting of additional handling requirements and/or treatment in other parts of the logistical chain.

Number of pages

The cargo manifest must be correctly numbered with a sequence number that refers to the number of pages used in compiling the document and that enables identification of all the copies (and their related sequence) belonging to a specific shipment/mission.

Aircraft description

To allow identification of the aircraft transporting the goods declared on the cargo manifest and to allow the conduct of investigations, the document must include details of the aircraft (e.g., type of aircraft, tail number and call sign) used to conduct the mission.

Airports of departure and (planned) destination

The airports of departure and (planned) destination must be shown on the manifest. The (inter)national import and export regulations on the shipping of (military) goods are directly related to the nations involved (departure and destination) and must be observed. Other documents may be required based on the final country of destination or the commodity being shipped. The route and stopovers may require additional paperwork to accompany the shipment.

Note: Although the shipper is responsible for ensuring that (inter)national regulations on the import and export of (military) goods are observed, the operator or his designated representative is not exempted from the responsibility to crosscheck whether the described conditions have been met.

Cargo description

The description of the manifested cargo should credibly convey what is moving and entering a country of destination. Consolidated cargo packed in/on a ULD should be described by consistent wording. Related documents that accompany the cargo (e.g., air waybill or similar document) may be used as a reference providing detailed information on the cargo. Air cargo that is part of a consolidated



shipment (loaded together in/on one ULD) must be identifiable as belonging to that specific ULD due to the use of the wording or reference listed on the manifest.

The desired aim of the cargo description is to ensure that the air cargo can be identified throughout the transportation process and information on related to security, health and safety is provided. In addition to mandatory requirements for manifesting based on (inter)national legislation and/or other regulations (e.g., references to custom documents, dangerous goods, live animals, perishables, mail, etc.), additional information may be provided that benefits treatment by the ground handling organization and/or other successive parts in the logistical chain. Aircraft configuration, mode of delivery (airdrop/air land/free drop) and chalk numbers are generically only used if required.

Note: A standard cargo manifest template is provided for the benefit of harmonizing the manifesting process. This (electronic) document includes a series of default values to accommodate generic cargo identification and related requirements on subsequent activities to be performed by the handling organization (or similar body).

Extended data set

Air Waybill number (or similar document reference number)

Nations require different documents to accompany a shipment from door to door (from sender to addressee). These are often deeply embedded in national logistical systems and/or shipment routines. Some nations regularly require the reference number of these documents to be entered in the manifest. This allows material management, accountability and acquisition of more detailed information regarding the content of an individual shipment. For this reason, reference numbers of the air waybill, a serial shipping container code (SSCC), a bill of loading, a voucher number, an ATR or similar document may be listed on the manifest (numbers and content).

Handling instructions

If special procedures are to be considered for handling a shipment (loading, unloading, warehousing, etc.), special handling instructions may be disclosed on the manifest. This is to inform the dedicated ground handling agency (or similar body) about important transport details that must be taken into account and to assist the planning of activities accordingly in an early stage. Special handling instructions need not be provided on the manifest if they are considered self-explanatory due to the nature of the cargo as declared when a generic (short) description is used (e.g., perishables, weapons, etc.).

Detailed instructions

Detailed instructions on preparing a cargo manifest and some examples can be found in the appendixes attached to this manual.

The manifest can be prepared either by using automated means in combination with the template (e-manifest) provided or by hand. The e-manifest assists the author of the document as it conducts a number of operations automatically once a series of data has been entered. The electronic template is designed for preparing a cargo manifest that consists of a maximum of 6 pages. Fewer pages may be used as required.

Amendments and/or requests for other changes to the annexes of the manual and related templates must be forwarded to the custodian of the document (egom@eatc-mil.com). Updates will be implemented and distributed to dedicated stakeholders through the national chain of command, MEAT services and/or other electronic means.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Air cargo manifest (fill-in instruction)

Aircraft		Flight number		Airfield departure (from)		Date (12)
Type	Registration			(8)	(9)	
(5)	(6)	(7)		Airfield destination (to)		(12)
				(10)	(11)	
Code-name	ULD			Nr. of pieces	Weight (gross)	Numbers and Contents
	Type	Code	Owner			
(13)	(14)	(15)	(16)	(17)	(18)	(19)
Total number of pieces (on this page)				(20)	(21)	Total Weight (on this page)
Final number of pieces (on all pages) A				(22)	(23)	B. Final weight (on all pages) (24)
All cargo on this manifest has been checked. Manifest prepared by:				All items listed on this manifest have been loaded:		
(25)				(27)		
Name and Rank				Name, rank and Signature:		
Signature				All items on this manifest have been received except as circled and noted on reverse hereof:		
(26)				(28)		
				Name, rank and signature:		



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

1. Logo/emblem

This field offers an option to add a logo or emblem of the organization, unit, exercise, etc. (e-template only!)

Note: If used, the logo must be copied to every single page of the manifest used (feature auto copy to other pages is not supported).

2. Serial number

Insert a unique reference number identifying the mission conducting the transport of the manifested air cargo (preferably ATMO or other number allowing cross referencing with (national) systems able to further identify the cargo.

Example: 12556-12 (ATMO)

Note: When the electronic manifest is used, the serial number is only to be entered on the first page. It is subsequently transferred to all pages of the manifest.

3. Number of this page

Insert the number of this particular page of the manifest

4. Number of pages

Insert the total number of pages the consists of (only if the electronic version of the manifest is not used)

Note: The value in cell 3 is automatically generated on the basis of the information provided in entry 2 on all used pages of the manifest. The total number of pages used in compiling the manifest and the sequence number of a single page enable identification of the number of copies belonging to the document and their related sequence. This allows clarification of specific mission/shipment details.

5. Aircraft type

Insert the (generic) type of aircraft used by the operator to carry out the transport.

Note: When the electronic manifest is used, a set of standard default values can be selected using a drop-down menu. If an aircraft type is not available by default, the e-manifest provides an option to directly insert an additional type. When using the e-manifest the aircraft type is to be entered only on the first page. It is subsequently presented on all pages of the manifest.

6. Aircraft registration

Insert the tail number of the aircraft.

Note: When using the e-manifest the aircraft number is only to be entered on the first page. It is subsequently presented on all pages of the manifest.

7. Flight number

Insert the flight number (e.g. aircraft call sign) the cargo manifest is used for.

Note: When using the e-manifest the flight number is only to be entered on the first page. It is subsequently presented on all pages of the manifest.

8. Airfield departure (from) – ICAO ID

Insert the ICAO identifier of the airport of departure.

Example: LFPG (Paris Charles de Gaulle)



Note: When the electronic manifest is used, a set of standard airport default values can be selected using a drop-down menu. If an airport identifier is not available by default, the e-manifest provides an option to directly insert these airport data. The airport ID is subsequently presented on all pages of the manifest. To limit the values presented in the drop-down menu, enter first character of ICAO code (example "K"). This limits the drop-down menu starting entries with "K".

9. Airfield departure (from) – location

Insert the airport location of departure (name/location of airfield).

Example: Paris Charles de Gaulle for LFPG

Note: When the ICAO ID is selected from the drop-down menu, the airfield location will automatically be filled in. If the airport identifier is not available, also the name/location of the airport must be inserted by hand. When using the electronic manifest the airport of departure data (from) has to be entered on the first page only. It is subsequently presented on all pages of the manifest.

10. Airfield destination (to) – ICAO ID

Insert the ICAO identifier of the airport of destination.

Example: EDDK (Cologne/Bonn)

Note: When the electronic manifest is used, a set of standard airport default values can be selected using a drop-down menu. If an airport identifier is not available by default, the e-manifest provides an option to directly insert these airport data. The airport ID is subsequently presented on all pages of the manifest. To limit the values presented in the drop-down menu, enter first character of ICAO code (example "K"). This limits the drop-down menu starting entries with "K".

11. Airfield destination (to) - location

Insert the airport location of destination (name/location of airfield).

Example: Cologne/Bonn for EDDK

Note: When the ICAO ID is selected from the drop-down menu, the airfield location will automatically be filled in. If the airport identifier is not available, also the name/location of the airport must be inserted by hand. When using the electronic manifest the airport of destination data (to) is to be entered on the first page only. It is subsequently presented on all pages of the manifest.

12. Date

Insert the date of departure of the aircraft (format dd-mm-yyyy).

Note: When using the electronic manifest, the date is only to be entered on the first page. It is subsequently presented on all pages of the manifest.

All shipments must be described in such a way on the manifest (fields 12 to 18) that they can be clearly recognized and allow proper identification by dedicated agencies/bodies involved in handling air cargo and tasks related to import and export of these (military) commodities (e.g. aircrew, ground handling and others). Considering the limited space available on a manifest, used abbreviations must be distinctive in their description. In other cases plain text has to be used. All provisions arising from international law and other (inter)national regulations must be taken into account while preparing the document.

13. Code-name

Insert a code-name providing a generic (short) description of the cargo.

The code-name provides a generic (short) description of the cargo or its principal components. A consolidated shipment (packed together in/on one ULD) may be listed by more than one code-name when it consists of different types of cargo. The short name is an indicator for the sending/receiving station that allows the activities required for offloading/handling specific cargo shipments to be planned



at an early stage, upon receipt of the manifest. It provides a quick and generic reference if special handling instructions based on national rules and regulations, local conditions, safety, security, cold chain management requirements, etc. have to be followed. It also provides a first indication to aircrews and others involved in handling or transferring the shipment and processing it in that part of the supply chain directly related to its air transport (e.g., position on board the aircraft, customs).

The classification/short name that matches the generic description of the cargo the closest must be used. More code-names may be used to identify the principal components in a consolidated shipment. They should provide a quick and generic reference if special handling instructions based on national rules and regulations, local conditions, safety, security, cold chain management requirements, etc. have to be followed.

Note 1: A selected code-name will not always define an item exclusively in detail, it only provides initial handling information (for planning purposes). This generic code must be considered in combination with other relevant data provided on the manifest. Other code-names could also provide an indication of the commodity shipped (example: ammunition and rolling stock could also be classified as dangerous goods). If more code-names could apply or the one selected provides insufficient information, additional details are to be added in the "numbers and contents" field of the manifest.

Note 2: When the electronic manifest is used, a set of standard code-name values can be selected using a drop-down menu. If the provided standard values cannot be used to classify the goods, the electronic manifest provides an option to directly insert an additional category. Nations are advised to make maximum use of the standard classification that is most appropriate to the shipment

Code-name (default values e-manifest)	
Description	Example(s)
Ammunition	Class 1 dangerous goods (explosives)
Baggage	Passenger property (check-in baggage, baggage, etc.)
Beverage	Liquids which are specifically prepared for human consumption
Cargo equipment	Ground handling equipment (e.g., weighing scales, straps, chains, couplers, empty ULDs, etc.)
Civil goods	All civil material (not military-owned) not otherwise classified
Dangerous goods	All dangerous goods except class 1 (ammunition/explosives)
General cargo	All military cargo not otherwise classified
Human relief	Emergency aid (e.g., food, tents, etc.) not otherwise classified
Human remains	Deceased humans (coffin or funeral urn)
Live animals	Live animals (time, temperature and handling sensitive)
Medical goods	Medical equipment, medicine, etc. not otherwise classified
Military goods	All military cargo not otherwise classified
Music instruments	Valuable music instruments (to be handled with extreme care)
Perishable goods	Time and temperature sensitive goods
Priority item	Priority shipments (e.g., mail, aircraft on ground, etc.)
Rolling stock	Vehicles (powered and unpowered)
Weapons	Armament (additional safety and security restrictions apply)



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

14. ULD type

Insert ULD type used by the common civil code (IATA) or specific military identifier.

Examples: AAF, ABJ, AKE, AKN, AKS, ALF, AVE, LUG, RKN, H20, HCU, PAG, PAJ, PBA, PBF, PLA, PLB, PLF, PMC, LOX, T2, T3, etc.

If the consignment is shipped as bulk cargo, use the term "LOOSE".

ULDs are important assets used in air transport (AT) to consolidate cargo and baggage so that they can be handled and moved in a timely, safe, quick and cost-effective manner. If ULDs are used to consolidate shipments, a short description of the ULDs shall be entered on the manifest to identify the aircraft pallet or container used. The purpose of recording this data is to clarify where these assets are located. It allows priorities to be set for handling ULDs or returning these scarce and expensive assets to their rightful owner(s). The unique asset code attached to a ULD identifies its type, registration number and the (operator) nation or carrier owning it.

Note: If the default value for an aircraft pallet or container is not listed to classify the ULD by type, the electronic manifest provides an option to directly insert an additional type of ULD..

15. ULD code

Insert the serial number of a ULD. Generically it shows the production year of the asset (first 2 digits) and last numeric part of the serial number (3 digits).

16. ULD owner

Insert the owner code of the used ULD. It consists of 3 digits.

ULD owner (default values)	
Code	Owning nation/operator (air force)
BAF	Belgian Air Force
FAF	French Air Force
GAF	German Air Force
IAF	Italian Air Force
SAF	Spanish Air Force
NAF	Royal Netherlands Air Force

ULDs are identified by the code affixed to the ULD. Using this identifier code in manifesting air cargo, allows ULDs to be traced on behalf of the nation owns them. This benefits (inter)national stock level management, station stock control, repositioning and the return of assets used to their rightful owner.

Note: The number of digit positions available on the electronic manifest for entering a complete ULD serial number is based on the common standard and is limited to 11 positions (3 digits for type of ULD, 5 digits for serial number and 3 digits for owner). If the serial number consists of more digits, only the last 5 numerical digits are entered on the manifest. If fewer digits are used in the serial number, leading zeros shall be added.



17. Number of items

Insert the number of packages to which the description on the manifest applies Loose items. When the shipment consists of loose cargo, the number of loose items must be entered. Example: "20" (when 20 duffel bags are loaded loose in an aircraft)

Consolidated shipment

When cargo is packed together or consolidated in/on an aircraft container or aircraft pallet, only that single ULD must be listed. Example: "1" (when 40 duffel bags are packed in/on one single ULD)

18. Weight (gross)

Insert checked gross weight of the outer package (ULD) or loose items either in kilogram (kg) or pounds (lb).

Only checked gross weights are to be used on the manifest. The weight listed for every consolidated shipment packed together in/on one ULD, box pallet, etc. is the sum of the (outer) package (e.g. ULD, box pallet, etc.) including goods and all additional materials used for packaging (nets, straps, shoring, etc.). The declared weight is a critical element for weight and balance calculations and flight safety issues related to the aircraft. Depending on the type of aircraft and country of production concerned, (military) operators use a weight indication either in kilogram (kg) or pounds (lb). As 1 kilo equals 2,205 pound and the correct understanding of the weight of individual ULDs and the total load is vital, only actual checked weights are to be entered.

19. Number and contents

A complete and accurate description of the cargo shipped is mandatory. Plain text and/or reference numbers related to the air waybill, a serial shipping container Code (SSCC), bill of loading, voucher or similar documents may be used.

The information provided shall allow a shipment to be identified and checked by competent authorities and must meet the minimum requirements specified in (inter)national legislation and/or other regulations (import/export references, dangerous goods, live animals, etc.).

Information related to security, health and safety, including special handling instructions, that benefits the handling of a shipment by the ground handling organization may be provided. As long as the minimum requirements concerning the cargo are met, additional information may be added to meet other needs. Examples:

Dangerous goods (DG); Dangerous goods are to be specified according the IATA dangerous goods regulations or the applicable military regulations. When dangerous goods are shipped, reference statements should be made on the manifest;

UN number(s), including hazard class/division (some nations require text in red).

"Dangerous goods as per attached shipper's declaration".

"Dangerous goods as per attached shipper's DGD – Cargo Aircraft Only".

Carbon dioxide/dry-ice (UN1845) used for cooling perishable shipments must be clearly indicated on the manifest as this might affect the health and safety of personnel unloading an aircraft (displaces oxygen in a closed aircraft hold).



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Vehicles are classified as dangerous goods. If they cannot be unloaded by being driven (damage), this must be stated on the manifest to allow the ground handling organization to make necessary arrangements.

Note: Information regarding dangerous goods loaded on board an aircraft are listed on a notice to captain (NOTOC). All legal requirements, international, state and operator variations regarding the use of the NOTOC when special cargo is involved must be observed.

Mail: A mail shipment is considered a priority item and special handling instructions related to security and rapid treatment apply. If mail is transported, it must be clearly indicated on the manifest. The manifest must also state how many packages are involved and its final destination.

Customs: The reference number(s) of import/export documents that belong to the cargo shipment should be entered on the manifest.

Special handling instructions: If any special handling instructions should be taken into consideration in the handling of a shipment (loading, unloading, warehousing, etc.), ground handling agencies are advised to provide this information on the manifest.

Additional information: To meet national requirements, additional information may be provided in the “number and contents” field of the manifest. Action must be taken, however, to ensure that the document remains legible and that the data provided does not lead to confusion. Examples:

- position of the ULDs in the cargo hold of the aircraft (if known)
- number of the ATR
- number of items packed together in/on a consolidated package (ULD)
- consignee of the packages

Note: The manifest is considered a shipping document between airports. Excessive data that is irrelevant for this purpose can easily lead to misinterpretation and induce other risks. Only information that constitutes added value is therefore advised to be manifested. Further details can be found in underlying documents (air waybill or similar document) referred to on the manifest and accompanying the shipment.

20. Total number of items (this page)

Insert the sum or total number of items of outer packages presented on this page of the manifest. It must be listed to enable a clear view to be obtained of the total number of packages or consolidated shipments (e.g., ULD, box pallet, etc.) specified.

Note: When the electronic manifest is used, this number is automatically generated.

21. Total weight (this page)

Insert the sum or total weight of the outer packages presented on this page of the manifest. It must be listed to enable a clear view on the total weight of the packages and/or consolidated shipments (e.g. ULD, box pallet, etc.) specified.

Note: When using the e-manifest this number is automatically generated.

22. Final number of items (all pages)

Insert the sum or total number of items presented on all the pages of the manifest. It must be listed to enable a clear view to be obtained of the total number of outer packages and/or consolidated shipments (e.g., ULD, box pallet, etc.) specified.

Note: When the electronic manifest is used, this number is automatically generated.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

23. Final weight (all pages)

Insert the sum or total weight of the items presented on all the pages of the manifest. It must be listed to enable a clear view to be obtained of the total weight of outer packages and/or consolidated shipments (e.g., ULD, box pallet, etc.) specified.

Note: When the electronic manifest is used, this number is automatically generated.

The correct gross weights listed on the manifest are critical elements for weight and balance calculations, aircraft loading position (load plan) and related flight safety of the aircraft and its crew. Only checked weights are to be used.

24. Weight indication

Insert the weight indication used on the manifest.

The correct weight indication is a critical element for the weight and balance, loading position (load plan) and related flight safety of the aircraft and its crew. Depending on the operator, a weight indication in kilograms (kg) or in pounds (lb) is to be used. As 1 kilo equals 2.205 pounds, a correct understanding of the weight indication used is essential and is therefore to be manifested. To prevent misinterpretation and to enhance flight safety, only a single weight indication shall be used (either kilo or pounds). This weight indication is used on all pages of the manifest.

Note: When the electronic manifest is used, the applicable weight indication (kg or lb) is only to be selected on the first page. It is subsequently presented on all pages of the manifest.

25. Manifest prepared by

Insert the name, initials and rank of the person who is responsible for the preparation of the document and the correct representation of required information.

Note: When the electronic manifest is used, the data is only to be entered on the first page. It is subsequently presented on all pages of the manifest.

26. Signature

The person who prepared the manifest must enter their signature and state that the manifested air cargo, as specified, complies with the applicable regulations, that only actual/checked weights are used and that all security and safety regulations are complied with.

A stamp of the sending station may be added to authenticate the signature.

27. Manifested items loaded

Once the cargo is loaded on board an aircraft, the responsibility for the shipment is transferred to the loadmaster. As proof that the manifested cargo has been transferred in good order and accepted on behalf of the captain of the aircraft, the loadmaster must sign the document by entering his name, rank and signature.

Note: A signed copy of the manifest shall remain at the station of departure. The dedicated ground handling organization (or similar body) is responsible for ensuring that it is distributed in due time to every other agency as required by national regulations and to the station of destination of the aircraft.

28. Manifested items received

Once the cargo has been unloaded from the aircraft, the responsibility for the shipment is transferred to the ground handling agency (or similar body) at the station of arrival. If damage or other irregularities are found, they must be noted on the manifest and relevant stakeholders are to be informed.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

As proof that the manifested cargo has been transferred in good order, no damage or other irregularity is and the shipment is accepted, a representative of the ground handling agency (or similar body) must sign the document, entering his name, rank and signature.

Note: A signed copy of the manifest shall remain at the station of arrival. The dedicated ground handling organization (or similar body) is responsible for ensuring that it is distributed in due time to every other agency as required by national (import/export) regulations and, on request, to the station of departure of the aircraft.

Note: An electronic version of the manifest that assists users with automated features is available. The electronic manifest is designed in such a way that the document can be used in many different ways for a wide range of events that can arise during air cargo shipping. Loose items, single ULDs or a shipment that consists of several ULDs can be manifested. It provides users with a high degree of flexibility for meeting national requirements concerning the manifesting of air cargo based on an international standard. By using the electronic manifest, the author is assisted by a number of operations that are carried out automatically. For the benefit of harmonization, a number of default values are embedded in the document. If the default provided does not fit the requirement, new values can be added to a specific document. These values are related to fields specified below. A full explanation of the manifest can be found in the index that is part of the file.

Air cargo manifest (examples)



EATC MANIFEST MILITARY AIR TRANSPORT SERVICE C A R G O M A N I F E S T

Serial no.
12345-12

No. of this page	1
No. of pages	2

Aircraft		Flight number	Airport of departure (from)		Date
Type	Registration		LFPG	Paris Charles de Gaulle	
A-330	97/3	GAF789	Airport of destination (to)		27-06-2020
			EDDK	Cologne Bonn	

Example: Manifest header

Note: The header of the manifest contains the details of the mission. Based on the information provided, this manifest constitutes of 2 pages. Header information is copied and calculated (when required) automatically to other pages of the manifest.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Example manifest (content)

Dangerous goods packed in one ULD owner by the Netherlands (PLF 90024 NAF) with a checked gross weight of 602 with a national reference number (SSCC # 26755) including a further description.

Code-name	ULD			Nr. of pieces	Weight (gross)	Numbers and Contents
	Type	Code	Owner			
DANGEROUS GOODS	PLF	90024	NAF	1	602	SSCC # 26755, 1 X ROLLING STOCK with 4 STEEL CYLINDER NITROGEN, COMPRESSED UN1066, CL 2.2 EMPTY

A shipment of general cargo consisting of one box pallet that is packed on a Belgium PBF-type pallet with a non-readable serial number. To indicate at least the type of pallet and owner concerned, the type has been classified (PBF) and the owner code is provided.

The checked gross weight is declared as 602 and national reference numbers are used without any further description. The final destination of the cargo is also entered.

Code-name	ULD			No. of pieces	Weight (gross)	Numbers and Contents
	Type	Code	Owner			
GENERAL CARGO	PBF	XXXXX	BAF	1	602	BOX PALLET # 12345, 45678, 99888, 44588, 76225, 56889, 45285, 56238 ATTN PISA

A combination of dangerous goods and general cargo packed in one ULD container owned by Germany (AKN 08997 GAF) with a checked gross weight of 452 and a further description of national reference numbers (voucher numbers) to allow the shipment to be traced. Detailed information on the content of the shipment can be retrieved from national systems only (using the reference numbers provided).

Code-name	ULD			No. of pieces	Weight (gross)	Numbers and Contents
	Type	Code	Owner			
DANGEROUS GOODS / GENERAL CARGO	AKN	08997	GAF	1	452	VOUCHER #p96-11-1264 UN1950, CL2.2 # P96-11-1268 UN1170, CL3 # PK545-509 UN1760, CL8 # K 545 624 LIFTING ARM P96-11-1272 BW MATERIALS ATTN: WUNSTORF

A shipment of cargo equipment (stack of 6 pallets, including nets and weighing scales) is shipped. The bottom pallet (PBF 96025 NAF) carries the listed pallets, nets and scales. The checked gross



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

weight is declared as 798. As no final destination is entered, the airport of destination is considered the final destination. Additional markings on the shipment may provide further shipping details.

Code-name	ULD			No. of pieces	Weight (gross)	Numbers and Contents
	Type	Code	Owner			
CARGO EQUIPMENT	PBF	96025	NAF	1	798	STACK PALLETS PBF 93024, 92225, 08247, 05887, 10259 NAF, INCL. NETS 2 x WEIGHING SCALE # 1234, 2188

A shipment of 3 pallets of weapon boxes packed on one pallet (PBF 18920 BAF) containing lithium batteries with a gross weight of 2507. Although they contain dangerous goods, they are declared as weapons. This is to inform other stakeholders in the supply chain that the shipment requires priority handling and that special regulations complying to (local) regulations related to security aspects for these types of materials (secure storage) might apply. The information is also important for the aircrew in the event of delays or technical trouble with the aircraft. The aircrew could be required to make local arrangements for temporary storage, meeting import and/or export regulations, guarding the aircraft, etc. A contact number is provided for answering questions regarding the shipment.

Code-name	ULD			No. of pieces	Weight (gross)	Numbers and Contents
	Type	Code	Owner			
WEAPONS	PBF	18920	BAF	1	2507	3 x PALLET WITH WEAPONBOXES PACKAGES CONTAIN LITHIUM ION BATTERIES, FLAMMABLE HAZARD IF DAMAGED. INSPECT AND REPAIR IF NECESSARY. MORE INFORMATION CALL 0032 42 289 22778 ATTN: 15WING/MELSBROEK

A shipment of cargo equipment (7 pallets, excluding nets) belonging to the Norwegian Air Force is shipped. The number of items listed (7) indicates that the pallets are not stacked. The checked gross weight is declared as 770. The final destination is entered, which allows the cargo to be quickly separated at the airport of destination. Additional markings on the shipment or documentation would provide further shipping/contact details for arranging transport to the final destination.

Code-name	ULD			No. of pieces	Weight (gross)	Numbers and Contents
	Type	Code	Owner			
CARGO EQUIPMENT	PLF	XXXXX	NOR	7	770	7 x PALLET EXCL. NETS OWNER: NORWEGIAN AIRFORCE ATTN: BODO/NORWAY



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

An aircraft container (AKN 12558 NAF) holding perishable goods that are subject to decay if not handled properly and timely during transport (time and temperature-sensitive shipment) is shipped. The classification used provides the ground handler or air terminal a quick indication that special handling instructions must be obeyed to prevent the shipment being lost (spoiled). Although not required, some additional special handling instructions are added.

Although the final destination (airport) is entered on the manifest, detailed information must be available through the marking, labelling and documentation on the package(s) in the container.

Code-name	ULD			No. of pieces	Weight (gross)	Numbers and Contents
	Type	Code	Owner			
PERISHABLE GOODS	AKN	12558	NAF	1	475	BOX WITH BLOOD PRODUCTS SSCC #12886 KEEP COOL, DO NOT EXPOSE TO HIGH TEMPERATURES AND HANDLE WITH PRIORITY ATTN: EINDHOVEN

The baggage manifested is declared loose; indicating that 65 duffel bags are bulk-loaded (not packed together/consolidated in one outer package). As the exact number of bags is declared, the shipment is accountable and allows a numerical check to be made when it is transferred to other stakeholders or checked by competent authorities (customs, etc.).

Code-name	ULD			No. of pieces	Weight (gross)	Numbers and Contents
	Type	Code	Owner			
BAGGAGE	LOOSE			65	1588	DUFFELBAGS, BULK LOADED

The shipment consists of a car (dangerous goods, class 9) is loaded on a coupled/married pallet (T2).

The T2 is a combination of PBF 85471 NAF and PBF 21466 NAF. Additional cargo equipment used for the T2 is not stated, but 2 couplers, chains or straps and nets are included. If this additional equipment must be tracked, it must be listed on the manifest. The axle and total weight of the car must be recorded to prevent loading limits of the aircraft or pallets used being exceeded. The car must meet all air transport requirements (fuel levels, markings on centre of gravity, etc.).

Code-name	ULD			No. of pieces	Weight (gross)	Numbers and Contents
	Type	Code	Owner			
DANGEROUS GOODS / ROLLING STOCK	PBF	85471	NAF	1		UN3166, CLASS 9
	PBF	21466	NAF	1	5643	T-2 COUPLED PALLET (PBF 21466 NAF) 1 x CAR # 0222256 ATTN: KANDAHAR



A shipment of frozen food products is packed in a container (RKN 24999 GAF) where dry-ice is used as a cooling product. Although no dangerous goods declaration is required for dry-ice if used for cooling, details must be provided on the manifest (IATA DGR). Based on the dangers to health and safety for personnel involved in unloading the aircraft posed by the vapours arising from melting dry-ice and expelling oxygen, a special handling instruction “vent aircraft prior to unloading/entering the hold” is provided.

Code-name	ULD			No. of pieces	Weight (gross)	Numbers and Contents
	Type	Code	Owner			
PERISHABLE GOODS	RKN	24999	GAF	1	488	FROOZEN FOOD, COOLED WITH DRY-ICE, 100 KG NET VENT AIRCRAFT PRIOR TO UNLOADING

Note on weights: No weight indication is used in any of the examples cited. Action must be taken to ensure that the weight indication selected/entered on the manifest corresponds with the various actual weight entries made.

Depending on the operator and/or type of aircraft concerned, the weight on the manifest must be presented in either kilograms (kg) or pounds (lb). The indication must be clearly visible on each page of the manifest. Use of a mix of both weights (kg and lb) on one manifest is strictly prohibited as it might endanger the aircraft and its crew due to confusion.

Additional information

If (inter)national legislation or other rules and regulations require additional information to be provided on the manifest, the field numbers and content can be used.

Dangerous goods (DG):

Where DG is manifested, references must be made as described in the current edition of the IATA Dangerous Goods Regulations (DGR) and/or other rules and legislation. Use of the UN number (e.g., UN1099) and the remark “dangerous goods as per attached dangerous goods declaration (or DGD)” are mandatory.

If nations require, the UN number may be entered in a different colour or a marker may be used to highlight it.

When dangerous goods classified as “Cargo Aircraft Only” (CAO) are transported by air, this must be stated on the manifest, as this poses an important limitation on cross-loading activities when (military) passengers are involved.

Customs:

International transport of air cargo must meet all import and export requirements. The use of customs or any other documents is mandatory when prescribed to meet the conditions imposed by a nation (or group of nations). Reference to the document(s) must be made on the manifest to allow the goods to be declared and accountability checks to conduct by competent organizations.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Other:

If nations require additional information/remarks to be entered on the manifest and no input fields are dedicated to hold the specific data, the “numbers and contents” column shall be used (e.g., air transport number, etc.). associated

Example:

Code-name	ULD			No. of pieces	Weight (gross)	Numbers and Contents
	Type	Code	Owner			
						DANGEROUS GOODS AS PER ASSOCIATED DGD CUSTOM DUCUMENT EU302: #237714

**B. DANGEROUS GOODS CHECKLIST, EGOM 4.4.2**

EUROPEAN AIR TRANSPORT COMMAND

Reference Number: _____

**CHECKLIST DANGEROUS GOODS
FOR A NON-RADIOACTIVE SHIPMENT and/or AMMUNITION****2023**

→ If any box is checked "NO", do not accept the shipment and give a duplicate copy of this completed form to the shipper.

→ Attention: Dangerous goods and ammunition must be recorded on a NOTOC!

DOCUMENTATION		IATA DGR	YES	NO	N/A
1	Are there two copies present of the Shippers Declaration (in English), in the IATA format and including the air certification statement?	8.1.1; 8.1.2; 8.1.6.12; 8.02.1			
2	Are the full name and address of the shipper and consignee listed?	8.1.6.1; 8.1.6.2			
3	If the Air WayBill number (or air cargo manifest number) is not shown; enter it.	8.1.6.3			
4	Are the number of pages shown?	8.1.6.4			
5	Is the non-applicable aircraft type "PASSENGER AND CARGO AIRCRAFT" or "CARGO AIRCRAFT ONLY" deleted or not shown?	8.1.6.5; 8.1.2.5.2			
6	If full name of airport or city of departure or destination airport of city are not shown; enter it.	8.1.6.6; 8.1.6.7			
7	Is the word "RADIOACTIVE" deleted or not shown?	8.1.6.8			
IDENTIFICATION					
8	Is the UN or ID number (s) present, preceded by prefix?	8.1.6.9.1, Step 1			
9	Is the Proper Shipping Name and the technical name in brackets for asterisked entries listed?	8.1.6.9.1, Step 2			
10	Is the class or division, and for class 1, the Compatibility Group listed?	8.1.6.9.1, Step 3			
11	Is the subsidiary risk, in brackets, immediately following Class or Division listed?	8.1.6.9.1, Step 4			
12	Is the Packing group listed?	8.1.6.9.1, Step 5			
QUANTITY AND TYPE OF PACKING					
13	Are the number and type of packages listed?	8.1.6.9.2, Step 6			
14	Are the quantity and unit of measure (net, or gross followed by "G", as applicable) within per package limit?	8.1.6.9.2, Step 6			
15	Are for class 1, the net quantity supplemented with the net explosive mass followed by the unit of measurement	8.1.6.9.2, Step 6			
16	When different dangerous goods are packed in one outer packaging, the following rules are complied with:				
	- Compatible according to table 9.3.A.	table 9.3A			
	- UN packages containing division 6.2	5.0.2.11 (c)			
	- Wording "All packed in one (type a packaging)"	8.1.6.9.2, Step 6(f)			
	- Calculation of "Q" value must not exceed 1	5.0.2.11(g 4h); 2.7.5.8; 8.1.6.9.2, Step 6(g)			
17	Overpack				
	- Compatible according to table 9.3.A.	5.0.1.5.1			
	- Is wording "Overpack used" listed?	8.1.6.9.2, Step 7			
	- If more than one overpack is used, are identification marks shown and is the total quantity of dangerous goods shown?	8.1.6.9.2, Step 7			
PACKING INSTRUCTIONS					
18	Is the packing instruction number complied with?	8.1.6.9.3, Step 8			
19	For lithium batteries in compliance with Section IB, is the packing instruction "IB" followed?	8.1.6.9.3, Step 8			
AUTHORIZATIONS					
20	Confirm application of relevant special provisions if the special provision number are A1, A2, A4, A5, A51, A81, A88, A99, A130, A190, A191, A201, A202, A211, A212 or A331 if used.	8.1.6.9.4, Step 9			
21	If an indication is present that a governmental authorisation and/or additional approvals for other items are required, are these attached (including copies in English)?	8.1.6.9.4, Step 9			
22	Are special provisions that must show stated on the document present?	EGOM 4.4.2			
ADDITIONAL HANDLING INFORMATION					
23	Is the mandatory statement for self-reactive and related substances of division 4.1 and organic peroxides of division 5.2, or samples thereof, PBE, infectious and controlled substances, viscous flammable liquids and for fireworks (UN0336 & UN0337) shown?	8.1.6.11			
24	Are name of signatory and date indicated including signature of shipper?	8.1.6.13; 8.1.6.14; 8.1.6.15			
25	Are amendments or alterations signed by the shipper?	8.1.2.6			



EATC

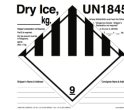
GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

C. DRY ICE CHECKLIST EGOM 4.4.9.7

EUROPEAN AIR TRANSPORT COMMAND

Reference Number:



CHECKLIST DRY ICE (CARBON DIOXIDE, SOLID)

2023

- Use this checklist only if a Shipper's declaration for Dangerous Goods is not required
- A checklist is required for all shipments of dangerous goods (9.1.4) to enable proper acceptance checks to be made. This checklist is provided to assist shippers and carriers with the acceptance of dry ice when packed on its own or with non-dangerous goods.
- If any box is checked "NO", do not accept the shipment and give a duplicate copy of this completed form to the shipper.

DOCUMENTATION (Airway bill or other shipping papers) contain following information in the "Nature and quantity of goods" box

	IATA DGR	YES	NO	N/A
1 Is the UN number "1845", preceded by the prefix "UN"?	8.2.3			
2 Are the words "Carbon dioxide, solid" or "Dry ice" present?	8.2.3			
3 Are the number of packages dry ice offered for transport listed on the documentation?	8.2.3			
4 Is the net weight of dry ice in kilograms recorded/present?	8.2.3			

Note: The following questions do not apply where the dry ice, or packages containing dry ice, is offered in a ULD.

QUANTITY

5 Is the quantity of dry ice per package 200 kilogram or less?	4.2			
--	-----	--	--	--

PACKAGES AND OVERPACKS

6 Is the number of packages containing dry ice delivered as shown on the Air Waybill (or other shipping papers)?				
7 Are packages free of damage, Leakage and in a proper condition for carriage?	9.3.6			
8 Does the package conform with packing instruction 954 and is the package vented to permit the release of gas?	PI 954			

MARKS & LABELS

9 Is the UN number "1845", preceded by the prefix "UN"?	7.1.4.1(a)			
10 Are the words "Carbon dioxide, solid" or "Dry ice" present?	7.1.4.1(a)			
11 Are the full name and address of the shipper and consignee present?	7.1.4.1(b)			
12 Is the net quantity of dry ice within each package present?	7.1.4.1(d)			
13 Is the class 9 label affixed?	7.2.3.9, 7.2.6			
14 Are all irrelevant marks and labels removed, covered or made unreadable?	7.1.1(b); 7.2.1(a)			

Note: The name and address of the shipper and consignee marked on the package may differ from that on the AWB.

FOR OVERPACKS

15 Do packages use markings and hazard and handling labels as required and are these clearly visible or reproduced on the outside of the overpack?	7.1.7.1; 7.2.7			
16 Is the word "Overpack" marked if markings and labels are not visible?	7.1.7.1			
17 Is the total net quantity of carbon dioxide, solid (dry ice) recorded/presented on the overpack?	7.1.7.1			

Note: The marking and labelling requirement do not apply to ULDs containing dry ice.

STATE AND OPERATOR VARIATIONS

18 Are state and operator variations complied with?	2.8			
---	-----	--	--	--

Comments

Checked by (name)

Place

Signature:

Date:

EGOM Acceptance checklists 2022 draft 2
Checklist Dry Ice

EATC

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

D. LIVE ANIMALS CHECKLIST EGOM 4.4.3

EUROPEAN AIR TRANSPORT COMMAND



Reference Number: _____

CHECKLIST LIVE ANIMALS

- If one of the questions is answered with "NO", do not accept the shipment and give a duplicate copy of this completed form to the shipper.
- A shippers certification for live animals is required to accompany the shipment.
- Live animals must be recorded on a NOTOC!

GENERIC	YES	NO	N / A
1 Has the animal eaten solid food 6 hours prior to the start of the flight?			
2 Is the animal 8 weeks of age or older?			
3 Are the leash and collar of the animal removed?			
4 Is checked if the animal can be imported into the country of destination (considering quarantine rules)?			

DOCUMENTATION

5 Is a health certificate for the animal present in twofold?			
6 Is the health certificate not older than 10 days?			
7 Is it stated which vaccinations the animal had?			
8 Is the animal not vaccinated against Rabies earlier than 1 month or longer than 9 month ago?			
9 Is the address of the shipper stated?			
10 Is the document signed and stamped by a certified veterinarian?			
11 Is the shipper's certification for live animals completely filled and present in duplicate?			
12 Correspond the description and amount of animals to what is stated on the shipper's certification?			

KENNEL

13 Is the kennel large enough for the animal to turn around and stand?			
14 Is the construction strong enough for transportation?			
15 Is there sufficient ventilation?			
16 Are there suitable food and water facilities, with a sufficient supply of both, firmly attached to the kennel and are these accessible from the outside?			
17 Is an amount of food and instructions for food and watering attached on the outside of the kennel?			
18 If it is required that the animal(s) must be fed/watered enroute, have arrangements been made by the shipper with the carrier?			
19 Is the kennel clean, free of leaks and escape proof?			
20 Is the kennel tightly closed but not locked?			
21 Is there sufficient absorption material on the bottom of the kennel? <small>Note: Straw should not be used as absorbent material, as some nations prohibit the importation of straw!</small>			
22 Does the kennel contain adequate handholds/lifting devices to facilitate handling and to prevent handlers from coming into close proximity of the animal.			
23 There should be no leashes and collars left in the kennel. Is this condition met?			

MARKING AND LABELLING

23 Is the kennel clearly marked with the name and full address of the consigner (shipper)?			
24 Is the kennel clearly marked with the name and full address of the receiver (consignee)?			
25 Is the name of the animal clearly marked on the kennel?			
26 Is there a "Live Animal" label affixed to the kennel and is this completed?			
27 Is there a handling label "This way up" affixed to the kennel at least to two opposite sides?			
28 If the animal is anesthetized; is the time, type, dosage and duration of anaesthesia indicated on the kennel?			
29 Are their eating and drinking instructions attached on the kennel?			

EGOM Acceptance checklists 2022 draft 2
Checklist Live animals

WARNING: 2 PAGE DOCUMENT

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

E. MAIL CHECKLIST EGOM 4.4.5.5

EUROPEAN AIR TRANSPORT COMMAND

Reference Number:



CHECKLIST (FIELD) MAIL

- If one of the questions is answered with "NO", do not accept the shipment and give a duplicate copy of this completed form to the shipper.
- The shipment does not need to be accompanied by special documentation.
- Sealed postal packages (e.g. parcels, bags, envelopes, transport boxes) shall not be opened.
- Mail shipments (field mail) are only to be accepted for air transport when offered by dedicated Armed Forces Postal Services and compliant to the respective (military) regulations

CONSIGNER / SHIPPER

	YES	NO	N / A
1 Is the shipment of mail offered by a reorganized organization (postal office or ground handling organization)?			

TRANSPORT DOCUMENTATION

2 Is the documentation complete and correctly filled and in accordance with the amount of packages offered for air transport?			
---	--	--	--

PACKAGES

3 Is the name/details of the receiving agency or postal office affixed to all packages?			
4 Are all (other) required markings and labelling affixed to the packages/shipment?			
5 Is the quality of all packages (e.g. parcels, bags, transport boxes, etc.) in order and are they undamaged?			
6 Are all the packages (bags or overpacks) properly closed and fitted with a seal?			
7 Is the consignment examined by the sender/shipper using X-ray?			

- As smallest package mailbags are accepted
- Mail must be treated with high priority
- Mail must be protected against unauthorized access
- When the shipment is refused or transportation is suspended, the sender/shipper needs to be informed through the National Movement and Transportation Coordination Centre (NMTCC)
- The sender/shipper needs to be informed through the National Movement and Transportation Coordination Centre (NMTCC) in case of delay or cancellation of the flight

Remarks / particularities

Checker (name / paraph)

Date

EGOM Acceptance checklists 2021 v1.0
Checklist (field) Mail

EATC

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

F. MEDICINES AND BLOOD CHECKLIST EGOM 4.4.4

EUROPEAN AIR TRANSPORT COMMAND

Reference Number:



CHECKLIST MEDICINES AND BLOOD PRODUCTS

This checklist should be used for medicines and blood products that are temperature sensitive, loose their quality or must be considered lost caused by decay, if during handling and transport no special treatment is provided (e.g. cold chain products).

If one of the questions is answered with "NO", do not accept the shipment and give a duplicate copy of this completed form to the shipper.

Attention: Opium act articles must be protected against interference by unauthorized persons and special rules apply to any (temporarily) storage.

Attention: Medicines and blood products must be recorded on a NOTOC!

DATE DELIVERY	TIME DELIVERY
MISSION ORDER (ATMO)	ESTIMATED DATE/TIME DEPARTURE
ROOM TEMPERATURE <input type="checkbox"/>	TOLERANCE ZONE °C
COOLED <input type="checkbox"/>	OWN POWER SUPPLY <input type="checkbox"/> <input type="checkbox"/> <small>If "yes", connect to power source after intake inspection. If "No", place shipment in refrigerator or freezer (as required) after intake-inspection.</small>
FROZEN <input type="checkbox"/>	OWN POWER SUPPLY <input type="checkbox"/> <input type="checkbox"/>

PACKAGING	YES	NO	N/A
1 Are the name and full address of the consigner (shipper) present?			
2 Are the name and full address of the receiver (consignee) present?			
3 Is there a "Time and temperature sensitive" label affixed to the package(s)?			
4 Is the temperature range recorded on the "Time and temperature" label?			
5 Are packages free from damage, leakage and in a proper condition for carriage?			
6 Are all irrelevant marks and labels removed or obliterated?			

DOCUMENTATION	YES	NO	N/A
7 Are documents or logbooks present in which the requirements in respect of temperature are recorded?			
8 If Opium Act articles are shipped, is documentation present in which transport/transfer are explicitly allowed?			

TEMPERATURE AND CONTROL REQUIREMENTS (FOR STORAGE AND HANDLING)

CONDITIONED STORAGE

1 Is the conditioned storage operational and is the operating temperature required for cooled or frozen products reached?			
2 Does the storage meet the requirements regarding the tolerance values indicated for room temperature?			
3 Is the storage location clean, free from damage and are door seals (if present) in good condition?			

DATE OF ENTRY	TIME (local/Zulu)	ENVIRONMENT COOL FREEZE	TEMP. ° C	PARAPH	REMARKS
1					

DATE INSPECTION	TIME (local/Zulu)	ENVIRONMENT COOL FREEZE	TEMP. ° C	PARAPH	REMARKS
2					
3					
4					
5					
6					
7					

FREIGHT CONSOLIDATION (REPACKAGING) OR SEPARATION OF POWERSOURCE

1 Is the ULD (RKN) operational and is the operating temperature for cooled or frozen products reached?			
2 Is the ULD (RKN) clean, free from damage and are door seals (if present) in good condition?			


EGOM Acceptance checklists 2022 draft 2
Checklist medicine & blood

WARNING: 2 PAGE DOCUMENT (T

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



G. PERISHABLES/ FOOD PRODUCTS CHECKLIST EGOM 4.4.4

EUROPEAN AIR TRANSPORT COMMAND																																										
<div>Reference Number: <input type="text"/></div>																																										
<div></div>																																										
CHECKLIST PERISHABLES / FOOD PRODUCTS																																										
<p>This checklist should be used for perishables / food products that are temperature sensitive, loose their quality or must be considered lost caused by decay, if during handling and transport no special treatment is provided (e.g. cold chain products).</p> <p>→ If one of the questions is answered with "NO", do not accept the shipment and give a duplicate copy of this completed form to the shipper.</p> <p>→ Attention: Perishables <u>must</u> be recorded on a NOTOC!</p>																																										
DATE OF DELIVERY <input type="text"/>		TIME DELIVERY <input type="text"/>																																								
MISSION ORDER (ATMO) <input type="text"/>		ESTIMATED DATE/TIME DEPARTURE <input type="text"/>																																								
TOLERANCE ZONE <input type="text"/> °C																																										
COOLED	<input type="checkbox"/>	→ OWN POWER SUPPLY	→	<input type="checkbox"/>	<input type="checkbox"/>	<i>If "yes", connect to power source after intake inspection. If "No", place shipment in refrigerator or freezer (as required) after intake.</i>																																				
FROOZEN	<input type="checkbox"/>	→ OWN POWER SUPPLY	→	<input type="checkbox"/>	<input type="checkbox"/>																																					
PACKAGING																																										
<table border="1"><thead><tr><th></th><th>YES</th><th>NO</th><th>N/A</th></tr></thead><tbody><tr><td>1 Are the name and full address of the consigner (shipper) present?</td><td></td><td></td><td></td></tr><tr><td>2 Are the name and full address of the receiver (consignee) present?</td><td></td><td></td><td></td></tr><tr><td>3 Is there a "Time and temperature sensitive" label affixed to the package(s)?</td><td></td><td></td><td></td></tr><tr><td>4 Is there a "perishable cargo" label affixed to the package(s)?</td><td></td><td></td><td></td></tr><tr><td>5 Are packages free from damage, leakage and in a proper condition for carriage?</td><td></td><td></td><td></td></tr><tr><td>6 Are all irrelevant marks and labels removed or obliterated?</td><td></td><td></td><td></td></tr><tr><td>7 Are the goods meeting the quality requirements regarding the expiry date (Shelf life date)?</td><td></td><td></td><td></td></tr><tr><td>8 Has been verified that the shipment is not subject to decay or rot (in terms of smell and odor)?</td><td></td><td></td><td></td></tr></tbody></table>								YES	NO	N/A	1 Are the name and full address of the consigner (shipper) present?				2 Are the name and full address of the receiver (consignee) present?				3 Is there a "Time and temperature sensitive" label affixed to the package(s)?				4 Is there a "perishable cargo" label affixed to the package(s)?				5 Are packages free from damage, leakage and in a proper condition for carriage?				6 Are all irrelevant marks and labels removed or obliterated?				7 Are the goods meeting the quality requirements regarding the expiry date (Shelf life date)?				8 Has been verified that the shipment is not subject to decay or rot (in terms of smell and odor)?			
	YES	NO	N/A																																							
1 Are the name and full address of the consigner (shipper) present?																																										
2 Are the name and full address of the receiver (consignee) present?																																										
3 Is there a "Time and temperature sensitive" label affixed to the package(s)?																																										
4 Is there a "perishable cargo" label affixed to the package(s)?																																										
5 Are packages free from damage, leakage and in a proper condition for carriage?																																										
6 Are all irrelevant marks and labels removed or obliterated?																																										
7 Are the goods meeting the quality requirements regarding the expiry date (Shelf life date)?																																										
8 Has been verified that the shipment is not subject to decay or rot (in terms of smell and odor)?																																										
DOCUMENTATION																																										
<table border="1"><tbody><tr><td>9 Are the required documents for import and export present (customs, health certificate, etc.)?</td><td></td><td></td><td></td><td></td></tr><tr><td>10 Are documents or logbooks present in which the requirements in respect of temperature are recorded?</td><td></td><td></td><td></td><td></td></tr></tbody></table>							9 Are the required documents for import and export present (customs, health certificate, etc.)?					10 Are documents or logbooks present in which the requirements in respect of temperature are recorded?																														
9 Are the required documents for import and export present (customs, health certificate, etc.)?																																										
10 Are documents or logbooks present in which the requirements in respect of temperature are recorded?																																										
TEMPERATURE AND CONTROL REQUIREMENTS (FOR STORAGE AND HANDLING)																																										
CONDITIONED STORAGE																																										
<table border="1"><tbody><tr><td>1 Is the conditioned storage operational and is the operating temperature required for cooled or frozen products reached?</td><td></td><td></td><td></td><td></td></tr><tr><td>2 Is the storage location clean, free from damage and are door seals (if present) in good condition?</td><td></td><td></td><td></td><td></td></tr></tbody></table>							1 Is the conditioned storage operational and is the operating temperature required for cooled or frozen products reached?					2 Is the storage location clean, free from damage and are door seals (if present) in good condition?																														
1 Is the conditioned storage operational and is the operating temperature required for cooled or frozen products reached?																																										
2 Is the storage location clean, free from damage and are door seals (if present) in good condition?																																										
<input checked="" type="checkbox"/> DATE OF ENTRY	TIME (local/Zulu)	ENVIRONMENT COOL FREEZE		TEMP. °C	PARAPH	REMARKS																																				
1																																										
<input checked="" type="checkbox"/> DATE INSPECTION	TIME (local/Zulu)	ENVIRONMENT COOL FREEZE		TEMP. °C	PARAPH	REMARKS																																				
2																																										
3																																										
4																																										
5																																										
6																																										
7																																										
8																																										
9																																										
10																																										
11																																										
12																																										
13																																										
14																																										

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

H. WEAPONS AND UN2911 CHECKLIST EGOM .4.4.6.2

EUROPEAN AIR TRANSPORT COMMAND

Reference Number: <input type="text"/>



CHECKLIST WEAPONS <u>and/or</u> RADIOACTIVE SHIPMENTS UN 2911 EXCEPTED PACKAGES	2023
--	------

- If one of the questions is answered with "NO", do not accept the shipment and give a duplicate copy of this completed form to the shipper.
- A shipment with UN 2911 does not need to be accompanied by special documentation. Categorisation and hazard labels are not required.
- Attention: following text must be placed on the air cargo manifest if hazardous cargo UN 2911 is shipped;
" UN2911 Radioactive material, excepted package - instruments " or;
" UN2911 Radioactive material, excepted package - articles "
- Attention: Shipments UN 2911 Excepted packages are not required to be recorded on the NOTOC!

GENERAL

PACKAGING	EGOM	YES	NO	N/A
1 Are the full name and address of the consigner (shipper) present?				
2 Are the full name and address of the receiver (consignee) present?				

WEAPONS

PACKAGING				
3 Are lists with weapon numbers recorded present ? 1* attached to outside Box, 1* for the shipper, 1* for the recipient	4.4.7			
4 Are the packages offered for transport closed and sealed?	4.4.7			

UN 2911 EXCEPTED PACKAGES

PACKAGING				
5 Is the Proper Shipping Name present? (think of technical name [!])	4.4.7.2			
6 Is the label "UN 2911 excepted packages" affixed on all packages?				
7 If a package weighs more than 50 kilograms, is this stated?				
8 If dry ice is used as coolant, is the net quantity of dry ice listed?				
9 Are packages free of damage/leakage and in a proper condition for carriage?				
10 Are all irrelevant marks and labels removed, covered or made unreadable?				

Note: Special provision A130 may apply, covering situations where UN2911 meets the definitions and criteria of other DG classes or divisions.

Remarks / particularities

Checker (name / paraph)

Date

EGOM Acceptance checklists 2022 draft 2
Checklist Weapons & UN2911

EATC

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

I. VEHICLES CHECKLIST EGOM 4.4.7

EUROPEAN AIR TRANSPORT COMMAND



CHECKLIST VEHICLES (GENERIC)

- This checklist is to be used in combination with a weighing list and checklist dangerous goods (if DG shipment), where it is highly recommended to ask the shipper to prepare an International Load Summary Sheet (ILSS) for the item offered.
- Above documents are required for all vehicles offered for air transport to allow proper acceptance checks compliant to applicable regulations for transporting air cargo shipments, dangerous goods, compilation of the loadplan and proper preparation of the commodity.
- It is recommended that a dedicated driver accompanies the vehicle(s) during transport.
- If any box is checked "NO", do not accept the shipment and give a duplicate copy of this completed form to the shipper (unless special arrangements are made in advance).

Vehicle ID:

EXTERIOR

	YES	NO	N/A
1 Is the vehicle clean, being free from excessive dirt and organic materials (bio-security measures / Transport Hygiene)?			
2 Is the vehicle (including engine bay) free from fluid leaks and/or excessive residue?			
3 Is the attached exterior equipment acceptable for air transport?			
4 Is attached exterior equipment securely restrained to the vehicle?			
5 Is/are fire extinguisher(s) suitable for air transport (safety pin inserted, undamaged, charged, securely mounted)?			

TECHNICAL STATE

6 Mechanical condition of the vehicle:			
Does the engine run properly to allow loading/unloading without winching/other equipment?			
Are the brakes operational?			
7 Batteries:			
Are batteries secured to the vehicle?			
Are batteries free from damage/leaks? Inspect for cracks, leaks and corrosion.			
Are terminals, hold-downs, battery trays, connectors, and vent filler caps tightened/locked.			
Are the battery poles/cables protected? Electrical wiring serviceable and insulated?			
Are batteries correctly orientated (top side up)?			
8 Fuel tank:			
Is the fuel tank level as required?			
Are fuel tank caps installed (unlocked or key available)?			
9 Are tie-down points available and serviceable?			
10 Is the tire pressure within tolerance?			

INTERNAL / LOADS

11 Is the accompanying load/equipment in the vehicle within the maximum capacity rated to the vehicle?			
12 Is the accompanying load/equipment securely restrained to the vehicle (tools, tires, boxes, etc.)?			
13 Are dangerous goods (DG) items belonging to standard vehicle equipment properly declared and documented?			
14 Are all items carried on/in the vehicle recorded on a vehicle loading list?			
15 Jerry can(s):			
Do spare jerry cans contain not more than the allowed capacity?			
Are jerry cans free from damage/leaks?			
Are the caps of jerry cans closed, sealed or open (as applicable)?			

GROUND HANDLERS INFORMATION:

16 Are Electrical switches in the OFF position			
17 Is shoring available (if required rolling, parking, sleeper and/or approach shoring)?			
18 Is a key and/or keys available for the vehicle?			
19 If the vehicle needs a special driving permit, is a dedicated driver available?			

Comments

Checked by (name)

Place	Signature:
Date:	Time:

EGOM Acceptance checklists 2022 draft 2
Checklist Vehicles

EATC

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

J. AIR CARGO SECURITY CHECKLIST EGOM 4.2.2

EUROPEAN AIR TRANSPORT COMMAND



AIR CARGO SECURITY CHECK

- If one of the questions is answered with "NO", the shipment must not be accepted as ready for carriage.
- An Air Cargo Security Declaration may be offered by competent authorities when the shipment is delivered at the air terminal. This indicates that appropriate security checks have been performed by a dedicated organization and that the shipment is declared having a secure status. A generic acceptance check upon delivery must not be omitted however. If evidence is found that cargo or its documentation is/could be manipulated during transport, the shipment loses its secure status.
- Only shipment having a secure status must be declared ready for carriage and offered to (military) aircraft unless otherwise determined (in written form) by a dedicated competent authority.

CARRIER DETAILS (ROAD SERVICE)

	YES	NO	N/A
1. Is the company/carrier offering the shipment/documents to the air terminal classified as known (military) carrier?			
Carrier name	(e.g. name of the company/organization)		
Vehicle registration	(e.g. number plate, serial or similar number)		
Driver (name)			
Driver (military) ID	(e.g. passport, EU-ID card or military ID)		

CONSIGNER DETAILS

2. Is the consigner sending the shipment/documents to the air terminal classified as known (military) consigner?			
Consigner name	(e.g. name of the company/organization)		
Contact details	(e.g. Unit's name, organization, etc.)		
Reference	(e.g. standing air cargo security declaration)		

DELIVERY DETAILS

3. Is the delivery classified as a known delivery (arrangements made prior to delivery)?			
Reference(s)	(e.g. Air Transport Request, Air Transport Mission Order or similar (national) document or arrangement)		

COMPLIANCE CHECK

4. The vehicle is undamaged and the covers are intact.			
5. The security seal's are intact and there are no signs of manipulation.			
6. Cargo packages and/or security seal's are intact and there are no signs of manipulation.			
7. There are no signs of manipulation of the shipments documentation.			
8. The consignment has passed the air cargo security check can be declared "ready for carriage".	YES	NO	

Remarks / particularities

Checker (name / paraph)

Date

**K. CHECKLIST COMPANY MAIL****EUROPEAN AIR TRANSPORT COMMAND**

**CHECKLIST COMPANY MAIL****2023**

- If any box is checked "NO", do not accept the shipment and give a duplicate of this completed form to the shipper.
- Manufactured products in their original packaging are not considered powder.

GENERAL**PACKAGING**

	YES	NO	N/A
1 Are the full name and telephone number of the consigner (shipper) present?			
2 Shipper name:			
3 Shipper telephone:			
4 Are the full name and address of the receiver (consignee) present?			

PACKAGE

	YES	NO	N/A
1 Are the maximum packaging dimensions 30x30x30 cm?			
2 Is the maximum weight of the package 5 kg?			

CONTENTS

	YES	NO	N/A
1 Is the package free of Dangerous Goods? (e.g. Lithium batteries, inflammable material, explosives)			
2 Is the package free of sand or powder?			
3 Is the package free of alcoholic beverages?			
4 Is the package free of cultural heritage?			

Remarks / particularities

Checker (name / paraph)

--

Date

--



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

L. CHECKLIST LITHIUM BATTERIES, EGOM 4.4.2

EUROPEAN AIR TRANSPORT COMMAND

Reference Number:



CHECKLIST for a LITHIUM BATTERY Shipment

2023

→ If any box is checked "NO", do not accept the shipment and give a duplicate copy of this completed form to the shipper.

→ Attention: Some Lithium batteries must be recorded on a NOTOC!

DOCUMENTATION

	IATA	DGR	IATA LBSG	YES	NO	N/A
1 Are there two copies present of the Shippers Declaration (in English), in the IATA format and including the air certification statement?	8.1.1; 8.1.2; 8.1.6.12; 8.0.2.1		8.1.2.1			
2 Are the full name and address of the shipper and consignee listed?	8.1.6.1; 8.1.6.2		8.2.1, 8.3.1			
3 If the Air Way Bill number (or air cargo manifest number) is not shown; enter it.	8.1.6.3		8.2.1, 8.3.1			
4 Are the number of pages shown?	8.1.6.4		8.2.1, 8.3.1			
5 Is the non-applicable aircraft type "PASSENGER AND CARGO AIRCRAFT" or "CARGO AIRCRAFT ONLY" deleted or not shown?	8.1.6.5; 8.1.2.5.2		8.2.1, 8.3.1			
6 If full name of airport or city of departure or destination airport of city are not shown; enter it. Information is optional.	8.1.6.6; 8.1.6.7		8.2.1, 8.3.1			
7 Is the word "RADIOACTIVE" deleted or not shown?	8.1.6.8		8.2.1, 8.3.1			

IDENTIFICATION

8 Is the UN or ID number (s) present, preceded by prefix?	8.1.6.9.1, Step 1	8.2.1, 8.3.1			
9 Is the Proper Shipping Name and the technical name in brackets for asterisked entries listed?	8.1.6.9.1, Step 2	8.2.1, 8.3.1			
10 Is the class listed?	8.1.6.9.1, Step 3	8.2.1, 8.3.1			

QUANTITY AND TYPE OF PACKING

11 Are the number and type of packages listed?	8.1.6.9.2, Step 6	8.2.1, 8.3.1			
12 Are the quantity and unit of measure within per package limit?	8.1.6.9.2, Step 6	8.2.1, 8.3.1			
13 When different dangerous goods are packed in one outer packaging, the following rules are complied with:					
- The goods will not react dangerously together		5.1.2.7			
- Flammable dangerous goods must not be packed with UN3090 or UN3480		5.1.2.7			
- Wording "All packed in one (type a packaging)"		8.2.1, 8.3.1			
- Calculation of "Q" value must not exceed 1	5.0.2.11(g &h); 2.7.5.6; 8.1.6.9.2, Step 6(g)	5.1.2.7e, 8.2.1, 8.3.1(10)			
14 Overpack					
- UN3090 or UN3480 not placed in an overpack with packages containing DG classified in Class 1 other than division 1.4s, division 2.1, Class 3, division 4.1 or 5.1.		8.2.1, 8.3.1			
- Is wording "Overpack used" listed?	8.1.6.9.2, Step 7	8.2.1, 8.3.1(10)			
- If more than one overpack is used, are identification marks shown and is the total quantity of dangerous goods shown?	8.1.6.9.2, Step 7	8.2.1, 8.3.1(10)			

PACKING INSTRUCTIONS

15 Is the packing instruction number complied with?	8.1.6.9.3, Step 8	8.2.1, 8.3.1(11)			
16 For lithium batteries in compliance with Section IB, is the packing instruction "IB" followed?		8.3.1(11)			

AUTHORIZATIONS

17 Confirm application of relevant special provisions if the special provision number are A88, A99, A201 or A331	8.1.6.9.4, Step 9	8.2.1, 8.3.1(12)			
18 If an indication is present that a governmental authorisation and/or additional approvals for other items are required, are these attached (including copies in English)?					
19 Are special provisions that must show stated on the document present?	EGOM 4.4.2	EGOM 4.4.2			

ADDITIONAL HANDLING INFORMATION

20 Are name of signatory and data indicated including signature of shipper?	8.1.6.11	8.2.1, 8.3.1			
21 Are amendments or alterations signed by the shipper?	8.1.2.6				



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

M. NON-DANGEROUS GOODS DECLARATION EGOM 4.3.2.4, EGOM 4.4.8.3, 4.11

EUROPEAN AIR TRANSPORT COMMAND

Reference Number:



DECLARATION NON - Dangerous Goods

The undersigned hereby certifies that the cargo to be air transported contains **NO** dangerous goods or substances (solid, liquid or gas) that are subject to the ICAO / IATA dangerous goods regulations.

Type of hazard		Checked <input checked="" type="checkbox"/>
Explosive		
Flammable		
Self reactive		
Dangerous when wet		
Oxidizing		
Poisonous		
Infectious		
Radioactive		
Corrosive		
Lithium batteries		
Lifesaving appliances		
Cargo		
Cargo bill number / ATR / ATMO		
Final destination		
Shipper		
Name		
Rank		
Service number		
Unit		
Place		
Date		
Signature		

EGOM Non Dangerous Goods Declaration v1.0
NON-DG Declaration

EATC

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Declaration non-dangerous goods (fill-in instruction)

EUROPEAN AIR TRANSPORT COMMAND	
Reference Number: _____	
	
DECLARATION NON - Dangerous Goods	
The undersigned hereby certifies that the cargo to be air transported contains NO dangerous goods or substances (solid, liquid or gas) that are subject to the ICAO / IATA dangerous goods regulations.	
Type of hazard	Checked <input checked="" type="checkbox"/>
Explosive	
Flammable	
Self reactive	
Dangerous when wet	
Oxidizing	
Poisonous	
Infectious	
Radioactive	
Corrosive	
Lithium batteries	
Lifesaving appliances	
Cargo	
Cargo bill number / ATR / ATMO	
Final destination	
Shipper	
Name	
Rank	
Service number	
Unit	
Place	
Date	
Signature	

EGOM Non Dangerous Goods Declaration v1.0
NON-DG Declaration EATC Version 1.0

1. **Mark when applicable**

Mark the applicable checkbox in order to declare that no dangerous goods subject to the IATA dangerous goods regulations (DGR) are present.

2. **Consignment waybill number**

Insert the number of the (road) waybill as the reference number for the shipment.

3. **Final destination**

Insert airport of final destination of the shipments (airport of debarkation).

4. **Name**

Insert name of person who prepared the non-dangerous goods declaration. .

5. **Unit**

Insert unit of the person who prepared the document.

6. **Place**

Insert location/place the declaration was prepared.

7. **Rank**

Insert the rank/title of the person who prepared the document.

8. **Service number**

Insert service or identifier (ID) number of the person who prepared the document.

9. **Date**

Insert date on which the document is prepared and signed.

10. **Signature**

Signature of person who prepared the document and declares that no dangerous goods subject to the IATA dangerous goods regulations (DGR) are present in the shipment.

**N. LIVE ANIMALS DECLARATION/CERTIFICATION EGOM 4.4.3.3****SHIPPER'S CERTIFICATION FOR LIVE ANIMALS**

(to be completed in duplicate)

This is to certify that (check appropriate box):

- ☐ In addition to having completed all advance arrangements, this consignment is properly described and packed, and is in proper condition for carriage by air according to the current edition of the IATA Live Animals Regulations and all applicable carrier and governmental regulations. The animal(s) of this consignment is (are) in good health and condition.
- ☐ Animals taken from the wild for shipment have been appropriately acclimatised.
- ☐ This consignment includes species as described in the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). Applicable permits / certificates are attached to the air waybill.
- ☐ This consignment includes species as described in other applicable national legislation.
- ☐ In the case of reptiles and amphibians, the animals contained in this shipment are healthy and they have been examined prior to shipment and are free of any apparent injury and readily recognizable diseases. They are also free of external parasitic infestation, including mites, ticks and leeches, that can readily be seen under normal lighting conditions.

The shipper accepts that carriers will not be liable for any loss, damage or expense arising from death due to natural causes or death or injury of any animal caused by the conduct or acts of live animal itself or other animals, such as biting, kicking, goring or smothering, nor for that caused or contributed to by the conditions, nature or propensities of the animals. In no event will carrier be liable for death or injury to an animal attendant caused or contributed to by the condition, conduct or acts of animals.

Number of Package(s)	Specific Container Requirement Number (see IATA Live Animals Regulations)	Species (description and names - scientific and common) and Quantity of Animals

Name/title of signatory _____ Place and date _____ Year/Month/Day Signature _____ (See reverse side for special conditions)	Shipper's failure to comply in all respects with the applicable IATA Live Animals Regulations and any other international and / or national government regulations, may be in breach of applicable law and subject to legal penalties. (Refer to Chapter 1, Section 1.2.)
--	--

Air Waybill no.	Airport of Departure	Airport of Destination
------------------------	-----------------------------	-------------------------------

**EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER**

EGOM Live Animal Certification v1.0LAR certificate (front) EATC

*LIVE animals declaration/certification (fill-in instruction)*

SHIPPER'S CERTIFICATION FOR LIVE ANIMALS		
To be completed in duplicate This is to certify that (check appropriate box):		
<input type="checkbox"/> In addition to having completed all relevant arrangements, this consignment is properly described and packed, and is in proper condition for carriage by air according to the current edition of the IATA Live Animals Regulations and all applicable carrier and governmental regulations. The animal(s) of this consignment is (are) in good health and condition.		
<input type="checkbox"/> Animals taken from the wild for shipment have been appropriately acclimatized.		
<input type="checkbox"/> This consignment includes species as described in the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). Applicable permits / certificates are attached to the shipment.		
<input type="checkbox"/> This consignment includes species as described in other applicable national legislation.		
<input type="checkbox"/> In the case of reptiles and amphibians, the animals contained in this shipment are healthy and they have been examined prior to shipment and are free of any apparent injury and readily recognizable diseases. They are also free of external parasitic infestation, including mites, ticks and leeches, that can readily be seen under normal lighting conditions.		
<small>The shipper warrants that carriers will not be liable for any loss, damage or expense arising from death due to natural causes or death or injury of any animal, except for the death or injury of live animals themselves or other animals, such as falling, choking, getting or swallowing, water that caused or contributed to by the conditions, nature or preparation of the animals. In no event will carrier be liable for death or injury to an animal attendant caused or contributed to by the conduct, conduct of acts of animals.</small>		
Number of Packages (1)	Species/Carrier Requirement Number (see IATA Live Animals Regulations) (2)	Species Description and names - scientific and common and Quantity of Animals (3)
(4)	(5)	(6)
Name of signatory (7)		Shipper's failure to comply in all respects with the applicable IATA Live Animals Regulations and any other international and/or national government regulations, may be in breach of applicable law and subject to legal penalties. (Refer to Chapter 1, Section 1.3.1)
Place and date (8)		
Signature (9)		
Air Waybill no. (10)	Report of Departure (11)	Airport of Destination (12)

1. Mark as applicable

Mark the applicable checkbox.

2. Amount of packages or containers used

Insert the number of packages and/or containers used for shipment of the listed species.

3. Type of container used

Insert the type of package and/or container used

(See current Live Animal Regulations).

4. Description of species and numbers

Insert the description and (scientific and common) names of the animal and the quantity of animals shipped.

5. Name and title of signatory

Insert name and title/rank of person who prepared/signed the shipper's certification.

6. Place and date

Insert place and date the shippers certification is prepared and signed.

7. Signature

Signature of person who is responsible for preparing the shipper's certification.

8. Air waybill number

Insert the number of the mission (Air Transport Mission Number or similar national mission number) that will conduct the transport.

9. Airport of departure

Insert the departure airport name.

10. Airport of destination

Insert destination airport (arrival).

**For all details concerning a shipper's certification for live animals
see the current version of the IATA Live Animal Regulations.**



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

O. AIR CARGO SECURITY DECLARATION EGOM 4.2.1, EGOM 6.2

AIR CARGO SECURITY DECLARATION																									
<table border="1" style="width: 100%; border-collapse: collapse;"><thead><tr><th colspan="2" style="text-align: left; padding: 2px;">KNOWN (MILITARY) SHIPPER</th></tr></thead><tbody><tr><td style="width: 20%; padding: 2px;">UNIT</td><td style="padding: 2px;"></td></tr><tr><td style="padding: 2px;">POC</td><td style="padding: 2px;"></td></tr><tr><td style="padding: 2px;">TEL/FAX</td><td style="padding: 2px;"></td></tr><tr><td style="padding: 2px;">EMAIL</td><td style="padding: 2px;"></td></tr></tbody></table>	KNOWN (MILITARY) SHIPPER		UNIT		POC		TEL/FAX		EMAIL		<table border="1" style="width: 100%; border-collapse: collapse;"><thead><tr><th style="text-align: left; padding: 2px;">AIR TERMINAL REFERENCE NUMBER</th></tr></thead><tbody><tr><td style="padding: 2px;"></td></tr><tr><td style="padding: 2px;"></td></tr></tbody></table> <table border="1" style="width: 100%; border-collapse: collapse;"><thead><tr><th style="text-align: left; padding: 2px;">DESTINATION</th></tr></thead><tbody><tr><td style="padding: 2px;"></td></tr><tr><td style="padding: 2px;"></td></tr></tbody></table>	AIR TERMINAL REFERENCE NUMBER			DESTINATION										
KNOWN (MILITARY) SHIPPER																									
UNIT																									
POC																									
TEL/FAX																									
EMAIL																									
AIR TERMINAL REFERENCE NUMBER																									
DESTINATION																									
<p>On behalf of the above mentioned agency/unit, I declare that, to the best of my knowledge, this cargo consignment has been appropriately examined for military aviation security reasons in accordance with the requirements as described in applicable military regulations, EATC's Ground Operation Manual and EU Commission Implementing Regulation (EU) 2015/1998.</p> <p>The consignment delivered to the air terminal and/or carrier has is prepared by dedicated personal under secure conditions, while protected against unauthorised access and manipulation during its preparation, storage and transportation. Upon arrival at the designated air terminal an air cargo security check against the road carrier, vehicle and driver is to be performed, to exclude that packages or documentation are being tampered with during transport.</p> <p>The consignment does not contain prohibited articles, unless they have been declared in accordance with national law, legislations, military rules and regulations and/or the ICAO/IATA dangerous goods regulations in force.</p> <p>The packaging and contents of the consignment may be inspected for reasons of security in accordance with EATC's Ground Operations Manual and EU Commission Implementing Regulation (EU) 2015/1998.</p> <p>The cargo offered for air transport is checked using one or more means specified below;</p> <table style="width: 100%;"><tr><td><input type="checkbox"/> Known (military) shipper's procedures (EGOM)</td><td><input type="checkbox"/> Detection dogs (EDD)</td></tr><tr><td><input type="checkbox"/> Explosive Detection System (EDS) equipment</td><td><input type="checkbox"/> Visual checks (VCK)</td></tr><tr><td><input type="checkbox"/> Explosive Trace Detection (ETD) systems</td><td><input type="checkbox"/> Hand search (PHS)</td></tr><tr><td><input type="checkbox"/> X-ray equipment (XRY)</td><td><input type="checkbox"/> Any other Method* (AOM)</td></tr><tr><td><input type="checkbox"/> Metal Detectors Equipment (MDE)</td><td></td></tr></table> <p><small>* ONLY If agreed by the appropriate authority, other appropriate security controls may be applied only where it is not possible to apply any of the other means or methods specified above</small></p> <p>Where the air terminal staff acting on behalf of the operator cannot be reasonably sure that no prohibited articles are contained in the consignment, the consignment shall be rejected or be rescreened to their satisfaction.</p> <p>Where there is any reason to believe that a consignment to which security controls have been applied has been tampered with or has not been protected from unauthorised interference from the time that those controls were applied, it shall be rescreened before being loaded on to an aircraft.</p> <p>A visual check shall consist of a thorough visual check of the consignment and is only admissible in conjunction with other procedures, or if all items can be seen with or without aids or shipping live animals.</p> <p>Additional security information</p> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div> <p>I acknowledge that any misleading information may cause application of actions provided by law and military legislation.</p> <table style="width: 100%;"><tr><td style="width: 30%;">DATE / TIME</td><td style="width: 20%;"><div style="border: 1px solid black; width: 100%; height: 15px;"></div></td><td style="width: 10%; text-align: center;">hrs</td><td style="width: 40%;">SIGNATURE</td></tr><tr><td>NAME</td><td><div style="border: 1px solid black; width: 100%; height: 15px;"></div></td><td></td><td rowspan="3" style="border: 1px solid black; width: 100%; height: 100px;"></td></tr><tr><td>FUNCTION / TITLE</td><td><div style="border: 1px solid black; width: 100%; height: 15px;"></div></td><td></td></tr><tr><td>PLACE / LOCATION</td><td><div style="border: 1px solid black; width: 100%; height: 15px;"></div></td><td></td></tr></table>		<input type="checkbox"/> Known (military) shipper's procedures (EGOM)	<input type="checkbox"/> Detection dogs (EDD)	<input type="checkbox"/> Explosive Detection System (EDS) equipment	<input type="checkbox"/> Visual checks (VCK)	<input type="checkbox"/> Explosive Trace Detection (ETD) systems	<input type="checkbox"/> Hand search (PHS)	<input type="checkbox"/> X-ray equipment (XRY)	<input type="checkbox"/> Any other Method* (AOM)	<input type="checkbox"/> Metal Detectors Equipment (MDE)		DATE / TIME	<div style="border: 1px solid black; width: 100%; height: 15px;"></div>	hrs	SIGNATURE	NAME	<div style="border: 1px solid black; width: 100%; height: 15px;"></div>			FUNCTION / TITLE	<div style="border: 1px solid black; width: 100%; height: 15px;"></div>		PLACE / LOCATION	<div style="border: 1px solid black; width: 100%; height: 15px;"></div>	
<input type="checkbox"/> Known (military) shipper's procedures (EGOM)	<input type="checkbox"/> Detection dogs (EDD)																								
<input type="checkbox"/> Explosive Detection System (EDS) equipment	<input type="checkbox"/> Visual checks (VCK)																								
<input type="checkbox"/> Explosive Trace Detection (ETD) systems	<input type="checkbox"/> Hand search (PHS)																								
<input type="checkbox"/> X-ray equipment (XRY)	<input type="checkbox"/> Any other Method* (AOM)																								
<input type="checkbox"/> Metal Detectors Equipment (MDE)																									
DATE / TIME	<div style="border: 1px solid black; width: 100%; height: 15px;"></div>	hrs	SIGNATURE																						
NAME	<div style="border: 1px solid black; width: 100%; height: 15px;"></div>																								
FUNCTION / TITLE	<div style="border: 1px solid black; width: 100%; height: 15px;"></div>																								
PLACE / LOCATION	<div style="border: 1px solid black; width: 100%; height: 15px;"></div>																								
<div style="display: flex; justify-content: space-between;"><div><small>EGOM Air cargo security declaration v2.0 2021 Cargo security declaration</small></div><div><small>EATC</small></div><div style="border: 2px solid red; padding: 5px; text-align: center; color: red;">EXAMPLE TEMPLATE ONLY! CURRENT VERSION ON EATC SERVER</div></div>																									



AIR CARGO SECURITY DECLARATION (fill-in instruction)

AIR CARGO SECURITY DECLARATION																												
KNOWN (MILITARY) SHIPPER	AIR TERMINAL REFERENCE NUMBER																											
UNIT (1.)	(5.) (6.)																											
POC (2.)	DESTINATION																											
TEL/FAX (3.)	(7.) (8.)																											
EMAIL (4.)																												
<p>On behalf of the above mentioned agency/unit, I declare that, to the best of my knowledge, this cargo consignment has been appropriately examined for military aviation security reasons in accordance with the requirements as described in applicable military regulations and EATC's Ground Operation Manual.</p> <p>The consignment delivered to the air terminal and/or carrier has been prepared by dedicated personnel under secure conditions, while protected against unauthorised access and manipulation during its preparation, storage and transportation. Upon arrival at the designated air terminal an air cargo security check against the road carrier, vehicle and driver is to be performed, to exclude that packages or documentation are being tampered with during transport.</p> <p>The consignment does not contain prohibited articles, unless they have been declared in accordance with national law, legislations, military rules and regulations and/or the ICAO/IATA dangerous goods regulations in force.</p> <p>The packaging and contents of the consignment may be inspected for reasons of security in accordance with EATC's Ground Operations Manual.</p> <p>The cargo offered for air transport is checked using one or more means specified below:</p> <table border="0"><tr><td><input type="checkbox"/> Known (military) shipper's procedures (EGOM)</td><td><input type="checkbox"/> Detection dogs (EDD)</td></tr><tr><td><input type="checkbox"/> Explosive Detection System (EDS) equipment</td><td><input type="checkbox"/> Visual checks (VCK)</td></tr><tr><td><input type="checkbox"/> Explosive Trace Detection (ETD) systems</td><td><input type="checkbox"/> Hand search (PHS)</td></tr><tr><td><input type="checkbox"/> X-ray equipment (XRV)</td><td><input type="checkbox"/> Any other Method* (AOM)</td></tr><tr><td><input type="checkbox"/> Metal Detectors Equipment (MDE)</td><td></td></tr></table> <p><small>* ONLY if agreed by the appropriate authority, other appropriate security controls may be applied only where it is not possible to apply any of the other means or methods specified above</small></p> <p>Where the air terminal staff acting on behalf of the operator cannot be reasonably sure that no prohibited articles are contained in the consignment, the consignment shall be rejected or be rescreened to their satisfaction.</p> <p>Where there is any reason to believe that a consignment to which security controls have been applied has been tampered with or has not been protected from unauthorised interference from the time that those controls were applied, it shall be rescreened before being loaded on to an aircraft.</p> <p>A visual check shall consist of a thorough visual check of the consignment and is only admissible in conjunction with other procedures, or if all items can be seen with or without aids or shipping live animals.</p> <p>Additional security information</p> <p>(10.)</p> <p>I acknowledge that any misleading information may cause application of actions provided by law and military legislation.</p> <table border="0"><tr><td>DATE / TIME</td><td>(11.)</td><td>(12.)</td><td>hrs</td><td rowspan="4">SIGNATURE</td></tr><tr><td>NAME</td><td colspan="3">(13.)</td></tr><tr><td>FUNCTION / TITLE</td><td colspan="3">(14.)</td></tr><tr><td>PLACE / LOCATION</td><td colspan="3">(15.)</td></tr></table> <p>(16.)</p>		<input type="checkbox"/> Known (military) shipper's procedures (EGOM)	<input type="checkbox"/> Detection dogs (EDD)	<input type="checkbox"/> Explosive Detection System (EDS) equipment	<input type="checkbox"/> Visual checks (VCK)	<input type="checkbox"/> Explosive Trace Detection (ETD) systems	<input type="checkbox"/> Hand search (PHS)	<input type="checkbox"/> X-ray equipment (XRV)	<input type="checkbox"/> Any other Method* (AOM)	<input type="checkbox"/> Metal Detectors Equipment (MDE)		DATE / TIME	(11.)	(12.)	hrs	SIGNATURE	NAME	(13.)			FUNCTION / TITLE	(14.)			PLACE / LOCATION	(15.)		
<input type="checkbox"/> Known (military) shipper's procedures (EGOM)	<input type="checkbox"/> Detection dogs (EDD)																											
<input type="checkbox"/> Explosive Detection System (EDS) equipment	<input type="checkbox"/> Visual checks (VCK)																											
<input type="checkbox"/> Explosive Trace Detection (ETD) systems	<input type="checkbox"/> Hand search (PHS)																											
<input type="checkbox"/> X-ray equipment (XRV)	<input type="checkbox"/> Any other Method* (AOM)																											
<input type="checkbox"/> Metal Detectors Equipment (MDE)																												
DATE / TIME	(11.)	(12.)	hrs	SIGNATURE																								
NAME	(13.)																											
FUNCTION / TITLE	(14.)																											
PLACE / LOCATION	(15.)																											

1. Unit

Insert the name of the sending unit from which the shipment originated.

2. POC

Insert the point of contact (POC) who can provide additional information if questions regarding the shipment arise.

3. Tel/fax

Insert the telephone and/or fax number to reach the POC.

4. Email

Insert the email address for contacting the POC.

5. Air terminal reference number (ICAO)

Insert the ICAO identifier of the airport releasing an air terminal reference number to the shipment.

6. Air terminal reference number

Insert an air terminal reference number attached to the air cargo security declaration.

7. Destination (ICAO)

Insert the ICAO identifier of the airport of destination of the shipment.

8. Final Destination

Insert the full name of the airport of (final) destination of the

shipment.

9. Means of checking

Insert a marker in one or more boxes indicating the means by which the shipment has been checked for security reasons.

10. Additional security information

Insert additional security information or other amplifying data related to the security checks conducted (if any).

11. Date

Insert the date the security declaration has been issued.

12. Time

Insert the time at which the security declaration has been issued/signed.

13. Name

Insert the name of the person authorized to issue the security declaration.

14. Function / title

Insert the function and title (rank) of the person authorized to issue and sign the security declaration.

15. Place / location

Insert the place/location where the document was drawn up and signed.

16. Signature

Signature of the authorized person responsible for the statements made on the air cargo security declaration. Note: Although major air terminals and other clients are regularly considered known (military) shippers when shipments are delivered at an air terminal based on arrangements made in advance (e.g., ATR, ATMO or similar document), an operator may require an air cargo security declaration (CSD) for these shipments. Air cargo security checks remain mandatory, however, for the acceptance of shipments for air transport.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

P. CONTAINER PACKING CERTIFICATE – CPC EGOM 4.4.8.1, EGOM 4.4.8.3

CONTAINER PACKING CERTIFICATE			
Person responsible for packing the container will complete the checklist. After completion, sign the certificate.			
1. IT IS DECLARED THAT THE UNDERSIGNED HAS VISUALLY INSPECTED CONTAINER No. _____ AND IS HAD BEEN LOADED/PACKED IN ACCORDANCE WITH THE PROVISIONS OF 5.4.2.1. (IMDGC) AND CFR 49 AND THAT (INDICATE "N/A" FOR ALL ITEMS THAT DO <u>NOT</u> APPLY):			
a. The container was clean, dry and apparently fit to receive the goods.			
b. If the consignment includes goods of class 1, except division 1.4, the container is structurally serviceable in conformity with 7.4.6. (IMDGC)			
c. Goods that should be segregated, have not been packed together onto or in the container (unless approved by the competent authority concerned in accordance with 7.2.2.3 (IMDGC)).			
d. All packages have been externally inspected for damage, leakage or sifting and only sound packages have been packed.			
e. Drums have been stowed in an upright position, unless otherwise authorized by the competent authority.			
f. All packages have been properly packed in the container and secured.			
g. When dangerous goods are transported in bulk packagings, the cargo has been evenly distributed.			
h. The container and the packages therein are properly marked, labeled and placarded.			
i. When solid carbon dioxide (CO ₂ - dry ice) is used for cooling purposes, the container is externally marked or labeled in a conspicuous place, such as the door, and with the words: "DANGEROUS CO ₂ - GAS (DRY ICE) IN SIDE, VENTILATE THOROUGHLY BEFORE ENTERING"			
j. The dangerous goods transport document required in 5.4.1 (IMDGC) has been received for each dangerous goods consignment packed in the container.			
k. If container is stowed with a vehicle and/or mechanical equipment with fuel in the tank, a warning label has been affixed to access doors legibly reading: "WARNING - MAY CONTAIN EXPLOSIVE MIXTURES WITH AIR - KEEP IGNITION SOURCES AWAY WHEN OPENING" in accordance with # 176.905(a)(5), 49 CFR.			
2. PERSON RESPONSIBLE FOR PACKING			
a. Printed name (Last, first, Middle initial)	b. Rank/grade	c. Title	d. Organisation
e. Place packed	f. Signature		g. Date

EGOM Container Packing Certificate PC v1.0
Container Packing Certificate

EATC

**EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER**




EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Q. SECURITY INSPECTION STATEMENT EGOM 4.2.2, EGOM 6.3

EUROPEAN AIR TRANSPORT COMMAND		
SECURITY INSPECTION STATEMENT		
<p>→ Dedicated air terminal security staff representatives are authorized to inspect the content of luggage and cargo shipments when these are offered for air transportation, in respect of presence of forbidden dangerous goods or other forbidden items.</p> <p>→ To disclose to the sender or owner that the luggage or package was opened, subject of a security check and express the results of the inspection, a security inspection statement is added prior to reclosure of the luggage/package.</p> <p>→ All luggage and packages that are subjected to a security check, are reclosed using attributes which reveal the security inspection being executed. An air terminal point of contact is added to accommodate any questions (if they arise).</p>		
DATE OF INSPECTION		REF. NUMBER
COMPLIANCE CHECK		
1. The security inspection has following result		
Passed after observation	<input type="checkbox"/>	
Passed after intervention	<input type="checkbox"/>	
INSPECTION / INTERVENTION RESULTS		
2. Following dangerous goods / other forbidden items are discovered and removed;		
a.		
b.		
c.		
d.		
e.		
RECLOSURE		
3. The dangerous goods and other forbidden items are removed as a result of the inspection and the luggage/package is reclosed.		
<p>→ The removed items are (temporarily) stored at the air terminal. In order to ship back to the sending unit please provide the air terminal with contact details as soon as possible.</p> <p>→ If no shipment arrangements are made within 2 months (as of date of inspection), the items removed during the security check are confiscated and offered for disposal.</p>		
Other remarks / particularities		
Name of security checker:	Paraph:	
<div style="display: flex; justify-content: space-between;"><div>EGOM Security inspection statement v1.0 Security inspection declaration</div><div>EATC</div><div style="border: 2px solid red; padding: 5px; color: red; text-align: center;">EXAMPLE TEMPLATE ONLY! CURRENT VERSION ON EATC SERVER</div></div>		



Security inspection statement (fill-in instruction)

EUROPEAN AIR TRANSPORT COMMAND

(1)

SECURITY INSPECTION STATEMENT

→ Dedicated air terminal security staff representatives are authorized to inspect the contents of baggage and cargo shipments when these are offered for air transportation, in respect of presence of forbidden dangerous goods or other forbidden items.

→ To disclose to the sender or owner that the luggage or package was opened, subject of a security check and express the results of the inspection, a security inspection statement is added prior to reclosure of the luggage/package.

→ All luggage and packages that are subjected to a security check, are reclosed using attributes which reveal the security inspection being executed. An air terminal point of contact is added to accommodate any questions (if they arise).

DATE OF INSPECTION: (2) REF. NUMBER: (3)

COMPLIANCE CHECK

1. The security inspection has following result:

Passed after observation: (4)

Passed after intervention: (5)

INSPECTION / INTERVENTION RESULTS

2. Following dangerous goods / other forbidden items are discovered and removed:

A: (6)

B:

C:

D:

E:

F:

RECLOSURE:

3. The dangerous goods and other forbidden items are removed as a result of the inspection and the luggage/package is reclosed.

→ The removed items are temporarily stored at the air terminal in order to ship back to the sending unit and passenger provide the air terminal with contact details as soon as possible.

→ If no statement arrangements are made within 2 months (as of date of inspection), the items removed during the security check are confiscated and offered for disposal.

Other remarks / particularities:

(7)

Name of security checker: (8) Paragraph: (9)

1. Organization

Insert contact details of the force structure, ground handling organization or similar body on whose authority the process indicator (inbound cargo) has been drawn-up.

2. Date of inspection

Insert date on which package/baggage was opened for inspection.

3. Reference number

Insert a reference number used by air terminal security officials to identify the search of the package/baggage and/or disclose a relation between removed items and the passenger, destination, etc. to answer any questions regarding a specific search result.

4. Passed after observation

Mark checkbox to indicate to the owner of the package/baggage that the shipment has passed security screening successfully and no intervention was required (no forbidden items were discovered and had to be removed).

5. Passed after intervention

Mark checkbox to indicate to the owner of the package/baggage that the shipment was subjected to security screening and an intervention was required to remove prohibited items in order to allow the shipment to be accepted for air transport (as listed at 6).

6. List of items

List of items that constituted a violation of rules and regulations of items that are allowed for air transport in the condition as found (in respect of packaging, marking, labelling, documentation, etc.) and were removed from the package/baggage.

7. Other remarks/particularities

Insert additional remarks or particularities related to the (results of the) security inspection, required action, recommendations, etc., providing amplifying information or instructions to the owner or sending unit of any package/baggage that was screened.

8. Name of the security checker

The name and title (rank) of the person authorized to conduct the security inspection and issue the security inspection statement.

9. Signature

Signature of the authorized person responsible for the statements made on the security inspection statement.

Note: Delivering undeclared prohibited items for air transport can endanger the aircraft and may lead to legal penalties. At the discretion of the air terminal personnel, they may be sent to their owner or sending unit if they are able to meet the conditions applicable for the storage, packaging, documentation and transport of the removed items. Additional costs that are not covered by others will be charged to the owner/sending unit. Owners may renounce their property and order its disposal.

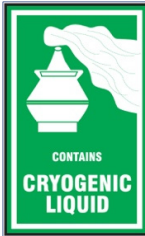


EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

R. HANDLING LABELS EGOM 4.4.1.3, EGOM 4.4.4.1,



Cryogenic liquids are liquefied gases that remain in their liquid state when kept at very low temperatures. They are extremely cold and small amounts of them can expand into very large volumes of gas. Cryogenic liquids have boiling points below -150°C (-238°F). The vapours and gases released from cryogenic liquids remain very cold. Everyone who handles shipments with cryogenic liquids (also known as cryogens) must be aware of the hazards they pose.



The package contains items that can easily be broken. The package must not be dropped or knocked and must be protected from excessive vibrations.



The package should be placed with the arrows pointing up. The package contains items that will be damaged if placed incorrectly.



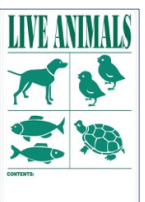
Contents may be damaged if they are not handled correctly. This label may be included with the fragile label.



Various forms of this label exist. It indicates that items are fragile (broken glass or text) must be kept in a certain direction during transport (this side up) and / or should be protected against bad weather conditions (umbrella or keep dry).



To prevent damage to the packages or their contents, package marked with this label are not allowed to be stacked.



The label is used for transporting live animals (AVI). It indicates that the package must be kept in an upright position during transport (this side up). In addition, information about the animal and any other relevant instructions are provided.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures



This label is used for transporting perishable goods. The label indicates that the shipped commodity needs special treatment while being processed in the logistics chain during transport to prevent the goods from decaying, rotting or reaching their destination in a corrupted/unusable state.



If the centre of gravity (centre of balance or CG) of an article and/or ULD is not in the usual place or location (around the middle), this label is used to indicate where the CG is located (for example used when a vehicle is shipped). The label is used to prevent risks when handling and moving goods where the dislocation of the centre of gravity could result in incidents/accidents.



This label is used to indicate that dry-ice (frozen carbon dioxide) is used when refrigerated or frozen products are to be transported. Dry-ice turns into a gas that displaces oxygen. A bulk compartment of an aircraft must be well ventilated/aired before it is entered. This is to prevent unloading personnel from becoming unwell.



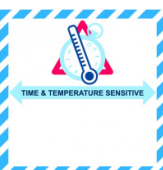
This label is used to indicate that the shipped commodity requires protection from the effects of heat sources. If exposed, the product can react dangerously based on chemical processes.



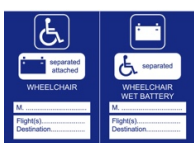
This label or a similar one is used to mark packages that are particularly heavy (above 150 kg). Special measures must be taken (lifting, restraining, etc.) when handling, treating and stowing them in an aircraft.



This or similar labels are used to indicate that a package is too heavy to be lifted safely by only one person. It must be lifted by two people.



This label is used to indicate what temperature range should be observed for the transport of products that are temperature-sensitive while they are being processed in the logistics chain during transport in order to prevent the goods from decaying, rotting or reaching their destination in a corrupted/unusable state.



The battery must be treated in such a way that an electric wheelchair does not pose a hazard during flight. This can be done by disconnecting/shielding the poles or removing the battery. The applicable part of the label must be affixed to the wheelchair in accordance with the method by which the battery has been treated.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures



This label indicates that the dangerous substances delivered for transport are exempted and not subject to the ICAO/IATA restrictions.



Various labels are used to indicate items that require high-priority handling and special treatment.

Various other labels are used to indicate that special handling instructions must be observed in the handling of shipments in the logistical supply chain. It is important to read them carefully, act accordingly and ask if the meaning of a label is not known. Incorrect treatment can cause hazards, injuries or the loss of (parts of) shipments. See the current edition of the IATA DGR for information on dangerous goods labels.

Dangerous Goods

Hazard and Handling Labels

Hazard Labels

Class 1

Class 2

Class 3

Class 4

Class 5

Class 6

Class 7

Class 8

Class 9

* Articles bearing the Explosive labels shown above and falling into Divisions 1.1, 1.2, 1.4f, 1.5 and 1.6 are normally forbidden.

Handling Labels and Markings



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

S. MEASUREMENT AND CONVERSION TABLES

IMP-code the interchange message procedure codes (IMP) are used in (military) aviation to indicate commodities that require special treatment within the logistical chain and facilitate reporting on these shipments. The IMP code is internationally recognized.

Handling code table (IMP to description)

Code	Description	Code	Description
AOG	Aircraft on ground	PER	Perishable cargo
ART	Product of art	PES	Fish/seafood
AVB	Living birds	RAD	Radioactive
AVF	Living fish	RBI	Fully regulated Lithium ION(class 9, 3480)
AVI	Living animal	RBM	Fully regulated Lithium METAL(class 9, 3090)
AVX	Living chicken	RCL	Cryogenic liquids
BIG	Oversized	RCM	Corrosives, class 8
CAO	Cargo aircraft only	RCX	Explosives 1.3c, class 1.3c
COM	Company mail	RDS	Diagnostic specimen
DGD	Dangerous goods declaration	REQ	DG in excepted quantities
DIP	Diplomatic mail	REX	Explosives 1.1, 1.2, 1.3, 1.4f, 1.5, 1.6, class 1.xxx
EAT	Foodstuff	RFG	Flammable compressed gas, class 2
EBI	Lithium-ion batteries excepted as per section II of PI 965	RFL	Flammable liquid, class 3
EBM	Lithium metal batteries excepted as per section II of PI 968	RFS	Flammable solid, class 4
ELI	Lithium-ion batteries excepted as per section II of PI 966 and 967	RFW	Dangerous when wet, class 4
ELM	Lithium metal batteries excepted as per section II of PI 969 and 970	RGX	Explosives 1.3g, class 1.3g
FAM	Firearms	RIS	Infectious substance, class 6
FIL	Undeveloped/exposed film	RMD	Miscellaneous danger, class 9
HEA	Heavy cargo 150kg/p	RNG	Non-flammable compressed gas, class 2
HEG	Hatching eggs	ROP	Organic peroxide, class 5.2
HUM	Human remains	ROX	Oxidiser, class 5.1
ICE	Dry ice	RPB	Poison, class 6
LHO	Living human organs	RPG	Poisonous gas, class 2
MAG	Magnetised material	RRE	Excepted packages of RA material



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

MED	Medicines	RRW	Radioactive cat. I white, class 9(I)
MUW	Munitions of war	RRY	Radioactive cat. II and III yellow, class 7(II/III)
NRA	Non-radioactive	RSB	Polystyrene Beads
OHG	Overhang item	RXS	Explosives 1.4s, class 1.4s
PAC	Passenger and Cargo	SWP	Sporting weapons
PEM	Meat	VAL	Valuable cargo
PEP	Fruits and vegetables	VOL	Volume cargo
PEF	Flowers	VUN	Vulnerable cargo
RSC	Spontaneous combustible, class 4	WET	Wet material not packed
RXB	Explosives 1.4b, class 1.4b		
RXC	Explosives 1.4c, class 1.4c		
RXD	Explosives 1.4d, class 1.4d		
RXE	Explosives 1.4e, class 1.4e		
RXG	Explosives 1.4g, class 1.4g		



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Handling code table (Description to IMP)

Description	Code	Description	Code
Aircraft on Ground	AOG	Foodstuff	EAT
Cargo aircraft only	CAO	Fruits and vegetables	PEP
Company mail	COM	Hatching eggs	HEG
Corrosives, class 8	RCM	Heavy cargo 150kg/p	HEA
Cryogenic liquids	RCL	Human remains	HUM
Dangerous when wet, class 4	RFW	Infectious substances, class 6	RIS
Dangerous Goods Declaration	DGD	Lithium-ion batteries excepted as per section II of PI 965	EBI
DG in excepted quantities	REQ	Lithium metal batteries excepted as per section II of PI 968	EBM
Diagnostic specimen	RDS	Lithium-ion batteries excepted as per section II of PI 966 and 967	ELI
Diplomatic mail	DIP	Lithium metal batteries excepted as per section II of PI 969 and 970	ELM
Dry ice	ICE	Living animal	AVI
Excepted packages of RA material	RRE	Living birds	AVB
Explosives 1.1, 1.2, 1.3, 1.4f, 1.5, 1.6, class 1.xxx	REX	Living chicken	AVX
Explosives 1.3c, class 1.3c	RCX	Living fish	AVF
Explosives 1.3g, class 1.3g	RGX	Living human organs	LHO
Explosives 1.4b, class 1.4b	RXB	Magnetised material	MAG
Explosives 1.4c, class 1.4c	RXC	Meat	PEM
Explosives 1.4d, class 1.4d	RXD	Medicines	MED
Explosives 1.4e, class 1.4e	RXE	Miscellaneous danger, class 9	RMD
Explosives 1.4g, class 1.4g	RXG	Mission Essential Equipment	MEE
Explosives 1.4s, class 1.4s	RXS	Munitions of war	MUW
Firearms	FAM	Newspaper/magazines	NWP
Fish/seafood	PES	Non-flammable compressed gas, class 2	RNG
Flammable solid, class 4	RFS	Non-radioactive	NRA
Flowers	PEF	Outsized	OUT
Flammable compressed gas, class 2	RFG	Organic peroxide, class 5.2	ROP
Flammable liquid, class 3	RFL	Oxidiser, class 5.1	ROX



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Description	Code	Description	Code
Passenger and cargo	PAC	Overhang item	OHG
Perishable cargo	PER	Radioactive cat. II and III yellow, class 7(II/III)	RRY
Poison, class 6	RPB	Spontaneous combustible, class 4	RSC
Poisonous gas, class 2	RPG	Sporting weapons	SWP
Polystyrene beads	RSB	Undeveloped/exposed film	FIL
Product of art	ART	Valuable cargo	VAL
Radioactive	RAD	Volume cargo	VOL
Radioactive cat. I white, class 9(I)	RRW	Vulnerable cargo	VUN
		Wet material not packed	WET



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Conversion table (to SI units)

The international system of units (SI-units) forms a complete metric system of units of measurement for scientists; fundamental quantities are length (meter), mass (kilogram), time (second), electric current (ampere), temperature (Kelvin), amount of matter (mole) and luminous intensity (candela). It can be required to convert SI units provided to SI units needed.

To convert	To	Multiply by
Bar	Kilopascal (kPa)	100,0
Curie (Ci)	Giga-becquerel (GBq)	37,00
Temperature in degree Fahrenheit (°F)	Temperature in degrees Celsius (°C)	Subtract 32 °F and multiply by 5/9
Temperature in degree Celsius (°C)	Temperature in Kelvin	add 273,15
Foot (Ft)	Meter (m)	0,3048
Gallon (Imperial)	Litre (L)	4,546
Gallon (US liquid)	Litre (L)	3,785
Inch (in)	Millimetre (mm)	25,4
Kilogram per square centimetre (kg/cm ²)	kilopascal (kPa)	98,07
Oersted	Ampère per meter (A/m)	79,58
Ounce (avoirdupois)	Gram (g)	28,35
Ounce, fluid (Imperial)	Millilitre (mL)	28,41
Ounce, fluid (US)	Millilitre (mL)	29,57
Pint (Imperial)	Litre (L)	0,5683
Pint (US)	Litre (L)	0,4732
Pound (avoirdupois)	Kilogram (kg)	0,4536
Pound per square inch (lb/sq.in)	kilopascal (kPa)	6,895
Quart (Imperial)	Litre (L)	1,137
Quart (US)	Litre (L)	0,9464
Rad	Gray (Gy)	0,01000
Rem	Sievert (Sv)	0,01000



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Conversion from SI units

To convert	To	Multiply by
Ampère per meter (A/m)	Oersted	0,01257
Ampère per meter (A/m)	Oersted	0,01257
Temperature in degrees Celsius (°C)	Temperature in degrees Fahrenheit (°F)	Multiply by 9/5 and add 32 °F
Temperature in Kelvin	Temperature in degrees Celsius (°C)	subtract 273,15
Gram (g)	Ounce (avoirdupois)	0,03527
Gray (Gy)	Rad	100,00
Kilogram (kg)	Pound (lb)	2,205
Kilopascal (kPa)	Bar	0,01000
Kilopascal (kPa)	Kilogram per square centimetre (kg/cm ²)	0,01020
Kilopascal (kPa)	Pound per square inch	0,1450
Litre (L)	Gallon (Imperial)	0,2200
Litre (L)	Gallon (US liquid)	0,2642
Litre (L)	Pint (Imperial)	1,760
Litre (L)	Pint (US)	2,113
Litre (L)	Quart (imperial)	0,8799
Litre (L)	Quart (US)	1,057
Meter (m)	Foot (ft)	3,281
Millilitre (mL)	Ounce, fluid (Imperial)	0,03520
Millilitre (mL)	Ounce, fluid (US)	0,03381
Millimetre (mm)	Inch (in)	0,03937
Sievert (Sv)	Rem	100,00
Terabecquerel (TBq)	Curie (Ci)	27,03



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Calculation/conversion formulas metrical → English (Imperial)

Surface	m ²	x	10.75	=	ft ² (feet ²)
	cm ²	x	0.155	=	in ² (inch ²)
Length	m	x	3.28	=	ft (feet)
	cm	x	0.394	=	in (inch)
Weight	kg	x	2.205	=	lb (pound)
Pressure	kg/cm ²	x	14.29	=	psi
	bar	x	14.51	=	psi
Volume	litre	x	0.264	=	gallon (US)

Calculation/conversion formulas English → metrical

Surface	ft ² (feet ²)	x	0.093	=	m ²
	in ² (inch ²)	x	6.45	=	cm ²
Length	ft (feet)	x	0.305	=	m
	in (inch)	x	2.54	=	cm
Weight	lb (pound)	x	0.4536	=	kg
Pressure	psi	x	0.07	=	kg/cm ²
	psi	x	0.0689	=	bar
Volume	gallon (US)	x	3.785	=	litre

Authorized equivalents (IATA)

VOLUME		
Litres	Imperial	U.S.
0,5	1 pt	1 pt
1	1 qt	1 qt
2	2 qt	2 qt
2,5	5 pt	5 pt
5	1 gal	1,25 gal
10	2 gal	2,5 gal
15	3 gal	3,75 gal
20	4,25 gal	5 gal
25	5,5 gal	6,25 gal



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

VOLUME		
Litres	Imperial	U.S.
30	6,5 gal	7,5 gal
42	9 gal	11 gal
50	11 gal	13 gal
60	13 gal	15 gal
100	22 gal	25 gal
120	26 gal	30 gal
220	48 gal	55 gal
250	55 gal	62,5 gal

For conversion of different values various software applications are available. Often mobile or smart cell phones support conversion and/or recalculation of values.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Tie down calculation (generic)

Straps (example)

Tie-down calculations require knowledge to be had of and account to be taken of the strength of the strap, the G-force restraining required for a specific type of aircraft (operator-related), the peak load of the aircraft and ULD anchor points used, and the weight of the cargo item that has to be tied down. In this example, straps of 5,000 lb and a tie-down ratio of 0.5 are used.

Formula: **G-force x weight (in lb)**

1 strap (in lb)

Example to calculate the required amount of straps, where the tie down must be fixed at 9G and the cargo weight is 2000 lb.

Formula:	<u>9G x 2000 lb=</u>	<u>18000 lb</u>
	1 strap (in lb)=	5000 lb * 0.5 (max force per strap * Ratio)= 7.20
	Always round up	= 8 straps

Chains (example)

For tie-down calculations the strength of the chain, the G-force restraining required for a specific aircraft type (operator dependant)), the peak load of used anchor points of the aircraft and ULD and the weight of the cargo item to be tied-down must be known and taken into account. In this example chains of 10.000 lb and a Tie-down ratio of 0.5 are used.

Formula: **G-force x weight (in lb)**

1 chain (in lb)

Example for calculating the required number of straps when the tie-down must be fixed at 9G and the cargo weight is 2000 lb.

Formula:	<u>9G x 2000 lb</u>	<u>18000 lb</u>
	1 chain (in lb)	10000 lb * 0.5 (max force per chain * Ratio)= 3.60
	Always round up	= 4 chains

Note:

The peak load of the aircraft and ULD anchor points used must be checked. If a limit is found below the restraint value of the strap or chain (attached to these specific anchor points), the number of straps/chains and anchor points used must be increased.

To be certain use the cargo Restraint Computation Worksheet for calculating the tie-down ratio, total applied restraint and number of tie-down needed!

More than one strap or chain must always be used for load and tie-down purposes. Chains and straps are not allowed to be mixed for one load (for the same flight direction).

Check the condition and due-date (shelf/life time) of tie-down equipment such as nets, straps, etc. prior to use. **DO NOT USE** it if is not considered airworthy or the shelf/life time has expired. Dispose of these materials according to national/local procedures.



Notification to Captain (NOTOC – front side)

[illegible]

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER

NOTOC



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Notification to Captain (NOTOC – backside)

AIRCRAFT EMERGENCY RESPONSE DRILL						
1. Complete appropriate aircraft emergency procedures						
2. Consider landing as soon as practicable						
3. Use drill from the chart below						
Drill no.	Inherent risk	Risk to aircraft	Risk to occupants	Spill or leak procedure	Fire fighting procedure	Additional considerations
1.	Explosion may cause structural failure	Fire and/or explosion	As indicated by the drill letter(s)	Use 100% oxygen; no smoking	All agents according to availability; use standard fire procedures	Possible abrupt loss of pressurization
2.	Gas, non-flammable, pressure may create hazard in fire	Minimal	As indicated by the drill letter(s)	Use 100% oxygen; establish and maintain maximum ventilation for "A", "I" or "P" drill letter	All agents according to availability; use standard fire procedures	Possible abrupt loss of pressurization
3.	Flammable liquid or solid	Fire and/or explosion	Smoke, fumes and heat as indicated by the drill letter(s)	Use 100% oxygen; establish and maintain maximum ventilation; no smoking; minimum electrics	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization
4.	Spontaneously combustible or pyrophoric when exposed to air	Fire and/or explosion	Smoke, fumes and heat as indicated by the drill letter(s)	Use 100% oxygen; establish and maintain maximum ventilation;	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization; minimum electrics if "F" or "H" drill letter
5.	Oxidizer, may ignite other materials, may explode in heat or fire	Fire and/or explosion, possible corrosion damage	Eye, nose and throat irritation; skin damage on contact	Use 100% oxygen; establish and maintain maximum ventilation;	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization
6.	Toxic*, may be fatal if inhaled, ingested or absorbed by skin	Contamination with toxic* liquid or solid	Acute toxicity, effects may be delayed	Use 100% oxygen; establish and maintain maximum ventilation; do not touch without gloves	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization; minimum electrics if "F" or "H" drill letter
7.	Radiation from broken/unshielded packages	Contamination with spilled radioactive material	Exposure to radiation, and personnel contamination	Do not move packages; avoid contact	All agents according to availability	Call for a qualified person to meet the aircraft
8.	Corrosive, fumes disabling if inhaled or in contact with skin	Possible corrosion damage	Eye, nose and throat irritation; skin damage on contact	Use 100% oxygen; establish and maintain maximum ventilation; do not touch without gloves	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization; minimum electrics if "F" or "H" drill letter
9.	No inherent general risk	As indicated by the drill letter	As indicated by the drill letter	Use 100% oxygen; establish and maintain maximum ventilation if "A" drill letter	All agents according to availability – use water if available on "Z" drill letter; no water on "W" drill letter	If "Z" drill letter, consider landing immediately; otherwise, none
10.	Gas, flammable, high fire risk if any ignition source present	Fire and/or explosion	Smoke, fumes and heat as indicated by the drill letter(s)	Use 100% oxygen; establish and maintain maximum ventilation; no smoking; minimum electrics	All agents according to availability	Possible abrupt loss of pressurization
11.	Infectious substances may affect humans or animals if inhaled, ingested or absorbed through the mucous membranes	Contamination with infectious substances	Delayed infection to humans and animals	Do not touch. Minimum recirculation and ventilation in affected area	All agents according to availability; no water on "Y" drill letter	Call for a qualified person to meet the aircraft
12.	Fire, heat, smoke, flammable vapour, explosion	Fire and/or explosion	Smoke, fumes, heat	Use 100% oxygen; establish and maintain maximum ventilation	All agents according to availability. Use of water if available	Consider landing immediately
Drill letter	Additional risk	Drill letter		Additional risk	Drill letter	Additional risk
A	ANAESTHETIC	L	OTHER RISK		X	OXIDIZER
C	CORROSIVE	M	MAGNETIC		Y	DEPENDS ON THE TYPE OF INFECTIOUS SUBSTANCE. THE APPROPRIATE NATIONAL AUTHORITIES MAY BE REQUIRED TO QUARANTINE INDIVIDUALS, ANIMALS, CARGO AND THE AIRCRAFT
E	EXPLOSIVE	N	NOXIOUS			
F	FLAMMABLE	P	TOXIC* (POISON)		Z	AIRCRAFT CARGO FIRE SUPPRESSION SYSTEM MAY NOT EXTINGUISH OR CONTAIN THE FIRE. CONSIDER LANDING IMMEDIATELY
H	HIGHLY IGNITABLE	S	SPONTANEOUS COMBUSTIBLE OR PYROPHORIC			
I	IRRITANT/ TEAR PRODUCING	W	IF WET GIVES OFF TOXIC* OR FLAMMABLE GAS			

*Toxic has the same meaning as poison

EGOM Notification to Captain NOTOC v3.1.xlsx
NOTOC

EATC

Update: 01 may 2020



1. Organization

2. Station of loading

3. Station of unloading

4. Manifest number

5. Date

6. Aircraft registration (1)

7. Aircraft registration (2)

8. Prepared by (in print and signature)

9. Aircraft commander (in print and signature)

10. Slip crew Aircraft commander (in print and signature)

11. Loaded as shown

12. UN or ID number

13. Proper shipping name – PSN (for dangerous goods), content and description (for other special cargo)

225



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

14. Class or Division, for class 1 compatibility groups

Insert Class or division of the dangerous goods (ammunition class 1 compatibility group)

15. Sub Hazard

Insert subsidiary hazard (ICAO) of dangerous goods

16. Number of packages

Insert number of packages used.

17. (net)Quantity per package

Insert net explosive quantity (NEQ) for ammunition and/or explosives.

18. UN packing group

Insert UN packing group (ICAO).

19. IMP code

Insert applicable Inter change Message Procedure (IMP) code.

20. CAO (X)

Insert marking if dangerous goods are allowed to be transported by cargo aircraft only – CAO (mark with X).

21. Drill code

Insert the applicable drill or emergency code.

22. ULD ID number

Insert identification number of the ULD (example AKE 96002 GAF) in/on which the commodity is packed.

23. POS/CTP

Insert the position of the ULD after it has been loaded onto the aircraft.

24. Page numbering (1)

Insert the number of this particular page of the NOTOC.

25. Page numbering (2)

Insert the total number of pages the NOTOC consists of.

Note 1: The template is available as an electronic (excel) document, and the latest edition is available on the EATC server.

Note 2: The most common Interchange Message Procedure (IMP) codes are listed on the front side. A list of aircraft emergency response drill codes/letters is provided on the back of the template. Drill codes and amplified incident checklists can be found in the current edition of ICAO's Emergency Response Guidance (DOC 9481 AN/928).



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

U. PROCESS INDICATOR – PROCESS GUIDANCE DOCUMENT EGOM 4.2

PROCESS GUIDANCE DOCUMENT AIR CARGO						
DTG DELIVERY		MISSION ORDER (ATMO)				
SERIAL (AIR TERMINAL)		DESTINATION				
CARGO NUMBER		AIRCRAFT TYPE				
MISSION NUMBER (MEAT)		DATE / ETD				
LANDSIDE LOCATION		AIRSIDE LOCATION				
GENERIC CARGO	<input type="checkbox"/>	→ ENSURE GENERIC CARGO IS MENTIONED IN MEAT, EGOM 4.4.1				
DANGEROUS GOODS	<input type="checkbox"/>	→ CHECKLIST DANGEROUS GOODS & AMMUNITION				
WEAPONS / UN 2911 EXCEPTED PACKAGES	<input type="checkbox"/>	→ CHECKLIST WEAPONS & UN 2911 EXCEPTED PACKAGES				
AMMUNITION	<input type="checkbox"/>	→ CHECKLIST DANGEROUS GOODS & AMMUNITION				
MEDICINES / BLOOD PRODUCTS	<input type="checkbox"/>	→ CHECKLIST MEDICINES / BLOOD PRODUCTS				
PERISHABLES / FOODSTUFF	<input type="checkbox"/>	→ CHECKLIST PERISHABLES / FOOD PRODUCTS				
DRY ICE	<input type="checkbox"/>	→ CHECKLIST DRY ICE				
LIVE ANIMALS	<input type="checkbox"/>	→ CHECKLIST LIVE ANIMALS				
UN 2911 (Excepted packages)	<input type="checkbox"/>	→ CHECKLIST WEAPONS & UN 2911 EXCEPTED PACKAGES				
MAIL (FIELD / COMPANY)	<input type="checkbox"/>	→ CHECKLIST (FIELD / COMPANY) MAIL				
VEHICLE	<input type="checkbox"/>	→ CHECKLIST VEHICLE (GENERIC)				
LITHIUM BATTERIES	<input type="checkbox"/>	→ CHECKLIST LITHIUM BATTERIES				
LITHIUM BATTERY HANDLING LABEL	<input type="checkbox"/>					
TEMPERATURE CONTROL	<input type="checkbox"/>					
PROTECTIVE STORAGE	<input type="checkbox"/>					
AOG / MEE / PRIORITY 1	<input type="checkbox"/>					
NOT RESTRICTED	<input type="checkbox"/>					
		<div>(OTHER) SPECIAL INFORMATION</div>				
		<div>(If applicable; list statement on air cargo manifest; not on NOTOC)</div>				
CARGO IDENTIFICATION		Y	N	N/A	COMMENTS, REMARKS AND NOTES	
AIR CARGO SECURITY DECLARATION		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
HYGIENE CERTIFICATE AVAILABLE		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
WAYBILL / DELIVERY NOTICE (Road Transportation)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
GROSS WEIGHT FREIGHT DELIVERED		KG / LB				
AMOUNT OF PACKAGES AND TYPE OF CARGO		PACKAGES TYPE				
VALUE LIST OR (PRO FORMA) INVOICE		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
STATEMENT "NON DANGEROUS GOODS"		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
SHIPPER'S DECLARATION FOR DANGEROUS GOODS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
FREIGHT SCANNED (TRACK & TRACE)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
ARE THE ADDRESSES OF THE SHIPPER AND CONSIGNEE AFFIXED ON THE CARGO		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
ARE THE PACKAGES MARKED (IDENTIFICATION)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
CUSTOM DOCUMENTS		TYPE		NBR		
PROCESSED	CARGO (LAND)	LOADCONTROL	CARGO (AIR)	LOADCONTROL	CUSTOMS	ARCHIVE
NAME						
PARAPH						

EGOM Process guidance documents v3.1 (blue document)
Process guidance Blue
Print on BLUE paper

EATC

**EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER**



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Process guidance document (fill-in instruction)

PROCESS GUIDANCE DOCUMENT AIR CARGO					
DTG DELIVERY (1.)	MISSION ORDER (ATMO) (6.)				
SERIAL (AIR TERMINAL) (2.)	DESTINATION (7.)				
CARGO NUMBER (3.)	AIRCRAFT TYPE (8.)				
MISSION NUMBER (MEAT) (4.)	DATE / ETD (9.)				
LANDSIDE LOCATION (5.)	AIRSIDE LOCATION (10.)				
GENERIC CARGO (11.) <input type="checkbox"/>					
DANGEROUS GOODS <input type="checkbox"/>					
WEAPONS / UN 2911 EXCEPTED PACKAGES <input type="checkbox"/>					
AMMUNITION <input type="checkbox"/>					
MEDICINES / BLOOD PRODUCTS <input type="checkbox"/>					
PERISHABLES / FOODSTUFF <input type="checkbox"/>					
DRY ICE <input type="checkbox"/>					
LIVE ANIMALS <input type="checkbox"/>					
UN 2911 (Excepted packages) <input type="checkbox"/>					
MAIL (FIELD / COMPANY) <input type="checkbox"/>					
VEHICLE <input type="checkbox"/>					
LITHIUM BATTERIES <input type="checkbox"/>					
LITHIUM BATTERY HANDLING LABEL (12.) <input type="checkbox"/>					
TEMPERATURE CONTROL <input type="checkbox"/>					
PROTECTIVE STORAGE <input type="checkbox"/>					
AOG / MEE / PRIORITY 1 <input type="checkbox"/>					
NOT RESTRICTED <input type="checkbox"/>					
CARGO IDENTIFICATION					
AIR CARGO SECURITY DECLARATION (14.) <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> NA <input type="checkbox"/>				
HYGIENE CERTIFICATE AVAILABLE <input type="checkbox"/>	IF "N" see other side				
WAYBILL / DELIVERY NOTICE (Road Transportation) <input type="checkbox"/>	NR: (15.)				
GROSS WEIGHT FREIGHT DELIVERED (16.)	KG/LB (16.)				
AMOUNT OF PACKAGES AND TYPE OF CARGO	PACKAGES (17.)				
VALUE LIST OR (PRO FORMA) INVOICE	TYPE (18.)				
STATEMENT "NON DANGEROUS GOODS"	(19.)				
SHIPPER'S DECLARATION FOR DANGEROUS GOODS	(20.)				
FREIGHT SCANNED (TRACK & TRACE)	(21.)				
ARE THE ADDRESSES OF THE SHIPPER AND CONSIGNEE AFFIXED ON THE CARGO	(22.)				
ARE THE PACKAGES MARKED (IDENTIFICATION)	(23.)				
CUSTOM DOCUMENTS	TYPE (24.)				
	NR: (25.)				
COMMENTS, REMARKS AND NOTES (27.)					
(If applicable, list statement on air cargo manifest; not on NOTOC)					
PROCESSED					
CARGO (LAND)	LOADCONTROL	CARGO (AIR)	LOADCONTROL	CUSTOMS	ARCHIVE
NAME (28.)	(29.)	(30.)	(31.)	(32.)	(33.)
PARAPH					

Note: For track and trace purposes and document visibility during the fill-in process the document must preferably be printed on **BLUE** paper.

1. DTG delivery

Insert the date and time the shipment is delivered to the air terminal.

2. Air terminal (reference number)

Insert a reference number assigned to the shipment that allows it to be identified and tracked while being processed in the air terminal.

3. Cargo number

Insert the number that refers to the order issued or other (national) arrangement made to deliver the shipment to the air terminal (e.g. ATR or similar national shipping/delivery instruction).

4. Mission Number MEAT

Insert the number that refers to the mission number issued by the MEAT system

5. Land-side location

After completion of the air cargo security check, insert the land-side location in the air terminal area at which the shipment is positioned after being unloaded from the truck.

Note: Cargo at a land-side location must not necessarily have passed an air cargo acceptance check.

6. Air Transport Mission Order

Insert ATMO or similar number (ATMO, Air Waybill or other mission reference number) identifying the flight on which the shipment is planned to be transported.

7. Destination

Insert the destination of the shipment

8. Aircraft type

Insert the (generic) type of aircraft used by the operator to carry out the transport

9. Date / ETD

Insert the date and/or estimated time of departure of the aircraft dedicated to conduct the mission.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

10. Air-side location

Insert air-side location at which the shipment is positioned after it has been transferred to air-side in the air terminal area and declared “ready for carriage”.

Note: Cargo at an air-side location must have passed an air cargo acceptance check (ready for carriage).

11. Cargo type

Mark the applicable box(es) of the type of cargo delivered to the air terminal and conduct the required acceptance checks

- a) General cargo
Check compliance with generic rules on air cargo (packing, labelling, documentation, etc.)
- b) Dangerous goods
Check compliance with the dangerous goods & ammunition checklist.
- c) Weapons / UN 2911 excepted packages
Check compliance with the weapons and UN 2911 excepted packages checklist.
- d) Ammunition
Check compliance with the dangerous goods and ammunition checklist.
- e) Medicines / blood products
Check compliance with the medicines and blood products checklist.
- f) Perishables / food products
Check compliance with the perishables & food products checklist.
- g) Dry-ice
Check compliance with the dry-ice checklist.
- h) Live animals
Check compliance with the live animals checklist.
- i) UN 2911 (Excepted packages)
Check compliance with the weapons and UN 2911 excepted packages checklist.
- j) (Field / Company) Mail
Check compliance with the (field / Company) mail checklist.
- k) Vehicle
Check compliance with the vehicle checklist Vehicle
- l) Lithium Batteries
Check compliance with the lithium Batteries checklist

12. Handling information

Mark the applicable box(es) related to special handling instructions / markings for the cargo delivered to the air terminal.

- a) Battery handling label (Lithium)
Mark if the shipment holds batteries that are subject to the dangerous goods regulations (such as lithium ion batteries) and if the required battery handling labels are affixed to the packages.
- b) Temperature control
Mark if the shipment holds commodities that must be stored/shipped in a temperature-controlled environment and if the required temperature label is affixed to the packages.



- c) Protective storage
Mark if the shipment holds commodities that must be stored in a security-controlled environment (e.g., high-value shipments, weapons, classified materials, etc.).
- d) AOG / MEE / Priority 1
Mark if the shipment holds items, and their documentation, bearing a high priority identification that requires them to be handled with priority by the various air terminal parties so that they reach the final destination without any delay.
- e) Not restricted
Mark if the shipment holds small amounts of dangerous goods that are not subject to the IATA dangerous goods regulations (DGR) and if the required labels are affixed to the packages.

13. (Other) special information

Insert any other special information of importance for the handling of the shipment or other activities related to the preparation of air cargo or its documentation (e.g., air cargo security declaration number, sealed, opium act articles, dry-ice used, keep under power, etc.)

14. (Road) waybill, Air Cargo security Declaration, Hygiene Certificate

Mark the applicable box to indicate if a waybill, bill of loading, Air cargo security declaration and Hygiene certificate or similar document accompanied the shipment upon its delivery by a truck service to the air terminal (yes/no).

15. Number

Insert the number of the document that accompanied the shipment upon its delivery by a truck service to the air terminal.

Note: A complete and correctly filled-in waybill, bill of loading or similar document that accompanies the shipment upon delivery is an important reference for air cargo security as it indicates that the shipment originates from a known consigner (sender) and is transported by a known carrier (truck service).

16. Gross weight freight delivered

Insert the gross weight of the cargo (referred to on the process guidance document) that is delivered to the air terminal.

17. Number of packages

Insert the number of packages (referred to on the process guidance document) delivered to the air terminal. Note: The gross weight and number of packages must correspondent with the waybill, bill of loading or similar document accompanying the shipment upon delivery and are important references in air cargo security as they indicate that the shipment has not been tampered with.

18. Type of cargo

Insert the type(s) of packages the shipment consists of (e.g. pallet, uni-pack, bag, box, etc.)

19. Value list or (pro forma) invoice

Mark the applicable box to indicate if one or more a value lists or (pro forma) invoices accompanied the shipment upon its delivery at the air terminal (yes/no/not applicable). Note: Copies of the value lists or (pro forma) invoices are delivered separately as an attachment to the waybill, are affixed on the (outer)packages and/or custom documents. The documents are required for import/export purposes (cross boarder transports).



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

20. “Non-dangerous goods” Statement

Mark the applicable box to indicate if one or more non-dangerous goods declarations accompanied the shipment upon delivery to the air terminal (yes/no/not applicable).

21. Shipper’s dangerous goods declaration

Mark the applicable box to indicate if one or more shippers’ dangerous goods declarations (DGD) accompanied the shipment upon delivery to the air terminal (yes/no/not applicable).

22. Freight scanned (by automated means)

Mark the applicable box to indicate if the shipment was subject to tracking and tracing by automated means (scanning or RFID) upon delivery and/or while being processed at the air terminal (yes/no/not applicable).

23. Address labels affixed

Mark the applicable box to indicate if the (full) addresses of the shipper and consignee are affixed on the packages of the shipment (yes/no/not applicable).

24. Packages marked

Mark the applicable box to indicate if all packages in the shipment are properly marked to allow identification (yes/no/not applicable).

25. Custom document type

Insert the type(s) of customs documents that accompanied the shipment upon delivery to the air terminal (e.g., 302, T form, etc.).

26. Custom document number

Insert the unique registration number(s) of the custom documents that accompany the shipment upon arrival at the air terminal (e.g. identifying number on the 302, T form, etc.)

27. Comments, remarks and notes

Insert any other comments, remarks or notes of importance for the handling of the shipment or other activities related to the preparation of air cargo and its documentation.

28. Processed by cargo (land)

The entry of the name and signature of the air terminal cargo acceptance representative responsible for conducting the applicable procedures upon delivery of the shipment confirms that cargo acceptance, land-side storage and location recording have been conducted in compliance with the regulations and that the exchange of information on the shipment and its documentation with other stakeholders (such as load control element) has been carried out as required.

Note: After completion of the cargo acceptance and location recording process, the shipment must be marked with the “outbound cargo” or “quarantined cargo” process indicator document. Any problem related to quarantined cargo must be solved prior to its release to air-side. The “outbound cargo” process indicator must be attached to it when the problem has been solved (declared ready for carriage).



29. Processed by load control

The entry of the name and signature of the air terminal load control representative responsible conducting the applicable procedures for cargo clearance to an air-side location, providing instructions for the preparation and build-up of air cargo and taking account of applicable arrangements, flight details, the date of the mission and the limits set for the type of aircraft planned to be used confirms that these tasks have been performed in compliance with the regulations and handling instructions and that the exchange of information on the shipment and its documentation with other stakeholders (such as customs and air terminal air-side personnel) has been carried out as required.

Note: After completion of the load control acceptance process, the “outbound cargo” or “quarantined cargo” process indicator document must be updated with the required information. Only shipments marked as “outbound cargo” may be released to air-side.

30. Processed by cargo (air)

The entry of the name and signature of the air terminal cargo representative responsible for conducting the applicable procedures for the movement of the shipment to an air-side location and for ensuring the preparation and build-up of air cargo according to the plan provided by the load control element confirms that air-side storage and location recording have been conducted in compliance with the regulations and that the exchange of information with other stakeholders (such as load control element, customs) has been carried out as required.

Note: After completion of the air-side acceptance and air cargo preparation process, the “outbound cargo” process indicator document (Annex X) must be updated with the required information. When the cargo build-up process starts, the “ULD preparation sheet” or “BULK preparation sheet” process indicator document must be used as applicable to allow the air cargo manifest and/or NOTOC to be prepared. The “outbound cargo” document is no longer required after completion of the air cargo consolidation process.

31. Processed by load control

The entry of the name and signature of the air terminal load control representative responsible for conducting the applicable procedures for preparing a consolidated load plan, other required documents and the release of the shipment from the air terminal to an aircraft confirms that these tasks have been conducted in compliance with the regulations and handling instructions and that the exchange of information on the prepared cargo shipment and its documentation with other stakeholders (such as customs, air terminal ramp services representatives) has been carried out as required.

Note: After completion of the air cargo preparation, build-up and release process, the preparation sheets, air cargo manifest, NOTOC (if applicable), invoices, etc. must be archived in a mission folder. The manifest, NOTOC and other required information are shared with other stakeholders, submitted to the aircrew and reported to the next station (airport) en-route.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

32. Processed by customs

The entry of the name and signature of the customs office representative responsible for executing the applicable import and/or export procedures based on documentation provided by the customer (sender) and supplemented with documents provided by the air terminal personnel (e.g. air cargo manifest and other required documents) confirms that these tasks have been conducted in compliance with the regulations and that the exchange of information on the shipment and its documentation with other stakeholders has been carried out as required.

Note: After completion of the customs processing, the shipment can be put on hold, physically or administratively controlled by dedicated authorities or released for transport. Customs documentation reference numbers must be recorded on the air cargo manifest.

33. Processed to archive

The entry of the name and signature of the air terminal representative responsible for archiving the cargo records confirms that the required documents have been checked for completeness, copies have been put in the mission folder and the required reporting has been conducted. The details provided in the mission folder can be used for statistical purposes.

Not all entries required on the document may be known upon delivery of the shipment. The document must be completed and updated as the shipment is processed in the air terminal area by the various parties involved in air cargo preparation. It serves as administrative evidence of cargo being handed over from one stakeholder to another and allows the compliance of dedicated (national) agencies with the regulations to be validated. Prior to being archived, the document must be completed or the sections that are not applicable must be clearly marked.

All the reporting required of air terminal representatives in respect of shipment handling must be carried out (see **Chapter 9**).

Process indicator documents are used to provide visibility with respect to the degree to which the process has been completed at an air terminal, allow process tracking and quality control and contribute towards maintaining the integrity and security of air cargo shipments. They serve as administrative evidence of cargo being or having to be handed over from one stakeholder to another and allow the compliance of dedicated (national) agencies with the regulations to be validated.

Note: The process guidance document is used to manage the various steps followed by different parties at an air terminal area, provides visibility with respect to the degree to which the process has been completed, allows process tracking and quality control and contributes towards maintaining the integrity and security of air cargo shipments.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

V. PROCESS INDICATOR – TRANSFER GUIDANCE DOCUMENT EGOM 4.2

TRANSFER GUIDANCE DOCUMENT AIR CARGO																																															
DTG DELIVERY		MISSION ORDER (ATMO)																																													
AIRCRAFT TYPE		TAIL NUMBER																																													
SENDING NATION		DATE / ETD																																													
LOCATION ARRIVAL		LOCATION DEPARTURE																																													
<u>GENERIC CARGO</u>		<input type="checkbox"/>																																													
DANGEROUS GOODS		<input type="checkbox"/> → CHECKLIST DANGEROUS GOODS & AMMUNITION																																													
WEAPONS / UN 2911 EXCEPTED PACKAGES		<input type="checkbox"/> → CHECKLIST WEAPONS & UN 2911 EXCEPTED PACKAGES																																													
AMMUNITION		<input type="checkbox"/> → CHECKLIST DANGEROUS GOODS & AMMUNITION																																													
MEDICINES / BLOOD PRODUCTS		<input type="checkbox"/> → CHECKLIST MEDICINES / BLOOD PRODUCTS																																													
PERISHABLES / FOODSTUFF		<input type="checkbox"/> → CHECKLIST PERISHABLES / FOOD PRODUCTS																																													
DRY ICE		<input type="checkbox"/> → CHECKLIST DRY ICE																																													
BATTERY HANDLING LABEL		<input type="checkbox"/>																																													
TEMPERATURE CONTROL		<input type="checkbox"/>																																													
PROTECTIVE STORAGE		<input type="checkbox"/>																																													
AOG / PRIORITY 1		<input type="checkbox"/>																																													
NOT RESTRICTED		<input type="checkbox"/>																																													
		(OTHER) SPECIAL INFORMATION																																													
		(If applicable; list statement on air cargo manifest; not on NOTOC)																																													
<u>CARGO IDENTIFICATION</u>																																															
		Y N N/A		NBR.																																											
AIR CARGO MANIFEST		<input type="checkbox"/>		<input type="checkbox"/>																																											
SIGNED AIR CARGO SECURITY DECLARATION		<input type="checkbox"/>		<input type="checkbox"/>																																											
VALUE LIST OR (PRO FORMA) INVOICE		<input type="checkbox"/>		<input type="checkbox"/>																																											
SHIPPER'S DECLARATION FOR DANGEROUS GOODS		<input type="checkbox"/>		<input type="checkbox"/>																																											
DANGEROUS GOODS COMPLIANT TO IATA DGR OR OTHER MILITARY (DG) REGULATION		<input type="checkbox"/>		<input type="checkbox"/>																																											
IS THERE ANY VISIBLE DAMAGE		<input type="checkbox"/>		<input type="checkbox"/>																																											
ARE THE ADDRESSES OF THE SHIPPER AND CONSIGNEE AFFIXED ON THE CARGO		<input type="checkbox"/>		<input type="checkbox"/>																																											
ULD IDENTIFICATION																																															
<table border="1"><thead><tr><th>TYPE</th><th>NUMBER</th><th>OWNER</th></tr></thead><tbody><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr></tbody></table>		TYPE	NUMBER	OWNER																															<table border="1"><thead><tr><th>WEIGHT KG / LB *</th></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr></thead></table>		WEIGHT KG / LB *										
TYPE	NUMBER	OWNER																																													
WEIGHT KG / LB *																																															

CUSTOM DOCUMENTS			------------------	--		TYPE			NUMBER			TYPE			NUMBER			TYPE			NUMBER			TYPE			NUMBER			TYPE			NUMBER						PROCESSED	CARGO (AIR)	LOADCONTROL	CARGO (AIR)	LOADCONTROL	CUSTOMS	ARCHIVE		-----------	-------------	-------------	-------------	-------------	---------	---------		NAME								PARAPH												
EGOM Process guidance documents v3.0 (blue document) Transfer guidance Yellow Print on YELLOW paper																																																																											
EATC																																																																											
EXAMPLE TEMPLATE ONLY! CURRENT VERSION ON EATC SERVER																																																																											



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Transfer guidance document (fill-in instruction)

TRANSFER GUIDANCE DOCUMENT AIR CARGO					
DTG DELIVERY	(1.)	MISSION ORDER (ATMO)	(5.)		
AIRCRAFT TYPE	(2.)	TAIL NUMBER	(6.)		
SENDING NATION	(3.)	DATE / ETD	(7.)		
LOCATION ARRIVAL	(4.)	LOCATION DEPARTURE	(8.)		
GENERIC CARGO					
<input type="checkbox"/> DANGEROUS GOODS		<input type="checkbox"/> CHECKLIST DANGEROUS GOODS & AMMUNITION			
<input type="checkbox"/> WEAPONS / UN 2911 EXCEPTED PACKAGES		<input type="checkbox"/> CHECKLIST WEAPONS & UN 2911 EXCEPTED PACKAGES			
<input type="checkbox"/> AMMUNITION		<input type="checkbox"/> CHECKLIST DANGEROUS GOODS & AMMUNITION			
<input type="checkbox"/> MEDICINES / BLOOD PRODUCTS		<input type="checkbox"/> CHECKLIST MEDICINES / BLOOD PRODUCTS			
<input type="checkbox"/> PERISHABLES / FOODSTUFF		<input type="checkbox"/> CHECKLIST PERISHABLES / FOOD PRODUCTS			
<input type="checkbox"/> DRY ICE		<input type="checkbox"/> CHECKLIST DRY ICE			
BATTERY HANDLING LABEL		(OTHER) SPECIAL INFORMATION			
<input type="checkbox"/> TEMPERATURE CONTROL		(11.)			
<input type="checkbox"/> PROTECTIVE STORAGE					
<input type="checkbox"/> AOG / PRIORITY 1					
<input type="checkbox"/> NOT RESTRICTED		(If applicable, list statement on air cargo manifest; not on NOTOC)			
CARGO IDENTIFICATION					
AIR CARGO MANIFEST		<input type="checkbox"/> (12.)		<input type="checkbox"/> (13.)	
SIGNED AIR CARGO SECURITY DECLARATION		<input type="checkbox"/> (14.)			
VALUE LIST OR (PRO FORMA) INVOICE		<input type="checkbox"/> (15.)			
SHIPPER'S DECLARATION FOR DANGEROUS GOODS		<input type="checkbox"/> (16.)			
DANGEROUS GOODS COMPLIANT TO IATA DGR OR OTHER MILITARY (DGR) REGULATION		<input type="checkbox"/> (17.)			
IS THERE ANY VISIBLE DAMAGE		<input type="checkbox"/> (18.)			
ARE THE ADDRESSES OF THE SHIPPER AND CONSIGNEE AFFIXED ON THE CARGO		<input type="checkbox"/> (19.)			
U.S.D IDENTIFICATION					
TYPE	NUMBER	OWNER	WEIGHT KG / LB	CUSTOM DOCUMENTS	
(21.)				TYPE	
				NUMBER	
				TYPE	
				NUMBER	
				TYPE	
				NUMBER	
				TYPE	
				NUMBER	
PROCESSED			CARGO (AIR)	LOADCONTROL	CUSTOMS
NAME			(24.)	(25.)	(26.)
PARAPH			(27.)	(28.)	(29.)

EATC Process guidance documents v2.0 (blue document)
Transfer guidance fill-in
Print on YELLOW paper
EATC
Update: 01-Jan-2018

Note: For track and trace purpose and document visibility during the fill-in process the document must preferably be printed on **YELLOW** Paper.

1. DTG delivery

Insert the date on and time at which the shipment was to the air terminal.

2. Aircraft type

Insert the (generic) type of aircraft used by the operator to carry out the subsequent transfer flight.

3. Sending nation

Insert the nation sending the shipment, i.e., the state from which the shipment was originally delivered to the air terminal.

4. Location arrival

Insert the (temporarily) air-side location in the air terminal area at which the shipment is positioned after being unloaded from the aircraft.

Note: Air cargo shipments unloaded from an aircraft are considered secure as they passed an air cargo acceptance check at the airport of

departure.

5. Air Transport Mission Order (ATMO)

Insert ATMO or similar number (ATMO, air waybill or other mission reference number) identifying the transfer flight that is planned for the subsequent transport of the shipment.

6. Tail number

Insert the (generic) type of aircraft used by the operator to carry out the transfer flight.

7. Date / ETD

Insert the date and/or estimated time of departure of the aircraft dedicated to conduct the transfer flight.

8. Departure location

When air cargo is moved to another air-side location in the air terminal area for load preparation, loading or other activities, insert the new location.

9. Cargo type

Mark the applicable box(es) of the type of cargo delivered to the air terminal and conduct the required acceptance checks.

- a) General cargo



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

- Check compliance with generic rules on air cargo (packing, labelling, documentation, etc.).
- b) Dangerous goods
Check compliance with the dangerous goods & ammunition checklist.
- c) Weapons / UN 2911 excepted packages
Check compliance with the weapons & UN 2911 excepted packages checklist.
- d) Ammunition
Check compliance with the dangerous goods & ammunition checklist.
- e) Medicines / blood products
Check compliance with the medicines & blood products checklist.
- f) Perishables / foodstuff
Check compliance with the perishables & foodstuff checklist.
- g) Dry-ice
Check compliance with the dry-ice checklist.

Note: The transfer of shipments involving live animals required special handling, documentation exchange and customs clearance arrangements (when required) to be made with the stations en route in advance. The acceptance checks to establish whether shipments comply with the air cargo regulations is done at the airport of departure. The other commodities listed require special provisions to be made and activities to be conducted at the air terminals of transfer. These procedures are embedded in the checklists referred to.

10. Handling information

Mark the applicable box(es) related to special handling instructions / markings for the cargo delivered to the air terminal for transfer to another aircraft.

- a. Battery handling label
Mark if the shipment holds batteries that are subject to the dangerous goods regulations (such as lithium ion batteries) and if the required battery handling labels are affixed to the packages.
- b. Temperature control
Mark if the shipment holds commodities that must be stored/shipped in a temperature-controlled environment and if the required temperature label is affixed to the packages.
- c. Protective storage
Mark if the shipment holds commodities that must be stored in a security-controlled environment (e.g., high-value shipments, weapons, classified materials, etc.).
- d. AOG / Priority 1
Mark if the shipment holds items, and their documentation, bearing a high priority identification that requires them to be handled with priority by the various air terminal parties so that they reach the final destination without any delay.
- e. Not restricted
Mark if the shipment holds small amounts of dangerous goods that are not subject to the IATA dangerous goods regulations (DGR) and if the required labels are affixed to the packages.

Note: Special handling instructions, temperature recording or storage requirements must be observed based on the special labels affixed.

11. (Other) special information Insert any other special information of importance for the handling of the shipment or other activities related to the transfer of air cargo or its documentation (e.g. sealed, opium act articles, dry-ice used/dry-ice ordering required, keep under power, etc.)



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

12. Air cargo manifest

Mark the applicable box to indicate if an air cargo manifest, air waybill or similar transport document accompanied the shipment upon its delivery by aircraft and subsequent delivery at the air terminal (yes/no).

13. Number

Insert the number of the air cargo manifest or similar document that accompanied the shipment upon its delivery by aircraft and subsequent delivery to the air terminal.

Note: A complete and correctly filled air cargo manifest or similar document that accompanies the shipment upon delivery is an important reference for air cargo security as it indicates that the shipment is transferred from an aircraft, is therefore declared to be in an airworthy condition (ready for carriage) by the airport of departure and meets the air cargo security requirements. This is confirmed by the entry of the name and signature of the sending air terminal or similar organization's representative on the air cargo manifest.

14. Compliance with the regulations

Mark the applicable box to indicate if the shipment is accompanied with the signed current edition of the Air Security Declaration upon its delivery to the air terminal (yes/no).

Note: Appropriate action must be taken if the document is not available or signed by the sending party. If the irregularities found result in the shipment being in a non-airworthy condition (not ready for carriage), the shipment must be marked with the "quarantined cargo" document (annex Y) and must not be delivered to the air-side until the deficiencies have been eliminated. All the stakeholders must be informed about any irregularities found, the solutions possible that allow the transport to continue and action required to be taken by the sender of the shipment or other parties to attain the release of the shipment from the air terminal.

15. Value list or (pro forma) invoice

Mark the applicable box to indicate if one or more a value lists or (pro forma) invoices accompanied the shipment upon its delivery to the air terminal (yes/no/not applicable).

Note: Copies of the value lists or (pro forma) invoices are delivered separately as attachments to the air cargo manifest or are affixed on the (outer) packages and/or customs documents. The documents are required for import/export purposes (cross-border transports).

16. Shipper's dangerous goods declaration

Mark the applicable box to indicate if one or more shippers' dangerous goods declarations (DGD) accompanied the shipment upon its delivery to the air terminal (yes/no/not applicable).

17. Compliance with the regulations

Mark the applicable box to indicate if the dangerous goods shipment complied with the current edition of the IATA dangerous goods regulations (DGR) and/or other applicable military regulations upon its delivery to the air terminal (yes/no/not applicable).

18. Visible damage Mark the applicable box to indicate if any visible damage or other irregularities were found on the (outer) packages contained in the shipment and/or its documentation upon delivery to the air terminal (yes/no/not applicable).



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

19. Address labels affixed

Mark the applicable box to indicate if the (full) addresses of the shipper and consignee are affixed on the packages of the shipment (yes/no/not applicable).

20. (Other) special information

Insert any other special information of importance for the handling of the shipment or other activities related to the preparation of the transfer of air cargo or its documentation (e.g., sealed, opium act articles, dry-ice used, keep under power, etc.).

21. ULD identification

Insert the unique numbers (by type, code and owner) affixed to the ULDs received at the air terminal for transfer to another aircraft.

Example: AKE 92274 GAF

Note: If more than 12 ULDs are offloaded and received by the air terminal a second transfer guidance document must be made.

22. Weight in kg / lb

Insert the gross weight of each ULD that is recorded on the document and mark the weight indication as recorded on the attached ULD tags.

Note: Use only one weight indication on the document (either kg or lb).

23. Custom documents

Insert the registration numbers of the custom documents accompanying the shipment upon its delivery to the air terminal.

24. Processed by cargo (air)

The entry of the name and signature of the air terminal cargo acceptance representative responsible for conducting the applicable procedures upon the transfer/delivery of the shipment confirms that the cargo and its documentation have been visibly checked, the air-side storage and location recording have been conducted in compliance with the regulations and the exchange of information on the shipment and its documentation with other stakeholders (such as load control element) has been carried out as required.

Note: After completion of the cargo visible checks, acceptance and location recording process, the shipment must be marked with the "outbound cargo" or "quarantined cargo" process indicator document as applicable. Any problem related to quarantined cargo must be solved prior to its release to an aircraft. The "outbound cargo" process indicator must be attached to it when the problem has been solved (declared ready for carriage).

25. Processed by load control

The entry of the name and signature of the air terminal load control representative responsible conducting the applicable procedures for cargo clearance, providing instructions for the preparation of the transfer of air cargo and taking account of applicable arrangements, flight details, the date of the mission and the limits set for the type of aircraft planned to be used confirms that these tasks have been performed in compliance with the regulations and handling instructions and that the exchange



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

of information on the shipment and its documentation with other stakeholders (such as customs and air terminal air-side personnel) has been carried out as required.

Note: After completion of the load control acceptance process, the “outbound cargo” or “quarantined cargo” process indicator documents must be updated with the required information. Only shipments marked as “outbound cargo” may be released to an aircraft.

26. Processed by cargo (air)

The entry of the name and signature of the air terminal cargo representative responsible for conducting the applicable procedures for the movement of the shipment to another air-side location and for ensuring the preparation of air cargo according to the plan provided by the load control element confirms that air-side storage and location recording have been conducted in compliance with the regulations and that the exchange of information with other stakeholders (such as load control element, customs) has been carried out as required.

Note: After completion of the air-side acceptance and air cargo preparation process, the “outbound cargo” process indicator document must be updated with the required information. For air cargo manifesting purposes (if required), the manifest that accompanied the shipment upon delivery must be used as the source document. Generically, the manifest and NOTOC provided by the sending airport are delivered to the aircraft prior to loading. The “outbound cargo” document is no longer required after completion of the preparation of the air cargo shipment, including its documentation.

27. Processed by load control

The entry of the name and signature of the air terminal load control representative responsible for conducting the applicable procedures for preparing a consolidated load plan, other required documents and the release of the shipment from the air terminal to an aircraft confirms that these tasks have been conducted in compliance with the regulations and handling instructions and that the exchange of information on the prepared cargo shipment and its documentation with other stakeholders (such as customs, air terminal ramp services representatives) has been carried out as required.

Note: After completion of the air cargo preparation and release process, the air cargo manifest, NOTOC (if applicable), invoices, etc. must be archived in a mission folder. The manifest, NOTOC and other required information are shared with other involved stakeholders, submitted to the aircrew and reported to the next station (airport) en route.

28. Processed by customs

The entry of the name and signature of the customs office representative responsible for conducting the applicable import and/or export procedures required for transfer, based on documentation provided by the customer (sender) and supplemented with documents provided by the airport of departure (e.g., air cargo manifest and other required documents) confirms that these tasks have been conducted in compliance with the regulations and that the exchange of information on the shipment and its documentation with other stakeholders has been carried out as required.

Note: After completion of the customs processing, the shipment can be put on hold, physically or administratively controlled by dedicated authorities or released for transport.

29. Processed to archive

The entry of the name and signature of the air terminal representative responsible for archiving the cargo records confirms that the required documents have been checked for completeness, copies



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

have been put in the mission folder and the required reporting has been conducted. The details provided in the mission folder can be used for statistical purposes.

Not all entries required on the document may be known upon transfer/delivery of the shipment. The document must be completed and updated as the shipment is processed in the air terminal area by the various parties involved in air cargo preparation. It serves as administrative evidence of cargo being handed-over from one stakeholder to another and allows the compliance of dedicated (national) agencies with the regulations to be validated. Prior to being archived, the document must be completed or the sections that are not applicable must be clearly marked.

All the reporting required of air terminal representatives in respect of shipment handling must be carried out as required (see Chapter 9).


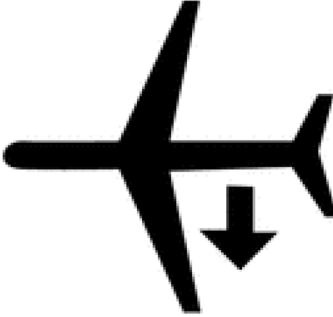
Process indicator documents serve to provide visibility with respect to the degree to which the process has been completed at an air terminal, allow process tracking and quality control and contribute towards maintaining the integrity and security of air cargo shipments. They serve as administrative evidence of cargo being or having to be handed over from one stakeholder to another and allow the compliance of dedicated (national) agencies with the regulations to be validated.

Note: The transfer guidance document is used to manage the various steps followed by different parties at an air terminal area, provides visibility with respect to the degree to which the process has been completed, allows process tracking and quality control and contributes towards maintaining the integrity and security of air cargo shipments



EATC
GROUND OPERATIONS MANUAL
Chapter 4 - Cargo and mail handling procedures

W. PROCESS INDICATOR – IN/OUTBOUND CARGO DOCUMENT EGOM 4.2,

EUROPEAN AIR TRANSPORT COMMAND		
INSPECTION AIR CARGO		
		<div style="text-align: right; padding-right: 10px;">BILL OF LOADING</div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="text-align: right; padding-right: 10px;">SEQUENCE NUMBER</div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
SHIPMENT IN TRANSFER		<u>INBOUND CARGO</u>
<h1 style="margin: 0;">ARRIVAL / FROM</h1>		
<div>MISSION NBR (ATMO) </div> <div>SENDING STATION </div> <div>DESTINATION </div> <div>REMARKS</div> <div style="border: 1px solid black; height: 80px; width: 100%; margin-top: 5px;"></div> <div>CLEARED FOR TRANSPORT </div> <div>NAME </div>		
<div>EGOM Process indicators v1.0 Departure (in)</div> <div style="text-align: center;">EATC</div> <div style="text-align: right;">Update: 01 Jan 2017</div>		




EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Inbound cargo document (fill-in instruction)

EUROPEAN AIR TRANSPORT COMMAND	
{ 1 }	
INSPECTION AIR CARGO	
	
BILL OF LADING	{ 2 }
SEQUENCE NUMBER	{ 3 }
INBOUND CARGO	
SHIPMENT IN TRANSFER	
ARRIVAL / FROM	
MISSION NBR (ATMO)	{ 4 }
SENDING STATION	{ 5 }
DESTINATION	{ 6 }
REMARKS	
{ 7 }	
CLEARED FOR TRANSPORT	{ 8 }
NAME	{ 9 }

1. Organization

Insert details of the force structure, ground handling organization or similar body under whose authority the process indicator (inbound cargo) has been drawn-up.

2. Bill of loading

Insert the unique reference number identifying of the shipping document (such as air waybill, manifest or another number allowing cross-referencing with (national) systems enabling the further identification of the cargo.

3. Sequence number

Insert a unique reference number (if required) to allow identification and tracking of the cargo shipment as it is being processed in the air terminal area.

4. Air transport mission number (ATMO)

Insert the ATMO or similar number (ATMO or other mission reference number) identifying the flight on which the shipment has been transported.

5. Sending station

Insert the shipment's sending station, referring to the station of origin (airport of departure) that delivered the shipment by aircraft to the air terminal.

6. Destination

Insert the final destination, appointed consolidation centre or other (military) organization designated as the shipment's delivery address as stated in the accompanying shipping documentation or as arranged in advance.

7. Remarks

Insert any special information of importance for handling the shipment in the air terminal area or for other activities related to the transfer of the shipment and its documentation to other stakeholders or trucking service, such as:

- special handling instructions (e.g., sealed, opium act articles, dry-ice used, keep under power, etc.);
- cargo number(s) that refer to orders or other (national) arrangements made (e.g., special shipping/delivery instruction).

Note: Shipping details that are marked clearly on shipment packages and the accompanying documentation must not be repeated on the "inbound cargo" process indicator if they are sufficient for ensuring that the cargo is handled properly.

8. Cleared for transport

Insert the date on which the shipment was cleared by the dedicated air terminal representative for transport and transfer to other parties in the logistical supply chain (such as road service, etc.).



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

9. Name

The entry of the name of an air terminal representative responsible for allowing the release of the shipment confirms that all tasks related to the transfer of the shipment have been conducted in compliance with the regulations and the exchange of information on the shipment and its documentation with other stakeholders has been carried out as required.

Note: When shipping documents are required for successive carriage by other transport modalities (trucking, rail, river, sea), they must be filled in correctly prior to transfer and hand-over to another party (such as trucking service, etc.).

If evidence is found of irregularities in packaging, labelling, documentation, a breach in security, etc. (either on air-side, land-side, by customs, etc.) after the completion of the processing of the shipment at the air terminal and prior to delivery, the shipment is required to be put on hold. In this case, the shipment must be marked with the “quarantined cargo” process indicator document. Any problem related to quarantined cargo must be solved prior to its release from the air terminal. The “inbound cargo” process indicator must be (re)attached when the problem has been solved (declared ready for release).

The document must be updated as the shipment is being processed in the air terminal area by the various parties involved in air cargo handling.

The “inbound cargo” process indicator document is no longer required when the transfer of the shipment has been completed, the shipment has left the air terminal area and copies of these shipment papers have been made (e.g., road waybill).


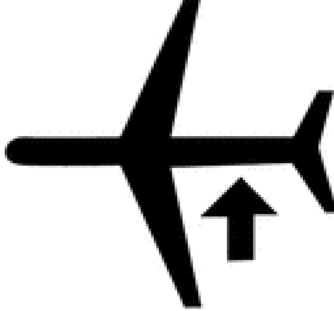
All the reporting required of air terminal representatives in respect of shipment handling must be carried out (see **Chapter 9**).

Process indicator documents are used to provide visibility with respect to the degree to which the process has been completed at an air terminal, allow process tracking and quality control and contribute towards maintaining the integrity and security of air cargo shipments. They serve as administrative evidence of cargo being or having to be handed over from one stakeholder to another and allow the compliance of dedicated (national) agencies with the regulations to be validated.



EATC
GROUND OPERATIONS MANUAL
Chapter 4 - Cargo and mail handling procedures

X. PROCESS INDICATOR – OUTBOUND CARGO DOCUMENT EGOM 4.2

EUROPEAN AIR TRANSPORT COMMAND			
INSPECTION AIR CARGO			
DATE DELIVERY <input style="width: 100%;" type="text"/>			AIR TERMINAL LOCATION <input style="width: 100%;" type="text"/>
SEQUENCE NUMBER <input style="width: 100%;" type="text"/>			AIRCRAFT TYPE <input style="width: 100%;" type="text"/>
<u>OUTBOUND CARGO</u>			
SHIPMENT READY FOR CARRIAGE			
<h1 style="margin: 0;">DESTINATION</h1>			
MISSION NBR (ATMO) <input style="width: 80%;" type="text"/>			
DATE FLIGHT <input style="width: 80%;" type="text"/>			
DESTINATION <input style="width: 80%;" type="text"/>			
REMARKS			
CLEARED FOR ABOVE MISSION <input style="width: 80%;" type="text"/>			
NAME <input style="width: 80%;" type="text"/>			
EGOM Process indicators v1.0 Destination (out)			
EATC		Update:01 Jan 2017	



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Outbound cargo document (fill-in instruction)

EUROPEAN AIR TRANSPORT COMMAND

INSPECTION AIR CARGO

DATE DELIVERY

SEQUENCE NUMBER

AIR TERMINAL LOCATION

AIRCRAFT TYPE

SHIPMENT READY FOR CARRIAGE

DESTINATION

MISSION NBR (ATMO)

DATE FLIGHT

DESTINATION

REMARKS

CLEARED FOR ABOVE MISSION

NAME

1. Organization

Insert details of the force structure, ground handling organization or similar body on whose authority the process indicator (inbound cargo) has been drawn-up.

2. Date delivery

Insert the date on which the shipment is delivered to the air terminal.

3. Sequence number

Insert a unique reference number (if required) to allow identification and tracking of the cargo shipment as it is being processed in the air terminal area.

4. Air terminal location

After completion of the air cargo security check, insert the land-side location in the air terminal area where the shipment is positioned after being offloaded from the truck.

Note: If the location of the shipment within the air terminal area changes, update the location record accordingly.

5. Aircraft type

Insert the (generic) type of aircraft used by the operator to carry out the transport.

6. Mission number (ATMO)

Insert the ATMO or similar number (ATMO or other mission reference number) identifying the flight on which the transport of the shipment is planned to be conducted.

7. Date flight

Insert the date of departure of the aircraft dedicated to conduct the transport.

8. Destination

Insert the airport of destination designated for the offloading of the aircraft.

9. Remarks

Insert any special information of importance for handling the shipment in the air terminal area or for other activities related to the preparation of the shipment and its documentation to other stakeholders, such as:

- special handling instructions (e.g. sealed, opium act articles, dry-ice used, keep under power, etc.)
- cargo number(s) that refer to orders or other (national) arrangements made (e.g. special shipping/delivery instruction).

Note: Shipping details that are marked clearly on shipment packages and the accompanying documentation must not to be repeated on the "inbound cargo" process indicator, if they are sufficient for ensuring that the cargo is handled properly.



10. Cleared for above mission

Insert the date on which the shipment was cleared by the dedicated air terminal representative for transfer to an air-side location in the air terminal area and subsequent preparation for the air cargo build-up according to the aircraft specifications and load plan.

11. Name

The entry of the name of an air terminal representative responsible for allowing the release of the shipment to an air-side location confirms that all tasks related to the transfer of the shipment have been conducted in compliance with the regulations and the exchange of information on the shipment and its documentation with other stakeholders has been carried out as required.

Note: When other documents are required for successive air cargo preparation, they must be filled in correctly prior to the release of the shipment from the air terminal and transfer to an aircraft.

If evidence is found of irregularities in packaging, labelling, documentation, a breach in security, etc. after the completion of the processing of the shipment at the air terminal and prior to delivery to an aircraft, the shipment is required to be put on hold. In this case, the shipment must be marked with the “quarantined cargo” process indicator document. Any problem related to quarantined cargo must be solved prior to its release from the air terminal. The “outbound cargo” process indicator must be (re)attached when the problem has been solved (declared ready for release).

The document must be updated as the shipment is being processed in the air terminal area by the various parties involved in air cargo handling.

The “outbound cargo” process indicator document is no longer required when the transfer of the shipment has been completed, the shipment has left the air terminal area and copies of these shipment papers have been made (e.g., air waybill, manifest, NOTOC).



All the reporting required of air terminal representatives in respect of shipment handling must be carried out.

Process indicator documents are used to provide visibility with respect to the degree to which the process has been completed at an air terminal, allow process tracking and quality control and contribute towards maintaining the integrity and security of air cargo shipments. They serve as administrative evidence of cargo being or having to be handed over from one stakeholder to another and allow the compliance of dedicated (national) agencies with the regulations to be validated.



EATC
GROUND OPERATIONS MANUAL
Chapter 4 - Cargo and mail handling procedures

Y. PROCESS INDICATOR – QUARANTINED CARGO EGOM 4.2

EUROPEAN AIR TRANSPORT COMMAND		
INSPECTION AIR CARGO		
		<div style="text-align: right; padding-right: 10px;">DATE RECEIPT</div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="text-align: right; padding-right: 10px; margin-top: 5px;">SEQUENCE NUMBER</div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
<div style="border: 2px solid red; padding: 5px; margin: 10px auto; width: 80%;">SHIPMENT <u>NOT</u> READY FOR CARRIAGE</div> <p style="text-align: center; margin: 10px 0;">CONSIGNMENT DOES <u>NOT</u> MEET ALL REQUIREMENTS AND MUST <u>NOT</u> BE PREPARED FOR AIR TRANSPORT</p> <h1 style="text-align: center; margin: 10px 0;">QUARANTINED</h1> <div style="display: flex; justify-content: space-between; margin-top: 10px;"><div style="width: 30%;">REASON</div><div style="width: 65%; border-bottom: 1px solid black;"></div></div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"><div style="width: 30%;">DESTINATION</div><div style="width: 65%; border-bottom: 1px solid black;"></div></div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"><div style="width: 30%;">TREATED BY</div><div style="width: 65%; border-bottom: 1px solid black;"></div></div> <div style="border: 2px solid red; padding: 10px; margin: 10px auto; width: 80%; text-align: center;">ONLY IF SIGNED BY AN AUTHORIZED PERSON WHO DECLARES THE CONSIGNMENT AIRWORTHY, AIR TRANSPORT OF THE SHIPMENT IS ALLOWED</div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"><div style="width: 30%;">CLEARED / READY FOR CARRIAGE</div><div style="width: 65%; border-bottom: 1px solid black;"></div></div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"><div style="width: 30%;">NAME</div><div style="width: 65%; border-bottom: 1px solid black;"></div></div>		
<small>EGUM Process Indicators V1.0 STOP</small>		
<small>EATC</small>		
<small>Update: 01 Jan 2017</small>		



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Quarantined cargo (fill-in instruction)

EUROPEAN AIR TRANSPORT COMMAND

(1)

INSPECTION AIR CARGO

DATE RECEIPT
{ 2 }

SEQUENCE NUMBER
{ 3 }

STOP

SHIPMENT NOT READY FOR CARRIAGE

CONSIGNMENT DOES NOT MEET ALL REQUIREMENTS
AND MUST NOT BE PREPARED FOR AIR TRANSPORT

QUARANTINED

REASON { 4 }

DESTINATION { 5 }

TREATED BY { 6 }

ONLY IF SIGNED BY AN AUTHORIZED PERSON WHO
DECLARES THE CONSIGNMENT AIRWORTHY,
AIR TRANSPORT OF THE SHIPMENT IS ALLOWED

CLEARED / READY
FOR CARRIAGE { 7 }

NAME { 8 }

1. Organization

Insert details of the force structure, ground handling organization or similar body under which authority the process indicator (inbound cargo) has been drawn-up.

2. Date receipt

Insert the date the shipment was delivered at the air terminal.

3. Sequence number

Insert a unique reference number (if required) to allow identification and tracking of the cargo shipment as it is being processed in the air terminal area.

4. Reason

Insert a short description for the reason the shipment is quarantined (e.g. security, damage, documentation, packing, labelling, etc.).

5. Destination

Insert the airport of destination designated for the offloading of the aircraft.

6. Treated by

Enter the name of the air terminal representative responsible for declaring the shipment “not ready for carriage/quarantined” based on deficiencies found in documentation, packaging, labelling, damage, security, etc.

Note: When shipments are quarantined, all the stakeholders must be informed as soon as possible to allow the timely start of corrective action and the prevention of delays in delivery.

7. Cleared/ready for carriage

Insert the date on which the shipment was declared ready for carriage and/or cleared for transport by a dedicated air terminal representative.

8. Name

The entry of the name of the air terminal representative authorized to and responsible for declaring the shipment ready for carriage and/or allowing the release of the shipment for transport confirms that the deficiencies found that led to the quarantining of the shipment have been removed, that all the tasks related to the release of the shipment have been conducted in compliance with the regulations and that the exchange of information on the shipment and its documentation with other stakeholders has been carried out as required.

Note: When other documents are required for successive air cargo preparation, they must be filled in correctly prior to the release of the shipment from the air terminal, transfer to an aircraft, trucking or implementation of other services.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

When the deficiencies found have been removed and the shipment must no longer be quarantined, the shipment must be (re-)marked with the “inbound cargo” or “outbound cargo” process indicator document as appropriate.

The document must be updated as the shipment is being processed in the air terminal area by the various parties involved in air cargo handling.

The “quarantined cargo” process indicator document is no longer required when the shipment is no longer quarantined.

All the reporting required of air terminal representatives in respect of shipment handling must be carried out as required (see **Chapter 9**).

Process indicator documents are used to provide visibility with respect to the degree to which the process has been completed within an air terminal, allow process tracking and quality control and contribute towards maintaining the integrity and security of air cargo shipments. They serve as administrative evidence of cargo being or having to be handed over from one stakeholder to another and allow the compliance of dedicated (national) agencies with the regulations to be validated.

[illegible]





12. Cargo description and (handling) remarks

Insert a summarized and accurate description of the cargo. Plain text and/or reference numbers related to the air waybill, a serial shipping container code (SSCC), bar coding, bill of loading, voucher or similar document may be used. If more information is required for preparing the manifest, NOTOC or other documents or indicating special handling requirements, they must be listed on the preparation sheet.

13. Weight

Cross out either “KG” or “LB” to indicate which weight indication applies and inserts the checked weight after completion of the cargo build up (ULD weight to include restraint and other materials used).

14. Signature

The entry of the signature of the air terminal cargo representative responsible for the cargo build-up and drawing up the preparation sheet confirms that all the procedures have been applied according to the plan provided by a load control element and performed in compliance with the regulations and that the exchange of information with other stakeholders (such as load control element and/or element responsible for preparing the manifest and NOTOC) has been carried out as required.

15. Page

Insert the number of this particular page of the preparation sheet (if it consists of more than one preparation sheet).

16. Pages

Insert the total number of pages the preparation sheet consists of.

Upon transfer, the preparation sheet must be checked for completeness and the quality of the data provided. Other documents and/or references may be attached to the sheet. The author of the document must be able to provide further explanations (if required).

The preparation sheet must be archived in a mission folder after completion of the air cargo preparation and build-up and after the release of the preparation sheet to the element or air terminal representative responsible for preparing the manifest and NOTOC. All the reporting required of air terminal representatives with respect to the preparation of the shipment and materials such as ULDs and related equipment used must be carried out. Process indicator documents are used to provide visibility with respect to the degree to which the process has been completed at an air terminal, allow process tracking and quality control and contribute towards maintaining the integrity and security of air cargo shipments. They serve as administrative evidence of cargo being or having to be handed over from one stakeholder to another and allow the compliance of dedicated (national) agencies with the regulations to be validated.

Note: Air cargo preparation/build-up is considered team work, with the responsibilities being shared among the team members. Cargo build-up must be performed by well-trained personnel. One of the appointed team members acts as the coordinator for monitoring that all activities are performed in compliance with the regulations and for drawing up a preparation sheet that fits the needs for the subsequent preparation of the air cargo manifest and/or NOTOC. Based on quality and flight safety considerations, it is advisable to appoint no more than 4 air terminal representatives to work on a single project/preparation sheet.





Insert a summarized and accurate description of the cargo. Plain text and/or reference numbers related to the air waybill, a serial shipping container code (SSCC), bar coding, bill of lading, voucher or similar document may be used. If more information is required for preparing the manifest, NOTOC or other documents or indicating special handling requirements, they must be listed on the preparation sheet.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

11. Shipping document

Insert a number identifying the cargo shipment (if required) to identify the part load consolidated in temporary storage and/or on the means of transport carrying it to the aircraft.

12. Destination

Insert the (final) destination of the cargo shipment (place or location) if it is not the airport of destination.

13. Priority/AOG

Insert the priority of the shipment or separate packages if non-routine handling is required (e.g., AOG, PRIO1, PRIO2).

14. Weight

Cross out either “KG” or “LB” to indicate which weight indication applies and insert the checked weight after completion of the bulk cargo build up.

15. Signature

The entry of the signature of the air terminal cargo representative responsible for the cargo build-up and drawing up the preparation sheet confirms that all the procedures have been applied according to the plan provided by a load control element and performed in compliance with the regulations and that the exchange of information with other stakeholders (such as load control element and/or element responsible for preparing the manifest and NOTOC) has been carried out as required.

16. Page

Insert the number of this particular page of the preparation sheet (if it consists of more than one preparation sheet).

17. Pages

Insert the total number of pages the preparation sheet consists of.

Note: Air cargo preparation/cargo build-up is considered team work, with the responsibilities shared among the team members. Cargo build-up must be performed by well-trained personnel. One of the appointed team members acts as the coordinator for monitoring that all activities are performed in compliance with the regulations and for drawing up a preparation sheet that fits the needs for the subsequent preparation the air cargo manifest and/or NOTOC. Based on quality and flight safety considerations, it is advisable to appoint no more than 4 air terminal representatives to work on a single project/preparation sheet.

Upon transfer, the preparation sheet must be checked for completeness and the quality of the data provided. Other documents and/or references may be attached to the sheet. The author of the document must be able to provide further explanations (if required).

The preparation sheet must be archived in a mission folder after completion of the air cargo preparation and build-up and after the release of the preparation sheet to the element or air terminal representative responsible for preparing the manifest and NOTOC.

All the reporting required of air terminal representatives in respect of preparation of the shipment, equipment used, etc. must be carried out (see **Chapter 9**). Process indicator documents are used to provide visibility with respect to the degree to which the process has been completed at an air terminal, allow process tracking and quality control and contribute towards maintaining the integrity and security of air cargo shipments. They serve as administrative evidence of cargo being or having to be handed over from one stakeholder to another and allow validation of compliance to the regulations by dedicated (national) agencies.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

BB. RESTRAINING TABLE EGOM 4.6.4,

An EATC overview of national restraining requirements are currently being revised. The latest version will be released on the EATC server. If additional questions arise or restraint factors that need to be taken into account in the preparation of air cargo for other operators are not clear, EATC will mediate with the nations concerned – upon request.

Please consult EATC servers or Tasking for the latest information as the table in the EGOM does not always reflect the correct information and discussions on the restraining factors are ongoing.

EATC RESTRAINING MATRIX

AIR TERMINAL INFORMATION

DATA ON LOAD RESTRAINT CRITERIA

For the transport of passengers and cargo aircraft from one of EATC member nations various airfields within the EATC community can be used. Ground handlers are to prepare the air cargo at departure- and/or transfer station(s). All applicable international and national (military) regulations, operator deviations and specific aircraft load data are to be complied with. To enhance flight safety, the aircraft limitations and requirements for load preparation need to be taken into account. Also additional operator and customer requirements/deviations may apply.

Air cargo, either shipped using Unit Load Devices (ULD) or loose, is to adhere to the aircraft's minimum restraint factors as dictated by the aircraft technical manuals. NATO Stanag 3400 provides minimum values for restraining. Depending on operator, type of aircraft, specific types of cargo and transports where passengers are included, restraint criteria and materials varies between nations. As restraining is an essential factor for flight safety, it is necessary to have reliable information on the applicable restraint criteria available. This becomes even more important for preparing loads in a multinational environment, where more than one operator and/or aircraft type can be used to deliver the shipments to its final destination.

The aim of this matrix provide information to ground handlers regarding the minimum ultimate aircraft restraint factors and materials in use for different aircraft types. Defective and damaged restraint materials are not allowed to be used. Also maximum shelftimes, due- and/or calibration dates of these materials need to be respected. To allow proper cargo preparation, reduce aircraft ground time and prevent delays, nations are requested to update the information provided in this matrix as soon as there is a material change to the restraint factors presented. Where a load summary sheet is provided, the calculated restraint criteria as reflected in an operator approved Tie Down Scheme (TDS)/Tie Down Notes (TDN) prevail.

If more restrictive restraint criteria than listed in the matrix should be applied for a certain a/c type, operators must inform involved stakeholders in advance.

Where national restraint criteria cannot be met and when military requirements dictate the need for transport, an exemption must be requested and granted by the competent authority prior to execution of the flight. Limits must be within Stanag 3400.

When using the values as listed in the restraining matrix, also the criteria as reflected in the index must be taken into account. If there is any doubt what restraining criteria are to be used, the EATC/operator must be contacted to clarify and provide final directions.




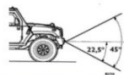
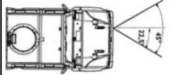
EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

CC. INTERNATIONAL LOAD SUMMARY SHEET – ILSS, EGOM 4.6.4.1, EGOM7.7.3

ILSS (front)

EUROPEAN AIR TRANSPORT COMMAND												
POC (Company or Unit/Office/Phone)												
Supervisor / Data Controller (Title/Rank/Name)												
Date of Issue												
												
INTERNATIONAL LOAD SUMMARY SHEET (ILSS)												
GENERAL INFORMATION												
1	Common name											
2	Nato / technical name											
A	NATO classification no.											
4	Description (i.e. 3 axle truck)											
5	Date of Manufacture											
6	Type of wheels (pneumatic tyres, steel, hard rubber, etc...)											
7	Airworthiness Certification Reference (if any)											
8	Aircraft already cleared for											
9	Aircraft already flown with											
Special driver needed for aircraft loading activities?											Yes	No
TIE DOWN POINTS												
10	<div>Demonstration of all Tie Down Points' capabilities in Force and in direction.</div> <div></div> <div>All Tie-Down points need to be have a certificate that these capabilities are guaranteed through: 1. a manufacturer's certificate 2. an engineering demonstration (f.e. through finite element analysis) 3. a real life tensioning (f.e. tension + deformation will give an ultimate Tie-Down Point capability.) 4. a careful engineering approximation (by a recognized engineering authority)</div> <div>CERTIFICATION TO BE ATTACHED</div>											
PLANNING DATA (WHEELED & NON-WHEELED)												
11	Definition of Reference Line (RL)											
12	Total length	mm:		in:		REMARKS						
13	Maximum Width	mm:		in:								
14	Height at Front Vehicle (HFV)	mm:		in:								
15	Maximum Height	mm:		in:								
16	Height at Rear Vehicle (HRV)	mm:		in:								
17	Lower Forward Overhang (LFOH)	mm:		in:								
18	Lower Rear Overhang (LROH)	mm:		in:								
19	Upper Forward Overhang (UFOH)	mm:		in:								
20	Upper Rear Overhang (UROH)	mm:		in:								
21	Ground Clearance (GC) (FWD)	mm:		in:								
22	Ground Clearance (GC) (MID)	mm:		in:								
23	Ground Clearance (GC) (AFT)	mm:		in:								
24	Centre of Balance (CB) (FRL)	mm:		in:								
25	Planning Weight (AUW)	kg:		lb:								
26	Check Weight (AUW)	kg:		lb:								
AXLES & (location & data)												
(*) = From Reference Line Wheelbase												
(*) Distance (FRL) to...												
27	Wheel Track											
28	Wheel contact Length											
30	Wheel contact Width											
31	Wheel footprint	cm² in²										
32	Wheels per axle											
Distance between axles												
#1-#2												
#2-#3												
#3-#4												
#4-#5												
#5-#6												
33	Weights	Right										
Left												
34	Tyre pressure	bar										
psi												

ILSS Template
ILSS

EATC

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

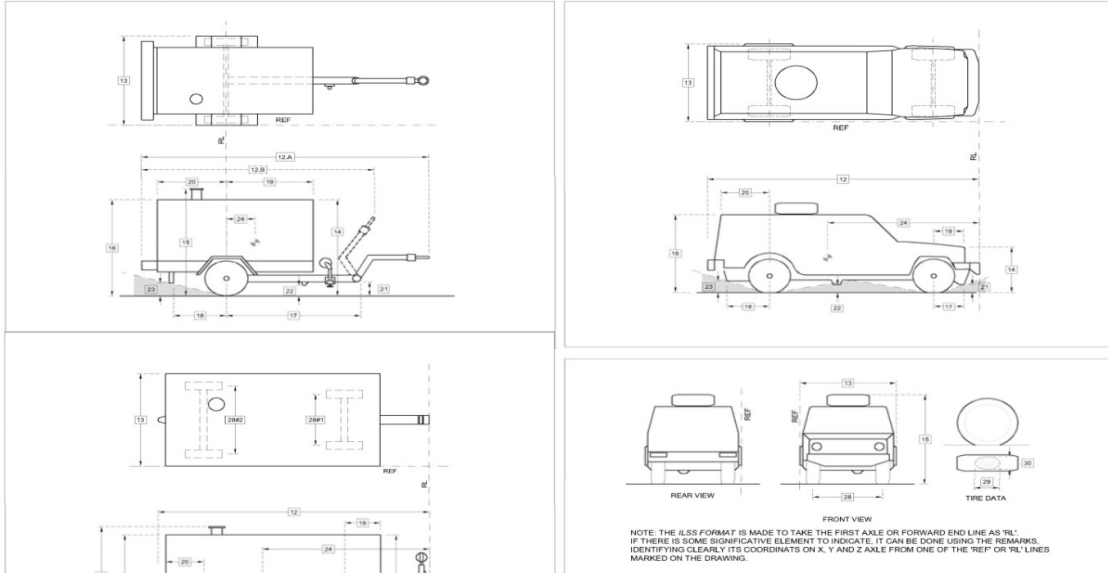
ILSS (measurement details)

DETAILS ON ILSS MEASUREMENT

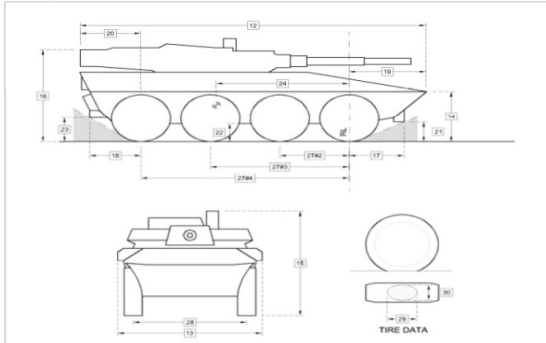
Introduction:

The ILSS provides a means by which the consignor can provide sufficient information on an intended item of load, be it wheeled, tracked or an aircraft. That information will enable the nation providing airlift to assess if the item is within all dimensional and floor loading limitations of the aircraft into which the item is to be loaded. To ensure the best possible chance of load acceptance, it is imperative that all relevant ILSS serial numbers for the item to be transported are completed in full. It is critical that all dimensions and weights recorded are as accurate as possible. To assist the consignor, diagrams of wheeled and a tracked vehicle and a helicopter are shown. Each diagram is marked with the points from which planning data measurements are to be taken and, for reference, are labelled with the relevant ILSS serial number and heading i.e: 19 – UFOH (serial No. 19 – Upper Forward Over Hang).

Measuring wheeled vehicle(s):



Measuring multi-axle vehicle(s):



EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

DD. Compatibility Chart Class 1 items, AmovP-6 SRD6, Table 6.9.3.B - EGOM 4.6.6.7,

Compatibility Chart CLASS 1														
EATC separation table is applicable for ICAO non-compliant items of Class 1 and applicable for nations Implemented the Stanag 4441 & AmovP-6 SRD6														
Compatibility Group (CG)	Class 1 / Explosives	A	B	C	D	E	F	G	H	J	K	L	N	S
A		✓	\$	\$	\$	\$	\$	\$	\$	\$	\$	⊗	\$	\$
B		\$	✓	\$	\$	\$	\$	\$	\$	\$	\$	⊗	\$	✓
C		\$	\$	✓	✓	✓	\$	⊗	\$	\$	\$	⊗	\$	✓
D		\$	\$	✓	✓	✓	\$	⊗	\$	\$	\$	⊗	\$	✓
E		\$	\$	✓	✓	✓	\$	⊗	\$	\$	\$	⊗	\$	✓
F		\$	\$	\$	\$	\$	✓	\$	\$	\$	\$	⊗	\$	✓
G		\$	\$	⊗	⊗	⊗	\$	✓	\$	\$	\$	⊗	\$	✓
H		\$	\$	\$	\$	\$	\$	\$	✓	\$	\$	⊗	\$	✓
J		\$	\$	\$	\$	\$	\$	\$	\$	✓	\$	⊗	\$	✓
K		\$	\$	\$	\$	\$	\$	\$	\$	\$	✓	⊗	\$	✓
L		⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
N		\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	⊗	✓	✓
S		\$	✓	✓	✓	✓	✓	✓	✓	✓	✓	⊗	✓	✓
														v2.0
<div><div>✓</div><div>Allowed; This symbol at the intersection between row and column indicate that packages containing these compatibility groups (CG) <u>do not require separation</u>.</div><div>\$</div><div>Allowed; packages containing these compatibility groups (CG) <u>require separation</u></div><div>The distance between Class 1 commodities that <u>must</u> be applied when they require separation is a <u>minimum distance of 2 metres (not packed on one pallet)</u>.</div><div>⊗</div><div>Allowed with restriction:</div><div>• if at least one explosive item (within CG C, D, E and G) is forbidden by ICAO-TI/IATA DGR, the packages must be separated by at least 2 m in any direction</div><div>• if both explosive items (within CG C, D, E and G) are compliant with ICAO-TI/IATA DGR, the packages are compatible and may be carried without separation;</div><div>• the CG L articles may only be carried on the same aircraft with the same type of explosives in CG L and cannot be carried with any other CG goods;</div><div>⊗</div><div>Forbidden; a combination of ammunition and/or explosives of these CG's (together with CG L) are <u>forbidden</u> f</div><div>EXAMPLE ONLY! CURRENT VERSION ON EATC SERVER</div></div>														

Note 1: The separation chart only provides details to the ground handler on loading requirements (cargo build-up) once a transport is authorized by operator nations(s). It does not reflect an automatic clearance by which nations allow these dangerous goods to be transported on board their assets. This must be regulated separately by other means and is reflected in the mission order (ATMO or similar national document).

Note 2: There are no legal reasons why Class 1 cannot be transported with non-dangerous goods. Therefore, generic cargo should be used for making separations between Class 1 commodities. However, consideration must be given to the potential risks in contributing to damage (e.g., fragmentation) and in clearing DG in the event of an incident. Dunnage and securing materials should be kept to a minimum.

Note 3: Required separation distances between Class 1 commodities must especially be taken into account during cross-loading operations. Pallet positions may differ between strategic and tactical aircraft (pallet may turn 90 degrees to fit the loading system) or by the rearrangement of pallets. A minimum distance of 2 metres (a minimum of 1 aircraft pallet on Italian aircraft) must be maintained whenever applicable during cross-loading activities.

Note 4: The safety of explosive substances and articles could best be assured by stowing and transporting each type separately. However, for practical purposes, such an ideal separation cannot be entertained. Therefore, because some mixing of ammunition and explosive types is necessary, a criterion has been developed whereby the explosive substances and articles of Class 1 are divided into a number of compatibility groups, as denoted by a code letter.



Detailed information on services provided by EATC's major airfields can be found in the current edition of the Specific Air Terminal Procedures (SATP).

Version 2023



EATC
GROUND OPERATIONS MANUAL
Chapter 4 - Cargo and mail handling procedures

FF. ULD TAG – GENERAL CARGO EGOM 4.6.6.8,

PALLET / CONTAINER IDENTIFIER			
WEIGHT		HEIGHT	
LB		INCH	
KG		CM	
MISSION NUMBER			
TO			
FROM			
PLT. / CONT. IDENTIFIER			
CHECKED BY		DATE	

EGOM



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

ULD tag – General cargo (fill-in instruction)

PALLET / CONTAINER IDENTIFIER			
WEIGHT		HEIGHT	
LB	1	INCH	3
KG	2	CM	4
MISSION NUMBER		5	
TO		6	
FROM		7	
PLT. / CONT. IDENTIFIER		8	
9			
CHECKED BY		DATE	
10		11	

1. **Weight indication (primary)**

Insert weight and primary weight indication used on the ULD tag (operator dependant). Indicate either kilograms (kg) or pounds (lb).

2. **Weight indication (secondary)**

Insert weight and secondary weight indication used on the ULD tag (operator dependant). Indicate either kilograms (kg) or pounds (lb).

3. **Height indication (primary)**

Insert Height and Primary Height indication used on the ULD tag (operator dependant). Indicate either inches (inch) or centimetre (cm).

4. **Height indication (secondary)**

Insert Height and Secondary Height indication used on the ULD tag (operator dependant). Indicate either inches (inch) or centimetre (cm).

5. **Mission number**

Insert Air Transport Mission Number (ATMO, air waybill or similar mission reference number).

6. **Airport of destination**

Insert identifier code of airport where the ULD/bulk cargo is unloaded of the aircraft.

7. **Airport of departure**

Insert identifier code of airport where ULD/bulk cargo is uploaded on the aircraft.

8. **Pallet or container type**

Insert type of ULD type by IATA/military identifier code.

9. **Aircraft type**

Additional fields can be used to indicate the type of aircraft concerned when there are changes in the types of aircraft used.

10. **ULD checked**

Insert signature or initials of the person who checked the ULD and drew up the tag.

11. **Date**

Insert date of ULD build-up.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

ULD tag – Dangerous goods (fill-in instruction)

1. Organization

Force structure, ground handling organization or similar body on whose authority the pallet label has been drawn up. Example: BAF, FAF, GAF, RNLAf

2. Destination

Insert airport of destination (aircraft unloading) by ICAO code.

3. IATA ID code

Insert type of ULD used by its common civil code (IATA) or specific military identifier.

Examples: AAF, ABJ, AKE, AKN, AKS, ALF, AVE, LUG, RKN, H20, HCU, PAG, PAJ, PBA, PBF, PLA, PLB, PLF, PMC, LOX, T2, T3, etc.

4. ULD owner code

Insert the code of the owner of the ULD used. It consists of 3 characters.

Examples: BAF (Belgian Air Force), FAF (French Air Force), GAF (German Air Force), NAF (Royal Netherlands Air Force).

5. ULD code

Insert the serial number of a ULD. Generically it shows the production year of the asset (first 2 digits) and last numeric part of the serial number (3 digits).

ULDs are identified by the code set affixed to them. Using this identifier code for ULD tagging supports ULD tracing on behalf of the owner nations. This benefits stock management, station stock control, repositioning and retrieval of assets used to the rightful owner.

6. Loaded at

Insert airport of departure (aircraft loading) by ICAO code.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

7. *Flight*

Insert the unique number of the air cargo manifest (preferably ATMO or other national mission number).

8. *Date*

Insert the date of departure of the aircraft (format dd-mm-yyyy).

9. *Position on A/C*

Insert the actual position of the ULD on board the aircraft (optional).

10. *Tranship station*

Insert airport of transshipment (aircraft unloading, transfer and aircraft loading) by ICAO code (optional).

11. *Flight*

Insert the unique number of the air cargo manifest (preferably ATMO or other national mission number) when the shipment is transferred to another aircraft (optional).

12. *Date*

Insert the date of departure (format dd-mm-yyyy) of the aircraft to which the shipment is transferred (optional).

13. *Position on A/C*

Insert the actual position of the ULD on board the aircraft to which the shipment is transferred (optional).

14. *Total weight (in kg)*

Insert the weight and weight indication used on the ULD tag (operator-dependent). Indicate weight either in kilograms (kg) or pounds (lb). If pounds are used, delete "(in kg)".

15. *Contents*

Insert the dangerous goods by IMP code including class, packed in/on the ULD. If the number of DG codes does not fit the box, the remarks field may be used (18).

Example: RFL – 3, RFG – 2.1, RXS – 1.4S, RMD – 9, etc.

16. *Volume code*

Insert the volume code used for this shipment (optional).

17. *Height (in cm)*

Insert the height of the ULD (optional).

18. *Remarks*

Insert any remarks of importance for the shipment. If the IMP code of the dangerous goods packed in/on the ULD does not fit in textbox (15), the remarks field may be used.

19. *Departure time*

Insert the (planned) time of departure of the aircraft (optional).

20. *Gate*

Insert the gate of departure of the aircraft when DG shipments need to be loaded just-in-time (JIT) prior to departure of the aircraft (optional).

21. *A/C registration*

Insert the tail number of the aircraft (optional).

22. *Name*

Insert the name of the author who is responsible for preparing the document and correctly presenting the required information on the ULD tag.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

23. Signature

Enter the signature of the author of the ULD tag.

24. Hazard labels

Encircle the respective hazard label(s) in the event of damage.

25. Radioactive material, excepted package

Encircle and insert the label information when this DG commodity is found to be damaged.

26. REQ

Encircle and insert the label information when this DG commodity is found to be damaged.

27. UN-number(s)

Insert the UN numbers of the dangerous goods found to be damaged (in that case, the respective hazard labels are circled).

Optional fields

The ULD tag for DG is adapted from civil aviation. The use of some fields on the tag is not mandatory and is dictated by local regulations or airport procedures.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

HH. ULD TAG – EMPTY ULD EGOM 4.6.6.8,

PALLET / CONTAINER IDENTIFIER			
WEIGHT		HEIGHT	
LB		INCH	
KG		CM	
MISSION NUMBER			
TO			
FROM			
PLT. / CONT. IDENTIFIER			
CHECKED BY		DATE	

EGOM



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

ULD tag – Empty ULD (fill-in instruction)

PALLET / CONTAINER IDENTIFIER			
WEIGHT		HEIGHT	
LB	1	INCH	3
KG	2	CM	4
MISSION NUMBER			5
TO			6
FROM			7
PLT. / CONT. IDENTIFIER			8
9			
CHECKED BY		DATE	
10		11	

1. **Weight indication (primary)**

Insert weight and primary weight indication used on the ULD tag (operator dependant). Indicate either kilograms (kg) or pounds (lb).

2. **Weight indication (secondary)**

Insert weight and secondary weight indication used on the ULD tag (operator dependant). Indicate either kilograms (kg) or pounds (lb).

3. **Height indication (primary)**

Insert Height and Primary Height indication used on the ULD tag (operator dependant). Indicate either inches (inch) or centimetre (CM).

4. **Height indication (secondary)**

Insert Height and Secondary Height indication used on the ULD tag (operator dependant). Indicate either inches (inch) or centimetre (CM).

5. **Mission number**

Insert Air Transport Mission Number (ATMO, air waybill or similar mission reference number).

6. **Airport of destination**

Insert airport identifier code where ULD is unloaded from the aircraft.

7. **Airport of departure**

Insert identifier code of airport where ULD is uploaded on the aircraft.

8. **Pallet or container type**

Insert ULD type by IATA/military identifier code.

9. **Aircraft type**

Additional fields can be used to indicate the type of aircraft concerned when there are changes in the types of aircraft used.

10. **ULD checked**

Insert signature or initials of the person who checked the ULD and drew up the tag.

11. **Date**

Insert date of ULD preparation for shipment.



EATC
GROUND OPERATIONS MANUAL
Chapter 4 - Cargo and mail handling procedures

II. ULD TAG – UNSERVICABLE/DAMANGED ULD EGOM 4.6.6.8,

PALLET / CONTAINER WEIGHT			
DO NOT USE UNSERVICEABLE			
			KG/LB
MISSION NUMBER			
TO			
FROM			
PALLET/CONT. ID			
REMARKS			

EATC



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

ULD tag – Unserviceable/damaged ULD (fill-in instruction)

PALLET / CONTAINER WEIGHT	
DO NOT USE UNSERVICEABLE	
(1)	KG/LB
MISSION NUMBER	(2)
IQ	(3)
FROM	(4)
PALLET/CONT. ID	(5)
(6)	
REMARKS	(7)

1. **Weight indication**

Insert weight and weight indication used on the ULD tag (operator dependant). Indicate either kilograms (kg) or pounds (lb).

2. **Mission number**

Insert Air Transport Mission Number (ATMO, air waybill or similar mission reference number).

3. **Airport of destination**

Insert airport identifier code where ULD is unloaded from the aircraft.

4. **Airport of departure**

Insert airport identifier code where ULD is uploaded on the aircraft.

5. **Pallet or container type**

Insert ULD type by IATA/military identifier code.

6. **Aircraft type**

Additional fields can be used to indicate the type of aircraft concerned when there are changes in the types of aircraft used.

7. **Remarks**

Insert special remarks such as "FIT TO FLY when EMPTY", "offered for repair", location of damage, date, etc.




EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

JJ. WEIGHING LIST - VEHICLE EGOM 4.4.7,

EUROPEAN AIR TRANSPORT COMMAND



VEHICLE WEIGHING LIST

MISSION NUMBER

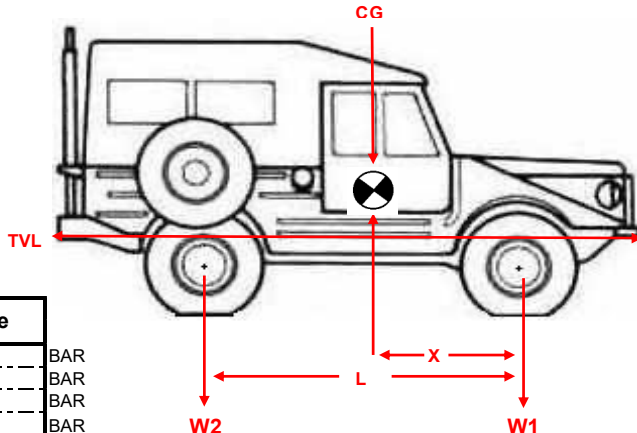
DATE

DRAWN UP BY

SHORT VEHICLE DESCRIPTION

VEHICLE REGISTRATION	REFERENCE NUMBER	FUEL LEVEL	FUEL TYPE *	REMARKS
			DIESEL GASOLINE	

* Fuel (Fuel tank check), mark if checked fuel tank level is within tolerances based on regulations and operator requirements.



Tyre Pressure

FL	BAR
FR	BAR
RL	BAR
RR	BAR

TOTAL VEHICLE LENGTH (TVL)

CM / INCH *

WHEELBASE (L)

CM / INCH *

WEIGHT FRONT AXLE (W1)

KG / LB *

WEIGHT REAR AXLE (W2)

KG / LB *

TOTAL WEIGHT (W = W1 + W2)

KG / LB *

$$X = \frac{L \times W2}{W}$$

(DISTANCE BETWEEN FRONT AXLE AND CG)

DISTANCE BETWEEN FRONT AXLE AND CG (X)

CM / INCH *

CG (X) must be clearly marked on two adjacent sides of the vehicle

* MARK WHAT IS **NOT** APPLICABLE

A COPY OF THIS DOCUMENT MUST BE ATTACHED CLEARLY VISIBLE ON THE VEHICLE (WINDSCREEN)



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

EUROPEAN AIR TRANSPORT COMMAND

(1)

VEHICLE WEIGHING LIST

MISSION NUMBER (2) DATE (3) DRAWN UP BY (4)

SHORT VEHICLE DESCRIPTION

VEHICLE REGISTRATION (5)	REFERENCE NUMBER (6)	FUEL LEVEL (7)	FUEL TYPE (8)	REMARKS (9)
*Fuel (Fuel tank check), mark if checked fuel/tank level is within tolerance based on regulations and operator requirements.				

TYRE PRESSURE

TYRE	PSI	BAR
FL	(16)	BAR
FR		BAR
RL		BAR
RR		BAR

TOTAL VEHICLE LENGTH (TVL) (10) CM / INCH *

WHEELBASE (L) (11) CM / INCH *

WEIGHT FRONT AXLE (W1) (12) KG / LB *

WEIGHT REAR AXLE (W2) (13) KG / LB *

TOTAL WEIGHT (W = W1 + W2) (14) KG / LB *

$X = \frac{L \times W2}{W}$ (DISTANCE BETWEEN FRONT AXLE AND CG)

DISTANCE BETWEEN FRONT AXLE AND CG (X) (15) CM / INCH *

CG (X) must be clearly marked on two adjacent sides of the vehicle

* MARK WHAT IS NOT APPLICABLE

A COPY OF THIS DOCUMENT MUST BE ATTACHED CLEARLY VISIBLE ON THE VEHICLE (WINDSCREEN)

EGOM Weighing lists v3.0
Vehicle weighing (car) fill-in
EATC
Update: 01 Jan 2022

Weighing list – car (fill-in instruction)

1. Organization

Insert the address details of the structure, ground handling organization or similar body on whose authority the weighing list is drawn-up.

Example: Air Terminal Melsbroek

Melsbroek (Belgium)

POC: Handling unit 0032 415 52887

2. Mission number

Insert the unique number of the air cargo manifest (preferably ATMO or other national mission number).

3. Date

Insert the date of the preparation of the weighing list (format dd-mm-yyyy).

4. Drawn up by

Insert the name of the author who is responsible for preparing the document and correctly presenting and calculating the required information, the display of the centre of gravity (CG) and axle weights.

5. Vehicle registration

Insert the licence plate number of the vehicle (if not present; any other unique identification code).

6. Reference number

Insert the reference number that relates to the air waybill, such as a serial shipping container code (SSCC), bill of loading, voucher or similar national document/bar code system.

7. Fuel level

Insert the amount of fuel found in the fuel tank of the vehicle.

Example: 25%, 50%, 75%.

Note: Unless exempted by a competent national authority, the current ICAO/IATA or other military regulations apply (operator-dependent). Operators may demand more stringent rules to be followed.

8. Fuel type

Cross out the fuel type that is not contained in the fuel tank (either diesel or gasoline).

9. Remarks

Insert specials remarks such as special driver permit required, vehicle not able to drive, no brakes, needs winching, etc.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

10. Total vehicle length

Insert the total vehicle length.

11. Wheelbase

Insert the measured distance between the centre of the axles of the vehicle (distance between W1 and W2), in either centimetres or inches.

12. Weight front axle

Insert the checked weight of the front axle (W1) by using calibrated weighing scales, in either kilograms or pounds.

13. Weight rear axle

Insert the checked weight of the rear axle (W2) by using calibrated weighing scales, in either kilograms or pounds.

14. Total weight

Insert the total weight of the vehicle by adding the weight of the front and rear axle (W1 + W2) in either kilograms or pounds.

15. Distance between front axle and centre of gravity (CG)

Insert the distance between the front axle (W1) and the centre of gravity (CG), based on the formula listed on the document, in either centimetres or inches.

This distance (X) is calculated by taking the value found for the wheelbase (L), multiplying it by the weight of the rear axle (W2) and dividing it by the total weight (W). The distance found (X) indicates the position of the centre of gravity (CG) measured from the centre of the front axle.

$$X = L \times W2 : W$$

Note: The axle weights and position of the centre of gravity (CG) must be clearly marked on two adjacent sides of the vehicle in such a way that the markings are able to withstand bad weather conditions. A copy of the filled-in vehicle weighing list must be placed behind the windscreen of the vehicle and accompany the shipment to the airport of destination.

Only one weight indication or dimensional indication may be used throughout the document. Choose kilograms or pounds and centimetres or inches.

16. Tyre Pressure

Fill in the actual tyre pressure. Attention! Max 100PSI. = 6.9 BAR



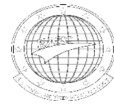
EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

KK. WEIGHING LIST – TRAILER EGOM 4.4.7,

EUROPEAN AIR TRANSPORT COMMAND



VEHICLE WEIGHING LIST

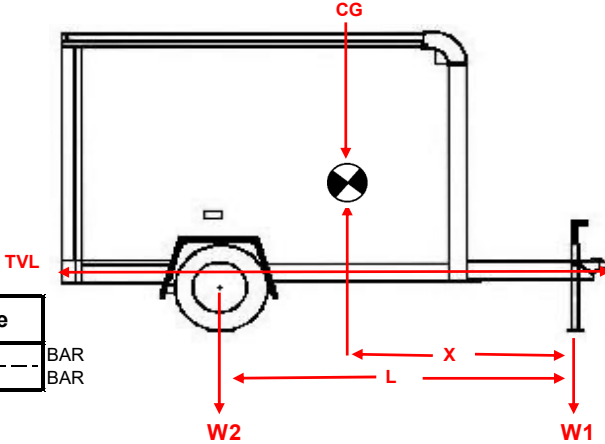
MISSION NUMBER

DATE

DRAWN UP BY

SHORT VEHICLE DESCRIPTION

VEHICLE REGISTRATION	REFERENCE NUMBER		REMARKS



Tyre Pressure

LEFT	RIGHT	BAR

TOTAL VEHICLE LENGTH (TVL)

CM / INCH *

WHEEL / STUD BASE (L)

CM / INCH *

WEIGHT FRONT BASE (W1)

KG / LB *

WEIGHT REAR AXLE (W2)

KG / LB *


TOTAL WEIGHT (W = W1 + W2)

KG / LB *

$$X = \frac{L \times W2}{W}$$

(DISTANCE BETWEEN FRONT BASE AND CG)

DISTANCE BETWEEN FRONT BASE AND CG (X)



CM / INCH *

CG (X) must be clearly marked on two adjacent sides of the vehicle

* MARK WHAT IS **NOT** APPLICABLE

A COPY OF THIS DOCUMENT MUST BE ATTACHED CLEARLY VISIBLE ON THE VEHICLE (WINDSCREEN)

EGOM Weighing lists v3.0

Vehicle weighing (trailer 1 ax)

EATC

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Weighing list – trailer (fill-in instruction)

1. Organization

Insert the address details of the structure, ground handling organization or similar body under which authority the weighing list is drawn up.

Example: Air Terminal Melsbroek

Melsbroek (Belgium)

POC: Handling unit 0032 415 52887

2. Mission number

Insert the unique number of the air cargo manifest (preferably ATMO or other national mission number).

3. Date

Insert the date of the preparation of the weighing list (format dd-mm-yyyy).

4. Drawn up by

Insert the name of the author who is responsible for preparing the document and correctly presenting and calculating the required information, the display of the centre of gravity (CG) and axle weights.

EUROPEAN AIR TRANSPORT COMMAND

(1)

VEHICLE WEIGHING LIST

MISSION NUMBER (2) DATE (3) DRAWN UP BY (4)

SHORT VEHICLE DESCRIPTION

VEHICLE REGISTRATION (5)	REFERENCE NUMBER (6)	(7)	(8)	REMARKS (9)

Tyre Pressure: LEFT (16) BAR, RIGHT (16) BAR

TOTAL VEHICLE LENGTH (TVL) (10) CM / INCH *

WHEEL / STUD BASE (L) (11) CM / INCH *

WEIGHT FRONT BASE (W1) (12) KG / LB *

WEIGHT REAR AXLE (W2) (13) KG / LB *

TOTAL WEIGHT (W = W1 + W2) (14) KG / LB *

$X = \frac{L \cdot X}{W} \cdot \frac{W2}{W}$ (DISTANCE BETWEEN FRONT BASE AND CG)

DISTANCE BETWEEN FRONT BASE AND CG (X) (15) CM / INCH *

CG (X) must be clearly marked on two adjacent sides of the vehicle

* MARK WHAT IS NOT APPLICABLE

A COPY OF THIS DOCUMENT MUST BE ATTACHED CLEARLY VISIBLE ON THE VEHICLE (WINDSCREEN)

EGOM Weighing lists v3.0
Vehicle weighing (trailer fill-in)
EATC
Update: 01 Jan 2022

5. Vehicle registration

Insert the licence plate number of the vehicle (if not present; any other unique identification code).

6. Reference number

Insert the reference number that relates to the air waybill, such as a serial shipping container code (SSCC), bill of loading, voucher or similar national document/bar code system.

7. Fuel level

Leave this field blank as a trailer is not equipped with a fuel tank.

Note: Unless exempted by a competent national authority, the current ICAO/IATA or other military regulations apply (operator-dependent). Operators may demand more stringent rules to be followed.

8. Fuel type

Cross out the fuel type that is not contained in the fuel tank (either diesel or gasoline).

9. Remarks

Insert specials remarks such as no brakes, needs winching, etc.

10. Total vehicle length

Insert the total vehicle length



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

11. Wheel/stud base

Insert the measured distance between the centre of the axle of the trailer and its stud (distance between W1 and W2), in either centimetres or inches.

12. Weight front base

Insert the weight of the front base/stud measured (W1) by using calibrated weighing scales, in either kilograms or pounds.

Note: The front base/stud of the trailer may also be designed as a support stud with a wheel attached.

13. Weight rear axle

Insert the checked weight of the rear axle (W2) by using calibrated weighing scales, in either kilograms or pounds.

14. Total weight

Insert the total weight of the trailer by adding the weight of the front base/stud and rear axle (W1 + W2), in either kilograms or pounds.

15. Distance between front base and centre of gravity (CG)

Insert the distance between the front axle (W1) and the centre of gravity (CG), based on the formula listed on the document, in either centimetres or inches.

This distance (X) is calculated by taking the value found for the wheelbase (L), multiplying it by the weight of the rear axle (W2) and dividing it by the total weight (W). The distance found (X) indicates the position of the centre of gravity (CG) measured from the centre of the front axle.

$$X = L \times W2 : W$$

Note: The axle weights and position of the centre of gravity (CG) must be clearly marked on two adjacent sides of the vehicle in such a way that the markings are able to withstand bad weather conditions. A copy of the filled-in vehicle weighing list must be placed behind the windscreen of the vehicle and accompany the shipment to the airport of destination.

Only one weight indication or dimensional indication may be used throughout the document. Choose kilograms or pounds and centimetres or inches.

16. Tyre Pressure

Fill in the actual tyre pressure. Attention! Max 100PSI. = 6.9 BAR



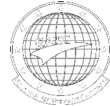
EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

LL. WEIGHING LIST – TRUCK 2 AXLE EGOM 4.4.7,

EUROPEAN AIR TRANSPORT COMMAND



MISSION NUMBER

DATE

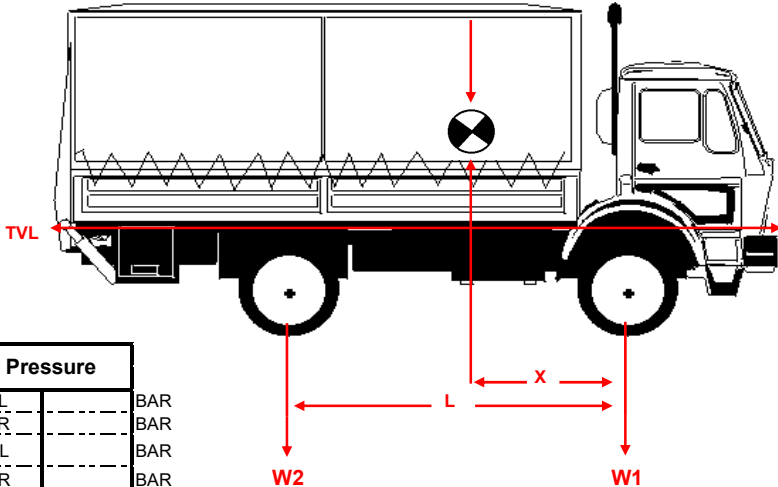
DRAWN UP BY

VEHICLE WEIGHING LIST

SHORT VEHICLE DESCRIPTION

VEHICLE REGISTRATION	REFERENCE NUMBER	FUEL LEVEL	FUEL TYPE *	REMARKS
			DIESEL GASOLINE	

* Fuel (Fuel tank check), mark if checked fuel tank level is within tolerances based on regulations and operator requirements.



FL

FR

RL

RR

BAR

BAR

BAR

BAR

TOTAL VEHICLE LENGTH (TVL)

CM / INCH *

WHEELBASE (L)

CM / INCH *

WEIGHT FRONT AXLE (W1)

KG / LB *

WEIGHT REAR AXLE (W2)

KG / LB *

TOTAL WEIGHT (W = W1 + W2)

KG / LB *


$$X = \frac{L \times W2}{W}$$

(DISTANCE BETWEEN FRONT AXLE AND CG)

DISTANCE BETWEEN FRONT AXLE AND CG (X)

CM / INCH *

CG (X) must be clearly marked on two



COPY OF THIS DOCUMENT MUST BE ATTACHED CLEARLY VISIBLE ON THE VEHICLE (WINDSCREEN)

EXAMPLE TEMPLATE ONLY!

CURRENT VERSION ON EATC SERVER

°C

Update: 01 Jan 2022



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Weighing list – truck 2 axles (fill-in instruction)

EUROPEAN AIR TRANSPORT COMMAND

(1)

VEHICLE WEIGHING LIST

MISSION NUMBER (2) DATE (3) DRAWN UP BY (4)

SHORT VEHICLE DESCRIPTION

VEHICLE REGISTRATION	REFERENCE NUMBER	FUEL LEVEL	FUEL TYPE *	REMARKS
(5)	(6)	(7)	(8)	(9)

* Fuel (fuel tank check), mark if checked (fuel tank level) is within tolerance based on regulations and operator requirements.

Tyre Pressure

FL	FR	RL	RR
(16)			

TOTAL VEHICLE LENGTH (TVL) (10) CM / INCH *

WHEELBASE (L) (11) CM / INCH *

WEIGHT FRONT AXLE (W1) (12) KG / LB *

WEIGHT REAR AXLE (W2) (13) KG / LB *

TOTAL WEIGHT (W = W1 + W2) (14) KG / LB *

$X = \frac{L \times W_2}{W}$ (DISTANCE BETWEEN FRONT AXLE AND CG)

DISTANCE BETWEEN FRONT AXLE AND CG (X) (15) CM / INCH *

CG (X) must be clearly marked on two adjacent sides of the vehicle
* MARK WHAT IS NOT APPLICABLE

A COPY OF THIS DOCUMENT MUST BE ATTACHED CLEARLY VISIBLE ON THE VEHICLE (WINDSCREEN)

EOM Weighing lists v3.0 Vehicle weighing (truck 1 Fill- EATC Update: 01 Jan 2022

1. Organization

Insert the address details of the structure, ground handling organization or similar body on whose authority the weighing list is drawn-up.

Example: Air Terminal Melsbroek

Melsbroek (Belgium)

POC: Handling unit 0032 415 52887

2. Mission number

Insert the unique number of the air cargo manifest (preferably ATMO or other national mission number).

3. Date

Insert the date of the preparation of the weighing list (format dd-mm-yyyy).

4. Drawn up by

Insert the name of the author who is responsible for preparing the document and correctly presenting and calculating the required information, the display of the centre of gravity (CG) and axle weights.

5. Vehicle registration

Insert the licence plate number of the vehicle (if not present; any other unique identification code).

6. Reference number

Insert the reference number that relates to the air waybill, such as a serial shipping container code (SSCC), bill of loading, voucher or similar national document/bar code system.

7. Fuel level

Insert the amount of fuel found in the fuel tank of the vehicle.

Example: 25%, 50%, 75%.

Note: Unless exempted by a competent national authority, the current ICAO/IATA or other military regulations apply (operator-dependent). Operators may demand more stringent rules to be followed.

8. Fuel type

Cross out the fuel type that is not contained in the fuel tank (either diesel or gasoline).

9. Remarks

Insert special remarks such as special driver permit required, vehicle not able to drive, no brakes, needs winching, etc.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

10. Total vehicle length

Insert the total vehicle length.

11. Wheelbase

Insert the measured distance between the centre of the axles of the vehicle (distance between W1 and W2), in either centimetres or inches.

12. Weight front axle

Insert the checked weight of the front axle (W1) by using calibrated weighing scales, in either kilograms or pounds.

13. Weight rear axle

Insert the checked weight of the rear axle (W2) by using calibrated weighing scales, in either kilograms or pounds.

14. Total weight

Insert the total weight of the vehicle by adding the weight of the front and rear axle (W1 + W2) in either kilograms or pounds.

15. Distance between front axle and centre of gravity (CG)

Insert the distance between the front axle (W1) and the centre of gravity (CG), based on the formula listed on the document, in either centimetres or inches.

This distance (X) is calculated by taking the value found for the wheelbase (L), multiplying it by the weight of the rear axle (W2) and dividing it by the total weight (W). The distance found (X) indicates the position of the centre of gravity (CG) measured from the centre of the front axle.

$$X = L \times W2 : W$$

Note: The axle weights and position of the centre of gravity (CG) must be clearly marked on two adjacent sides of the vehicle in such a way that the markings are able to withstand bad weather conditions. A copy of the filled-in vehicle weighing list must be placed behind the windscreen of the vehicle and accompany the shipment to the airport of destination.

Only one weight indication or dimensional indication may be used throughout the document. Choose kilograms or pounds and centimetres or inches.

16. Tyre Pressure

Fill in the actual tyre pressure. Attention! Max 100PSI. = 6.9 BAR



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

MM. WEIGHING LIST – TRUCK 3 AXLE, EGOM 4.4.7,

EUROPEAN AIR TRANSPORT COMMAND				
VEHICLE WEIGHING LIST				
MISSION NUMBER		DATE	DRAWN UP BY	
SHORT VEHICLE DESCRIPTION				
VEHICLE REGISTRATION	REFERENCE NUMBER	FUEL LEVEL	FUEL TYPE *	REMARKS
			DIESEL GASOLINE	

* Fuel (Fuel tank check), mark if checked fueltanklevel is within tolerances based on regulations and operator requirements.

Tyre Pressure			
FL		ML	
FR		MR	
RL			
RR			

TOTAL VEHICLE LENGTH (TVL) CM / INCH *

WHEELBASE (front-middle) (L1)	<input type="text"/>	CM / INCH *
WHEELBASE (front-rear) (L2)	<input type="text"/>	CM / INCH *
WEIGHT FRONT AXLE (W1)	<input type="text"/>	KG / LB *
WEIGHT MIDDLE AXLE (W2)	<input type="text"/>	KG / LB *
WEIGHT REAR AXLE (W3)	<input type="text"/>	KG / LB *
TOTAL WEIGHT (W= W1+W2+W3)	<input type="text"/>	KG / LB *

$$X = \frac{L1 \times W2 + L2 \times W3}{W}$$
 (DISTANCE BETWEEN FRONT AXLE AND CG)

DISTANCE BETWEEN FRONT AXLE AND CG (X) CM / INCH *

CG (X) must be clearly marked on two adjacent sides of the vehicle

* MARK WHAT IS **NOT** APPLICABLE

A COPY OF THIS DOCUMENT MUST BE ATTACHED CLEARLY VISIBLE ON THE VEHICLE (WINDSCREEN)

EGOM Weighing lists v3.0
Vehicle weighing (truck 2 ax)

EATC

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER

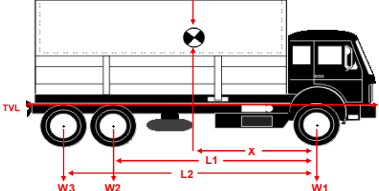


EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Weighing list – truck 3 axles (fill-in instruction)

EUROPEAN AIR TRANSPORT COMMAND				
VEHICLE WEIGHING LIST				
MISSION NUMBER (2)		DATE (3)		DRAWN UP BY (4)
SHORT VEHICLE DESCRIPTION				
VEHICLE REGISTRATION (5)	REFERENCE NUMBER (6)	FUEL LEVEL (7)	FUEL TYPE* (8)	REMARKS (9)
<small>* Fuel (Post task check), mark if checked fuel tank level is within tolerances based on regulations and operator requirements.</small>				
				
Tyre Pressure				
FL (18)	ML	BAR		
FR	MR	BAR		
RL		BAR		
RR		BAR		
TOTAL VEHICLE LENGTH (TVL) (10)		CM / INCH *		
WHEELBASE (front-middle) (L1)		(11) CM / INCH *		
WHEELBASE (front-rear) (L2)		(12) CM / INCH *		
WEIGHT FRONT AXLE (W1)		(13) KG / LB *		
WEIGHT MIDDLE AXLE (W2)		(14) KG / LB *		
WEIGHT REAR AXLE (W3)		(15) KG / LB *		
TOTAL WEIGHT (W= W1+W2+W3)		(16) KG / LB *		
$X = \frac{L1 \times W2 + L2 \times W3}{W} \quad (\text{DISTANCE BETWEEN FRONT AXLE AND CG})$				
DISTANCE BETWEEN FRONT AXLE AND CG (X)		(17) CM / INCH *		
<small>CG (X) must be clearly marked on two adjacent sides of the vehicle</small>				
<small>* MARK WHAT IS NOT APPLICABLE</small>				
<small>A COPY OF THIS DOCUMENT MUST BE ATTACHED CLEARLY VISIBLE ON THE VEHICLE (WINDSCREEN)</small>				
<small>EGOM Weighing lists v3.0 Vehicle weighing (truck 2 a) (2) EATC Update: 01 Jan 2022</small>				

1. Organization

Insert the address details of the structure, ground handling organization or similar body on whose authority the weighing list is drawn-up.

Example: Air Terminal Melsbroek

Melsbroek (Belgium)

POC: Handling unit 0032 415 52887

2. Mission number

Insert the unique number of the air cargo manifest (preferably ATMO or other national mission number).

3. Date

Insert the date of the preparation of the weighing list (format dd-mm-yyyy).

4. Drawn up by

Insert the name of the author who is responsible for preparing the document and correctly presenting and calculating the required information, the display of the centre of gravity (CG) and axle weights.

5. Vehicle registration

Insert the licence plate number of the vehicle (if not present; any other unique identification code).

6. Reference number

Insert the reference number that relates to the air waybill, such as a serial shipping container code (SSCC), bill of loading, voucher or similar national document/bar code system.

7. Fuel level

Insert the amount of fuel found in the fuel tank of the vehicle. Example: 25%, 50%, 75%.

Note: Unless exempted by a competent national authority, the current ICAO/IATA or other military regulations apply (operator-dependent). Operators may demand more stringent rules to be followed.

8. Fuel type

Cross out the fuel type that is not contained in the fuel tank (either diesel or gasoline).

9. Remarks

Insert special remarks such as special driver permit required, vehicle not able to drive, no brakes, needs winching, etc.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

10. Total vehicle length

Insert the total vehicle length.

11. Wheelbase (front – middle axle)

Insert the measured distance between the centre of the front and middle axes of the truck (distance between W1 and W2), in either centimetres or inches.

12. Wheelbase (front – rear axle)

Insert the measured distance between the centre of the front and rear axles of the truck (distance between W1 and W3), in either centimetres or inches.

13. Weight front axle

Insert the checked weight of the front axle (W1) by using calibrated weighing scales, in either kilograms or pounds.

14. Weight middle axle

Insert the checked weight of the middle axle (W2) by using calibrated weighing scales, in either kilograms or pounds.

15. Weight rear axle

Insert the checked weight of the rear axle (W3) by using calibrated weighing scales, in either kilograms or pounds.

16. Total weight

Insert the total weight of the truck by adding the weight of the front, middle and rear axle (W1 + W2 + W3), in either kilograms or pounds.

17. Distance between front axle and centre of gravity (CG)

Insert the distance between the front axle (W1) and the centre of gravity (CG), based on the formula listed on the document, in either centimetres or inches.

This distance (X) is calculated by taking the value found for the wheelbase between the front and middle axles (L1) and multiplying it by the weight of the middle axle (W2) and adding the result to the value for the wheelbase between the front and rear axles (L2) multiplied by the weight of the rear axle (W3). This calculated sum is divided by the total weight (W). The distance found (X) indicates the position of the centre of gravity (CG) measured from the centre of the front axle.

$$X = (L1 \times W2) + (L2 \times W3) : W$$

Note: The axle weights and position of the centre of gravity (CG) must be clearly marked on two adjacent sides of the truck in such a way that the markings are able to withstand bad weather conditions. A copy of the filled-in vehicle weighing list must be placed behind the windscreen of the truck and accompany the shipment to the airport of destination.

Only one weight indication or dimensional indication may be used throughout the document. Choose kilograms or pounds and centimetres or inches.

18. Tyre Pressure

Fill in the actual tyre pressure. Attention! Max 100PSI. = 6.9 BAR




EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

NN. WEIGHING LIST – CONTAINER EGOM 4.4.8.4,

EUROPEAN AIR TRANSPORT COMMAND



CONTAINER WEIGHING LIST

MISSION NUMBER

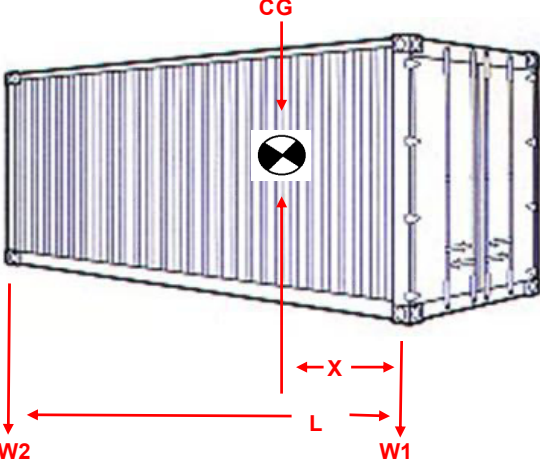
DATE

DRAWN UP BY

SHORT CONTAINER DESCRIPTION

CONTAINER REGISTRATION	REFERENCE NUMBER	FUEL LEVEL	FUEL TYPE *	REMARKS
			DIESEL GASOLINE	

* Fuel (Fuel tank check), mark if checked fueltanklevel is within tolerances based on regulations and operator requirements if container is equipped with generator/fueltank.



YES NO

Container Packing Certificate (CPC)

Forklift pockets

Container type

CSC label date

CONTAINERBASE (L)

WEIGHT FRONT (W1)

WEIGHT REAR (W2)

TOTAL WEIGHT (W = W1 + W2)


$$X = \frac{L \times W2}{W}$$

(DISTANCE BETWEEN FRONT AND CG)

DISTANCE BETWEEN FRONT SIDE AND CG (X)

CG (X) must be clearly marked on two adjacent sides of the container

* MARK WHAT IS **NOT** APPLICABLE



A COPY OF THIS DOCUMENT MUST BE ATTACHED CLEARLY VISIBLE ON THE OUTSIDE OF THE CONTAINER.

EGOM Weighing lists v3.0
Container weighing list (20ft)

EATC

EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Weighing list – container (fill-in instruction)

EUROPEAN AIR TRANSPORT COMMAND

(1) _____

CONTAINER WEIGHING LIST

MISSION NUMBER	DATE	DRAWN UP BY
(2) _____	(3) _____	(4) _____

SHORT CONTAINER DESCRIPTION

CONTAINER REGISTRATION	REFERENCE NUMBER	FUEL LEVEL	FUEL TYPE *	REMARKS
(5) _____	(6) _____	(7) _____	(8) _____	(9) _____

* Fuel (if not tank check), mark if checked fuel/tank level is within tolerance based on regulations and operator requirements if container is equipped with generator/fuel tank.

Container Packing Certificate (CPC) YES NO
(10) _____
Forklift pockets (11) _____
Container type (12) _____
CSC label date (13) _____

CONTAINERBASE (L) _____ (14) _____ CM / INCH *

WEIGHT FRONT (W1) _____ (15) _____ KG / LB *

WEIGHT REAR (W2) _____ (16) _____ KG / LB *

TOTAL WEIGHT (W = W1 + W2) _____ (17) _____ KG / LB *

$$X = \frac{L \times W2}{W}$$
 (DISTANCE BETWEEN FRONT AND CG)

DISTANCE BETWEEN FRONT SIDE AND CG (X) _____ (18) _____ CM / INCH *

CG (X) must be clearly marked on two adjacent sides of the container
* MARK WHAT IS NOT APPLICABLE

EGOM Weighing lists v3.0
Container weighing list (20 fill)
EATC
Update: 01 Jan 2017

1. Organization

Insert the address details of the structure, ground handling organization or similar body on whose authority the weighing list is drawn-up.

Example: Air Terminal Melsbroek

Melsbroek (Belgium)

POC: Handling unit 0032 415 52887

2. Mission number

Insert the unique number of the air cargo manifest (preferably ATMO or other national mission number).

3. Date

Insert the date of the preparation of the weighing list (format dd-mm-yyyy).

4. Drawn up by

Insert the name of the author who is responsible for preparing the document and correctly presenting and calculating the required information, the display of the centre of gravity (CG) and weights.

5. Container registration

Insert the licence plate or container shipping convention (CSC) plate number of the container (or other unique identification code).

6. Reference number

Insert the reference number that relates to the air waybill, such as a serial shipping container code (SSCC), bill of loading, voucher or similar national document/bar code system.

7. Fuel level

Insert the amount of fuel found in the fuel tank of the container if the container is equipped with a generator/fuel tank. Example: 25%, 50%, 75%.

Note: Unless exempted by a competent national authority, the current ICAO/IATA or other military regulations apply (operator-dependent). Operators may demand more stringent rules to be followed.

8. Fuel type

Cross out the type of fuel that is not contained in the fuel tank (either diesel or gasoline).

Note: If the container is not equipped with a generator and/or fuel tank, cross out fields 7 and 8 to indicate that this process step has been checked.

9. Remarks

Insert special remarks such as handling instructions, precautions, warnings, references to special loads, etc.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

10. Container Packing Certificate (CPC)

Indicate whether the sender submitted a correctly filled-in CPC document together with the delivery of the container at the air terminal, allowing acceptance of the container for air transport (either yes or no).

Note: By means of the CPC document, the sender declares that the container has passed a visual inspection prior to its use, is properly loaded/packed in accordance with the applicable regulations and does not contain prohibited items.

11. Forklift pockets

Indicate whether the container is equipped with forklift pockets (either yes or no) in order to indicate whether special ground handling equipment (heavy forklift) or a crane is required to handle the container.

12. Container type

Insert the type of container delivered for air transport (e.g., 10-foot, 20-foot, 30-foot, etc.).

13. CSC label date

Insert the date on the CSC plate validating the due date after which the container may no longer be used for (air) transport purposes.

Note In general, any container used for international (air) transport purposes must have a valid safety approval plate (CSC plate). Although it may have a valid CSC, any container delivered must undergo a visual inspection before being accepted by the air terminal for loading onto an aircraft in order to avoid damage and safety risks while being handled in preparation for air transport.

If the CSC date has expired, the container is not to be accepted for air transport unless recertified and granted by a dedicated and competent organization.

14. Container base

Insert the measured distance between the front and rear edges of the container (distance between W1 and W2), in either centimetres or inches.

15. Weight front

Insert the weight of the front side of the container (W1) by using calibrated weighing scales, in either kilograms or pounds.

16. Weight rear

Insert the weight of the rear side of the container (W2) by using calibrated weighing scales, in either kilograms or pounds

Note: To obtain the most accurate weighing results, calibrated weighing scales are to be used on every corner location of the front and rear sides of the container.

17. Total weight

Insert the total weight of the container by adding together the weight of the front and rear sides of the container (W1 + W2), in either kilograms or pounds.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

18. Distance between front side of the container and centre of gravity (CG)

Insert the distance between the front side of the container (W1) and the centre of gravity (CG), based on the formula listed on the document, in either centimetres or inches.

This distance (X) is calculated by taking the value found for the container base (L) and multiplying it by the weight of the rear side of the container (W2). This calculated sum is divided by the total weight (W). The found distance (X) indicates the position of the centre of gravity (CG) measured from the front side of the container.

$$X = (L1 \times W2) : W$$

Note: The weights of the front and rear sides of the container and position of the centre of gravity (CG) must be clearly marked on two adjacent sides of the container in such a way that the markings are able to withstand bad weather conditions. A copy of the filled-in weighing list must be affixed to the container and accompany the shipment to the airport of destination.

Only one weight indication or dimensional indication may be used throughout the document. Choose kilograms or pounds and centimetres or inches.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

OO. LAISSEZ-PASSER EGOM 4.10, FRA 406

Laissez-passer (front side)

LAISSEZ-PASSER FOR A CORPSE

This *laissez-passer* is issued in accordance with the Agreement on the Transfer of Corpses, in particular Articles 3 and 5 1.

Authority is hereby given for the removal of the body of:

Name and first name of the deceased

Died on at

State cause of death (if possible)² and ³

at the age of years

Date and place of birth (if possible)

The body is to be conveyed

..... (Means of transport)

from (Place of departure)

via (Route)

to (Destination)

The transport of this corpse having been duly authorised, all and sundry authorities of the States over whose territory the corpse is to be conveyed are requested to let it pass without let or hindrance.

Done at on

Signature of the competent authority

Official stamp of the competent authority

1. The text of Articles 3 and 5 of the Agreement is to appear on the reverse side of the *laissez-passer*.
2. The cause of death should be stated in English or French or in the numerical WHO code of the international classification of diseases.
3. If cause of death is not stated for reasons of professional secrecy then a certificate indicating the cause of death should be placed in a sealed envelope accompanying the corpse during transport and be presented to the competent authority in the State of destination. The sealed envelope, which shall bear some external indication for identification purposes, shall be securely attached to the *laissez-passer*.
Alternatively, an indication should be made on the *laissez-passer* as to whether the person died of natural causes and of a non-contagious disease.
If this is not the case, the circumstances of the death or the nature of the contagious disease should be indicated.

EGOM Laissez-passer v1.0
Laissez-passer

EATC

**EXAMPLE TEMPLATE ONLY!
CURRENT VERSION ON EATC SERVER**



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Laissez-passer (backside)

2	ETS 80 - Transfer of Corpses, 1973
AGREEMENT ON THE TRANSFER OF CORPSES	
LAISSEZ-PASSER FOR A CORPSE	
Article 3	
<ol style="list-style-type: none">1. Any corpse shall, during the transfer, be accompanied by a special document (<i>laissez-passer for a corpse</i>) issued by the competent authority of the State of departure.2. The <i>laissez-passer</i> shall include at least the information set out in the model annexed to the present agreement; it shall be made out in the official language or one of the official languages of the State in which it was issued and in one of the official languages of the Council of Europe.	
Article 5	
The <i>laissez-passer</i> is issued by the competent authority referred to in Article 8 of this Agreement, after it has ascertained that:	
<ol style="list-style-type: none">a. all the medical, health, administrative and legal requirements of the regulations in force in the State of departure relating to the transfer of corpses and, where appropriate, burial and exhumation have been complied with;b. the remains have been placed in a coffin which complies with the requirements laid down in Articles 6 and 7 of this Agreement;c. the coffin only contains the remains of the person named in the <i>laissez-passer</i> and such personal effects as are buried or cremated with the corpse.	
<div>EXAMPLE TEMPLATE ONLY! CURRENT VERSION ON EATC SERVER</div>	



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

PP. ULD CONTROL MESSAGE

STATION DEPARTURE (OUT)		STATION ARRIVAL (IN)	
ICAO	NAT	ICAO	NAT
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

MISSION IDENTIFIER (ATMO)

DATE OF TRANSFER
DAY MONTH YEAR

GROUND HANDLER /
POINT OF CONTACT DATA

ULD DETAILS					
	TYPE	SERIAL	OWNER	STATUS	AMOUNT
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
11	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
12	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
13	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
14	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
15	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

REMARKS

<input type="checkbox"/>	INFO	NAME/RANK :	<input type="text"/>
<input type="checkbox"/>	ACTION	CONTACT :	<input type="text"/>
<input type="checkbox"/>		SIGNATURE :	<input type="text"/>



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

ULD Control Message – Details

Pooling and sharing ULDs in an international environment such as the EATC is a cost-effective way of working. In ULD management, situational awareness and keeping track of the whereabouts of ULDs are essential for ensuring that these scarce and expensive assets are available at the right station, at the right time and in the right number to support a mission. Sharing information by issuing timely reports is one of the keys to success. National elements are therefore required to send ULD reports to the EATC Logistics and Fleet monitoring section (ULD Control Centre). If requested by nations, reporting and repositioning can also be executed for ULD-related equipment. The UCM is one of the tools used to report on ULDs and related assets that are tracked individually and/or collectively and on ULDs of other nations (foreign).

This instruction governs the requirements regarding the layout of the template and use of the UCM prepared by a dedicated ground handling organization (or similar body) or its designated representative, including the data that has to be incorporated.

To be able to pool and manage ULDs effectively, it is important to ensure that the whereabouts and the airworthiness status (e.g., serviceable, unserviceable, damaged or reserved) of these assets are known. ULDs are redistributed or recovered if necessary. The UCM can be used for reporting on incoming and outgoing ULDs that remain on external stations. There is no requirement to report assets that return on the same flight.

UCM generics

Units/stations may send a UCM using the standard message format provided as an excel sheet. The UCM is not a substitute for other tools such as the EATC weekly report, but is an additional tool that can be used separately. The UCM (e.g., paper version or e-template) is intended as a tool for ground handling units or similar bodies, the EATC ULD Control Centre (UCC) and other parties requiring/using ULDs and related equipment. The UCM can be used for all assets loaded/offloaded on strategic and tactical aircraft. ULDs owned by two or more nations/operators can be reported using a single UCM. A new line must be used for every owner. A new page (UCM) is to be used if more lines are required. The UCM is to be sent from ULD movement stations to the UCC as soon as possible after the departure or arrival of an aircraft. This can be done either electronically (mail) or by fax.

Reporting of assets

The UCM can be used for all “IN” and “OUT” reporting. An asset can enter or leave the station inventory (IN/OUT) by either flight or road feeder. To allow assets to be traced, the reference number of the flight (Air Task Mission Order) or another unique load manifest number (road) must be included in the message. The state or airworthiness (status) of an asset that is available at a station is an important discriminator for planning a mission in conjunction with the possible need to (pre)position assets. An asset that is not usable must therefore be reported. The UCM allows individual and collective reporting. The highest efficiency and effectiveness in ULD management related to the required situational awareness are achieved when assets are reported by a unique asset identifier (e.g., AKE 96002 BAF). Although not mandatory, individual reporting is preferable over asset reporting by type and owner only. To render asset tracing easier, all ground handling organizations, similar bodies and their dedicated representatives are encouraged to use individual tracking/full reporting when using the UCM.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Individual tracking.

Assets are reported by a unique identifier (example: AKE 02599 BAF), their status and number.

Collective tracking. Assets are reported by a unique ULD type identifier only, including the owner nation (example: AKE FAF), their status and number.

Note: A statement on the UCM regarding the status of an asset is only mandatory if the asset is not serviceable (e.g., unserviceable, damaged, reserved). If an asset is in a serviceable condition, the field may be left blank. If individual reporting by a unique identifier is used, the number does not need to be filled in either (as this is always one).

Information dissemination

Effective planning and increasing efficiency in maintaining ULDs within the EATC community will result in an improved cost-balance ratio regarding the use, cross-loading, maintenance and purchasing of these scarce and costly assets. To achieve this objective, various stakeholders are to be informed of the use, shortfalls and needs related to the ULD fleet. In addition to other reports, the UCM provides important data. Timely dissemination of an UCM is considered essential for ensuring that ULDs and other equipment that meet the appropriate requirements are available at the right stations, at the right time and in the right numbers and quantities.

ULD Control Centre (UCC)

EATC UCC collects all UCM data on ULD movements and disseminates the information to others (if required). Based on an overall stock level assessment versus mission needs, the UCC can advise owner nations on requirements for the (re)distribution of assets.

Station of departure

The sending station fills in the UCM with all the (minimum) data required and sends it to the UCC as soon as possible. More copies may be prepared and distributed to other stakeholders in accordance with national requirements.

Station of arrival

The receiving station fills in the UCM with all the data required and sends it to the UCC as soon as possible. Special attention is required to determine and report the correct state of airworthiness (e.g., serviceable, unserviceable, damaged or reserved). More copies may be prepared and distributed to other stakeholders in accordance with national requirements.

Inventory holder

A national inventory holder may perform tasks related to the UCM that are similar to a station where ULDs are loaded or offloaded. As this body does not conduct the physical airworthiness checks, the inventory holder is dependent on the data provided by other authorized agencies or their representatives. Inventory holders may collect national reports and send them to the UCC collectively. Given the possibility of delays, however, stations are encouraged to report to the UCC immediately.

Third parties



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

Although the UCM is intended to be used within the EATC environment, third parties may use the template for reporting ULDs. These parties are encouraged to report EATC-owned ULDs to the UCC (ULDManagement@eatc-mil.com)


EATC member nations are asked to report EATC and non EATC (foreign) ULDs to the UCC. This enables reporting these assets to dedicated national POCs using MCCE or EAG mediation if required. Every ULD owner could benefit from the mutual exchange of ULD related data and subsequent repositioning retrieving these assets to their rightful owner(s).

Note: The UCM and related reporting in use within the EATC is not linked or connected to any national logistical application or other automated system used in civil aviation industry.

Detailed instructions

The UCM can either be prepared using automated means in combination with the template (e-UCM) provided or by hand.

ULD Control Message (fill-in instruction)

ULD Control Message					
					
EATC Teclog support					
Phone : +31 889510 883 / 887					
Email : uldmanagement@eatc-mil.com					
STATION DEPARTURE (OUT)			STATION ARRIVAL (IN)		
ICAO	NAT		ICAO	NAT	
(1.)	(2.)		(3.)	(4.)	
MISSION IDENTIFIER (ATMO)			(5.)		
DATE OF TRANSFER			GROUND HANDLER /		
DAY	MONTH	YEAR	POINT OF CONTACT DATA		
	(6.)		(7.)		
ULD DETAILS					
TYPE	SERIAL	OWNER	STATUS	AMOUNT	
1				*	
2	(8.)		(9.)	* (10.)	
3				*	
4				*	
5				*	
6				*	
7				*	
8				*	
9				*	
10				*	
11				*	
12				*	
13				*	
14				*	
15				*	
REMARKS					
(11.)					
<input type="checkbox"/> INFO (12.)		NAME/RANK : (14.)			
<input type="checkbox"/> ACTION (13.)		CONTACT : (14.)			
		SIGNATURE :			

a) Station departure (OUT)

Station of departure (by ICAO) sending the ULD.

b) Nation or nationality

The use of this field is only mandatory if two or more ground handling units are at the specified station (by ICAO). Fields are not used when nations participate in a Combined Air Terminal organization (CATO).

c) Station arrival (IN)

Station of arrival/final destination of the ULD (by ICAO).

d) Nation or nationality

Use of this field is only mandatory if two or more ground handling units are at the specified station (by ICAO). Fields are not used when nations participate in a Combined Air Terminal organization (CATO).

e) Mission identifier (e.g. ATMO)

The number of the ATMO or similar national freight service document, related to the movement of the reported assets.

f) Date of transfer

Date of movement of the reported assets.

g) Ground handler / Point of contact data

If assets are left at a station where there is no EATC ground handler, a local ground handler/point of contact (POC) should be provided at the location this to allow the ULD Control Centre to arrange the preparation and execution of movement (if required).



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

h) ULD details

Detailed information regarding the assets is required to allow identification of the ULD and to determine what action is required based on the report. Every ULD must be identified by type, serial and / or owner. Use of a unique code consisting of these three elements in a fixed format, benefits the management of EATC stock levels, station stock control and repositioning/retrieval of assets to the rightful owner. Use of this identification method is therefore highly encouraged.

Examples (use of template)

One serviceable LD3 container with forklift pockets, type AKN, with unique identifier and owner code.

A	K	N	9	4	0	0	2	N	A	F				*			
---	---	---	---	---	---	---	---	---	---	---	--	--	--	---	--	--	--

Note: Depending on individual tracking and the status of the asset the fields "status" and "number" may either remain blank or be used.

One unserviceable LD3 cool container with forklift pockets, type RKN, with unique identifier and owner code.

R	K	N	0	1	0	0	2	B	A	F	U	N	S	*			1
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	--	--	---

Note: Depending on individual tracking and the status of the asset (unserviceable) the "number" field may either remain blank or be used.

Collective asset reporting

Twenty serviceable pallets (153 x 318 x 7 cm), type PLF, without unique identifiers (thus collective reporting) including owner code.

P	L	F						N	A	F				*		2	0
---	---	---	--	--	--	--	--	---	---	---	--	--	--	---	--	---	---

Note: Depending on collective tracking, the serial remains blank (or is filled in with "00000"). The status of all the reported assets is serviceable, so the "status" field may remain blank.

Three unserviceable and six serviceable pallets (153 x 318 x 6 cm), type PLA, without unique identifiers (thus collective reporting), including owner code.

P	L	A	0	0	0	0	0	G	A	F	U	N	S	*			3
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	--	--	---

Note: Depending on collective tracking, the serial is filled with "00000" (or remains blank). The status of the reported assets is unserviceable, so the "status" field must be filled in.

Although the reported assets belong to the same family type (PLA), some are serviceable. Separate lines must therefore be used to report serviceable and unserviceable pallets.

P	L	A						G	A	F				*			6
---	---	---	--	--	--	--	--	---	---	---	--	--	--	---	--	--	---

Note: If assets from more than one nation are reported using a single UCM, new lines must be used for every nation (owner).



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

j) Status

The field must be used if the reported asset is not considered airworthy (serviceable). The field may remain blank if the reported ULDs are serviceable and usable (not reserved/blocked).

Status code	Status	Explanation
SER	Serviceable	Useable for air transport
UNS	Unserviceable	Can be moved by air only when empty
DAM	Damaged	Cannot be moved by air even when empty
RES	Reserved	Blocked for/with cargo subsequent mission

Note: The status "RES" indicates that a serviceable asset has been received at a location, but is temporarily unusable (e.g. still loaded with cargo, planned for other mission, etc.). EATC will not plan this asset for other activities or make any arrangement for repositioning.

j) Number

The number of assets reported. For individual reporting this number is always "1" (and may therefore be left blank). For collective reporting this number may vary from "1" to "999".

k) Remarks

Special information (events) related to one or more of the reported assets that restrict future usability should be explained. Example: net on PCM94002GAF missing; AKE01259NAF severe damage, etc.).

l) Info

Mark checkbox when report is issued only to provide information on the location of an ULD and/or related equipment and no repositioning action is required.

m) Action

Mark checkbox when report is issued to ensure the sharing of information on the location of an ULD and/or related materials and repositioning of the reported assets is requested.

Note: To clarify the intent of a report, always mark info or action checkbox.

n) POC data (local)

The point of contact (POC) at a location responsible for filling in the ULD Control Message must be entered.



EATC

GROUND OPERATIONS MANUAL

Chapter 4 - Cargo and mail handling procedures

QQ. *Mission Folder – Mandatory / non mandatory documents (EGOM 4.7.5, EGOM 4.8.4.2)*

Documents (mission folder)	Annex	Mandatory	Not mandatory	Remark
Air cargo manifest	A	x		
Air cargo process guidance document	U	x		If used
Air cargo security declaration	O	x		If required by operator
Air cargo transfer guidance document	V	x		If used
- Air transport mission order (ATMO)	---	x		
Cargo list (copy)	---		x	
Container packing certificate (CPC) declaration	P	x		If ISO containers in shipment
Live animal declaration/certificate	N	x		If animals in shipment
- copy of animal passport	---	x		
- copy of health certificate	---	x		
Load plan (copy)	---		x	
Non-dangerous goods declaration	M	x		
Notification to Captain (NOTOC)	T	x		If special cargo in shipment
Preparation sheet - BULK	AA	x		If used
Preparation sheet - ULD	Z	x		If used
Shipper's dangerous goods declaration (DGD)	---	x		If DG in shipment
DG checklist(s)	B	x		
Shipment waybill, value indication (customs), etc.	---	x		
Special cargo acceptance checklist(s)	C,D,E,F, G,H,I,J,K, L	x		If special cargo in shipment
Weighing list - Container	NN	x		If used
Weighing list(s) - Vehicle	JJ, KK, LL, MM,	x		If used

The mission/flight folder related to air cargo handling services provided to an aircraft should contain all documents that are necessary to validate a controlled air cargo process. It allows management of all steps related to air cargo preparation, quality control and compliance monitoring. The mission folder may provide statistics and is a useable source of information in the event of incidents and/or safety related issues that require investigation. The flight folder and documents it contains may be prepared in either paper or electronic form.

Chapter 5 Aircraft handling procedures

This chapter provides procedures for aircraft handling, including safety procedures.

5.1 Ramp safety in aircraft handling

5.1.1 Introduction

Ramp safety rules and procedures promote safe ground handling. The minimum safety rules and procedures defined in this section must therefore always be applied and understood by all personnel working on the ramp.

Aircraft damage can endanger passengers, staff and aircraft. Disruptions may also negatively impact safe operations. Even a slight scratch or dent on an aircraft may result in a serious accident.

YOU MUST REPORT ANY AIRCRAFT DAMAGE YOU SEE OR CAUSE, EVEN IF IT APPEARS OUTWARDLY INSIGNIFICANT.

Incidents or accidents can be caused (for example) by engine blasts and suction, running propellers, vehicles, passenger and staff movements, presence and handling of flammable products or FOD.

Different danger zones have to be considered.

5.1.2 General ramp safety

5.1.2.1 Safety area

AN AREA WHOSE BOUNDARY IS 3 METRES (10 ft.) FROM EXTREME POINTS OF AN AIRCRAFT.
See national annex BEL 501

Access prohibited to personnel and vehicles none involved in refuelling, loading and or maintenance operations.

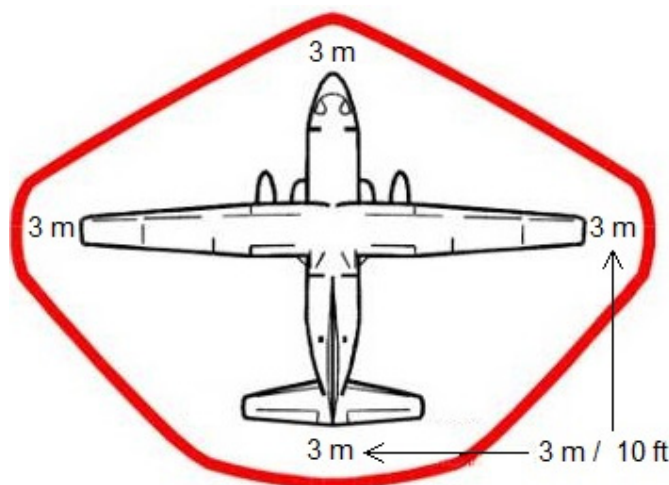


Fig. 5.1.2.1(1) Safety area of an airplane

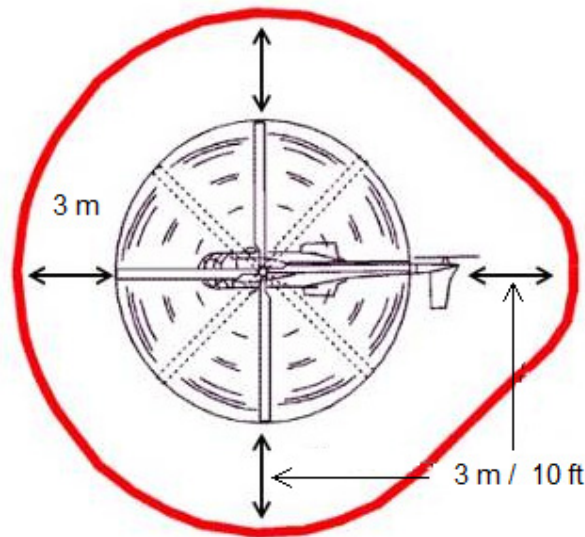


Fig. 5.1.2.1(2) Safety area of a helicopter

5.1.2.2 Critical areas

There is a particular risk of blast damage or injury from an aircraft engine's exhaust or intake. This risk is further increased if for any reason an aircraft stops and then applies the additional thrust required to 'break away' and continue the manoeuvre.

Vehicles and personnel must remain clear of aircraft danger areas when aircraft engines are running and/or the anti-collision lights are on.

In order to prevent incidents and accidents caused by aircraft engines, personnel and/or equipment must never be positioned in the following critical areas before or during aircraft departure and arrival:

- Engine Intake area;
- Engine Blast area;
- Propeller Rotation area (where applicable);
- Turbine disintegration area.

Account must be taken of the fact that the length of these areas varies for each type of aircraft based on whether the engines are at IDLE or BREAKAWAY thrust.

Details for each type of aircraft can be found in either aircraft characteristics manuals available from aircraft manufacturers or in specific national technical documentation.

Action must be taken to ensure that all critical areas are clear:

- at all times when engines are running;
- at arrival, until the engines have been switched off and they are spooling down/come to a full stop (props);
- At departure or just before pushback.

Personnel are not permitted to pass through the blast / prop arc while the engines are running.

See the following examples:

EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

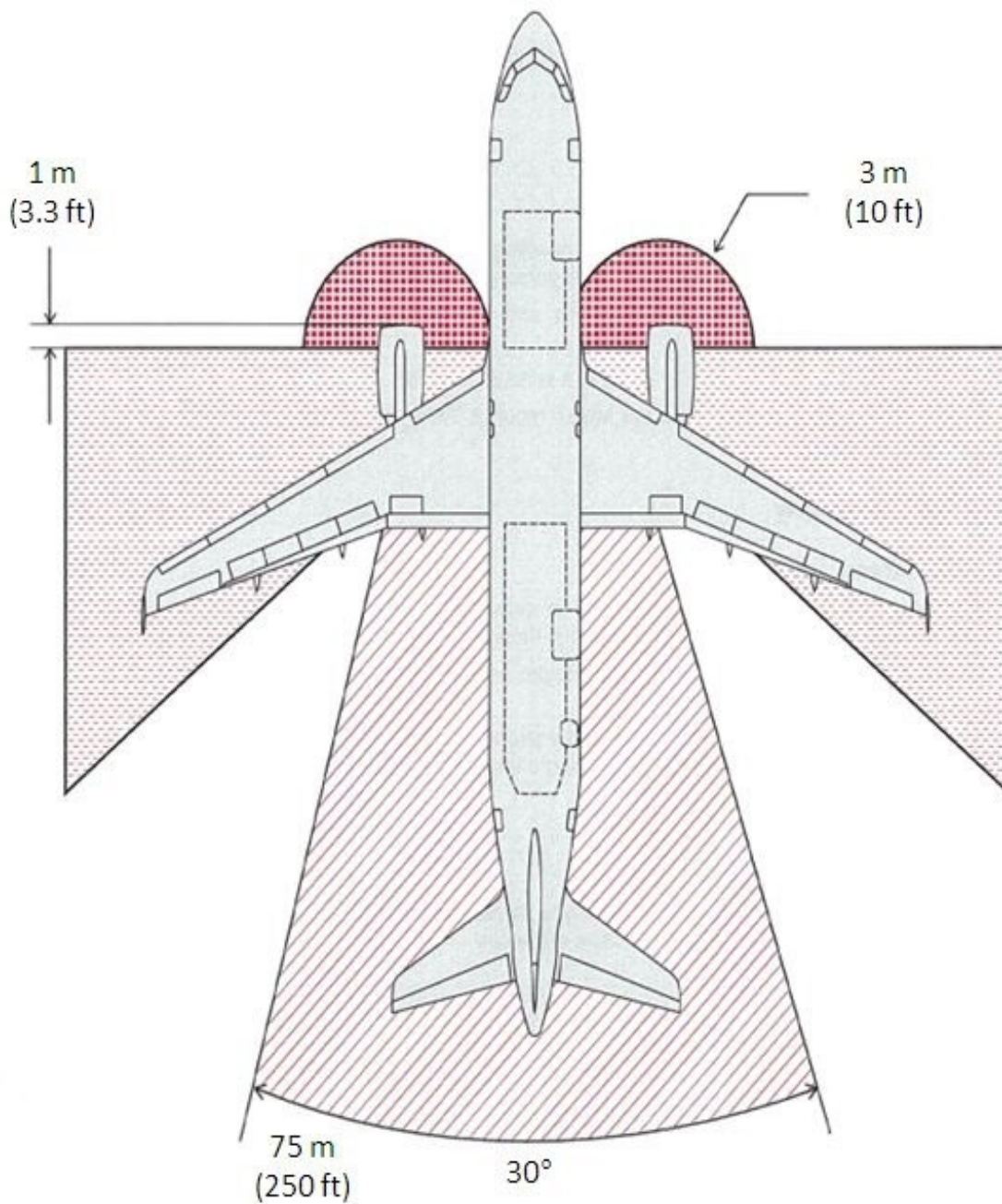


Fig 5.1.2.2(1) Idle power safety area of an airplane

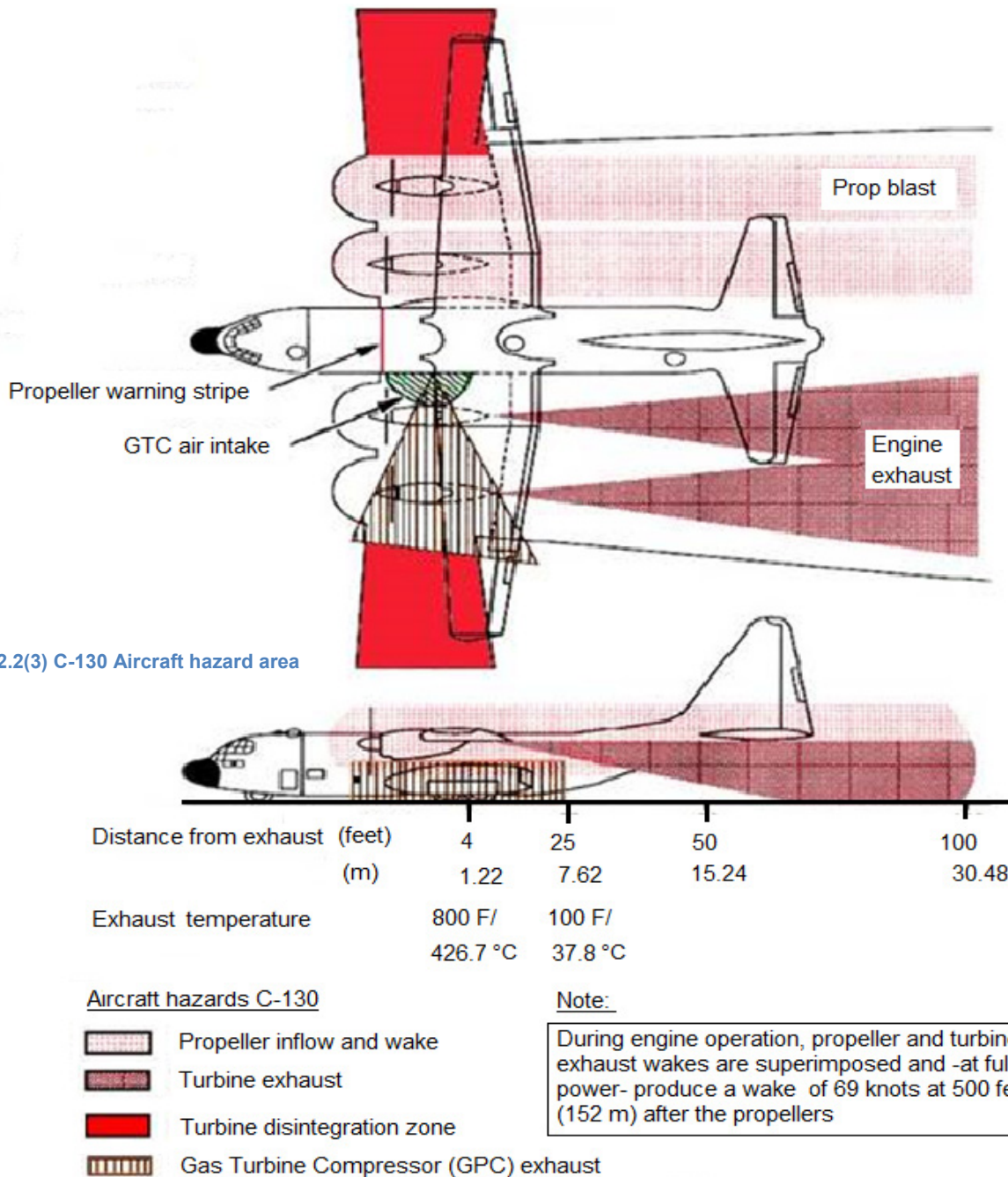


Fig. 5.1.2.2(3) C-130 Aircraft hazard area

Fig. 5.1.2.2(2) Breakaway power safety of an airplane

5.1.2.3 Equipment restraint area and equipment restraint line

The equipment restraint area (ERA) is defined as the area of the apron bordered by a red line known as the equipment restraint line (ERL), or indicated otherwise, in which an aircraft is parked during ground operations.

The ERA must be free of obstructions and foreign object debris (FOD) before and during aircraft arrival and departure.

Outside the boundaries of the ERA, indicated by the ERL, an equipment staging area (ESA) can be identified where ground support equipment (GSE) can be parked/located can be identified.

Due to the wide range of aircraft type that can be handled on a military ramp it's not always possible for the ERA to be marked with (red) lines. However, handling personnel must know the different danger zones in which they are operating and the regulations that apply.

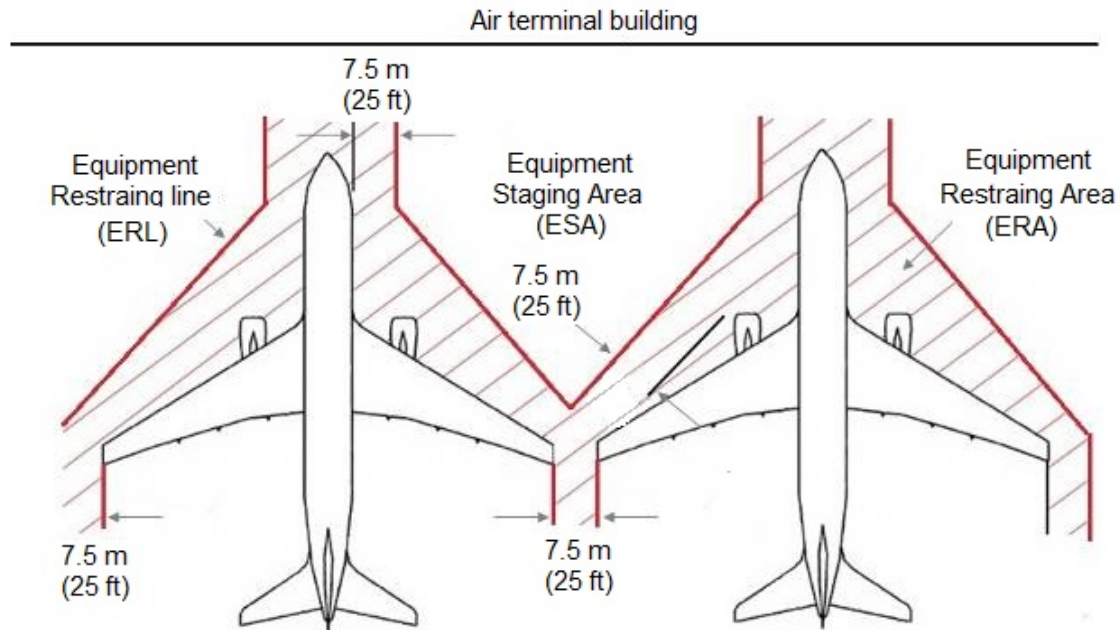


Fig. 5.1.2.3(1) Safety zone at 7,50 meters from any point of an aircraft

5.1.2.4 *Fuelling safety zone*

The fuelling safety zone (FSZ) is defined as an area whose boundary is at least 3 meters from the centre-point of all fuel vent exits, refuelling plugs, aircraft refuelling ports, fuel hydrants, and fuel hoses and fuelling vehicles. This distance may be further increased as required by local airport or civil aviation regulations.

5.1.2.5 *Foreign object debris/damage*

Foreign object debris (FOD) is a general term denoting all loose objects which are a danger to the safety and integrity of an aircraft and which must therefore not be left in any area where they would constitute a hazard.

Every individual is responsible for minimising the risk of damage to aircraft by FOD. All FOD must be removed and properly disposed of as soon as it is discovered, as well as reported. On an airfield, headgear (Kepi, Cap,...) is considered like potential FOD. The standard operating procedure is not to wear any type of headgear on the tarmac.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

Examples of FOD:

- Plastic and paper, bags/sheets, rags (wrapping/ packing materials);
- Metal: nuts and bolts, empty oil and hydraulic fluid cans, tools and equipment;
- Natural objects: rocks, pebbles and wood/branches;
- Other debris: burst ballast bags, luggage handles and luggage wheels, etc.

Caution:

FOD may be ingested into aircraft engines and cause damage leading to engine failure. This is especially critical if it occurs during the take-off phase.

FOD can also cause damage to tires, the undercarriage, control systems and other parts of the airframe. Such damage can lead to catastrophic aircraft system failures in flight.

FOD checks:

Prior to any aircraft movement or servicing operations, personnel must:

- check apron and stand areas;
- check ground equipment staging and parking areas in proximity to the area of operation;
- check ground equipment (including floors of enclosed cabins);
- check garbage bin area for cleanliness and ensure covers are securely fitted;
- ensure that anything carried in or on a vehicle is secured;
- carry out a FOD walk of the aircraft parking area, removing all FOD found;
- pick-up and dispose all FOD in designated garbage bins.

5.1.3 Safety instructions for operating vehicles on the ramp

5.1.3.1 General safety instructions for ground support equipment (GSE)

These procedures must be applied during the use of GSE on the ramp.

Only personnel who are properly trained and authorized to drive or operate GSE are allowed to use this type of equipment.

Caution:

When this equipment is used, equipment contact zone(s) must be checked for possible aircraft damage. Any damage found must be reported immediately.

All safety devices fitted on GSE (e.g. bumpers, handrails, stabilizers, etc.) for aircraft handling and servicing must be used.

Action must be taken to ensure that protective rubber bumpers are not compressed against an aircraft fuselage.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.1.3.2 *Basic operating requirements for motorized GSE*

Personnel must observe the basic operating requirements for GSE. They must:

- Check all GSE involved in aircraft handling at the start of a shift (at least once per day), in particular "parking" brakes, rubber protective bumpers, safety systems and proximity sensors must be part of this check;
- perform a vehicle/equipment walk around check prior to its use;
- apply parking brakes, place the gear selector in the 'park' or 'neutral' position and place chocks when GSE is parked or positioned;
- position GSE so as to ensure sufficient clearance is kept between all GSE and the aircraft, hence allowing vertical movement of the aircraft during the entire ground handling process, preventing contact between the aircraft and equipment;
- apply the "no seat-no ride" principle. This means that carriage of extra personnel during GSE movement without an approved seat is not allowed;
- not operate vehicles or equipment while using hand-held portable electronic devices (unless in a stationary position);
- after positioning equipment on the aircraft, raise all safety rails on conveyor belts, loaders and other elevated devices, taking aircraft type restrictions into account;
- not leave any vehicle unattended with its engine running;
- if equipped with stabilizers, ensure they are deployed before operation;
- do not drive GSE with lifting devices in the raised position, except for final positioning of the GSE onto the aircraft;
- do not move any GSE, including passenger boarding bridges, towards the aircraft unless all of the following criteria are met: *
- aircraft has come to a complete stop;
- engines have been switched off and are spooling down or propellers/rotor blades have come to a complete stop;
- anti-collision lights have been switched off;
- wheel chocks have been positioned;
- ground/flight crew communication has been established, and clearance has been given (if applicable).

*Note: The above does not apply for ground power units (GPU).

5.1.3.3 *Basic operating requirements for non-motorized GSE*

When parked and not connected to motorized vehicles, all non-motorized GSE must have brakes set or chocks in place. ULDs must be secured on dollies (or trailers/trucks) using the appropriate restraints. Pallet and container dollies may only be towed with the turntables in the locked position ('straight ahead'), and rotated only when at the loader platform.

5.1.3.4 *Passenger boarding equipment*

- Equipment can be fitted with systems (e.g. sensors) that enable the driver to operate it alone.
- If necessary, a guide person must lead the driver/operator when equipment is moved towards doors.
- The guide must be in a suitable and clearly visible position to judge clearance.
- Operations must stop immediately if visual contact with the guide is lost;



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

- Equipment must never come into contact with any part of the aircraft airframe;
- Sliding rails and canopies on the equipment must be retracted during movement and fully extend after positioning or immediately after the door has opened.

Rules for use of a passenger boarding bridge:

- The bridge must be checked for serviceability before use.
- The bridge must be fully retracted before aircraft arrival and departure.
- The safety barrier must be in place whenever the bridge is not at the aircraft.
- The movement path must be clear before the bridge is moved.
- Only the bridge operator may be in the bridge while it is moving.
- The bridge must be moved slowly towards the aircraft until the bridge touches the aircraft, avoiding any aircraft sensors.
- Sufficient clearance must be kept between the bridge and the underside of the cabin door or as directed by the cabin door markings.
- Any safety systems and auto-level features must be engaged as applicable. If the bridge is not equipped with an auto-leveller, the bridge must be attended by an operator whenever it is positioned at an aircraft.
- The cabin door must be closed before the bridge is removed.
- The bridge controls must be isolated as applicable when positioning is complete.
- Any malfunction of the bridge must be reported to the appropriate person/authority.

Passenger stairs

- Check that the passenger stairs are serviceable before use.
- Check that the walking surfaces are safe for use.
- Ensure that passenger stairs are outside the ERA before aircraft arrival and departure.
- Ensure that the movement path is clear before moving the passenger stairs.
- Move the passenger stairs slowly towards the aircraft, avoiding any aircraft sensors, until either the protective bumpers just touch the aircraft or the equipment's proximity sensors stop the movement.
- Keep sufficient clearance between the passenger stairs and the underside of the cabin door, or as directed by the cabin door markings.
- Engage any safety systems and auto-leveller features if applicable. If the passenger stairs are not equipped with an auto leveller, monitor and adjust the level of the passenger stairs as required.
- Deploy any stabilizers fitted.
- Extend side rails after the cabin door has been opened.
- Ensure that the passenger stairs are positioned so that the cabin door can be used as cleared escape route in the event of an emergency/evacuation.
- If the passenger stairs are towed, disconnect them from the tractor and manually position them on the aircraft.
- Close the cabin door before removing the passenger stairs.
- After the cabin door has been closed, confirm there is no staff on the stairs prior to retracting stabilizers.
- If the stairs are not positioned on the aircraft, pull them back sufficiently to allow the deployment of slides in case of emergency.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

Danger:

Cabin doors may only be in an open position if any GSE or boarding device is positioned at the door. Cabin doors may never be opened without any equipment being positioned at the aircraft. There is a risk of falling while cabin doors are being operated. Slide deployments can be fatal. If an armed door begins open, do not attempt to hold it, as you risk being seriously injured or killed by doing so.

5.1.3.5 Aircraft loading equipment

Belt loader

The following precautions must be taken when a belt loader is being operated:

- Never position the boom of the belt loader inside the cargo hold of an aircraft.
- Position and remove a belt loader in a straight line with the cargo hold door at a 90° angle to the aircraft fuselage.
- Ensure that the boom is clear of the aircraft or other obstacles before making a turn.
- Never allow the rubber bumpers on a conveyor belt loader to make contact with the aircraft. Keep them at a distance of at least 1 in/2.5 cm from the fuselage at all times.
- Always raise side handrails as soon as the belt loader is positioned. Ensure that they do not touch the aircraft fuselage.
- Bear in mind that specially designed belt loaders (e.g., ramp snake or power stow) require the equipment to be positioned inside the cargo hold.

ULD loader

The following precautions must be taken when a ULD loader is being operated:

- Check that the ULD loader is serviceable before use.
- Check that the walking and loading surfaces are safe for use.
- Lower both platforms during manoeuvring of a ULD loader.
- Ensure that the ULD loader is outside the ERA before aircraft arrival and departure.
- Ensure that the movement path is clear before moving the ULD loader.
- Never drive a ULD loader underneath the wing of an aircraft.
- Move the ULD loader slowly towards the aircraft, avoiding any aircraft sensors or wing canoe fairings.
- Use a marshaller if visibility is limited or the type of aircraft concerned requires the ULD loader to be in close proximity to the fuselage or wing trailing edge.
- NEVER allow ULD loaders to make contact with the aircraft. Position the ULD loader no closer than 2 in/5 cm or until the proximity sensors stop the movement (if equipped).
- Do NOT open/close aircraft cargo compartment doors while standing on a ULD loader. Use technical steps or a belt loader with a raised side safety rail and deploy any stabilizers fitted (not applicable to main deck cargo doors).
- Engage any safety systems and auto-leveller features if applicable. If the ULD loader is not equipped with an auto-leveller, monitor and adjust the level of the ULD loader as required.
- Deploy any stabilizers fitted and raise safety rails.
- Constantly monitor the parts of the aircraft that could come into contact with the loader (e.g. edge of cargo hold opening, aircraft cargo door, control panel doors, fairings on fuselage and wings).



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

- Adjust the loader's front platform during loading as required when the aircraft's level varies as the load changes.

5.1.3.6 GSE safety driving and parking inside ERA

Apply the following precautions when driving or parking GSE within the ERA:

- Make a minimum of one complete stop with all motorized vehicles/equipment prior to entering the ERA.
 - To confirm the serviceability of the vehicle/equipment brake system and to test the apron surface, conduct a 'brake check' or 'safety stop' by coming to a complete stop. Carry out this action even if there is no equipment restraint line (ERL) marked on the apron.
- Do not drive GSE faster than walking speed.
- Manoeuvre GSE carefully in order to prevent personnel injury and/or damage to aircraft.
- When reversing vehicles or equipment with limited rear-view visibility inside the ERA, make sure that you are;
 - guided by a guide man using the standard signals, and/or
 - assisted by means of a rear-view video or mirror.
- Ensure that any moving vehicle that is not positioning at the aircraft stay outside the ERA.
- Do not drive or park under the aircraft fuselage and/or wing.

Exceptions:

- GSE and vehicles needed for aircraft servicing (e.g. aircraft refuelling truck, water servicing truck, toilet servicing truck).
- GSE and vehicles used on stations or with types of aircraft whose configuration makes it necessary to tow dollies under the wing during loading/offloading of an aircraft.

5.2 Potable water servicing

Water service must not be performed by personnel that have already performed toilet servicing during the same shift. The aircraft tank must be refilled in accordance with national instructions. Any deviation must be reported to the supervisor.

5.2.1 General hygiene precautions

To perform water servicing you must:

- wear clean clothing;
- thoroughly wash your hands using soap before starting water servicing;
- Do not fill the potable water service unit from the same water source as the toilet service unit;
- Do not park the potable water service unit and the toilet service unit in the same area;
- Do not service the toilet and water on the aircraft at the same time, though this requirement may vary based on the type of aircraft concerned.

5.2.2 Potable water unit servicing procedure



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.2.2.1 *Filling aircraft water tanks*

When filling the aircraft water tanks, personnel must:

- fill the aircraft water system only after the electrical power supply has been restored;
- fill the aircraft water system as close to the departure time of the aircraft as possible;
- flush the aircraft filling hose before connecting it to the aircraft;
- observe the specific requirements for filling and draining each type of aircraft.

Note: When the filling hoses are not in use, the nozzles or connectors must be protected from contamination either by covering them with appropriate covers or by immersing them in receptacles containing chlorinated water.

5.2.2.2 *Water servicing during freezing conditions*

To prevent the water in the aircraft water tanks and lines from freezing during freezing conditions, personnel must:

- drain the aircraft water tanks if instructed to do so by the operating nation;
- ensure that the fill line is fully drained before closing the cap to prevent the fluid inside from freezing.

Caution:

Keep aircraft cargo doors closed to prevent water lines from freezing when the cargo compartments are not being loaded or unloaded. Do not attempt to remove any frozen substance in the fill lines or connections or on the service panels. Contact maintenance immediately.

5.3 Toilet servicing

The complete procedure for servicing the aircraft toilet waste tank consists of the following 3 generic steps:

- Draining of the waste tank(s);
- Flushing of the waste tank(s);
- Add an amount of pre-charge and/or a concentrated deodorant pre-charge product-as applicable.

Note: Account must be taken of the fact that additional aircraft-specific procedures may apply.

Caution:

The toilet fluids are corrosive. Prior to servicing, personnel must inspect the toilet servicing panel on the aircraft for signs of leakage. If any horizontal blue streaks are observed, they must be cleaned prior to servicing. After cleaning, personnel must look again for signs of leakage. Blue ice build-up at higher altitudes may influence airworthiness. If a possible leak is found, personnel must inform the ground engineer or advise the flight crew immediately.

Hygiene precautions

Personnel should always wear heavy rubber gloves, eye protection and protective clothing. This protects them against harmful wastes during toilet servicing. Furthermore, the toilet service unit should not be parked in the same area as the water service unit nor at the water filling point.

Caution:

The personnel that perform toilet servicing on an aircraft are not allowed to perform water servicing during the same shift.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.4 Safety during fuelling and defueling

5.4.1 General safety precautions

- Fuelling and defueling operations must always be conducted under operator supervision, either by a flight crew member or an aircraft technician.
- Fuelling operations must be conducted in the open air. Anyone not concerned with the handling of the aircraft must not be admitted into the fuelling safety zone (FSZ). Exceptions can be made for escorted passengers.
- Smoking is prohibited in the FSZ and on the apron.
- The fuel truck must be parked in such a way that it can be driven away in a forward direction at all times and the driveway must not be blocked by any other equipment;
- Stairs or boarding ramps must be in place at one of the open exits at least if personnel are still on board the aircraft.
- Before fuelling at night, the external power switch and the lights required for the main lighting of the cockpit and cabin must be switched on. The emergency lights must be armed. At airports with insufficient lighting, the navigation lights and any wing and ground flood lights available must also be switched on.
- Fuelling operations are not permitted during thunderstorms.
- Any electrical power unit connected to the aircraft must be located as far as possible from the fuelling safety zone;
- Aircraft high-frequency (HF) transmitters must not be used during fuelling operations.
- The use of cellular phones, laptops, cameras or anything that can be dangerous close to fuel vapour is prohibited.
- Fuelling may have to be conducted with an engine running in exceptional cases. This is only permitted when the fuel truck is not located and connected at the same side of the aircraft as the running engine and no passengers are on board. Crew members and ground personnel directly involved in the handling of the aircraft must be informed about all fuelling operations and be able to initiate emergency procedures as soon as an emergency situation arises.

5.4.2 Fuel spillage

The following safety measures must be taken whenever there is fuel spillage:

- The person in charge of fuelling and/or the Pilot in Command must be alerted about the spillage.
- Fuelling operations must be stopped at once.
- Running engines must be shut down.
- The fire brigade must be informed.
- The airport authorities must be informed.
- Every person on board must be informed immediately and persons not concerned with operations must leave the aircraft via the normal exits.
- Handling personnel must leave the fuelling safety zone.
- A running APU must not be shut down.
- The ground power unit and other engines or electrical motors of equipment in the fuelling safety zone must be shut down and all further electrical switching avoided.
- The aircraft must be towed to a safer place if it is considered necessary.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.4.3 Re- or defueling with passengers on board

When fuelling operations are conducted with passengers on board, personnel must:

- ensure that the order is given by the captain;
- ensure that everyone concerned with the operations is informed that passengers are on board;
- ensure that a fire truck is present;
- Inform passengers to unfasten their seat belts (THE "FASTEN SEAT BELT" sign must be off)
- keep designated escape exits clear (An escape exit may either be a bridge to a terminal building, a cabin door or a passenger stair truck positioned on an open cabin door);
- ensure that all areas on stand below designated escape exits are kept free of equipment and vehicles which would impede the deployment of an escape slide;
- not hamper the escape of passengers on board by ensuring that passenger stairs and bridges are clear of FOD;
- if an APU is stopped for any reason during fuelling operations, not restart it until the flow of fuel has ceased and there is no risk of fuel vapours igniting.

5.5 Adverse weather conditions

Adverse or poor weather conditions may have a negative impact on aircraft handling activities and ground safety.

5.5.1 Winter or slippery apron conditions

Winter weather brings extra hazards which require awareness and more care on the part of personnel working on the aprons to prevent accidents. The following precautions to reduce accident risk must be taken:

- Plan additional time for all ramp activities and take extra care when walking across apron surfaces which can be slippery.
- Take extra care when driving, especially approaching the aircraft. Remember that vehicles require greater distance to stop safely.
- Operators of potable water tankers and toilet servicing vehicles must be vigilant that there is no spillage or leakage as this can lead to freezing. Care must be taken to keep spillage and overflow to a minimum.
- Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid rainfall or snow entry into the aircraft.
- Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the prevalent conditions.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.5.2 Thunderstorms

Danger:

Do not wear any headset connected to the aircraft during a thunderstorm or if a warning has been issued.

Thunderstorm forecast may be communicated in alert phases and the following precautions represent a minimum standard.

In the event of lightning:

- Do not communicate with the flight deck using a connected communication headset. If necessary, communicate using standard hand signals as shown in this chapter.
- Do not stay in open areas, under the aircraft loading bridge or near any possible attractive pole.
- Stop all ground handling operations.

Fuelling:

Aircraft fuelling must be immediately stopped as it is prohibited during thunderstorms.

5.5.3 High winds

5.5.3.1 High winds conditions

High winds pose a great risk of damage. The following minimum precautions should be taken:

- Ensure the safety of the aircraft by installing additional chocks and removing all equipment from around the aircraft.
- Take extreme care when opening or closing aircraft hold doors.
- Ensure that parking brakes are set on all parked GSE.
- Set parking brakes and secure all non-motorized ramp equipment. (i.e. baggage carts and ULD dollies) by additional means if necessary.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.5.3.2 High winds activities

The following table shows action that must be taken when high winds and/or gusts of wind exceeding 25 KTS are predicted.

Table 5.5.3.2(1) Actions to be taken in event of high winds

Action to be taken	Wind speed range		
	48 to 72 km/h (30 to 45 mph)	72 to 111 km/h (45 to 70 mph)	Above 111 km/h (70 mph)
Secure baggage/freight carts, dollies, ladders/maintenance stands and tow-bars and place them near or against a building.	X	X	X
<ul style="list-style-type: none"> Ensure parking brakes are set on all GSE 	X	X	X
<ul style="list-style-type: none"> Ensure empty ULDs are secured and doors/curtains are closed. 	X	X	X
Clear FOD and remove ULDs from the stands.	X	X	X
Empty FOD containers and bring them inside if not secure.	X	X	X
Suspend use of pre-conditioned air hoses and store them securely. Remove marker cones.	X	X	X
Ensure that landing gear is chocked for high wind conditions.	X	X	X
Do not elevate cabin service/catering high lifts and passenger stairs <u>not</u> fitted with stabilizers.	X	X	X
Do not elevate cabin service/catering high lifts and passenger stairs fitted with stabilizers.		X	X
Close cargo hold/passenger doors. Refer to airline GOM.		X	X
Close all aircraft access panels.		X	X
Do not elevate booms on de-icers.		X	X
Remove GSE from aircraft and secure it in a position outside the ERA and clear of aircraft.		X	X
Secure boarding bridge and position to minimize surface exposed to the direct force of the wind.		X	X
Retract and lower boarding bridge. Position so that boarding bridge points away from the wind lengthwise.			X



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.6 Aircraft chocking

5.6.1 Wheel chock placement

- Ensure that an adequate number of serviceable chocks are available for the arriving aircraft when account is taken of the ramp and/or weather conditions.
- Do not approach the aircraft to position chocks, unless all of the following criteria are met:
 - The aircraft has come to a complete standstill.
 - Engines have been switched off and are spooling down.
 - Anti-collision lights have been switched off.
- A designated member of the ground staff immediately places chocks forward and aft of the nose gear (as the aircraft type permits). This is the first action to be taken around the aircraft. It must be completed before any other action can be taken.
- Place chocks forward and aft of the main gear in accordance with the applicable normal chock placement diagram.
- Walk towards the main gear in a path parallel to the fuselage.
- Remove any temporarily placed nose gear chocks.
- Give the 'chocks inserted' hand signal to the flight deck crew.

Danger:

When placing wheel chocks, stand well clear of the path of the tires, as serious injury is possible if the aircraft begins to roll prior to the final placement of the chocks. Approach/leave the main landing gear from the front or rear. This minimizes the risk of serious injury since aircraft tires are designed to burst in the direction of the wingtips.

Notes:

- When inserting wheel chocks, position one chock in the centre in front and one behind the tire(s), parallel to the wheel axle and so that they only slightly touch the tire(s). In case of double axle gears, position the chocks forward of the front tire and aft of the rear tire on the gear.
- If the aircraft is parked on a slope, place the chocks firmly against the down side of the tire.
- Eliminate space between a wheel chock and the tire to reduce the chances of the aircraft "jumping" a wheel chock by getting a rolling start.

In some circumstances it is mandatory that the crew be in charge of aircraft chocking (for example: some tactical aircraft).

5.6.2 Aircraft chocking

In below diagrams is shown how to chock aircraft. A different procedure is used for aircraft in service/attended during regular turn around (short stay), when parked/out-of-service (longer stay) and for tactical aircraft.

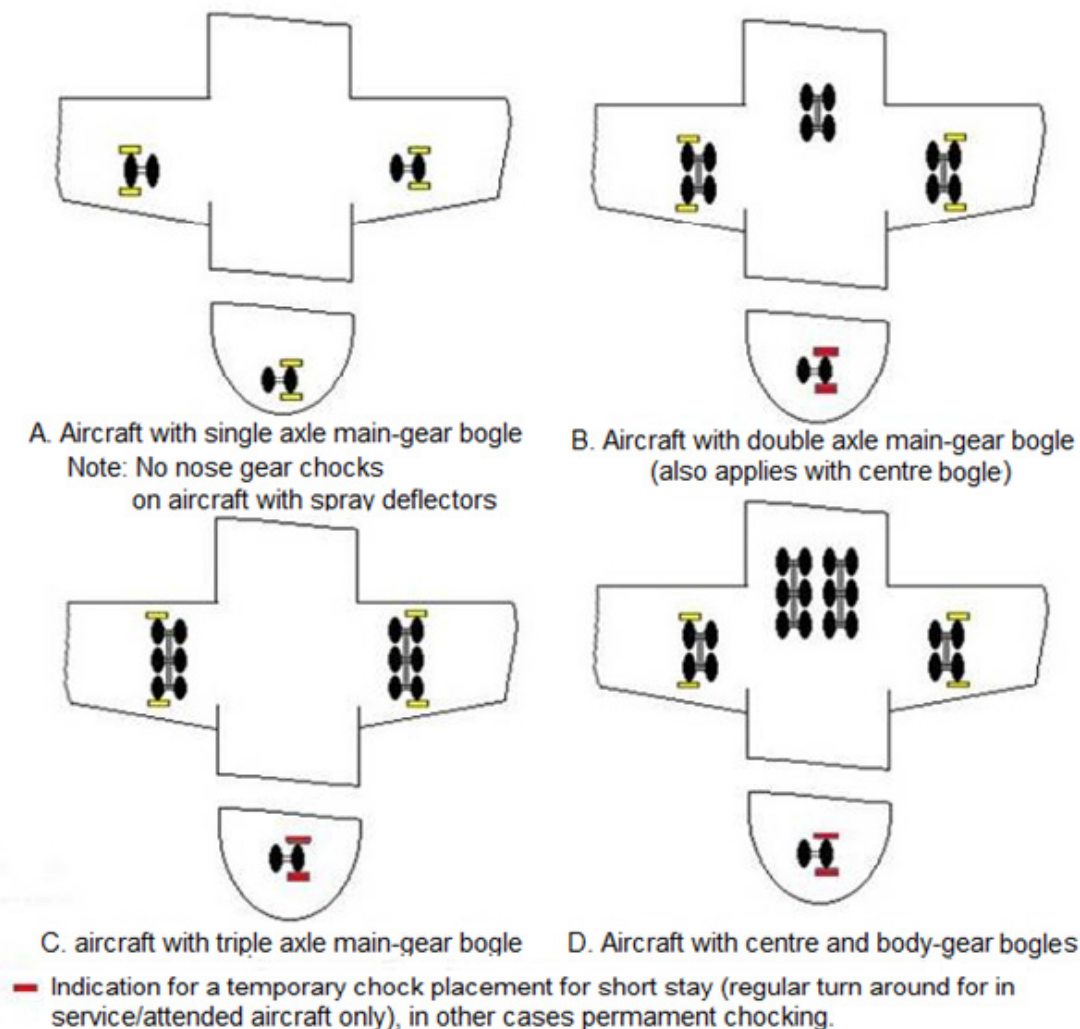


Fig. 5.6.2(1) Regular chock placement diagram

Caution

In case of parked aircraft staying for a relatively short time during regular turn around operations (in service/attended), some chocks (depicted in red) are temporarily used on arrival and the other chocks are put in place afterwards. When aircraft are parked for a longer period (out-of-service, night stops or high winds) nose gear chocks become permanent.

Note: No nose gear chocks are used for aircraft with spray deflectors.

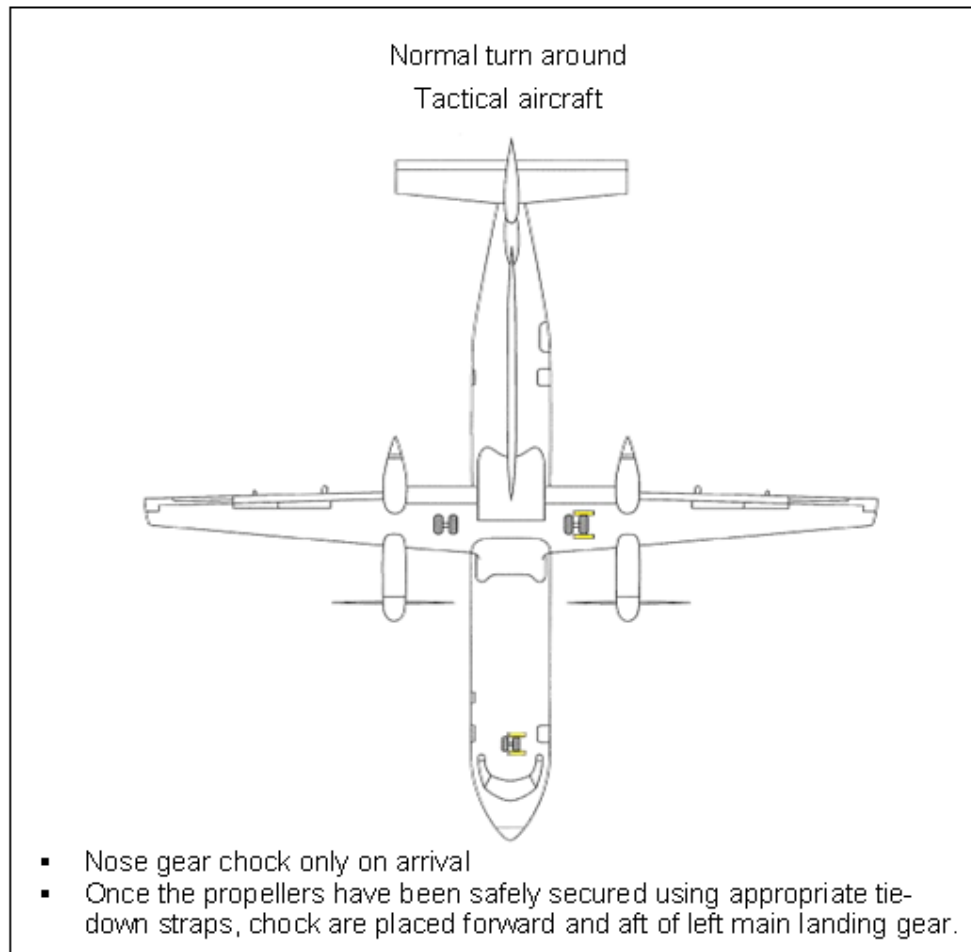


Fig. 5.6.2(2) Normal chock placement diagram for tactical aircraft

5.7 Hand signals

5.7.1 Introduction

Specific hand signals are defined to standardize "ground staff-ground staff"- or "ground staff-flight crew" communication. The main reference document for guide man hand signals for GSE is STANAG 2284 "Land compendium of hand signals", while STANAG 3117 "Aircraft marshalling signals" is used for marshalling of military aircraft. Additional signals, adapted from ICAO/IATA or other military regulations may be used based on local procedures and/or specific equipment (GSE).

An important consideration is that whatever signals are used for GSE marshalling, action must be taken to ensure that they are clearly understood by the guide man and driver/operator.

4 types of hand signals used, as indicated below:

- Guide hand signals for GSE
These signals have to be used by a specific guide in direct liaison with the equipment operator to facilitate movements of any type of GSE.
- Aircraft marshalling hand signals;



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

- These signals have to be used by ground staff to assist the flight crew during manoeuvring and engine starting operations.
- Technical and/or servicing hand signals;
- These signals have to be used by ground staff to communicate technical and/or servicing information to the flight crew, and by the flight crew to communicate technical and/or servicing information to ground staff.
- Pushback hand signals
- These signals have to be used during the process to connect and disconnect the tractor/tow-bar and at the start and end of the pushback operation.

5.7.2 Conditions for using hand signals

The person giving the hand signals must:

- use only approved hand signals;
- be clearly identified to avoid any possible confusion;
- retain the same role throughout the procedure;
- Keep in constant visual contact with the other ground staff and flight crew throughout the manoeuvre. If visual contact is lost, the operation must stop and not re-start until visual contact is re-established.

5.7.3 Guide hand signals for GSE

Most common hand signals for GSE can be found in quick reference guide “Marshalling signals”.

5.7.4 Marshalling hand signals for aircraft

All general signals registered in the STANAG 3117 are described in Allied Flight Safety Publication AFSP-2 “Aircraft marshalling signal”. It is the responsibility of the respective units to provide this documentation to all offices and users involved.

- Aircraft marshalling is not to be performed unless permitted by the local airport authority and personnel are trained and authorized.
- To improve the visibility of the hand signals, illuminated torch lights/wands are to be used in the following situations:
 - insufficient apron lighting;
 - poor visibility;
 - night conditions;
 - When required by local airport authorities or regulations.

Caution:

To avoid any confusion among the flight crew, do not use guide hand signals for equipment until all aircraft marshalling has been completed.

5.7.5 Pushback hand signals-headset operator to tug driver

Most common pushback hand signals can be found in quick reference guide “Marshalling signals”.

5.7.6 Pushback hand signals-wing walker to headset operator/tug driver

Most common pushback hand signals can be found in quick reference guide “Marshalling signals”.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.8 Aircraft arrival

Important:

Refer to local procedures for possible dedicated area to park aircraft with dangerous goods (DG) on board or aircraft armed with self-protection. Specific limitations can be applied depending on the type of threat concerned (refer to the appropriate documentation).

5.8.1 Actions prior to arrival

- Conduct FOD check on entire stand and removing all debris.
- Ensure the stand surface is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.
- Ensure that the aircraft path and ramp area are free of objects and obstacles due to which the aircraft may strike or endanger others due to jet blast effects.
- Ensure that all GSE is positioned well clear of the aircraft path, outside the Equipment Restraint Area (ERA).
- Ensure that the aircraft docking guidance system is operating, or marshalling staff is present.
- Ensure that additional ground personnel (such as wing walkers) are present (if required).

Danger:

Personnel not involved in the aircraft arrival operations must stay well clear of the arriving aircraft and must not approach the aircraft until:

- the engines have been switched off and are spooling down;
- the anti-collision lights have been switched off;
- the main gear wheel chocks have been positioned;
- aircraft approach clearance has been given by the agent responsible for the arrival operations, if applicable.

Prior to the arrival of the aircraft, the following equipment must be serviceable and available on the stand:

- chocks (as required by aircraft type);
- safety cones (as required by aircraft type);
- ground power (as required);
- preconditioned air (as required);
- headset interphone (if applicable);
- night wands (if required).

5.8.2 Standard arrival procedure

5.8.2.1 Aircraft arrival at a stand or open ramp

Standard procedure for arrival at a stand without an automated guide-in system or at an open ramp:

- As aircraft approaches the stand area, the marshaller points to the guide-in line on the ramp that has to be followed by the aircraft by standing at the top of the guide-in line and giving the "identify stand" signal.
- While the aircraft taxis along the guide-in line, the marshaller gives the "continue to taxi ahead" signal with marshalling wands.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

- The nose wheel should follow the lead-in line all the way to the appropriate stop point. The marshaller must use the "turn left" or "turn right" signals to correct the track of the aircraft as required.
- As the aircraft approaches the stop position, the marshaller must use the "slow down" signal if required. As the nose wheel reaches the stop point slowly cross the wands in the "stop" signal.
- Once the aircraft has come to a complete stop and all conditions for chocking have been met, the aircraft can be chocked.
- Ground power and pre-conditioned air are connected (if required/available).
- If an imminent danger is feared or identified at any time during aircraft movement, the aircraft must be STOPPED!

5.8.2.2 Actions after arrival

After engines have been switched off and have spooled down and anti-collision lights have been switched off, the following action must be taken:

- Position wheel chocks at the main landing gear wheels and confirm to flight crew.
- Position the passenger boarding device(s) after confirming there is no damage to the cabin door area of the aircraft.
- Position the safety cones.
- Conduct an arrival walk-around to inspect for damage on the following parts of the aircraft for damage:
 - all cargo doors;
 - all access panels and servicing access points;
 - aircraft fuselage;
 - aircraft engine cowlings;
 - aircraft passenger doors.
- Give clearance for GSE to approach aircraft.
- Remove nose gear chocks (temporary placement only).

Note:

Report any damage found to the supervisor immediately and do not allow GSE to approach the aircraft in the area where the damage has been found.

Caution: If an aircraft arrives with an unserviceable anti-collision light, do not approach the aircraft until communication has been established with the flight crew.

5.8.3 Ground support equipment (GSE) on arriving aircraft

- Ground power unit (GPU)
- A GPU is permitted to be pre-positioned inside the ERA if there is an assigned GPU parking position.
- Position the GPU on the right-hand side of the nose parallel to the aircraft centre line with the tow-bar facing away from the aircraft as shown in figure 5.8.3.1(1).
- Set parking brake/chock the GPU.

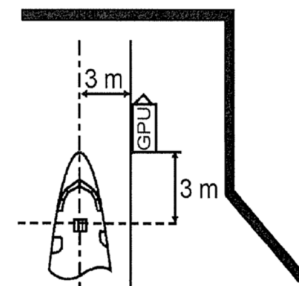


Fig. 5.8.3.1(1) GPU position



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.8.3.1 Cooling, heating units and pre-conditioned air (PCA)

Warning:

Before supplying air by external source make sure that at least one cabin door is open and remains open during air unit operations.

Warning:

Ensure that no motorized ground air supply unit is not near the aircraft. The engine exhaust pipe of the unit must point away from the aircraft. Heat from the unit's exhaust can cause damage to the aircraft structure.

To connect PCA:

- Open access panel.
- Connect PCA unit to aircraft.
- Start-up PCA unit.
- Select the desired cooling or heating air temperature on the ground PCA unit or position the selector in the appropriate position.

To disconnect PCA:

- Shut down ground PCA unit.
- Disconnect ground PCA unit from aircraft.
- Close the access panel.
- Retract the PCA hose to the fully stowed and secured position.

5.9 Aircraft doors

- Do not operate any aircraft doors unless you have been trained and authorized to do so.
- Seek assistance from maintenance personnel if any difficulty is experienced in operating the doors.
- Doors will generally be opened from the inside, with crew members on board.

Caution:

Do not operate or leave doors open when winds exceed those indicated in the manufacturer's limitations.

5.9.1 Cabin access doors

5.9.1.1 General

Danger:

Cabin access doors may not be opened without appropriate equipment being positioned at the door as there is a risk of personnel falling while operating them. Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door, as you risk being seriously injured or killed.

If a cabin access door is found open without a boarding device positioned at the door, personnel must:

- immediately notify a supervisor;
- not attempt to close the cabin access door unless trained and qualified to do so;
- guard the cabin access door until a qualified person is present to close it.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.9.1.2 Opening cabin access doors

Opening doors from inside by trained crew

Ground staff should:

- knock twice on the door from outside to indicate that a boarding device is properly positioned outside a door that is to be opened and that the door swing area is free of obstructions;
- stand clear of the door and wait for the cabin crew to open it;
- assist cabin crew in moving the door to the fully opened position and engaging the gust lock as necessary (as applicable).

Opening doors from inside by authorized and trained ground staff

Ground staff should:

- check that the door is disarmed;
- check that all indicators show that it is safe to open the door;
- check visually that a boarding device is positioned at the door;
- open the door slowly and carefully in accordance with the instructions and markings labelled on the door, and the respective aircraft-specific instructions, and/or their training.

Opening doors from outside with or without crew/ground staff on board

Ground staff should:

- look for indications that the door is disarmed;
- check that all indicators show that it is safe to open the door;
- knock twice on the door and repeat the previous step if there is no indication from the cabin crew that the door is disarmed;
- contact the Pilot in Command (PIC) via an open cockpit window or the aircraft interphone system if there is still no indication from the cabin crew that the door is disarmed;
- not open the door anyway if there is no confirmation that the door is disarmed;
- following confirmation that the door is disarmed, open the door slowly and carefully in accordance with the instructions and markings labelled on the door and the respective aircraft-specific instructions;
- if integral air-stairs (other than those permanently affixed to a boarding door) are to be used, open the door slightly and adjust the air-stairs so that they are in a suitable position;
- Move the door to the fully opened position and engage the gust lock.

5.9.1.3 Embarkation or disembarkation through cabin access doors

Before allowing passengers or crew embarkation or disembarkation via a cabin access door, ensure that the boarding device is properly positioned at the door. Extend the guard rails (if applicable) if stairs or integral air-stairs are to be used.

5.9.1.4 Closing cabin access doors

- Ensure that service doors are closed immediately after servicing has been completed.
- Receive confirmation from the crew that the cabin access door(s) may be closed for departure.
- Before removing the last boarding device from an aircraft, inform any ground staff on board the aircraft that the last cabin access door is being closed and the last boarding device is being removed from the aircraft.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

- Look for any possible obstructions around the door area and remove them.
- Ensure that the door gust lock is released and assist the person closing the door by moving it to the ajar position.

Caution:

- If the cabin access door cannot be closed with the boarding device connected, the operations must be performed from inside the aircraft with extra vigilance and without assistance of ground staff outside the aircraft:
- Do not remove the boarding device from the aircraft until the door is fully closed and locked.
- If stairs have been used at a cabin access door, retract the stair handrails as necessary to close the door.
- Close the door slowly and carefully in accordance with the instructions and markings labelled on the door, and the respective aircraft- specific instructions.
- Before leaving the vicinity of the door, confirm that the door is properly seated flush with the surrounding airframe and that the exterior door handle is flush with the surface of the door.
- Seek assistance from aircraft maintenance personnel if a door malfunction arises;
- Remain at the top of the stair platform until the door is fully closed, and then descend the stairs before they are moved.
- Do not retract equipment stabilizers before the cabin door has been fully closed.
- Ensure that the manoeuvring area is clear of all obstructions and personnel before retracting equipment from the door.
- If a passenger boarding stairs unit has been used, retract the passenger stairs canopy. Move the equipment to its approved parking position and engage any applicable restraints (such as closing the door on the passenger boarding stairs opening).
- Ensure that the cabin access door and the surrounding door frame and panels show no visible signs of damage. If any damage is found during inspection of the cabin access door or frame, report it immediately to aircraft maintenance personnel and, if available, the PIC.

5.9.1.5 Re-opening of cabin access doors

A cabin access door that is not closed properly must be re-opened and re-closed. Other situations when cabin access doors may need to be re-opened include the following:

- delivery of catering and/or supplies after the passenger boarding devices have been removed;
- re-connection of passenger boarding devices after having been removed.

If there is no crew on board the aircraft, follow the applicable opening cabin access doors procedures. If you believe a door must be re-opened, notify the flight crew through an open cockpit window or use the flight interphone system. If authorization to re-open the door is not granted, do not attempt to re-open the door unless clearance has been given by the flight crew.

If the crew requires a door to be re-opened, they will notify ground staff.

Regardless of which party requests the door to be re-opened, follow the actions/steps in “opening cabin access doors” once the flight crew gives authorization for the door to be re-opened.

Cabin access doors on tactical transport aircraft are opened and closed by a crew member.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.9.2 Cargo hold doors

5.9.2.1 Opening cargo hold doors

- Electrically or hydraulically operated cargo doors may only be operated manually by maintenance personnel or flight crew members.
- Personnel must be trained and authorized to operate cargo doors.
- The cargo doors must not be opened until the aircraft engines have been shut down and the anti-collision lights have been switched off.
- Before loading equipment or any other ground support equipment is positioned at cargo doors and opening cargo doors, a visual check must be conducted for any signs of damage to the doors or surrounding areas.
 - If any irregularities are discovered during this visual check, they must be reported immediately to aircraft maintenance personnel and, if available, the PIC.
 - Cargo doors must be opened using technical steps or belt loaders equipped with raised safety rails to reach the cargo doors.
 - ULD loaders must not be used (not applicable to main deck cargo doors).
- Open the cargo doors in accordance with the respective aircraft type specific instructions;
- Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door.
- Most aircraft lower compartment cargo doors hinge upwards. Be aware that the lower edge of the door will swing down before going upward when cargo doors open or close.
- For main deck cargo compartment doors, remove safety barrier once the main deck loader is in position;
- If the cargo door is unable to be opened, do not use excessive force, tools or ground support equipment to push or pull on the door to open it. Contact aircraft maintenance personnel for assistance.

Cargo hold doors on tactical transport aircraft are opened and closed by a crew member.

5.9.2.2 Closing of cargo hold doors

- Personnel are not allowed to operate cargo doors unless being they are trained and authorized to do so.
- Electrically or hydraulically operated cargo doors may only be operated manually by maintenance personnel or flight crew members.
- Before closing the cargo doors, ensure that:
 - load restraint and door protection nets are properly fitted;
 - the cargo compartment lights have been switched off unless required for carriage of AVI;
 - that the door area, including the door sill and frame, are free of gravel, water, ice and other foreign substances or obstructions;
 - the door and door frame show no signs of damage;
 - any damage found during the inspection of the cargo doors and surrounding areas/frames is reported immediately to aircraft maintenance personnel and the PIC.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

- All cargo doors must be closed using technical steps or belt loaders equipped with raised safety rails. ULD loaders must not be used (not applicable to main deck cargo doors).
- Check that door lock indicators are engaged/properly set as applicable and that the door is properly locked, handles are stowed flush and panels are properly closed.
- Any cargo compartment door that is not closed properly, it must be re-opened and re-closed.

Caution:

If the cargo door must be re-opened prior to aircraft movement, authorization must be obtained from the flight crew via the ground staff responsible for the departure.

5.9.2.3 Re-opening of cargo hold doors

- Any cargo compartment door that is not closed properly must be re-opened and re-closed.
- Once the pre-departure walk-around has been conducted, do not attempt to re-open any aircraft door without the authorization of the flight crew.
- If you believe a door must be re-opened, notify the flight crew through an open cockpit window or use the flight interphone system.
- If the flight or cabin crew requires a door to be re-opened, they will notify ground staff.

Regardless of which party requests the door to be re-opened, follow the actions/steps in “opening cabin access doors” once the flight crew gives authorization for the door to be re-opened.

Do not attempt to re-open the door if authorization to do so is not granted.

5.10 Aircraft departure

5.10.1 Introduction

A departure is normally conducted with a dialogue between the flight crew and ground staff in charge of the departure via an interphone or hand signals. This procedure ensures the highest level of safety during departures based on a precise exchange of information. The ground agent in charge of the departure operations remains in continuous contact with the flight crew and is responsible for the ground manoeuvre.

Note: The term "headset" also applies where an interphone system is used.

5.10.2 Wheel chock removal

The headset operator has to request approval for chock removal from the flight crew via the interphone. The flight crew must first confirm that the aircraft parking brakes are set.

If the headset operator uses hand signals, he will:

- give the “set brakes” hand signal;
- receive confirmation from the flight crew when it gives the “brakes” hand signal in response;
- give the “chocks removed” hand signal;
- receive confirmation from the flight crew when it gives the “chocks removed” hand signal in response;
- not remove the chocks if the flight crew does not acknowledge the hand signals by repeating them.

The headset operator must to confirm that (once completed):

- the aircraft parking brakes have been set, e.g., “brakes set”;
- all GSE has been disconnected from the aircraft;



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

- the passenger boarding stairs have been retracted from the aircraft (if applicable);
- the tow tractor and tow-bar (or tow-barless tractors) are fully secured to the nose gear and parking brakes are set on the tractor (if applicable).

The headset operator will then:

- ensure that the wheel chocks are not removed until clearance is given;
- give clearance to ground staff to remove chocks;
- check that the main gear wheel chocks have been removed as directed.

If a chock is stuck:

- ground staff will remove it by tapping it with a spare chock, or;
- the headset operator will be advised accordingly and arrange to have the aircraft eased off the chock with the aircraft ground movement equipment after the aircraft brakes have been released;
- the ground staff who has removed the chock will position themselves in clear view of the headset operator and give the “chocks removed” hand signal.

The headset operator will:

- relay the “chocks removed” hand signal to the flight crew and ensure that the flight crew repeats the “chocks removed” hand signal as an acknowledgement.

Do not leave wheel chocks on the ramp. When not in use, they must be stowed in their designated stowage place.

Note:

Nose gear wheel chocks may be removed without notification if the main gear wheel chocks are still positioned.

- Once high wind or icy conditions have passed, any additional chocks that were added to the aircraft may be removed so that chock placement reverts to that for normal conditions.

5.10.3 Action prior to departure

Prior to departure of the aircraft, action must be taken to ensure that:

- the ramp area is clear of all FOD and any loose articles;
- the apron surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement;
- the ramp area is free of objects/obstacles which may be impacted by the aircraft or may endanger others due to jet blast effects;
- all personnel not involved in the aircraft departure operations must remain clear of the departing aircraft, behind the ERA;
- additional ground staff such as wing walkers are available (if applicable and/or required);
- verbal communication with the flight crew is established by means of an interphone system (departures using marshalling hand signals without any headset communications are only conducted in exceptional cases).



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.10.5 Pre-departure walk around check

Prior to aircraft movement, the responsible ground staff must ensure that the requirements as listed in Table 5.10.4 Pre-departure instruction are met.

The pre-departure walk around check includes, but is not limited to checking that:

- the apron is clear of all FOD items that may cause aircraft damage or pose a risk;
- power cables and passenger boarding devices are detached;
- the stand area is clear of obstructions. Equipment and vehicles are positioned clear of the aircraft path;
- adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path;
- all aircraft servicing panels and/or hatches are closed and latched (except - external power and headset panels);
- cabin/cargo doors are in order;
 - handles are flush with the fuselage;
 - there is no visible damage on the aircraft, particularly around cabin and cargo doors.
- any abnormalities observed on the aircraft (e.g. obvious damage, fluid leakage) are immediately brought to the attention of the PIC and maintenance;
- landing gear safety pins are removed;
- there are no obvious signs of unmarked dents or other skin panel damage.

Caution:

If any of the above conditions are not met or actions have not been taken, the supervisor, maintenance and the PIC must be informed. This notification is imperative if:

- signs of unmarked aircraft damage or abnormal flow of liquid under the aircraft are noticed;
- A fault, failure, malfunction or defect is discovered that is considered to maybe affect the safety of the intended flight.

5.10.6 Communication requirements

5.10.6.1 Communication during engine start

Coordinate the engine start sequence with the flight crew by conducting a pre-departure briefing.

- During the engine start communicate with the flight crew only if you observe circumstances that require immediate notification and action by the flight crew.
- If the engine is started with an air start unit (ASU), supply the pressure at the request of the flight crew, immediately before the engine is started.

Note: Ground staff facing the aircraft nose must know that the aircraft engines are identified, from right to left (engine number 1 being the first engine from the right).

5.10.6.2 Communication during engine-, wheel- or brake fire

Following procedures must be applied in the event of these fires:



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

Engine fire:

The flight crew normally detects an engine or auxiliary power unit (APU) fire and takes action using the engine fire extinguishing system. However, the flight crew must be alerted immediately via the interphone headset if flames are noticed coming from the engine or engine pylon. If an interphone is not available, the appropriate "fire" hand signal must be used (ref. STANAG 3117/AFSP-2 Aircraft marshalling signals).

Tailpipe/exhaust fire:

If flames are noticed coming from the engine tailpipe during the engine start sequence, the flight crew must be alerted immediately, as such a fire might not be detectable via temperature sensors and/or fire warning systems in the aircraft.

Caution:

Do not fight engine fires with extinguishers on the ground when the flight crew is in the flight deck. The flight crew will take all necessary action.

Wheel/brake fire:

If the ground staff detects a wheel/brake fire, they must alert the flight crew immediately via the interphone headset. In the event that an interphone is not available, the appropriate 'brake fire' hand signal must be used (ref. STANAG 3117/AFSP-2 Aircraft marshalling signals).

Note: The local airport authorities/fire department must be alerted in case aircraft fire is detected.

5.10.7 Departure communication:

Departure communication outlined in this section is a basic standard for both pushback and open ramp (taxi out) departures. Use the specific dialogue in the following chart during the various phases of the departure procedure. In case of an open ramp departure, the following phases in the subsequent table will not apply;

- "Push back"
- "Push back completed"

This specific dialogue does not prohibit the exchange of additional important information between flight crew and ground staff using non-standard phraseology (e.g. request for authorization to disconnect ground support units etc.).

Note:

- If the pushback must be stopped, the following call will be made: "stop push back".
- Use "pull out" instead of "push back".
- For tow-barless pushback operations, only engage the tow-barless tractor and lift the aircraft when the passenger boarding device is clear of the aircraft and the flight crew has requested for the lifting mechanism to be engaged.

5.10.7.1 Departure communication dialogue

In the table below, an example is provided for the dialogues between ground staff and flight crew during a departure:



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

Dialogue between ground staff and flight crew		
Phase	Ground staff	Flight crew
Preparation	<p>Call: 'Confirm parking brakes are set'</p> <p>Reply: 'Bypass pin installed and cleared to pressurize' (if applicable)</p>	<p>Reply: 'Parking brakes set'</p> <p>Call: 'Confirm bypass pin installed' (except for main gear pushback)</p> <p>Reply: 'Roger, bypass pin installed, pressurizing' (if applicable)</p>
After completion of the pre-departure servicing checks	<p>Call: 'Pre-departure checks completed, ground ready for pushback', or 'lifting' (tow-barless).</p> <p>'Clear to start engine(s)' (for open ramp departure only)</p>	<p>Reply: 'Roger'.</p> <p>'Standby for pushback' or 'you may lift the aircraft' (tow-barless), or 'starting engine(s)'...</p>
Pushback [and engine start]	<p>Call: 'Release parking brakes' or 'lifting completed', 'release parking brakes' (towbarless)</p> <p>Call: 'Commencing pushback' ['and clear to start engine(s)'...]</p>	<p><i>Request pushback [and engine start] clearance from ground control.</i></p> <p><i>After clearance received:</i></p> <p>Call: 'Ready for pushback'</p> <p><i>When brakes are released:</i></p> <p>Reply: 'Parking brakes released'</p> <p>Reply: ['Starting engine(s)'...]</p>
Pushback completed	<p>Call: 'Pushback completed, set parking brakes.</p> <p>Tractor is disconnected and put in view of the flight deck.</p>	<p><i>When parking brakes are set:</i></p> <p>Reply: 'Parking brakes set'</p> <p>Call: 'You may disconnect'</p>
Clearance to taxi	<p>Reply: 'Disconnect, hold position and wait for visual signal on your left/right'</p> <p>Disconnect head set and give the "all clear" hand signal. ("all clear" signal includes showing the steering bypass pin).</p>	<p>Reply 'Holding position and standing by for visual signal to my left/right'</p> <p>Acknowledges "all clear" signal.</p> <p>(Taxi clearance may only be requested after the "all clear" signal is received)</p>

Table 5.10.7.1(1) Sample communication for departure



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.10.7.2 Communication items between ground staff and flight crew

Phase	Task	Ground staff action
Departure preparation	GPU removal	When instructed by flight crew, remove GPU
	Towbar /Towbarless tractor connection	<ol style="list-style-type: none"> 1. Get confirmation that the aircraft's parking brake is set. 2. Get confirmation that the nose wheel steering is depressurized (if applicable). 3. Advise flight crew that the lockout pin is inserted (if applicable). 4. With permission from the flight crew, connect the towbar/tractor. 5. With permission from the flight crew, raise the nose (towbarless only).
	Chock removal	<ol style="list-style-type: none"> 1. Get confirmation from the flight crew that aircraft parking brakes are set. 2. Remove chocks with permission from the flight crew.
	Pre-departure check	Advise the flight crew that the pre-departure check has been completed or if something is not as expected.
Engine start	Starting engines	When requested by the flight crew, advise when the engines may be started.
	Air Start Unit (ASU)	When requested by the air crew, signal the ASU operator to supply the required pressure.
Pushback [and engine start]	Brakes	Get confirmation that the aircraft's parking brakes have been released.
	Movement of the aircraft (pushback/pull out)	Get permission from flight crew, and then commence the pushback.
	Direction of push/nose	If applicable, ask in which direction the aircraft has to be pushed/in which direction the nose should point after pushback.
	Engine start	When requested by the flight crew, advise when the engines may be started.
Pushback completed & Engine start completed	Towbar/ Towbarless tractor disconnect	<ol style="list-style-type: none"> 1. Get confirmation that the aircraft's parking brake is set. 2. Get permission from flight crew to lower the nose and/or disconnect the towbar. 3. Remove the steering bypass-pin (if applicable). 4. Get permission from the flight crew to remove any remaining chocks.
	Headset removal	<ol style="list-style-type: none"> 1. Get permission from flight crew to disconnect the headset. 2. Advise flight crew to hold position and wait for visual signal at left/right of the aircraft.
Departure	'All clear' signal	<ol style="list-style-type: none"> 1. Display the steering bypass-pin (if applicable). 2. Give the 'all clear' signal when the path of the aircraft is clear of all obstacles. 3. Get acknowledgement of 'all clear' signal.

Table 5.10.7.2(1) Items to be communicated between ground staff and flight crew



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.10.7.3 *Departure Communication without Interphone*

If the interphone becomes unserviceable or, under extreme circumstances, is not available, personnel must use conventional hand signals for the departure (not applicable to main gear pushback unit departures). Prior to departure a briefing must be held between the Pilot in Command (PIC) and the ground agent responsible for the departure. It must include:

- a review of departure specifics, e.g. direction of movement, final positioning, and taxi out direction;
- the specification of the hand signals to be used, including emergency signals.

Caution:

Read back all given instructions or acknowledge them in a manner clearly indicating that they have been understood and will be complied with.

5.10.8 *Preparation for pushback*

Following preparations need to be taken into account for pushback and pull-out operations using the applicable equipment:

- Connecting the pushback vehicle:

The pushback vehicle is connected as follows:

- Install aircraft main gear chocks; remove nose gear chocks (if applicable).
- Approach the nose gear parallel to fuselage.
- Use a marshaller to assist in the final approach to nose gear.
- Tractor & Towbar:
 - Connect tow-bar to nose gear first.
 - Raise tow-bar so that its head is at same height as the tractor connection. Approach slowly until connection aligns and secure connection.
 - Select “neutral” or “park” and set parking brake.
- Tow-barless tractor:
 - On final approach to aircraft, align the tractor properly.
 - Position tow-barless tractor to standby for lifting and wait for clearance from flight deck to lift. Select “neutral” or “park” and set parking brake.

Caution:

Do not remove the main landing gear chocks until all GSE, with the exception of the boarding passenger stairs(s), GPU, PCA and ASU, has been removed from the aircraft, the pushback vehicle has been connected to the aircraft and the parking brakes of both the push back vehicle and the aircraft have been set.

5.10.9 *Aircraft push back*

The following procedures must be taken into account for pushback and pull-out operations using the applicable equipment:



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.10.9.1 *Pushback requirements*

All personnel walking on ramp must remain clear of:

- aircraft nose gear throughout the pushback operation;
- tractor's path;
- engine danger areas.

5.10.9.2 *Pushback & pull forward*

If an aircraft is to be pulled forward after push back and engine start, special precautions must be taken to reduce the risk of the aircraft's engine thrust causing damage to the nose gear and tow-bar when stopping the aircraft at completion of manoeuvre.

Caution:

When using a tow-barless tractor do not lift the aircraft while loading equipment and/or a passenger boarding device is still connected to the aircraft.

5.10.9.3 *Ground crew in charge of pushback*

Ground crew responsibility

The responsible ground crew is defined as the person performing communications with the flight crew. A responsible ground crew must be in charge of each aircraft pushback.

In the case of departures, the responsible ground crew for the departure will:

- conduct briefings with all persons involved in the aircraft movement to review and confirm how the aircraft will be manoeuvred;
- is in charge of the entire pushback, once clearance to begin pushback has been given by the flight crew;
- ensures that the tow-bar/shear pin/tow-barless tractor is suitable for the type of aircraft concerned;
- is in continuous communication with the flight crew by interphone;
- has the ultimate responsibility for reviewing pushback procedures based on outside conditions observed and informing the flight crew that if ramp conditions are below standard for a normal pushback (e.g., hazards, obstacles, slippery or icy), engine start clearance will not be given until either:
 - the aircraft is moving over an area of the ramp where the conditions are considered to be safe for an engine start or
 - the pushback has been completed, the aircraft has come to a complete stop and the parking brake has been set.
- ensures that the nose gear steering bypass pin is installed prior to the connection of the tow-bar to the aircraft;
- connects the interphone and conducts a communication check to:
 - verify that the communication system is functional;
 - update the flight crew on the status of the ramp operation;
 - request permission and disconnect ground power after verbal approval has been received from the flight crew;
- conducts a pre-departure walk-around;



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

- signals “all clear” to the pushback tractor driver and wing walkers (if applicable) once the flight crew has confirmed that the aircraft brakes have been released and clearance for pushback has been given by Air Traffic Control (ATC);
- is positioned either inside the tractor or walks on the apron adjacent to nose gear;
- monitors the interphone during the pushback and communicates with the flight crew as required;
- advise the flight crew if for any reason it is not safe to start an engine and stop the engine start (the flight crew may advise as each engine is being started);
- advises the flight crew to set aircraft brakes at the end of pushback, gives the “brakes set” signal to the tractor driver and wing walkers (if applicable) once confirmation from the flight crew has been received and applies any additional safety measures required;
- gives the visual signal to the tractor driver and wing walkers (if applicable) that the flight crew has indicated that it is clear to disconnect the tow-bar, the engines are running normally and the ramp is clear to disconnect the tow-bar;
- disconnects the headset and closes the access panel on the aircraft once the clearance has been given by the flight crew and the tow-bar has been disconnected;
- removes the nose gear steering bypass pin (if applicable) and ensures that the swing lever is returned to the proper position;
- closes and latches all the access panels after the headset, tow-bar and steering bypass pin have been removed and moves to the designated position to conduct final departure marshalling;
- shows the steering bypass pin to the flight crew and gives the “all clear to taxi” signal;
- remains in position until an acknowledgement is received from the flight crew and the aircraft begins to taxi (in low-light conditions, the flight crew will turn on the interior lights of the flight deck).

Caution:

The flight crew (or brake operator) must be informed immediately in the event of any connection between the tractor and the aircraft being lost during aircraft movement. In order to stop the aircraft movement, the brake must be applied gently if the aircraft is about to overtake the tractor while it is being towed.

Danger:

- If the nose wheels are not in the centred position, they can turn quickly to their centred position when the bypass pin is removed. This could result in injuries to personnel.
- Do not disconnect the interphone communication cable before the tow-bar (or tow-barless tractor) has been disconnected from the nose gear.

Wing walkers

Wing walkers or other assisting personnel are not always required during a pushback. If wing walkers and other personnel are used in the operations, they must:

- be under the direction of the responsible ground crew member at all times;
- use 2 marshalling wands, either day-wands or illuminated wands for low visibility operations;
- be positioned for departure as follows:
 - approximately 1 metre outboard of the wing tip;
 - in line with the rearmost main gear wheel;



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

- have the wing tip in their field of vision when facing the direction in which the aircraft will move;
- ensure that the aircraft movement path is clear of any obstructions, other aircraft, vehicles etc.;
- provide “safe to proceed” clearance signals to the tractor driver at all times by moving an arm in a distinct ‘pendulum’ motion;
- continue to monitor the aircraft path until the aircraft has stopped at the departure point;
- position themselves in clear view of the flight crew on the terminal side, at a safe distance from the aircraft (either at the 11 o'clock or 1 o'clock position);
- give the “aircraft hold” signal to the flight crew once the visual “brakes set” signal has been received from the responsible ground crew (crossed wands overhead or in front of chest);
- remain in position until the responsible ground crew takes over the marshalling clearance of the aircraft;
- return to the terminal once the marshalling duty has been transferred.

Tractor driver

The pushback tractor driver will:

- align the tractor or tractor and tow-bar combination with the centre line of the aircraft and connect it;
- completely raise the tow-bar wheels before the start of the aircraft movement (if used);
- be ready to receive clearance from the flight crew or responsible ground crew to start the push back operations;
- ensure that the parking brakes are released and the anti-collision lights are switched on prior to the aircraft movement (depending on the local airport regulations);
- select appropriate gear on tractor and slowly begin movement;
- start the pushback operations on a straight line;
- keep the manoeuvring speed to a minimum, and apply the vehicle brakes gently;
- scan the apron during pushback, monitor clearances/signals from wing walkers (if applicable) so as to ensure that aircraft moves clear of all obstructions and is prepared to stop;
- ensure during the pushback that the steering turn limits are not exceeded, so as to prevent damage to the nose gear;
- keep visual contact with the responsible ground crew and ensure that a safe distance is maintained from the nose gear (during the entire pushback);
- stop the pushback, if the responsible ground crew is too close to the nose gear and continue if the required safety distance has been established again;
- set brakes on the tractor, once pushback has been completed;
- continue to apply the brakes on the pushback vehicle until the release signal is received from the flight crew or responsible ground crew on interphone;
- wait for the flight crew or responsible ground crew member on interphone to give the “aircraft brakes set” signal;
- after aircraft brakes have been set, release the tractor brakes and put the gear selector in “neutral” to release any pressure on the tow-bar;
- disconnect the tow-bar and position the tractor in the aircraft's path, visible to the flight crew (if possible);



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

- remain visible to the flight crew until the headset operator has disconnected and is visible to the flight crew;
- drive tractor back to the terminal or an appropriate parking position.

Danger:

If the nose wheels are not in the centred position, they can turn quickly to their centred position when the bypass pin is removed. This could result in injuries to the personnel.

5.10.10 Open ramp departure

- Complete all pre-departure checks.
- Refer to departure communication section and follow required phases of the dialogue.
- Ensure that all personnel and equipment are clear of the aircraft and behind the ERA boundary.
- Position for marshalling in an area behind the ERA while being in clearly visible to the flight crew on either side of the aircraft (depending on facility).

5.10.11 Manoeuvring during adverse weather conditions

Adverse weather conditions (fog, rain, etc.) affect visibility and traction. The tractor driver must adapt the speed of the tractor to the conditions.

In icy conditions when apron surfaces are slippery, extreme caution is required when manoeuvring the aircraft so as to avoid losing control of the tractor due to skidding. Many elements can contribute to the hazards involved, such as strong winds, slippery road surfaces, pavement slopes etc. The following minimum precautions must be taken:

- Avoid sudden turns, deceleration or acceleration.
- Except when using an ASU, do not start aircraft engines unless:
 - the condition of the pavement is such that reasonable traction is ensured;
 - the aircraft parking brakes are set.

5.10.12 Nose gear steering

Each type of aircraft has specific requirements for the bypass of the nose gear steering mechanism.

- The bypass pin must be:
 - labelled with specific aircraft type(s) for which it can be used;
 - identified with a "remove before flight" streamer;
 - checked regularly to ensure that it is in the proper technical condition, or as per manufacturer instructions.
- Nose gear protection and steering angles:

In order to protect the nose gear from damage, visual turning limit markings indicate the aircraft's maximum nose gear steering angles.

Caution:

If the maximum nose gear steering angle is exceeded, the maintenance department and flight crew must be informed. If applicable request a technical inspection. The aircraft must return to the parking stand in order to check if the gear is damaged. When using a tow-barless tow tractor equipped with either an over steer warning or over steer protection device, verify the visual turning limit markings at all times to prevent exceeding the maximum nose gear angle.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.10.13 *Anti-collision lights*

On a standard departure (once all aircraft doors are closed), the flight crew requests pushback clearance from ATC. Once clearance is obtained the flight crew will switch on the aircraft's anti-collision lights.

Caution:

Anti-collision lights that are switched on, indicate that engine start or aircraft movement is imminent. Vehicle traffic must stop until the aircraft leaves the area.

5.10.14 *Engine cross bleed start*

A cross bleed start can require a high-power setting of aircraft engines, in order to build up the air pressure required to start the other engine. Engine cross bleed starts can only be conducted after the push back has been completed. The aircraft brakes must be engaged and the area around the aircraft must be clear.

Caution:

When engine(s) are above idle thrust, blast and suction effects increase.

5.10.15 *Re-establishing communication after departure*

The procedures described are to be used when the ground crew or flight crew wishes to re-establish interphone communication after it has been disconnected.

5.10.15.1 *Initiated from the cockpit*

The flight crew sets the parking brake and re-establishes communication with ground staff via the company channel or ATC. If visual communication with the responsible ground crew member is still established, visual signals may be used.

5.10.15.2 *Initiated from the ground*

If ground crew needs to re-establish communication with the aircraft after dispatch, personnel must not approach the aircraft. If communication cannot be established using hand signals, contact must be made via company channel or through ATC. The following precautions must be taken for the re-establishment of communication with aircraft:

- Action must be taken to ensure that the flight crew can see the responsible ground crew member and understands the intention to approach the aircraft to re-establish interphone communication.
- The aircraft must be approached from the direction where visual contact with the flight crew is maintained as long as possible.
- Only the person establishing the interphone communication shall approach the aircraft.
- That person must stay outside the aircraft's engine danger area when approaching the aircraft.
- If possible, position push back tractor in front of the aircraft in clear view of the flight crew. This to act as a safety barrier and prevent premature movement of the aircraft.

Caution:

For safety reasons, the interphone communication system cannot be used when there is thunderstorm activity over the airport. This is due to the risk of electrical discharges between the aircraft and the interphone system. Communication headsets cannot be worn in these conditions.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.10.16 *Interphone communication failure*

Aircraft push back requires a communication interphone. In the event the interphone becomes unserviceable or communications is lost, the following procedure must be followed:

- In the event of single person operations and if no other means of communication are available, stop the movement of the aircraft (depending on local situations and regulations) and immediately request assistance to continue the movement;
- In the event of multiple person operations, communication with the flight crew must be established using hand signals as described in this chapter. The tractor driver must be able to receive the visual signals as relayed from the flight crew. Once hand signal communication had been established the push back operations can resume;
- Notify ATC (if radio available) and continue the movement in co-operation with ATC, depending on local regulations.

Note:

If, the interphone fails during towing, towing must be stopped immediately and alternate means of communication must be established before continuing. If this is not possible, assistance must be requested.

5.11 Aircraft towing

5.11.1 Aircraft towing requirements

The following requirements must be met to perform an aircraft tow:

- Ensure hydraulic system pressure for aircraft braking and/or the brake accumulator is within required pressure range;
- Ensure any required electrical systems for towing are energized;
- Ensure all gear safety pins/sleeves are installed, and after tow, ensure all pins are removed and stowed;
- Ensure a qualified brake operator is in the cockpit;
- Establish communication with the brake operator by means of the interphone system;
- Ensure wheel chocks are positioned at the end of the manoeuvre, prior to disconnecting the tow-barless tractor or tow-bar.

Caution:

Inform the brake operator/flight crew and/or contact the maintenance department for technical inspection if:

- any type of excessive fluid leakage is observed;
- any signs of unmarked aircraft damage are noticed;
- any fault, failure, malfunction or defect is observed, which is considered to possibly affect the safe operations of the aircraft for the intended flight.

Aircraft are only allowed to be towed by trained and qualified personnel, using the proper equipment.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.11.2 Towing manoeuvring

The towing manoeuvring procedure is similar for all types of aircraft. The following minimum safety procedures must be followed prior to and during aircraft towing operations:

- Align the tractor or tractor and towbar combination with the centre line of the aircraft before aircraft movement;
- Connect the tow-bar;
- Raise the towbar wheels completely before the aircraft starts to move (if applicable);
- Prior to the aircraft movement, ensure that the parking brakes are released and the anti-collision lights are switched on (depending on local airport regulations);
- Wait for the authorization of the flight crew or brake operator before moving the aircraft;
- Start the push back operations on a straight line;
- Keep the manoeuvring speed to a minimum, and apply the vehicle brakes gently;
- Do not exceed the towing speed limit as regulated by the towing equipment, aircraft and/or airport;
- Use relevant apron lines as guidance during manoeuvring to ensure safe obstacle clearance;
- Keep a minimum safety distance between vehicles sufficient in which to stop;
- Stop 50 m/55 yd. before a taxiway intersection, if a stop is required;
- Avoid sharp turns, which results in excessive tire scrubbing;
- Make all stops smoothly;
- When arriving at the allocated position, move the aircraft in a straight line for a few meters to ensure that the nose wheels are in the straight-ahead position. This relieves any torsional stress applied to landing gear components and tires;
- Apply the tractor parking brake after a complete stop;
- Disconnect tow-bar after applying the aircraft parking brake.

Note: Some of these precautions may not be applicable to tow-barless vehicles.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.11.2.1 Towing preparation

The checklist as described in below table is to be used in preparation for an aircraft tow:

Action	Performed by	
	Brake operator	Tractor driver
Apply the cockpit checklist for towing. Refer to the operating airline's GOM for details	✓	
Flares Installed! Refer to the operating airline's OM for details,	✓	✓
Connect and test the interphone link	✓	
Insert the bypass pin	✓	✓
Give clearance for the tow-bar and tractor or tow-barless tractor to be connected after applying the aircraft parking brake	✓	
Connect the tow-bar; first to the aircraft, then to the tractor		✓
Before connecting the tow-barless tractor, ensure the aircraft main landing gears are symmetrically chocked.		✓
Connect the tractor or tow-barless tractor and set the parking brake		✓
Once all GSE has been cleared away from the aircraft, remove or check removal of aircraft chocks		✓
Switch on the external and anti-collision lights of the aircraft	✓	
Contact the control tower for clearance to start moving the aircraft (depending on local regulations)	✓	✓
After receiving the clearance, release the aircraft parking brake	✓	
Give clearance to the tractor driver to start moving the aircraft	✓	
Request confirmation from the brake operator that the aircraft parking brake has been released		✓
Conduct tow		✓

Table 5.11.2.1(1) Table towing preparation



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.11.2.2 Towing completion

The checklist as described in below table is to be used at the end of an aircraft tow:

Action	Performed by	
	Brake operator	Tractor driver
Set tractor parking brake		✓
Request brake operator to set the aircraft parking brake		✓
Inform the control tower that the towing is completed and the frequency will be left (depending on local regulations)	✓	✓
Set the aircraft parking brake and check the pressure. Inform the tractor driver: PARKING BRAKE SET. PRESSURE CHECKED.	✓	
Chock the aircraft main landing gear (MLG)		✓
Switch off the external and anti-collision lights of the aircraft	✓	
Inform brake operator: AIRCRAFT CHOCKED.		✓
Request permission from brake operator to disconnect the tow-bar of the tow-barless tractor		✓
Give permission to disconnect the tow-bar or tow-barless tractor	✓	
Disconnect the tow-bar of tow-barless tractor and remove the bypass pin		✓
Chock the aircraft		✓
Inform: TOWBAR/TRACTOR DISCONNECTED		✓
Release the aircraft parking brake and inform: PARKING BRAKE OFF	✓	
Check and inform: AIRCRAFT STABILIZED		✓
After permission from brake operator, shut down and disconnect the tractor Ground Power Unit (GPU)		✓
Install and connect a GPU		✓
Remove and stow gear safety pins in dedicated location	✓	

Table 5.11.2.2(1) Table towing completion



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.11.3 Incidents during towing

If incidents occur during towing, the brake operator and tractor driver must continuously keep each other informed. Activities that are to be conducted by the brake operator and tractor driver in case of incidents are described in below table:

Brake operator	Tractor driver
VHF communication failure	
	<ul style="list-style-type: none"> Stop aircraft/tractor set immediately Apply tractor parking brake Advise towing regulation and wait for assistance (follow me before completing the towing)
Tractor failure	
<ul style="list-style-type: none"> Inform Air Traffic Control (ATC) Apply parking brake Listen to VHF and wait for assistance 	<ul style="list-style-type: none"> Stop aircraft/tractor set Inform ATC (tow-barless towing with one man operation) Apply tractor parking brake Chock the aircraft Listen to VHF (tow-barless towing with one man operation)
Coupling breaks off	
<ul style="list-style-type: none"> Stop the assembly by stepping on both brake pedals progressively As soon as the aircraft is at a standstill, apply the parking brake before releasing the pedal 	<ul style="list-style-type: none"> Do not apply tractor brakes Follow the aircraft path attentively and stop the tractor according the aircraft position Chock the aircraft
Tractor fire	
<ul style="list-style-type: none"> Inform ATC Apply parking brake 	<ul style="list-style-type: none"> Inform the brake operator Stop aircraft/tractor set immediately Move tractor away as rapidly as possible Fight the fire, using the fire extinguisher Chock the aircraft
Aircraft fire	
<ul style="list-style-type: none"> Inform ATC Apply the parking brake Fight fire with the on-board fire extinguisher Evacuate the aircraft using on-board means, if required 	<ul style="list-style-type: none"> Stop aircraft/tractor set immediately Move tractor away as rapidly as possible Chock the aircraft
Accident with other aircraft or vehicle	
<ul style="list-style-type: none"> Contact the control tower stating position and nature of trouble Listen to VHF and wait for assistance 	<ul style="list-style-type: none"> Stop aircraft/tractor set immediately Apply tractor parking brake Advise towing regulation Do not unload or disconnect the aircraft Chock the main landing gear (MLG)

Table 5.11.3(1) Incident during towing 1

5.11.4 Towing limits

Fuel and other loads can affect an aircraft's balance. To avoid 'tail tipping' during towing, ensure that the actual centre of gravity (CG) of the aircraft is forward of the critical CG. If ground staff members are unable to determine this, then assistance must be requested from qualified weight and balance personnel of the operator.

Note: Specific instructions and further details can be found in the operating carrier manual for the respective aircraft type.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.12 Management of an aircraft on ground with threat on board

Special procedures apply for incidents involving a threat on board an aircraft on the ground. These incidents are not covered by the EGOM. The applicable local procedures must be applied under the responsibility of the airport manager.

5.12.1 Bomb threat

According to the Operations Manual (OM) subpart A section 10, members of the handling unit may be ordered to tow the aircraft to a safety area. Additional tasks may include operating GSE (boarding devices) for a prompt disembarkation of passengers and flight crew and other duties as directed by local authorities.

5.12.2 Hijacked aircraft

According to OM subpart A section 10, members of the handling unit may be ordered to provide ground support to assist personnel on board. The aircraft air conditioning system should be maintained in an operational condition as much as possible. Connecting a GPU, toilet servicing and provision of catering services might also be required. These activities are only to be conducted as directed by local authorities.

5.13 Engine running on/off-loading procedures (ERO)

ERO procedures allow the aircraft to be either loaded or unloaded with one or more engines running. Decisions on the use of these procedures will be based on serviceability, mission requirements and flight crew/ground crew safety. ERO operations must be approved by (local) authorities.

These procedures are established to permit expedient on-loading/off-loading of personnel and/or equipment with minimum ground time. The following criteria should be applied unless national caveats/deviations dictate otherwise. All personnel involved must be briefed prior to any ERO operations.

5.13.1 Guidelines for conducting ERO operations

- Prior to ERO operations, the requirement must be agreed by and coordinated between the airbase commander, the base operations centre and/or any local command and control centre. Authorization is required from the (local) authorities.
- The aircraft ramp and cargo door are the preferred facilities used for on-loading/off-loading of equipment/baggage and when more than 10 passengers have to enter or exit the aircraft;
- ERO operations should not be generically used for on-loading/off-loading of palletized loads involving more than 2 pallets unless a bigger off-load/on load is required in order to cope with the operational circumstances.
- When ERO operations are conducted in adverse weather conditions, the ERO team supervisor (TS) must ensure that visibility is adequate throughout the operations. Clear lines of sight between the vehicle operator and all members of the ERO ground support team (GST) must be maintained. The ERO may only be conducted when the TS considers that the conditions are safe. The TS is authorized to end all ERO activities at any time as soon as he considers that the weather conditions have deteriorated and could pose a clear threat to both personnel and aircraft involved in ERO operations.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.13.2 Ground Support Team (GST)

The GST is to be manned and equipped as detailed below, as a minimum:

- Team composition:
 - TS and two relevant qualified personnel.
- Minimum individual protective equipment (IPE) must be available for and be used by each ERO team member:
 - goggles;
 - ear protection;
 - gloves;
 - reflective vest or belt.
- Suitable Aircraft Cargo Handling Equipment (ACHE) or other Ground Support Equipment (GSE) required for ERO operations.

5.13.3 Execution of ERO

The TS retains command and control of the ERO team throughout ERO operations. Once authorized, ERO operations are to be conducted as follows:

- The TS is to brief all team members and other personnel, including passengers, as required comprehensively prior to an ERO operations. As a minimum, the briefing must cover the following aspects:
 - a comprehensive safety brief that should include minimum safety distances and any particular danger areas associated with the type of aircraft concerned (e.g., aircraft engine exhausts);
 - an ERO procedure brief that should cover routes to aircraft, holding areas, type of load, specific loading/unloading details, hand signals and employment of ACHE.
- The TS will position the ERO team at a pre-planned area on the aircraft parking ramp, clear of engine exhaust and at a minimum distance of 15 m (50 ft.) behind the aircraft stop position. Under no circumstances are personnel to approach the aircraft until it reaches a full stop.
- Personnel are to remain clear of aircraft until the cargo ramp is in position for the on-loading/off-loading activities.
- As soon as the dedicated loadmaster of the aircraft (LM) indicates that it is safe to do so, the TS will rapidly position the ERO team as briefed. The team will approach the aircraft by following a route (approximately 15 m / 50 ft. behind the aircraft) that takes them parallel to the aircraft wing. They will then move inboard until they are in line with the aircraft centreline. At this point, the team will turn and approach the rear of the aircraft.
- As soon as the cargo ramp is correctly positioned and he has received a signal from the dedicated LM, the TS will:
 - come forward and identify himself;
 - coordinate and confirm all on-loading/off-loading procedures/activities with the LM;
 - present and receive any load documentation and obtain signatures as required;
 - indicate that the GST is ready to commence the ERO operations.



EATC

GROUND OPERATIONS MANUAL

Chapter 5 - Aircraft handling procedures

5.13.4 Offload ERO procedures

The TS will act as the 'marshaller' and take up a position at which he is clearly visible to the equipment driver.

- The TS will initiate safe positioning of ACHE to the rear of the aircraft (if needed).
- On removal of freight, he will 'marshal' the ACHE away from the aircraft and indicate completion of the procedure to the LM.
- The LM will reconfigure the aircraft ramp to allow passengers to exit the aircraft (deplane).
- Passengers will leave the aircraft only under the direct supervision of the ERO team and by taking the approach taken by the ERO team in reverse.
- The LM will give the TS confirmation of all the passengers having left the aircraft. The TS will then indicate to the ERO team that the offload has been completed.
- The TS will initiate the departure of the team from the vicinity of the aircraft as briefed earlier to the team.

5.13.5 On-load ERO procedures

The TS will take up a position at which he is clearly visible to the rest of the ERO team and the passengers. After checking that the LM has configured the ramp to board the aircraft, the following procedure will be applied:

- The TS will call forward the passengers to board the aircraft under the direct supervision of the ERO team via the previously identified and briefed route of approach.
- The TS will give the LM confirmation that all passengers have been loaded. He will then take up a position at which he is clearly visible to the ACHE driver and await confirmation from the LM that he is ready to accept cargo/pallets.
- The LM will reconfigure the aircraft ramp to allow cargo/pallets to be loaded as required.

Once confirmation is received from the LM that he is ready to accept freight, the TS will act as a 'marshaller', positioning the ACHE as required in order to perform safe on-loading of the aircraft.

Once the aircraft has been loaded and the load has been secured, the TS will inform the LM that the ACHE will be moved away from the aircraft and indicate when this has been completed.

After completion, the TS will inform the ERO team that the offload has been completed and that the team has to initiate departure as briefed earlier.

5.13.6 Night operations

During night operations, the ERO team may use night vision goggles (NVG) that enhance vision during darkness and allow loading/unloading operations to be conducted safely. Personnel must be trained to conduct NVG activities. If these means are used, cargo-loading lights may be turned off to prevent vision problems or damage to NVG equipment during on-loading/off-loading. When these resources are used, extra attention and caution should be exercised.



EATC

GROUND OPERATIONS MANUAL

Chapter 6 - Air-side security, safety and supervision

Chapter 6 Air-side security, safety and supervision

6.1 General

In order to protect military aviation, airport security and safety measures and supervision are used to reduce risks and prevent potentially dangerous situations for injury, damage and threats against an airport, aircraft, material and/or passengers. These means of control are basic elements that are used to reduce/prevent these threats against military infrastructure, aircraft, materials, personnel and the mission/operations. A systematic approach incorporating certain security, safety, and supervision and training measures at (military) airports improves flight safety and increases options for deepening international Military Corporation. These elements are considered cornerstones for achieving a multinational agreed standard on air cargo and passenger shipment reception, acceptance, preparation, handling and aircraft loading. It would enhance the integrity of any operations in which legal aspects and the military scenario (e.g., peacetime structures, crisis, etc.) or hazardous situations dictate the minimum requirements, options and limitations. If the security measures are below than the standard of the operator nation, special arrangements are required and an agreement must be attained in advance.

Specific services that can be delivered by an EATC airport including local procedures for processing passenger, luggage, cargo and mail can be found in the Specific Air Terminal Procedures.

(Latest version available on the EATC CLOUD).

6.2 Security

The baseline for security is that all cargo, mail, luggage and passengers are subjected to certain security measures and once accepted for carriage they have to be maintained in a secure state and are protected against manipulation before being loaded or allowed boarding an aircraft. Depending on the work being done and the potential consequences of inadequate security measures, an airport is considered a security protected area in which a minimum set of security measures needs to be implemented to enhance flight safety and reduce risks. All parties involved in accepting and preparing loads for an aircraft are responsible for implementing the applicable security measures and ensuring compliance with them. An airport is generically divided into a land-side and air-side area. An air terminal is a restricted area, while the air-side is the most restricted and protected area.

The design and use of restricted areas on the air-side are based on a set of effective security measures and intended to ensure safety during flight. They must be established and maintained to prevent cargo, mail, baggage and passengers from being loaded on board an aircraft that can endanger the asset or put its crew, passengers or (other) cargo at risk.

Whenever the boundaries between the land-side and air-side are not based on physical barriers or fences, the air terminal area is considered an air-side location. Only authorized personnel have access, and staff and visitors must provide proof of identity. Unauthorized personnel are to be excluded from entering the platform and runways, while the various air-side locations in the passenger and freight terminal require limited access. To prevent a breach of security involving the manipulation of cargo, mail, baggage, passengers and/or documents, the presence of third parties is only allowed under strict conditions and supervision. Instructions issued by authorized air terminal personnel must be followed.



The diagram illustrates the Air Terminal Area, divided into two main sections by a vertical red and white striped line. The left section is labeled 'Land Side' and the right section is labeled 'Air Side'. On the Land Side, there are two lines of text: 'Air cargo ???' and 'Passenger ???'. On the Air Side, there are two lines of text: 'Air cargo !!!' and 'Passenger!!!'. A red arrow points from the top right towards the Air Side, labeled 'Security and safety hazards'. A green arrow points from the bottom right towards the Air Side, labeled '(2)'. A line labeled '(1)' points to the striped boundary line. Below the diagram, a caption reads: 'Air cargo and passengers on airside only if accepted (ready for carriage)'.

- a) Only dedicated and authorized personnel have access to the air terminal area (1)
 - b) Security measures are intended to enhance flight safety by preventing unauthorized entry and manipulation of cargo, mail, luggage, passengers and documents (2)
 - c) Air cargo, mail, luggage and passengers are only allowed to be transferred to an air-side location when compliant to the security standard and accepted by designated air terminal representatives.
- The presence of unaccompanied unauthorized persons in a restricted area is considered a security incident and must to be reported. These persons must be accompanied out of these areas.

An important aspect of air cargo and passenger security, flight safety and quality control is the establishment of a security-controlled environment/process that allows compliance monitoring and management of all steps related to the preparation of shipments (air cargo and/or passengers). For this purpose, the use of dedicated land-side and air-side areas within an air terminal and of a secure air cargo and passenger process incorporating acceptance checks and screening methods is mandatory. The use of guidance documents, forms and various checklists is highly recommended. This is intended to prevent threats and potentially dangerous situations from arising upon entry of a country, airport or aircraft or endangering a mission / operation.

The diagram illustrates the Air terminal process flow. It features a large blue arrow pointing right, labeled "Air terminal process". A vertical red dashed line divides the process into two sections: "Land Side" on the left and "Air Side" on the right. Above the "Land Side" section, the text "Not (yet) 'ready for carriage'" is written in red. Above the "Air Side" section, the text "Declared and maintained 'ready for carriage'" is written in green. On the left, "Cargo" and "Passengers" are shown with arrows pointing into the "Land Side" section. On the right, three small airplane icons are shown flying away from the "Air Side" section.

- The process in the air terminal related to the minimum required airport security measures is to enhance (flight)safety and provide an effective protection for:

- a) (military) airport facilities, infrastructure and equipment
- b) (military) personnel operating the airport
- c) (military) aircraft
- d) (military) passengers and air cargo
- e) negative impact on the operations.

Based on the requirement for a certain level of safety and security in the military aviation

Fig. 6.2(2) Air terminal process 1

environment related to the applicable regulations, the security-oriented approach for processing air cargo, mail, luggage and passengers must fit the needs of the operations.

- Measures must always meet the minimum requirements for the military air shipment security environment (peacetime, crisis, operations), where technical or other means may be used as screening method to identify passengers that are not acceptable for carriage and/or detect prohibited articles.



EATC

GROUND OPERATIONS MANUAL

Chapter 6 - Air-side security, safety and supervision

- Measures are considered a set of variable modules that are based on a minimum standard, applicable regulations and selection by competent authorities is closely related to the environment (minimum, medium, high risk).
- Security measures must allow mutual acceptance of air cargo, mail, baggage and passengers in a multinational environment and render cross-loading activities easy to conduct.
- Measures must be adaptable for usage by mobile cargo teams and all-size AT facilities at various locations and in various scenarios (meeting at least the minimum requirements);
- Measures must allow multinational cooperation in a 'CATO' environment (meeting the requirements of more nations).

Competent (national) authorities may grant exemptions of certain security measures/controls. In a multinational environment they must be accepted by the nation providing the asset (aircraft). The operator nation may demand additional security measures to be conducted and/or an air cargo security declaration covering the shipment to be issued. See; Declaration Air cargo security.

6.2.1 Air terminal security

Maintaining a certain level of security applies to all locations on an airport that are used for processing passengers, baggage, cargo and mail. Rules, procedures and the degree of protection may vary between different air terminal facilities.

- The air terminal (area) is operated and maintained as a restricted area to which access is limited:
 - An air terminal is generically divided in land-side and air-side location(s):
 - semi-public/restricted (land-side);
 - restricted (generic air-side);
 - restricted (clean areas on air-side);If classification in different areas is not possible, an air terminal is considered an air-side area.
 - Cargo, mail, baggage and passengers are only accepted for carriage if they meet the acceptance check criteria and are validated by dedicated air terminal personnel; they must be separated from shipments that have not (yet) passed the security check.
 - Cargo, mail, baggage, passenger processes and air transport documentation must be secured (maintained in an accepted and secured state in which unauthorized access, manipulation and boarding are prevented).
 - Physical barriers are installed to separate public areas from non-passenger areas (cargo handling, mail, baggage, catering, etc.).
 - Areas of limited/restricted access are adequately enclosed and/or controlled to prevent entry by unauthorized persons and are clearly signposted.
 - At an air terminal, a clean area is created on the air-side prior to use of this location as a waiting area for checked passengers and their baggage after screening and prior to boarding.
 - Access to the air-side and clean areas is strictly limited to authorized personnel.
 - Visitors must be accompanied and supervised by dedicated personnel.
- Personnel handling air cargo, mail, baggage, passengers and related documentation must be dedicated and properly trained in:
 - air cargo & passenger security;



EATC

GROUND OPERATIONS MANUAL

Chapter 6 - Air-side security, safety and supervision

- (special) of air cargo & passenger handling;
 - air cargo & passenger acceptance;
 - air cargo build-up & baggage handling.
- There must be an air terminal security programme and a contingency plan, and they must be up to date.

6.2.2 Mutual acceptance

If an air terminal receives checked air cargo, mail or baggage of other nations' (known) major hubs, they will generically be accepted as being secure, provided this is documented and there is no evident breach in the secure supply chain.

Where air cargo, mail, baggage and/or passengers are transferred from one aircraft to another and security measures are not compromised during transfer, they remain in a safe and secure state. No (additional) security controls are generically required.

If an airport is unable to meet the security standard established by another operator nation, special arrangements must be made in advance. Either the sending nation must secure the shipment based on the operator nation's requirements or the airport from which the aircraft will depart must conduct the relevant security measures on behalf of the sending nation.

6.3 Air terminal security (minimum)

The requirements for (military) airport security and implementation of certain security measures required to reduce risks and safeguard the airport, its facilities and equipment depend on (inter)national regulations, local conditions, circumstances and the risk assessment of the competent authorities. Although a minimum level of security measures is considered normal for standard daily operations, this level may be required to be raised in response to an overall risk assessment related to special passengers, air cargo, etc. or an alert state that requires supplementary action to be taken.

Different screening methods, means and resources can be used to enhance airport security. Physical barriers to air cargo and passenger areas and limited and controlled access to air-side locations in combination with supervision are considered basic security measures. Based on the situation, environment, security level and operator requirements, various methods can be used alone or in combinations (screening):

- authorized and well-trained air terminal personnel;
- manual search and physical (visual) inspection of passengers, documentation, baggage, cargo and mail;
- X-ray, (metal) detectors or other electronic means (e.g.: vapour or trace analyses);
- guard dogs (e.g.: drugs, explosives, etc.);
- other means (e.g.: security statements, supply chain security, implementation recommended practices, etc.).

To enhance security and flight safety, air terminal staff are allowed to examine and check consignments (cargo, mail, baggage and passengers), excluding diplomatic shipments that are delivered for air transport. The following conditions apply for physical inspection of cargo and baggage:

- Mail and classified materials may not be opened by air terminal staff.
- To prevent hazard risks, decay, loss, etc.), factory packages and dangerous goods may not be opened.
- Cargo and baggage may only be physically inspected and opened by dedicated and authorized (senior) air terminal representatives.



EATC

GROUND OPERATIONS MANUAL

Chapter 6 - Air-side security, safety and supervision

- A 2-persons rule applies to the opening of packages (for responsibility, security and monitoring reasons).
- A statement that includes results and contact details of the air terminal must be inserted into packages that have been inspected for security reasons (security inspection statement).
- Packages must be securely reclosed (sealed by lock, tie-wrap, adhesive security tape, etc.).
- In cases of doubt, the sender and/or specialist matter experts must be consulted prior to the opening and/or closure of cargo and baggage.

Unless a security check (or parts of one) is exempted by the competent (national) authorities, a lack of cooperation or refusal of submission to security checks will lead to non-acceptance of cargo and baggage for air transport.

6.3.1 Normal state

Normal state (e.g., minimum air terminal security) for standard daily operations:

- Procedures apply as described in EGOM 6.2.
- Boarding passes and tags for hand baggage, check-in and transit baggage should be used.
- Passengers must be fit to fly:
 - Regular passengers, deportees, prohibited emigrants, etc. who are considered likely to be a danger on account of their behaviour or characteristics must be screened more thoroughly.
 - Escorts of prisoners, mentally ill persons, etc. must be briefed to ensure that they know what to do in case of emergency.
 - Personnel should be trained in recognizing characteristics of passengers who might pose a risk on account of their behaviour.
- Baggage:
 - Passengers must be reminded to secure their baggage (locks).
 - Passengers must be reminded to carry valuables in their hand baggage instead of leaving them in check-in baggage.
 - Baggage (e.g., bags, packages, containers, etc.) that is not suitable to be secured as checked baggage must be refused.
 - Action must be taken to ensure that each bag has a label attached to it that identifies the passenger to whom it belongs.
 - Baggage must be tagged by a tag that indicates the final destination in accordance with the boarding pass (special care is required for baggage at transfer stations).
 - Old baggage tags must be removed from check-in baggage, and old labels must be covered or obliterated so as to clarify the current destination of the baggage.
- Restricted items:
 - Passengers must be informed about goods that are prohibited from being carried on board an aircraft (e.g.: dangerous goods, sharp and pointed objects, etc.) by the display of notes, posters or other means.
 - Items that are not allowed to be carried by the passengers or in hand baggage, but that are not disclosed by passengers and are discovered during the check-in and /or screening process are to be confiscated.



EATC

GROUND OPERATIONS MANUAL

Chapter 6 - Air-side security, safety and supervision

- National and operator regulations apply to the carriage of weapons (firearms, etc.). They are regularly prohibited from being carried by a passenger. If deemed necessary, special arrangements must be made in advance (e.g., troops in fighting trim).

6.3.2 Alert state vigilance

Alert state vigilance (e.g., temporarily raised security level requiring more special action to be conducted):

- Procedures apply as described in paragraph 6.3.1.
- Passengers:
 - Mark passenger's name on boarding pass to facilitate identification.
 - Segregate new passengers from through passengers and crosscheck transit documents at gate prior to boarding.
 - Keep passengers under surveillance between check-in and boarding (gate).
 - Identify passengers prior to boarding by cross-checking documents at the gate (transit passengers must be included).
 - Passengers must disembark at transit stops to facilitate a security search after cleaning.
 - To ease surveillance, consider having the aircraft boarded via one aircraft door only.
- Baggage:
 - Inspect hand and check-in baggage more restrictively prior to boarding to detect prohibited items.
 - Cabin baggage or other items may not be taken on board at last minute without being searched.
 - Seal all baggage if possible.
 - Check crew baggage for sabotage devices, if required.

6.3.3 Other security measures

If additional or fewer security measures are considered necessary based on the risk assessment of the security environment, local conditions, special operations, transport of Very Important Persons (VVIP), etc., the competent national authorities may decide to temporarily change one or more security measures.

If the security measures taken are below the standard required by an operator nation, special arrangements must be made and agreement must be obtained in advance.

Non-compliance or refusal to comply with procedures related to any security measure imposed will result in non-acceptance for carriage and subsequent denial of boarding/loading.

6.3.3.1 Security measures related to unaccompanied baggage

National authorities may order the adaptation of the process of handling passengers, baggage, cargo and mail to include action to avoid the spread of bacteria, viruses' bio-hazards, etc. in a nation/region. Examples are preventive measures against the spread of Ebola and foot and mouth disease. These procedures must be executed when ordered by the competent national authorities.

6.3.3.2 Security measures related to unaccompanied baggage/baggage

Baggage left in the air terminal area could pose a bomb threat, as the package could contain an IED. It is a primary task of air terminal representatives to inform the (local) authorities on the situation in the area, to alert expert teams and to support other activities as ordered by competent authorities.



EATC

GROUND OPERATIONS MANUAL

Chapter 6 - Air-side security, safety and supervision

6.3.3.3 Security measures related to other threats

In the event of a bomb incident, sabotage, hijacking, other threats or any unlawful situations on board a (military) aircraft, the handling unit is to inform the competent (local) authorities immediately. The competent authority will take the lead in handling the crisis in accordance with local/national regulations.

6.4 Safety

At an airport, safety is considered a condition of being in control of recognized hazards in order to achieve an acceptable level of risk required for protection against events that cause undesired damage, health and/or economic loss. It includes protection of people or possessions by integrating certain security, training and supervision measures. All personnel working in an air terminal area at an airport are responsible for contributing to a safe and secure environment. Dedicated and well-trained ground handling personnel who are aware of and familiar with their tasks, roles and responsibilities in processing passengers, baggage and/or air cargo are the most important contributors to a safe and secure environment. Implementation of security measures, supervision, and a high degree of adequate training combined with an appropriate mind-set and attitude on the part of individual ground handlers are considered important elements contributing to (flight) safety. Their contribution determines the quality of the process and the degree of security and safety achieved.



Fig. 6.4(1) Air terminal flight safety contribution

All personnel involved in processing passengers, baggage, mail and air cargo are responsible for correctly applying the rules, regulations and procedures as applicable in their respective part of the process. They are obliged to execute their work in a safe manner and report all issues that may negatively affect their own health, safety and security and those of others, the aircraft, passengers, baggage, mail and/or cargo. In order to prevent injury and damage and improve the overall quality of the process, personnel involved in air terminal operations are encouraged to submit proposals for improvement and the establishment of best practices for working in a safe multinational environment.

Not all visitors, passengers and others at an airport are familiar with rules, regulations, do's and don'ts. An important task of air terminal personnel is therefore to inform them with respect to the applicable rules of conduct related to security and safety that they are expected to follow at an airport.

6.5 Passenger processing

All passengers, their documentation and hand baggage processed must be checked before boarding. Passengers are registered on a passenger manifest, with the manifest providing a correct representation of passenger data.

The use of boarding passes, baggage tags and/or passengers' own markings on their baggage showing the relationship between the passengers and the baggage is highly recommended.

Passengers must be urged by the display of notes, posters and other means to be certain that they only take their own baggage for security and flight safety reasons.

Passengers who do not pass the acceptance check for carriage during in-processing and/or do not comply with other conditions of carriage will be excluded from boarding the aircraft.



EATC

GROUND OPERATIONS MANUAL

Chapter 6 - Air-side security, safety and supervision

6.6 Baggage processing

To enhance baggage security, tags showing the relationship between passengers and their baggage must be used. To minimize the risk of loss and prevent damage, pilferage of contents and delays resulting from mishandling, the following procedures are recommended to be followed:

Once passenger processing has been completed, all unclaimed or left baggage must be promptly removed to a secure area.

6.6.1 Baggage make-up areas (including transfer baggage)

Use of baggage make-up or sorting areas in the air terminal area is highly recommended. Recommendations regarding these areas:

- Baggage rooms or areas that are not operated (used) should be locked and policed on regular basis.
- They should be permanently illuminated and have an open layout so as to avoid corners being out of sight and areas in which people or property can be hidden.
- Prior to use, they must be checked for left baggage and prohibited items.
- When closed circuit television is in operation, they should be kept under permanent supervision and/or surveillance.
- Access to them should be controlled.
- Supervisors should carry out regular inspections of baggage on hand.

6.6.2 Ramp and staging areas

When possible, check-in baggage is to be prepared in the baggage make-up or sorting area by loading it into aircraft containers or onto aircraft pallets (ULD). The ULD or loose baggage intended to be loaded as bulk are to be transferred to an aircraft only when the load master or other crewmember orders to start the boarding phase, and remain under supervision of dedicated air terminal personnel.

- Suitable baggage trucks or trolleys should be used for transferring loose baggage to aircraft.
- To enhance flight safety in the ramp area, foreign object damage (FOD) should be prevented.
- Loss and damage of baggage in the ramp area due to overloading of trucks or trolleys must be avoided.
- The ground route from the make-up or sorting area to the aircraft must be kept as short as possible and must be sufficiently illuminated.

6.6.3 Aircraft loading

An aircraft compartment should be surveyed prior to loading and remain under supervision during loading operations until the aircraft door/hatch has been closed. Any irregularities observed during the loading process in respect of dangerous situations, damage and pilferage must be reported.

6.6.4 Event response and reporting process

It is the responsibility of all air terminal representatives to ensure that all security and safety related events are reported to their supervisors immediately. They are to inform the operator, flight crew and applicable authorities as defined in the EGOM (see chapter 9) and additional local requirements.

All records of reported accidents and incidents must be retained and archived according to the applicable national/local requirements.



EATC

GROUND OPERATIONS MANUAL

Chapter 6 - Air-side security, safety and supervision

6.6.4.1 *Response*

All representatives who conduct supervision tasks at an air terminal and/or are assigned such tasks shall act upon accidents and other events immediately. Supervisors must coordinate the initial response to all accidents and/or incidents, including dangerous goods incidents.

The following immediate action is required in the event of an incident:

- Do not endanger yourself.
- Prevent further risks to others.
- Deal with any injuries to personnel.
- Request appropriate assistance.
- Secure the scene (prevent movement).
- Collect suitable photographic evidence of the incident.

Personnel who conduct supervision tasks at an air terminal and/or are assigned such tasks must be aware of their responsibilities. This includes being familiar with the local safety plan and emergency response plan for accidents, incidents or other emergencies that may occur during aircraft ground handling operations. Local regulations and other (operator) instructions apply.

6.6.4.2 *Event reporting*

Event reports are considered incidents or (nearly) accidents. They may include but are not limited to:

- acts of aggression (e.g. bomb threat, hijacking, etc.);
- passenger denial of boarding;
- breach of security procedures;
- a stowaway (hidden forbidden items) are discovered on air-side locations;
- unattended or left luggage/baggage is located within the secure air-side perimeter;
- a flight is dispatched where security measures do not meet applicable passenger and/or baggage security regulations;
- injuries to air terminal or other personnel conducting services for the ground handling organization or (aircraft) service provider;
- undeclared dangerous goods are discovered;
- damage to an aircraft;
- evacuation of a terminal building or other air-side location;
- potential hazards which may cause injury to passenger or ground personnel;
- unsafe practices;
- any event where safety standards may have been compromised;
- air-side ramp safety measures are not being followed by vehicular traffic;
- emergency equipment is non-operational or not present;
- environmental incidents (e.g. fuel spill etc.);
- other incidents considered reportable by local and/or the operator regulations.

6.6.4.3 *Accident and/or incident report*

When an accident/incident occurs, an accident/incident report must be prepared once equipment and personnel are secure (see chapter 9).



EATC

GROUND OPERATIONS MANUAL

Chapter 7 - Load Planning and Load Control

Chapter 7 Load Planning and Load Control

7.1 Load control principles

Load control refers to the combination of approved loading systems and approved Load Controllers (LC).

This combination can only be consolidated after the following conditions are met:

- Air cargo/mail and /or passengers are present.
- A specified type of air transport asset is available.
- An APOE and APOD are established in combination with a flight routing.

The conditions described here above are detailed in the EATC ATMO.

Flight safety requires accurate planning, recording and refuelling of all actual load boarded on an aircraft.

Documented communication is required to ensure that correct weight & balance calculations are conducted prior to an aircraft's departure.

7.2 Load control objectives

The main objectives of load control are:

- prevent to exceed any of the aircraft's operational or structural limitations;
- ensure the centre of gravity (CG) is within limits;
- guarantee that the load on board is distributed in accordance with relevant instructions;
- guarantee a correct and complete recording of the load and its distribution on the appropriate documents;
- guarantee that all the documents required for proper and safe shipment of cargo and passengers are provided. The most relevant (but not limited to) documents in this matter are the passenger- and cargo manifests, shippers' declaration for dangerous goods, Notification to Captain (NOTOC), air waybill (AWB), customs form (for import and export), etc.

7.3 Load Control Process

7.3.1 Load control process flow

The various steps that are part of the process which is associated with load control, in terms of load (passengers, baggage, cargo and/or mail), actions and information flow are as indicated in the diagram below.

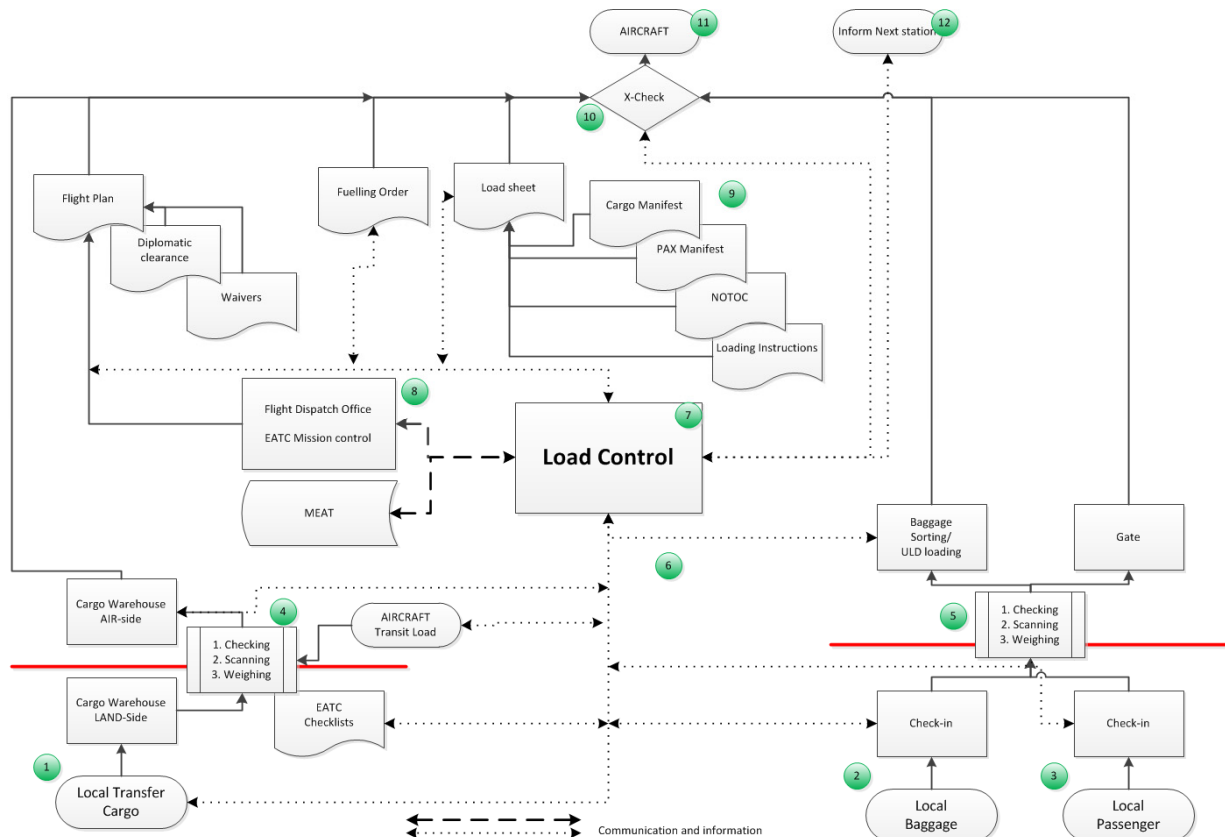


Fig. 7.3(1) Load control process flow diagram

Legend load control process flow diagram:

TRIANGLE/ ACTION: See corresponding chapter for details

1. Cargo & Mail delivered to Air Terminal.
2. Baggage delivered to passenger handling.
3. Passengers' arrival at Air Terminal
4. Checking, Scanning, Weighing Cargo & Mail
5. Checking, Scanning, Weighing Baggage & Passengers
6. Information, weight, checklist, to LOAD CONTROL
7. Start Flight dossier, check deliveries with electronic systems
8. Report in MEAT and to MICON. Compare flight dossier with Waivers and Diplo's



EATC

GROUND OPERATIONS MANUAL

Chapter 7 - Load Planning and Load Control

9. Flight Dossier complete. Prepare load sheet and Manifests
10. Cross-Check documents and load plan (flight dossier), Cargo, Mail, Baggage and Passengers
11. Load Aircraft, Cargo, Mail, Passengers and Baggage to aircraft, Sign manifests
12. Inform next station (Manifests to stop-over and Destination)

Note: Actions and items are not in chronological order.

7.4 Regulatory requirements

Operational load control records must be retained in accordance with all applicable regulatory and executing agency (EA) requirements, such records include:

- training and qualification records for personnel that perform load control functions;
- load control documentation for each flight in accordance with requirements of the EA.

The load control process must have an audit trail for each departure:

- Weight and balance records must be retained for a period in accordance with applicable regulations and/or requirements of the EA. The minimum period is no less than three months.
- The EA will identify specific loading positions within each aircraft type for the purpose of planning and positioning the load in the aircraft.
- The EA will specify requirements for presenting load information in load documents, reports and messages;
- Forms used in the load control process must be in compliance with the EA's operational manual.

All weighing scales (weighbridges, etc.) used for determining weights of loads, and clearance measuring systems must be calibrated and/or checked at intervals specified by the operating carrier or state.

7.5 Load control considerations

Loading instructions will be generated by:

- the applicable operator's approved weight & balance system;
- a trained load planner/load controller; including at a centralized load planning facility.

The load planner and/or load controller must collect all applicable weight & balance and commodity data including:

- passenger load information and distribution;
- hold baggage and if applicable individual or cumulative weights;
- gate delivery items, including individual or cumulative weights;
- other non-normal items that must be considered in the load control process;
- dangerous goods and other special load information;
- cargo and mail;
- ballast;
- empty ULD and/or pallet stacks;
- aircraft technical kit in hold.

Personnel responsible for completion of the load sheet are:

- A load controller at the station or at a centralized load control office;
- the operating flight crews.



EATC

GROUND OPERATIONS MANUAL

Chapter 7 - Load Planning and Load Control

Load controllers must ensure that the information provided to the flight crew on the load sheet corresponds with the actual load on the aircraft.

The ultimate responsibility for the final load sheet remains with the operating flight crew.

7.6 Load information exchange

Load control requires an effective documented communication system between the load manager/planner, the flight planner, the load controller, the load handler and passenger check-in, freight check-in, flight crew and refueller.

The system must encompass the entire load control process from the commencement of check-in to last minute changes (LMC) prior to departure.

Before departure, a verbal exchange of load information or data between Load Controller and Loadmaster that could affect the aircraft's final weight and balance calculations must be:

- documented manually or electronically;
- confirmed prior to flight departure.

Action must be taken to ensure that for any discrepancies associated with the accuracy of the final weight and balance figures for a flight, information is provided to the flight crew and the executing agency without delay and before departure.

7.7 Load planning

7.7.1 General

Load planning is the process of gathering data on items to be loaded on the aircraft and calculating the load plan based on the aircraft's basic operating empty weight or dry operating weight, that is to say, without fuel. The items scheduled to be loaded include the booked passengers, estimated baggage, mail and cargo for a particular flight leg. This results in an estimated zero fuel weight. See ref. EGOM 3.4.2

The load planning process is detailed in different EGOM chapters and simultaneously remains in accordance with following EATC SOPs. These references can be found on the EATC Cloud. [SOP](#)

- EATC SOP OPSD-PP-002 (Mission Planning)
- EATC SOP OPSD-TA-001 (Tasking)
- EATC SOP OPSD-MC-001 (Mission Controlling)
- EATC SOP OPSD-AE-001 (Aeromedical Evacuation Control Centre)
- BEL ANNEX to OPSD SOPs
- DEU ANNEX to OPSD SOPs
- ESP ANNEX to OPSD SOPs
- FRA ANNEX to OPSD SOPs
- ITA ANNEX to OPSD SOPs
- NDL ANNEX to OPSD SOPs

7.7.2 Load planning considerations

The following considerations are used in the planning process:

- type of aircraft prepared for service;
- fuel load and distribution;
- aircraft equipment, catering, crew etc.;
- planned dead load;



EATC

GROUND OPERATIONS MANUAL

Chapter 7 - Load Planning and Load Control

- expected passenger load and distribution;
- aircraft manufacturer's defined, and executing agency imposed, limitations;
- specific requirements of executing agency;
- special loads including Dangerous Goods Regulations (DGR), Live Animal Regulation (LAR), Perishable Cargo Regulations (PER), etc.

7.7.3 Load planning criteria

Planning criteria will be defined by the edited mission order (ATMO) or similar national document which will be the basis for the planning of the load by the executing agency.

- When planning for aircraft utilization, the load planner will apply the following criteria:
- Aircraft will be configured and loaded to maximum capacity using the Allowable Cabin Load (ACL), passenger limits, and aircraft load specifications found in National Annexes;
- Accurate ACL information is subject to variables such as type of mission, destination, distance, weather, operational priorities, airfield conditions and individual aircraft characteristics;
- The configuration of vehicles and equipment to be air transported or air dropped must allow for emergency access from the front to the rear of the aircraft and safe loading and off-loading.
- In aircraft loading, axle loads, wheel loads, tire footprint loads and general floor loads, as determined from the plan view of the equipment must conform to aircraft fuselage zone and compartment limitations. Whenever possible and required, the use of International Load Summary Sheet (ILSS), Tie Down Note (TDN) and Tie Down Scheme (TDS) must be considered. Detailed allowable load limits can be found in the various national annexes to the OPSD SOPs.
- Units having extremely heavy or outsize equipment will emphasize this as early as possible in the movement request process and will seek technical assistance prior to load planning. Palletized and platform limitations, along with aircraft roller load limits, must not be exceeded.

7.7.4 Exemptions (waivers)

Dangerous goods (DG) can basically only be carried in accordance with the current version of the ICAO Technical Instructions for the 'Safe transport of dangerous goods by air' (ICAO TI) or the IATA's DGR.

Military air transport operations that go beyond the regulations on dangerous goods as per ICAO / IATA instructions must be exempted from the regulation before the DG can be carried on board. Competent authorities in the nations may have released or agreed to apply standing deviations to civil regulations. If not regulated, an exemption can be requested from the competent national authorities involved.

Safety and risk management of airlift assets are the overriding factors governing the consideration of an exemption. Ease of operations, convenience or program office preference may never be reasons for an exemption.



EATC

GROUND OPERATIONS MANUAL

Chapter 7 - Load Planning and Load Control

An exemption can be issued for multiple reasons, of which the following are the most appropriate:

- passenger movement deviations;
- packaging deviations;
- DG compatibility deviations for military aircraft;
- operational necessity deviations.

Exemptions shall be granted by the nation providing the aircraft (operator) based both on national regulations and specific data on the DG provided by the requesting nation (shipper). Exemptions will fundamentally be granted on a case-by-case basis and formally issued by the competent national military authority. Where the transport of shipments involves cross loading to another nation's aircraft, exemptions from more competent national authorities may be required.

7.7.5 Off-load planning

Prior to aircraft arrival and whenever possible, the cargo and passenger manifest and/or load plan, preferably complemented with the NOTOC, will be forwarded to the next destination and other stations when required for incoming/transit flights. These documents include details on the following:

- baggage (handling sequence and priorities required by the EA);
- cabin load;
- containers and pallets;
- cargo and mail;
- mobility aids for gate delivery;
- summary of DG and special loads (SL);
- cargo and passenger POC details at destination;
- relevant plain language text/instructions;
- flight details, which may include date, registration, issue number, etc.;
- other EA requirements.

7.7.6 On-load planning

7.7.6.1 Baseline requirements

A cargo and passenger manifest and/or load plan is issued for each flight and includes details on the following:

- load planner or load controller and contact details;
- planned baggage;
- planned cargo and mail;
- mobility aids; aircraft ground equipment (AGE)
- priority baggage;
- delivered at aircraft (DAA) baggage if applicable;
- transfer or connection baggage;
- summary of DG/SL;
- flight details, which may include date, registration, issue number, etc.;
- other EA requirements.

7.7.6.2 Baggage ULD requirement planning

Calculate the number of ULDs required for baggage, using the average number of bags and commodities for the route/aircraft type. Use average bags per booked passenger and average number



EATC

GROUND OPERATIONS MANUAL

Chapter 7 - Load Planning and Load Control

of bags per ULD. Baggage weight averages related to passenger category can be found in the EGOM Chapter 3.2.1.

7.7.6.3 Cargo planning

Obtain cargo weight, volume and contents. Where possible, plan not to obstruct passenger baggage offload at arrival station.

Block any unusable ULD positions, based on EA requirements (e.g., extra fuel tanks, catering equipment or fly-away kits etc.).

7.8 Aircraft loading principles

A qualified individual must supervise the loading of the aircraft and provide a signed confirmation saying the following:

- The aircraft has been loaded as instructed, including any special load instructions.
- The condition of locks, restraints or ULDs has not affected load capacity.
- The bulk load and ULDs are correctly secured and locks and nets are in use.
- Visible dangerous goods packages were inspected prior to loading.
- Special loads, including DG, have been stowed and secured according to the regulations and executing agency procedures.
- The holds are free of any foreign objects.
- Any deviations have been noted.

7.9 Reporting actual load

7.9.1 Manual load sheets

Manual load sheets involve a pro forma calculation of the Maximum Ramp Weight (MRW), Maximum Take Off Weight (MTOW) and Maximum Landing Weight (MLW), whilst the centre of gravity (CG) is located by marking the requisite aircraft operating weight (vertical scale) on a drop line located on a centre of gravity index scale which forms the horizontal axis. If the position found is within the areas shown as the permitted safe flight envelope, operation as loaded is possible. Whilst manual preparation of load and trim sheets used to be the main method, the documents are now used so rarely that recalling the necessary method for their completion can be challenging to ground staff.

Manual load sheets remain commonly used for tactical operations, however, and they are very often completed by the loadmaster or crew.

7.9.2 Electronic flight bag generation of load and trim data

The use of an electronic flight bag (EFB) by the flight crew is becoming more and more widespread. The EFB is used to calculate aircraft performance data, with the completed load and trim sheet being taken into account. The flight crew can use the EFB to make the load and trim calculations. Once it has been checked, a copy must simply be left with the load handler at the point of departure. Clearly, it is vital that a rigorous process check is included in the preparation of such documentation.

7.9.3 Containerized aircraft

All shipped commodities must be reported/recorded per destination on the manifest and load plan including the following:

- the total weight of bags (if utilized by operating carrier) and commodities including each ULD and bulk hold (e.g. local, connection, priority);
- the position of each ULD and its identification number;



EATC

GROUND OPERATIONS MANUAL

Chapter 7 - Load Planning and Load Control

- cargo gross weight (including pallets);
- DG/SL information;
- any other specialized information required by the executing agency.

7.9.4 Bulk loaded aircraft

All commodities must be reported/recorded per destination on the manifest and load plan including the following:

- the total weight of bags and commodities in each compartment (e.g. local, connection, priority);
- cargo net weight;
- DG/SL information;
- crew bag count;
- any other specialized information required by the executing agency.

7.9.5 Last minute changes

If any last minute change (LMC) occurs, after the completion of the final load sheet, changes must be brought to the attention of EATC MICON for approval and to the flight crew for action. The LMC must be entered on the final load sheet. No LMC should be entered on the load sheet without EATC approval.

LMC includes:

- changes to the baggage counts and/or weights;
- changes to the cargo, fuel and mail weights;
- passengers that are added or offloaded from the flight;
- movement of any dead load.

The maximum allowed change in the number of passengers or hold load acceptable as an LMC is specified in the EA's operational manual (OM). If this number is exceeded, a new final load sheet must be prepared.

If the flight crew has already been provided with a final load sheet, the LMC can be transmitted via headset or VHF. The flight crew adds LMC on the original final load sheet copy and the load controller adds the LMC on his copy.

If the digital datalink system for transmissions of short messages between aircraft and ground stations (ACARS) is available, it can be used to generate the adjusted final load sheet or LMC slip and to transmit it to the crew.



EATC

GROUND OPERATIONS MANUAL

Chapter 7 - Load Planning and Load Control

7.10 Weight and balance

7.10.1 Introduction

It is crucial to the safety of an aircraft in flight that it is loaded in such a way that the specified maximum permissible weights are not exceeded and that the CG as loaded is and remains within the permitted flight envelope for all stages of the intended flight. Once these conditions have been met, it is equally crucial that the flight crew is aware of the weight and CG so that it can make appropriate settings to aircraft equipment. These include take-off reference speeds, trailing edge flap and pitch trim position. This is important to ensure that rotation can be made at the right indicated airspeed and will result in a successful transition from ground to flight, with full control of the aircraft retained. It is also very important that aircraft baggage and freight loads comply with the restrictions on carriage of DG.

7.10.2 Weight and balance principles

Depending on the type of aircraft concerned and the operator's regulations, a weight and balance pre-calculation shall be produced according to the following principles:

- Calculations of the aircraft weight and balance must be conducted in accordance with the requirements of the EA to ensure that:
 - the weight calculation does not exceed the structural limits of the aircraft type (as determined by the manufacturer /operator);
 - an accurate balance calculation that results in a CG within fore and aft balance limits for the aircraft type, as determined by the manufacturer /operator.
- Weight and balance calculations must:
 - be based on current aircraft weight and balance data (as determined by the EA);
 - take account of limitations imposed by the EA;
 - take account of the expected load;
 - be conducted using the metric system or imperial units.
- The load control process must utilize passenger and baggage weights for weight and balance calculations that are in accordance with EA requirements, including:
 - persons travelling in crew seats;
 - accurate weight of the Cargo load including bulk, ULDs, transfer load.
- All weight and balance calculations for each passenger flight must take account of the individual or cumulative weights of:
 - hold baggage;
 - gate delivery items;
 - non-normal load items.

If directed by the EA, ballast must be used to bring the aircraft CG within operational limits. Accurate and detailed weight and balance information shall be obtained from the EA operational manuals.



EATC

GROUND OPERATIONS MANUAL

Chapter 7 - Load Planning and Load Control

7.11 Weight recording

7.11.1 Bulk load

If standard baggage weights are not used, the available data must be used to calculate the actual weight of bulk baggage. Follow EA policy for standard loading guidelines.

7.11.2 Unit Load Devices (ULD)

Determine the weight of ULDs by using a calibrated weighbridge or weighing scales, or calculate the total weight of all individual weights of the pieces loaded.

If the validity of the indicated weights is in doubt due to appearance or other circumstances, the ULDs must be weighed prior to acceptance. The recorded weight of the transfer ULD will be used for weight and balance purposes.

7.12 Reports and messages

It is important that both the air and ground crews (en-route and at destination) have a clear view of handling details, loading and off-loading instructions before arrival of the flight.

A non-exhaustive list of messages and reports can be found in EGOM chapter 9. Whenever possible, messages must be produced and transmitted using standard formats or as required by the EA.



EATC

GROUND OPERATIONS MANUAL

Chapter 8 – Combined Air Terminal Operations (CATO)

Chapter 8 Combined Air Terminal Operations (CATO)

8.1 Introduction

If passenger and cargo operations are taking place under deployment conditions, it is advisable to apply the North Atlantic Treaty Organization (NATO) agreed documents on CATO. Both the Technical Arrangement (TA) as well as the Standard Operating Procedures (SOP) on these CATO activities that are conducted in a multinational environment has been approved by BEL, DEU, ESP, FRA, ITA and NED.

The document can be downloaded from the EATC Cloud at:

<https://cloud.eatc-mil.org>

<https://cloud.eatc-mil.org/index.php/apps/files/?dir=/EGOM/CATO&fileid=7038>



EATC

GROUND OPERATIONS MANUAL

Chapter 9 – Mission Evaluation & Improvement Process

Chapter 9 Mission Evaluation & Improvement Process

9.1 Introduction

An effective reporting process and a continuous evaluation improve the level of interoperability, cost and operational effectiveness. Different stakeholders as ground handling units (GHU), National Movement and Transport Control Centres (NMTCC) or EATC have to ensure an effective information flow to increase the efficiency of every air transport.

The aim of the following chapter is to describe the process of disruption management, reporting and evaluating between handling units, NMTCCs and EATC. Beside the existing reporting process regarding the execution of a mission under the responsibility of the Pilot in Command mentioned in the EATC Mission Evaluation & Improvement process SOP, the phase of preparation and the post process of a mission also is important for a solid and stable mission execution.

The provision of different kinds of reports will also contribute to the accomplishment of all air transport missions during each phase of execution.

9.2 Reporting system

The reporting system describes the flow of information between the different stakeholders. In order to have a workable communication process, the content of each message and the most efficient way to report should be defined.

The reporting system consists of three different types:

- **Disruption management** prior to the mission execution; whenever handling units and aircrews are facing major differences comparing the ATMO with the situation in reality which have an impact on the mission execution, these have to be treated in order to maintain effectiveness of the air transport process. Disruption management will be centred on EATC Mission Control (MICON), nations' handling units and the PIC assigned to the mission. (9.2.2)
- **Standard reporting** which is required at each departure and arrival; its aim is to improve flight tracing and payload tracking and tracing in responsibility of the Pilot-in-Command with EATC MICON approval. For this purpose Pax and Cargo Manifests, Notifications to the captain and any other related document needs to be uploaded to the MEAT system.
- **Mission Reporting and Evaluation** which is the last step after the Planning-Tasking-Execution-cycle. The Mission Reporting covers the encoding of all actual Flight and Crew data in a MEAT Mission Reporting module. This reporting process is described in the SOP Tasking. The Mission Evaluation & Improvement Process and is implemented in order to meet the high standards of EATC as a Centre of Expertise in Air Mobility.

The developed Mission Evaluation Tool (MET) in MEAT offers the possibility to crew, Executing Agency (EA), NMTCC, Ground Handling Agencies and EATC itself to file a Mission Evaluation Report. A follow-up at both levels is possible with the tool, since some Evaluation Reports are to be managed by the Executing Agency (EA), others by EATC.



EATC

GROUND OPERATIONS MANUAL

Chapter 9 – Mission Evaluation & Improvement Process

A standardized report form is to be used for this purpose: the Mission Planning Evaluation Sheet (MPES) Annex 9.a and the Mission Execution Evaluation Sheet (MEES) Annex 9.b. It contains different codes to be used with free text boxes in order to give more details for each mentioned code.

9.2.1 Type of report

Depending on the type of information that has to be reported, the appropriate field(s) of the MET tool must be used. A layout of the documents is given in the annexes to this chapter.

9.2.2 Disruption Management

Any incidents which could have an impact on the execution of a mission regarding the ATMO should be reported directly in MEAT or via e-Mail to Mission Control. In urgent incidents, a phone call is required.

Following payload related messages could be given by the handling units to MICON:

Type of information	No	Information	Definition
BASIC	1	Cargo ready	- Scanning and security procedures completed (cargo at airside) - Cargo palletized - All paperwork (documentation) completed
	2	Aircraft load	Description of loaded cargo, ULDs and passengers regarding the load management/plan of the mission
SPECIFIC	3	Deviation	Any deviations from standard requirements
	4	Incident	Any issue/incident to report
	5	Increase	Any increase in comparison with the original ATR
	6	Passenger - New	Additional passenger(s)
	8	Passenger Number -	Deviation of the number of passengers
	9	Passenger Denied -	Denied passenger
	11	Check Baggage - Weight	Change of weight
	14	Cargo – New	Additional cargo
	16	Cargo – Nature	Change of nature of cargo
	17	Cargo – Weight	Change of weight
	18	Cargo – Volume	Change of volume



EATC

GROUND OPERATIONS MANUAL

Chapter 9 – Mission Evaluation & Improvement Process

9.2.3 Mission Reporting and Improvement (Annex 9A)

9.2.3.1 Required information

The following information is required in order to clearly identify the air transport mission in each report:

- Unit;
- Mission date;
- Airfield and airfield code;
- Aircraft type & Tail number;
- Call Sign;
- Report Date;
- Air Task Mission Number (ATMO);
- A/C commander or Load Controller;
- Mission related details ;

9.2.3.2 Convenient information

In addition to the required information, all relevant and convenient information related to each case will be mentioned in the appropriate fields.

Content of the sheet, description

The sheet should describe all relevant factors with an influence on the specific incident to ensure a common understanding of the problem.

Conclusion

After summarizing, the author should give a conclusion and/ or recommendation for future changes.

Lines of communication

Mission Evaluation Tool in MEAT is the first communication line but if the MEAT tool is not available reports have to be sent to; mission.evaluation.office@eatc-mil.com

In case of internal further approvals, the routing can be changed on national regulations.

9.3 Registration and Feedback, the process consists 3 phases

1. Input phase

During Msn preparation at the EA, the crew receives a standard Mission Reporting and Evaluation file (hardcopy or digitally editable pdf for use with EFB) containing all documents needed for Reporting and Evaluation. The evaluation file within the MET can be filed as UN-SUBMITTED as from Msn status IN TASKING. Once the Msn is executed and in status IN REPORTING, the crew, EA, NMTCC, Ground Handling Agencies and EATC have the possibility to submit a Mission Planning/Execution Evaluation Sheet.

During the input phase, the Mission Evaluation Report will change from UN-SUBMITTED (as from Msn status IN TASKING) to SUBMITTED (as from Msn status REPORTED).

2. Analysis phase

When an MEES/MPES is filed, a first analysis will be done by EA Evaluator (MEES/MPES foiled by EA) or the EATC Mission Evaluation Manager (MEES/MPES filed by EATC-members) and in case of multiple remarks for the same Msn Number, Sub-Evaluations will be created in order to have the



EATC

GROUND OPERATIONS MANUAL

Chapter 9 – Mission Evaluation & Improvement Process

possibility to follow up each issue individually. The Mission Evaluation Manager (EATC) or EA Evaluator will coordinate with the appropriate personnel/service (each at their respective level) in order to find the cause(s) of the problem and to find a solution. During the analysis phase, the (Sub) Evaluation will first have the status IN ANALYSIS. Once a responsible has been assigned, the status changes to ASSIGNED. Once the assigned person has finished its contribution, the status changes back to IN ANALYSIS.

The Mission Evaluation Manager and the EA Evaluators will ensure trend analysis.

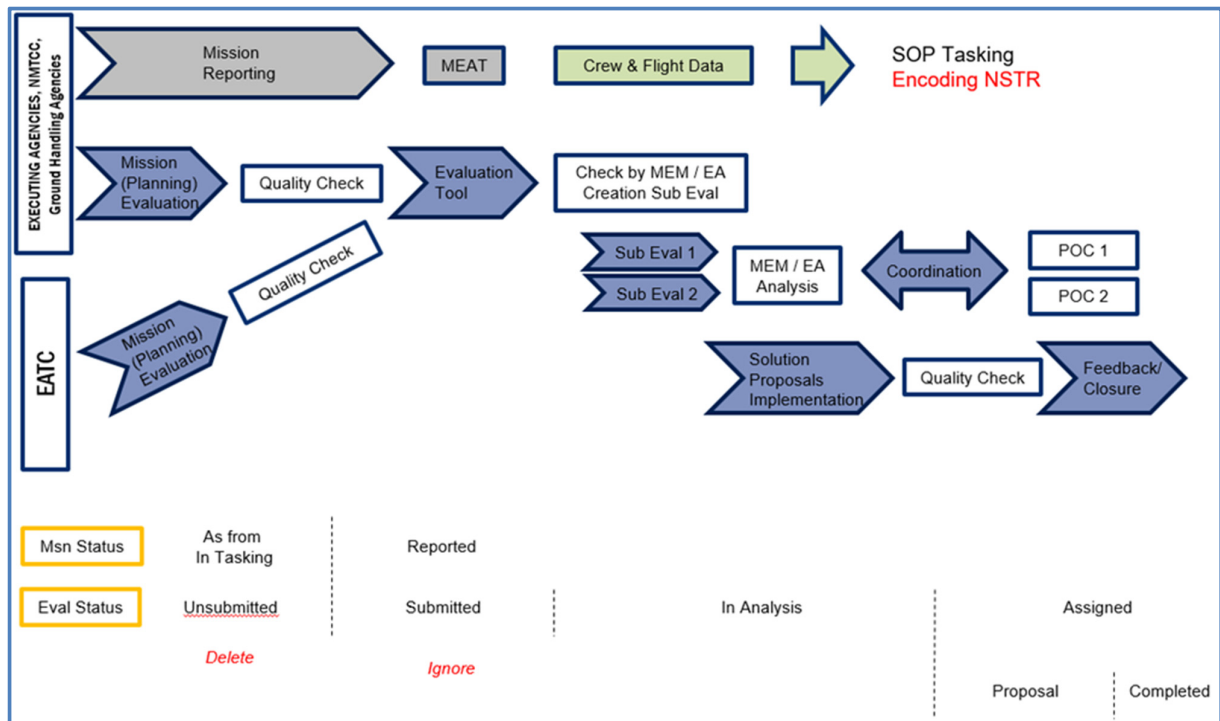
3. Feedback phase

Once a solution or a relevant answer has been found, the information will be made available through a Feedback Report. A solution to the mentioned issue can be a reminder to comply with SOP or directives, a recommendation or an update of directives or SOP. In case a trend is spotted EATC can make recommendations how other nations (not showing this trend) tackle the problem. The appropriate solution will be communicated via the Mission Evaluation Tool and via email to at least the reporter of the issue, the concerned EA and to all intervening personnel. At the end of this phase, the Sub-Evaluation status will be COMPLETED.

4. Timeline

EATC strives to complete the process from SUBMITTED to COMPLETED within 15 working days. Depending the complexity of the received MEES/MPES, the delay might be extended.

General overview of the evaluation process:





EATC


GROUND OPERATIONS MANUAL

Chapter 9 – Mission Evaluation & Improvement Process

ANNEX 9.A : Mission Planning Evaluation Sheet (MPES)

Ver 1.43
25 Oct 2021
1/2

MISSION _____



Eindhoven Airbase
P.O. Box 90102
5600 RA Eindhoven
the Netherlands

Phone: +31 889 510 809
Mail: mission.evaluation.office@eatc-mil.com

Unit: _____

Mission Date(s): _____

Airfield: _____

A/C Type+Tail Nr: _____

Call Sign: _____

Report Date: _____

Mission objective: _____

A/C Commander: _____

National Reference: _____

Nation: _____

EATC MISSION PLANNING EVALUATION SHEET - CODES

1 - ATR

PAX	Generic ATR	PA 00
	TS request mistakes	PA 01
	Missing POC	PA 02
	PAX-list too late	PA 03
	PAX-list incomplete	PA 04
	Cancelled	PA 05
PAX Booking	AI APOD incomplete	PA 10
	AI APOD incomplete	PA 11
	Less than 75 % as ATR	PA 12
	Less than 50 % as ATR	PA 13
	Less than 25 % as ATR	PA 14
Dangerous Goods	Generic ATR	PA 20
	TS request faults	PA 21
	Missing POC	PA 22
	Missing Shippers Decl.	PA 23
	Cancelled	PA 25
General Cargo	Generic ATR	PA 30
	TS request faults	PA 31
	Missing POC	PA 32
	Missing Documents	PA 33
	Cancelled	PA 35
VIP	Generic ATR	PA 40
	TS request faults	PA 41
	Missing POC Planning	PA 42
	Missing POC Executing	PA 43
	Missing VIP-list	PA 44
	Incomplete VIP-list	PA 45
	Too late VIP-list	PA 46
Other	See remarks	PA 99

4 - Tasking Branch

Planning phase	General Issue	PT 00
	Not effective / efficient	PT 01
	Overload at HandOver	PT 02
	Dep Times not de-conflicted	PT 03
A/C type changes due to	General Issue	PT 20
	Maintenance	PT 21
	Load	PT 22
General planing	General Issue	PT 30
	Overload	PT 31
	Overweight	PT 32
FDR	General Issue	PT 40
	CDP	PT 41
	CRP	PT 42
	FDP	PT 43
	Extensions	PT 44
	Reductions	PT 45
	Use of SOG	PT 46
Tasking phase	General Issue	PT 50
	Changes after DLT	PT 51
AAR	General Issue	PT 60
	Routing	PT 61
MP Section	ALTREV	PT 62
	General Issue	PT 70
	Diplo	PT 71
	Routing	PT 72
	Routing not suitable	PT 73
	Alternate	PT 74
	Alternate not suitable	PT 75
	NOTAM	PT 76
	NOTAM on Route	PT 77
Waiver Section	General Issue	PT 80
	Missing Request	PT 81
Waiver not in time because of Last minutes changes	DG added	PT 82
	PAX CAT 1 added	PT 83
	PAX CAT 2 added	PT 84
	SOG not requested	PT 85
	EXOPORD missing	PT 86
	Constraint needed	PT 87
Airbase Information / Missing Data	ICAO Update needed	PT 88
	See remarks	PT 89
Planning Section	See remarks	PT 90
Checker Section	See remarks	PT 91
Supervisors	See remarks	PT 92
Tactical Cell	See remarks	PT 93
Non Tactical Cell	See remarks	PT 94
C/VIP Section	See remarks	PT 95
AAR Section	See remarks	PT 96
MP Section	See remarks	PT 97
Waiver Section	See remarks	PT 98
Other	See remarks	PT 99

5 - Executing Agency

Lack of	Asset	PE 01
	Flight Crew	PE 02
	Cabin Crew	PE 03
	Loadmaster	PE 04
	Prioritization	PE 05
Communication	General Issue	PE 10
	TS request faults	PE 11
	Missing Documents	PE 13
Routing	General Issue	PE 20
	Alternates	PE 21
Documents	General Issue	PE 30
	Missing Crew-list	PE 31
	Incomplete Crew-list	PE 32
	Too late Crew-list	PE 33
	Missing Handling Req.	PE 34
	Incomp. Handling Req.	PE 35
	Too late Handling Req.	PE 36
	Missing PPR Request	PE 37
	Too late PPR Request	PE 38
Payload problems	General Issue	PE 40
	Size	PE 41
	Weight	PE 42
	Volume	PE 43
	Compatibility	PE 44
	Segregation	PE 45
Air Safety	General Issue	PE 50
	Restrictions	PE 51
	Violations	PE 52
Handling	General Issue	PE 60
	DITIA request	PE 61
Other	See remarks	PE 99

2 - AEROMEDICAL EVACUATION

AE ATR	General Issue	PD 05
	Cancelled	PD 06
SOP OPD-AE-001	General Issue	PD 20
	Incorrect Request	PD 21
Other	See remarks	PD 99

3 - ATARES

Proposal	General Issue	PN 00
	Refused by NMTCC	PN 01
Solution	General Issue	PN 20
	Refused by Authorizer	PN 21
Different Mission to the same Destination	General Issue	PN 30
	Combined	PN 31
Other	See remarks	PN 99

6 - Techniques / OM / SOP

Techniques need to be reviewed	By EATC	PO 00
	By EA	PO 01
	By NMTCC	PO 02
	By other Player	PO 03
OM to be reviewed	OM - A	PO 10
	OM - D	PO 11
	OM - H	PO 12
	OM - O	PO 13
	OM - T	PO 14
SOP to be reviewed	OPD-TA-001	PO 20
	OPD-AE-001	PO 21
	BEL Annex	PO 22
	DEU Annex	PO 23
	EGP Annex	PO 24
	FRA Annex	PO 25
	ITA Annex	PO 26
	LUX Annex	PO 27
	NLD Annex	PO 28
	MMU Annex	PO 29
Other	See remarks	PO 99

Code: Leg: ICAO: Description:



EATC

GROUND OPERATIONS MANUAL

Chapter 9 – Mission Evaluation & Improvement Process

ANNEX 9.B: Mission Execution Evaluation Sheet (MEES)

MISSION _____ - _____

Ver 1.43
25 Oct 2021
1/2

EUROPEAN AIR TRANSPORT COMMAND

Eindhoven Airbase
P.O. Box 90102
5600 RA Eindhoven
the Netherlands

Phone: +31 889 510 809
Mail: mission.evaluation.office@eatc-mil.com

Unit:

Mission Date(s):

Airfield:

A/C Type+Tail Nr:

Call Sign:

Report Date:

Mission objective:

A/C Commander:

National Reference:

Nation:

EATC MISSION EXECUTION EVALUATION SHEET - CODES

2 - Mission Execution

1 - CREW

FDR - CDP - FDP - CRP EC 01

Composition EC 02

Not informed EC 03

Late arrival EC 04

Other See Remarks EC 05

2 - AIRCRAFT

Aircraft EA 01

Servicing EA 02

Configuration EA 03

NOT Ready EA 04

In Flight Emergency EA 05

Other See Remarks EA 06

3 - LOAD

PAX Late Arrival EL 01

Discrepancy EL 02

No Show EL 03

Cargo Late Arrival EL 04

Discrepancy EL 05

Conditioning/Packaging EL 06

Palletization EL 07

Cargo manifest EL 08

Pax Manifest EL 09

NOTOC EL 10

Shippers Declaration EL 11

W&B Clearance Form EL 12

Loading Equipment Late Arrival EL 13

Not Available EL 14

Not Suitable EL 15

Other See Remarks EL 16

4 - AAR

Routing ER 01

DiPLO ER 02

ALT REV ER 03

Other See Remarks ER 04

5 - MEDEVAC

AEMO EM 01

Routing EM 02

DiPLO EM 03

Other See Remarks EM 04

6 - HANDLING

Agent Late Arrival EH 01

Bad Coordination EH 02

Unsuitable EH 03

No invoice EH 04

Crew Tpt EH 05

Fuel Late Arrival EH 06

Fuel Release not accepted EH 07

Fuel Release Missing EH 08

Parking Mill or Civ Not Available EH 09

No or Wrong Towbar EH 10

No Marshaller EH 11

Hot Spot Not Available EH 12

Catering Late Arrival EH 13

Not Available EH 14

Not Suitable EH 15

Not Requested EH 16

Not Complete EH 17

Not Delivered EH 18

Airt Ground Eqt Late Arrival EH 19

Unsuitable EH 20

Unserviceable EH 21

Cleaning Not Done EH 22

Not sufficient EH 23

Waste Bins EH 24

Deicing Late arrival EH 25

Not available EH 26

Not suitable EH 27

Other services Flushing EH 28

Potable Water EH 29

Entertainment System EH 30

Other See Remarks EH 31

7 - FLIGHT ENVIRONMENT

ATC EW 01

Wx EW 02

Incident (Birdstrike, ...) EW 03

Other See Remarks EW 04

8 - MISSION ESSENTIALS

Mission OM EE 01

Routing EE 02

DRM EE 03

Flightplan EE 04

Jetplan EE 05

Diplo clearance EE 06

NOTAMS EE 07

PPR EE 08

Meteo EE 09

ATMO Not Complete EE 10

Not Latest version EE 11

Wrong Data EE 12

Early Print EE 13

Intel Not available EE 14

Not complete EE 15

Outdated EE 16

Other See Remarks EE 17

9 - MISSION SUPPORT

Hotel Suitable ES 01

Not Booked ES 02

Wrong Booking ES 03

Passport/Visum Not available ES 04

Missing ES 05

Expired ES 06

Finance Cash ES 07

Credit Card ES 08

Invoicing ES 09

MS Card ES 10

Fuel Card ES 11

Admin DMiss ES 12

Travel order ES 13

Comms GSM ES 14

Iridium ES 15

ACARS ES 16

Ops Material Not Available ES 17

Not Adapted ES 18

Not sufficient ES 19

Other See Remarks ES 20

3 - Mission Impact

1 - Delay

>15Min ID 01

>01HR ID 02

>03HR ID 03

2 - Mission Constraints

Mission rescheduled IY 01

Extra technical stop IY 02

Other See Remarks IY 03

Code:

Leg:

ICAO:

Description:



EATC

GROUND OPERATIONS MANUAL

Chapter 9 – Mission Evaluation & Improvement Process

ANNEX 9.C: Feedback report

Header to be adapted				
YOUR MESSAGE	YOUR POC	OUR REF	OUR POC	PLACE
Mail date	Unit			Date
Subject: Feedback Report				
Ref: Mission report/Mission number <u>xxxxxx-xx</u>				
Dear Sir/Madam,				
EATC hereby confirms the receipt of your report concerning the problems encountered during mission execution. Following topics were identified:				
<ul style="list-style-type: none">Code Title				
<u>Extract of the referred Report:</u>				
<u>Analysis:</u>				
<u>Improvement proposal:</u>				
<u>Implementation Steps:</u>				
With kind regards,				
Name				
Rank				
Unit				

EATC

GROUND OPERATIONS MANUAL

ALPHABETICAL INDEX

A

Actual load, 351, 354, 357
Additions and deletions list (ADL), 10, 62
Advanced passenger information (API), 10, 47, 65, 68
Adverse weather conditions, 140, 145, 157, 161, 332, 339
Air cargo manifest, 127, 130, 153, 162, 170, 171, 225, 232, 233, 237, 239, 255, 265, 272, 275, 278, 281, 284
Air cargo security, 120, 121, 123, 171, 207, 228, 230, 237, 245, 344
Air terminal security, 116, 210, 345, 346
Air waybill, 27, 120, 124, 157, 158, 175, 176, 182, 183, 235, 237, 242, 246, 252, 254, 262, 268, 270, 272, 275, 278, 281, 284, 351
Aircraft Cargo Handling Equipment, 10, 340
Airdrop, 28, 46, 89, 90, 91, 152, 176
Air-side, 24, 29, 33, 44, 105, 109, 117, 120, 144, 161, 169, 229, 231, 232, 235, 237, 238, 239, 243, 246, 342, 343, 344, 345, 350, 393
Alert state vigilance, 347
Ammunition, 24, 51, 59, 102, 103, 112, 116, 117, 126, 128, 180, 226, 229, 236
Amplifying information, 104
Animals, 20, 33, 102, 111, 112, 113, 128, 129, 130, 131, 132, 133, 134, 135, 143, 144, 145, 147, 155, 159, 162, 163, 166, 168, 172, 176, 180, 182, 205, 211, 229, 236, 295, 378
ATARES, 11, 48, 71, 72, 393
ATMO, 11, 27, 45, 48, 50, 51, 56, 57, 61, 64, 65, 69, 71, 83, 89, 107, 108, 109, 112, 121, 122, 124, 125, 127, 129, 130, 132, 141, 175, 178, 207, 225, 228, 235, 242, 245, 251, 254,

259, 262, 265, 268, 270, 272, 275, 278, 281, 284, 292, 295, 351, 355, 362, 363, 364

ATR, 11, 24, 45, 48, 50, 70, 106, 121, 122, 125, 127, 141, 176, 183, 207, 228, 363, 364, 390

B

Baby strollers, 54
Baggage handling, 369, 372, 377, 387, 389, 391, 393
Battle dress, 24, 112
Belt loader, 304
Birth certificate, 55
Border crossing, 65, 134
Brake fire, 324, 325
Building ULD, 151
Bulk load, 360

C

Cabin access, 317, 319
Cabin baggage, 24, 100, 102, 347
Cargo acceptance, 126
Cargo Aircraft Only - CAO, 11, 129, 155, 182, 189
Cargo break down, 164
Cargo delivery, 124
Cargo hold doors, 308, 320, 321
Carry-on baggage, 44, 45, 54, 62, 64, 100, 101, 103, 104, 105, 107, 109, 110, 116
Carry-on luggage, 25, 46, 62, 85, 101, 105, 106, 110
Centre of gravity, 137, 140, 153, 154, 188, 212, 272, 273, 275, 276, 278, 279, 281, 282, 284, 286, 338, 351, 357
Checked luggage, 85, 106

Check-in, 25, 26, 29, 46, 47, 48, 51, 54, 57, 60, 61, 62, 63, 64, 65, 66, 69, 70, 85, 90, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 112, 113, 114, 116, 118, 123, 180, 346, 347, 349, 354

Checklists, 23, 123, 129, 135, 136, 137, 144, 148, 172, 173, 229, 236, 295, 336, 337

Children, 53, 56, 62, 64, 373

Chocking, 311, 316

Clean area, 62, 66, 344

Combat vests. *See battle dress*

Communication, 10, 160, 323, 324, 327, 328, 333

Compliance, 31, 37, 39, 44, 47, 56, 100, 121, 123, 125, 126, 129, 135, 144, 167, 171, 229, 231, 232, 233, 236, 238, 239, 240, 243, 246, 248, 249, 252, 255, 295, 342, 343, 347, 353, 374

Consigner (known), 113, 120, 122, 124, 151, 158, 230

Container, 11, 12, 20, 33, 138, 140, 172, 173, 284, 285, 295, 370, 372, 391

Container packing certificate (CPC), 138, 139, 172, 208, 285, 295

Conversion, 172, 220, 221

Crew baggage, 113, 347

Crypto shipments, 113, 126

Custom declaration, 65

Customs, 55, 65, 69, 115, 124, 133, 135, 136, 140, 142, 158, 159, 160, 164, 165, 167, 168, 169, 170, 171, 180, 183, 188, 189, 231, 232, 233, 236, 237, 239, 243, 295, 351, 378

D

dangerous goods, 12, 13, 14, 23, 25, 26, 27, 28, 33, 37, 61, 102, 103, 104, 105, 107, 111, 112, 113, 120, 124, 125, 127, 128, 129, 130, 137, 138, 139, 140, 143, 147, 154, 155, 156, 159, 160, 167, 168, 172, 176, 180, 182, 183, 186, 187, 188, 189, 203, 213, 225, 226, 229, 230, 231, 236, 237, 259, 265, 266, 295, 315, 345, 346, 350, 351, 353, 355, 357, 378

Dangerous Goods Declaration, 12, 216

Declaration Air Cargo Security, 121

Delays, 31, 62, 69, 70, 117, 118, 145, 168, 169, 187, 248, 291, 349

Denied boarding, 67

Denied for carriage, 61

Departure Control System (DCS), 12, 23, 26, 46, 56, 57, 61, 62, 63, 65, 70, 105, 108

Deportee, 12, 59, 60, 93

Discrepancies, 70, 115

Diversions, 70

Documentation, 44, 45, 46, 47, 48, 49, 55, 62, 65, 69, 100, 103, 116, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 131, 132, 135, 136, 137, 139, 142, 144, 147, 152, 153, 158, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 187, 188, 210, 229, 230, 231, 232, 233, 236, 237, 238, 239, 242, 243, 245, 246, 248, 297, 314, 315, 340, 344, 345, 348, 353, 357, 363

Drivers, 138, 162

Dry-ice, 12, 143, 172, 212, 229, 236

E

E-cigarette, 66

Elderly persons, 56

Electronic flight bag, 357

Embarkation, 11, 18, 157, 318

Engine Blast area, 297

EOBT, 13, 27, 61, 63, 124

Equipment Restraint, 13, 315

ERO operations, 14, 15, 21, 339, 340

Exemptions, 48, 73, 109, 116, 123, 129, 130, 138, 141, 144, 355, 356

Explosives, 13, 102, 214, 215, 216

Export declaration, 65, 68

F

Family flights, 52

Feedback, 40, 168

Field Mail, 136

Flight Documents, 68

Forbidden items, 69, 100, 102, 105, 210, 350

Foreign Object Damage (FOD), 13, 296, 299, 300, 301, 308, 310, 315, 322, 323, 324, 349

Fragile cargo, 108, 109, 110, 113, 128, 162, 211

Freezing conditions, 306, 308

Fuel tank levels, 138, 370

Fuel tanks, 272, 275, 278, 281, 284

Fuelling, 66, 300, 307, 308, 309

G

Ground crew, 329
Ground Power Unit (GPU), 14, 337
Ground Support Equipment (GSE), 14, 340
Ground Support Team (GST for ERO), 14, 340

H

Hand signals, 38, 39, 309, 313, 314, 321, 322, 328, 333, 334, 340
Handling Equipment, 11, 16
Health, 32, 47, 53, 55, 57, 67, 125, 132, 133, 135, 143, 155, 158, 175, 176, 182, 189, 295, 348
Heavy Cargo, 14
Hold baggage, 23, 24, 34, 46, 85, 100, 101, 103, 104, 105, 106, 107, 108, 109, 110, 114, 115, 116, 117, 353, 359, 377
Human remains, 140, 141, 145, 180, 214, 216, 370, 379
Human Remains, 14

I

Inadmissible passengers, 15, 59, 60, 93
Inbound cargo, 172, 242
INCAD MEDIF A, 15, 56, 57, 73
incident, 26, 33, 61, 127, 165, 226, 259, 343, 348, 350, 363, 364
Incident report, 350
Infant, 28, 50, 101, 377
Infants and children, 49, 50, 53, 54, 62, 64, 107
Infected animals or infectious substances, 66, 133
Initial flight form, 45
Inspections, 65, 122, 137, 138, 148, 149, 161, 166, 172, 210, 285, 319, 320, 332, 334, 345, 346
Insurance, 49, 118, 133
International Load Summary Sheet (ILSS), 10, 11, 13, 14, 15, 16, 17, 19, 21, 137, 148, 172, 257, 258, 355
Invoice, 125, 169, 170, 171, 230, 237

J

Jerry cans, 144
Jet bridge boarding, 66

K

Known (Military) carrier, 167

L

Land-side, 44, 117, 120, 161, 169, 228, 231, 243, 245, 342, 343, 344, 393
Lashing, 109, 110, 147, 156
Last minute changes, 144, 347, 354, 358
Liability, 49, 118, 158, 373, 378
Life guard animals, 111, 130
Liquids, aerosols and gels (LAG), 104
Livestock, 130, 133, 134
Load Control, 16, 351
Load planning, 50, 127, 152, 353, 354, 355, 356
Loadmaster, 16, 86, 91, 110, 112, 116, 157, 158, 159, 160, 162, 184, 225, 340, 354, 357
Loose cargo, 151, 152, 161, 182
Luggage, 19, 25, 29, 34, 45, 100, 101, 102, 103, 105, 106, 107, 108, 109, 115, 116, 118, 301, 342, 343, 350, 377, 378

M

Mail, 12, 136, 172, 183, 229, 345, 363, 391
Manifesting, 113, 152, 153, 157, 158, 175, 176, 181, 185, 239, 251
Manual load sheets, 357
Marking, 35, 113, 120, 123, 124, 128, 131, 133, 135, 136, 147, 158, 188, 210, 226, 357
Marshalling, 313, 314, 315, 322, 325, 330, 331, 332
MEDEVAC, 16, 53, 57, 67, 370
Mishandled baggage, 68, 114, 117
Missing passengers, 63, 68, 115
Mission Control, 49, 67, 363
Mission Control (MICON), 16, 49, 61, 68, 358, 362, 363
Mobility aids, 62, 110, 111, 113, 117, 144, 356
Musical instruments, 109

N

NATO travel order, 64, 65, 67
Nose gear, 311, 312, 316, 322, 323, 328, 329, 330, 331, 332

Notification to Captain (NOTOC), 17, 110, 112, 130, 132, 134, 135, 141, 142, 144, 153, 159, 160, 162, 172, 183, 223, 224, 225, 226, 232, 239, 246, 252, 254, 255, 295, 351, 356

O

Operational Control, 36

Outsized Cargo, 31, 142, 214, 216

Oxygen, 53, 57, 58, 93, 103, 143, 182, 189, 212

P

Packaging, 26, 31, 32, 35, 59, 65, 68, 103, 104, 109, 111, 124, 126, 127, 136, 138, 141, 142, 143, 165, 167, 182, 210, 243, 246, 248, 356

Packaging deviation, 356

Parachutes, 50, 90

Parking shoring, 150

Passenger Name List (PNL), 18, 23, 45, 48, 61, 62, 70

PCA, 317, 328

Perishables, 19, 31, 33, 103, 126, 128, 134, 135, 139, 155, 159, 172, 176, 229, 236

Pilot in Command (PIC), 112, 141, 159

Plants, 111, 112, 130, 131, 168

Potable water, 305

Pre-conditioned air, 310, 316, 317

Pregnant women, 52, 53

Pressurized cargo, 104, 111

Process indicator, 172, 233, 240, 243, 246, 249, 252, 255

Propeller rotation area, 297

Push back, 325

Q

Quarantined cargo, 121, 231, 232, 237, 238, 239, 243, 246, 248, 249

R

Ramp and Staging area, 311, 339

Ramp safety, 296, 350

Refuelling, 23, 48, 296, 300, 305

Reporting, 167, 214, 233, 240, 243, 246, 249, 251, 252, 255, 290, 291, 292, 293, 294, 349, 350, 351, 362

Reports and messages, 353

Restraining, 27, 148, 212, 222, 256

Restraint, 31, 33, 34, 35, 54, 139, 148, 152, 153, 156, 163, 222, 252, 256, 299, 305, 320

Rolling shoring, 150

Rolling stock, 137, 180, 393

S

Safety and security, 47, 49, 120, 121, 122, 123, 128, 142, 166, 180, 343, 348

Safety area, 296, 297

Scales, 152, 180, 186, 273, 276, 279, 282, 285, 353, 360

Screening, 24, 44, 51, 62, 63, 100, 102, 105, 112, 113, 114, 116, 117, 122, 210, 343, 344, 345, 346

Security check, 45, 51, 66, 100, 105, 106, 107, 116, 122, 123, 228, 245, 344, 346

Shipping documents, 255

Shoring, 142, 149, 150, 151, 154, 182

Special cargo, 25, 136, 140, 159, 160, 183, 225, 295

Special load, 110, 353, 357

Special Service Request, 20, 52, 54, 56, 57, 73, 85, 86

Specific Air Terminal Procedures (SATP), 61, 120, 124, 173

SSR codes, 54, 56, 57, 93

T

Tailpipe, 325

Tie-down, 33, 149, 155, 222

Toilet service, 305, 306

Towing, 38, 334, 335, 336, 337, 338

Training, 32, 34, 37, 40, 47, 89, 127, 318, 342, 348, 353

Transport of animals, 109, 111, 131

Travel documents, 45, 54, 55, 60, 63, 64, 65

Travel or care permit, 68, 73

Troops in fighting trim, 46, 50, 59, 61, 101, 347

U

ULD management, 123, 153, 290

ULD tag, 156, 173, 262, 264, 265, 266, 268, 270

V

Vaccination, 374

Vehicles, 23, 46, 52, 120, 137, 138, 142, 150, 154, 162, 163, 165, 167, 172, 180, 183, 296, 297, 300, 301, 302, 305, 308, 324, 331, 335, 355, 393

VIPs, 21, 51, 52, 59, 62, 63, 68, 70, 73, 80, 81, 85, 87, 94, 95, 96, 97, 98, 99, 347

W

Waiver, 373, 378

Weapons, 24, 59, 112, 116, 117, 126, 136, 137, 138, 172, 176, 180, 187, 215, 217, 229, 230, 236, 347

Weighing lists, 140, 272, 273, 275, 276, 278, 279, 281, 282, 284, 286

Weight and balance, 38, 51, 62, 85, 100, 137, 142, 152, 153, 156, 158, 182, 184, 338, 354, 359, 360

Wet cargo, 131, 135, 143

Wheel Chairs, 21, 22

Wheel chock, 311

Wing walker, 314

Y

Yellow fever, 66

Z

Zero Fuel Weight, 22

**- Handling is a keystone element
in flying a successful mission -**

