Integrated, Innovative, Effective

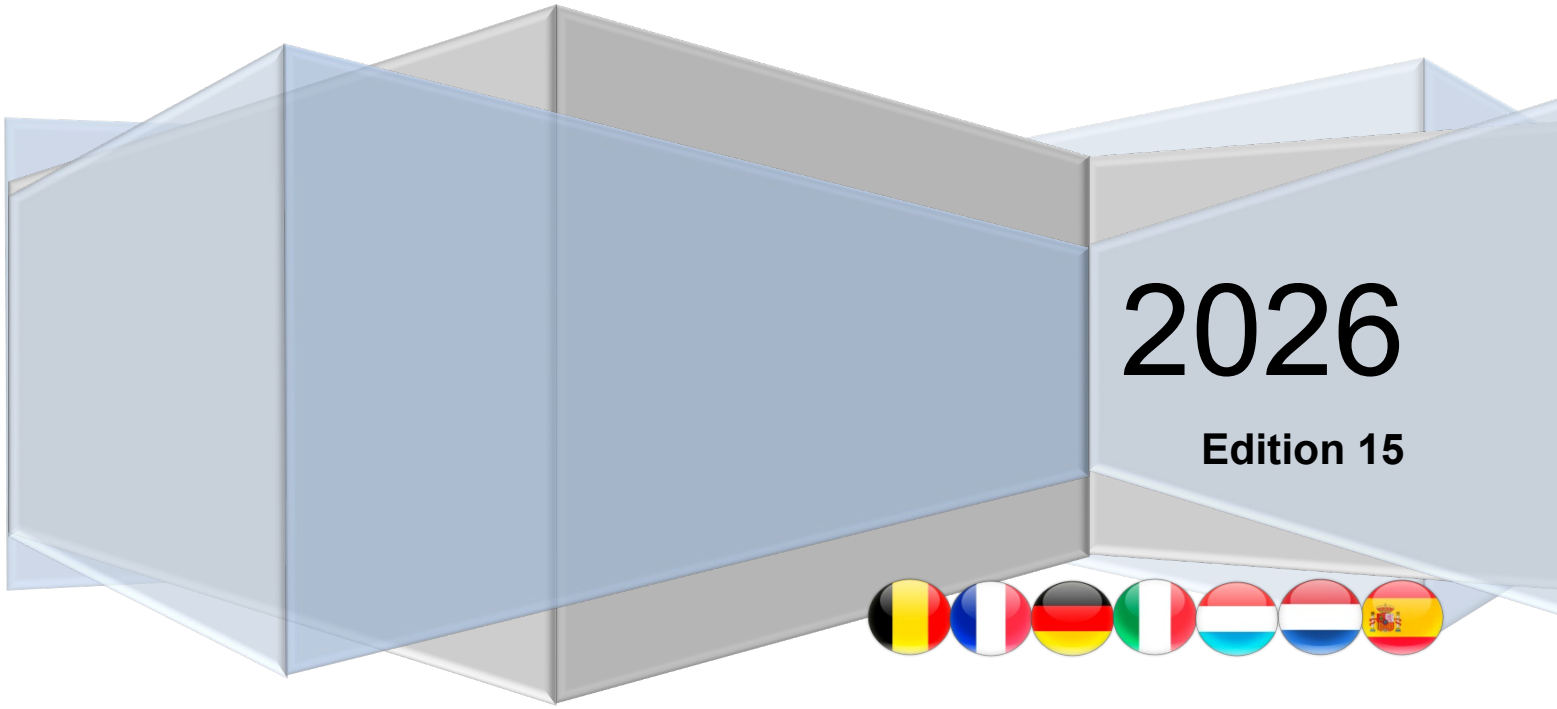
European Air Transport Command

Air Mobility
Together we go beyond

EATC Ground Operations Manual (EGOM)

Standardized Procedures for Handling Passengers and Cargo

EATC, Functional Division



2026

Edition 15

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	01-12-2023	TecLog / Doctrine & Concept, Ground Handling Working Group
Editing	01-12-2024	TecLog / Doctrine & Concept, Ground Handling Working Group
Editing	01-12-2025	TecLog / Doctrine & Concept, Ground Handling Working Group

* Editing, Validation, Review, Approval

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Promulgated on January 2026,

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Content

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

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
ATSy	Air Terminal Security
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
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
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

F

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
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)

IAW	In accordance with
ICAO	International Civil Aviation Organization
ICE	Carbon dioxide (Dry 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

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)

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)
MST	Mission Support Team
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
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
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

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R

RAF	Royal Air Force (UK)
RAW	Rear Axle Weight
RCL	Cryogenic Liquids
RCM	Corrosives – Dangerous Goods Class 8
REX	Explosives 1.1, 1.2, 1.3, 1.4, 1.5, 1.6
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 of 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

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	Towbar less Tractor
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)
WCHS	Wheel Chair Required (pax can't climb up/down stairs)
WEU	Western European Union
WG	Working Group

X

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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

Definitions

A	
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).
Aerodrome	A defined area (including any buildings, installations and equipment) intended for the departure, landing, and surface movement of aircraft.
Aeromedical evacuation	-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. -Tactical AE: the intra-theatre movement of patients between medical treatment facilities; -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.
Aircraft On Ground (AOG)	Equipment / Cargo / Item with the highest priority, similar to MEE (Mission essential Equipment).
Aircrew	The crew operating an aircraft.
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-side	The area on an airport with adjacent terrain and buildings or sections of them to which access is restricted.
Air terminal	All buildings used for arrival and departure handling of 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 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 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.
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.
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.
B	
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.
C	
Cabin baggage	Baggage intended for carriage in the cabin of an aircraft.

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.

D	
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.
E	
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 catalog	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.
Executing Agency/Agencies	The entity/entities responsible for executing all or part of the mission.
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.
F	
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).
G	
H	
Hazmat	Hazardous materials (see dangerous goods)
High-capacity aircraft	Equivalent to wide-body aircraft (e.g. B747, B767, B777, A300, A310, A330, A340, MD-11, L-1011, IL-86 and IL-96).
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.
I	
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.
J	
K	
L	

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.
M	
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.
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).
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.
P	
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.
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.

Q	
R	
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.
S	
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.
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.
Supported Unit	Referred to as the unit or detachment that has the requirement to be supported on home base or on an APOE/AAPOD with ATS by Ground Handling Teams for Air Transport (re)deployments.
T	
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	
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.
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
V	
W	
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.
X	
Y	
Z	

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

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. Amendments to the national annex that apply to the EGOM must to be send by the domestic POC.

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, there are checklists and documents listed in the document catalogue 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.).

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 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 such as a Combined Air Terminal Operations (CATO).
- 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 EATC Ground Operations Document Catalogue

The templates of documents and forms provided in the EATC Ground Operations Document Catalogue are only intended as examples. They 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 is intended for.

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.

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.

The latest versions of the documents can be found on the EATC's server (under logistics) or on the EATC NextCloud. **Do not use the examples provided in the Document Catalogue.**

1.7 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.

1.8 English Language

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

1.9 Standard Format

1.9.1 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)

1.9.2 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

1.9.3 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)

1.10 Wording Conventions

1.10.1 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.

1.10.2 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.

1.10.3 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.

1.11 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.

1.12 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.

1.13 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.org

1.13.1 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 is mandatory (ref. Document Catalogue, chapter 1.A). 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 trough 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.

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.

1.13.2 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.

1.13.3 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

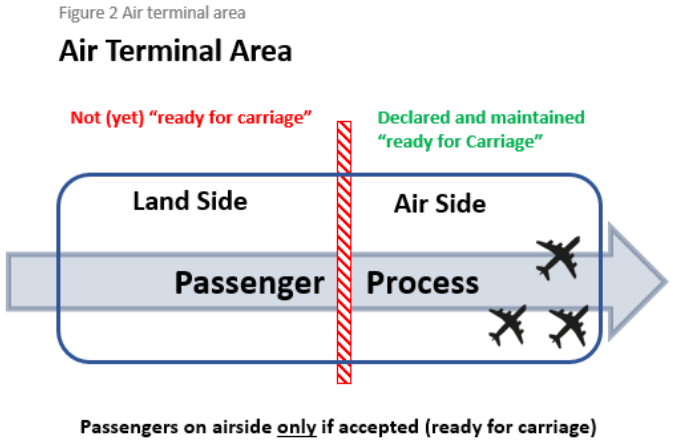
2.1 General

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.

Figure 2 Air terminal area



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

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/ screening 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 completed for each passenger by the organization or unit that asked for this flight and in the ATR. (ref. Document Catalogue, chapter 2.A.)

2.1.4 Security Check

Passengers may only be accepted for transport if they meet the criteria of an acceptance and security check/ screening, 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 required valid travel documents.
- 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 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, 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 (ref. Document Catalogue, chapter 2.B.).

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), Document Catalogue, chapter 2.C 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).

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 airliners 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. API data is 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 is required, it 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 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.

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

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 applied[1].

These Passenger Categories apply to all EATC Nations and any other Nation requesting transport in an EATC air asset sponsored by an EATC Nation.

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

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

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 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 A 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.

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.

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 1 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. 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).

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 to 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) 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 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 and VVIP (VVIP only for groups 1 to 3. The codes are listed at the end of chapter 2, Annex C.

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. Document Catalogue, chapter 2.D.);
- Request Apron Access (ref. Document Catalogue, chapter 2.E.).

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 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. Document Catalogue, chapter 2.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.

The SSR codes are to be found at the end of chapter 2, annex B.

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.

- 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.

See national annex: SPA 202

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 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.

See national annex: SPA 201

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. Document Catalogue, chapter 2.G.). 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 border crossing 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 (ref. Document Catalogue, chapter 2.H.). 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).

2.3.5.3 UMNRs over 15 years old

In order for UMNRs 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 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. 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. Document Catalogue, chapter 2.I.). 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 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 and 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.

When civil airliners are used, the operator may ask for additional information on passenger with reduced mobility. The documents used are either INCAD / MEDIF A (ref. Document Catalogue, chapter 2.J.) or an airliners own form.

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 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.

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-0001;
- 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-0001

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.

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 must be made in advance with the air terminal personnel for assault mission regulations.

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

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.

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);

- 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.

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 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 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.

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.

2.5.4.2 Travel document verification

During the check-in process, the passenger data in the 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, SSR and/or accommodation (if required according to ATMO, other documentation or tasked by competent authority);
- locate the passenger' name in the DCS (or similar system) and review any special remarks;
- collect advanced passenger information 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.

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 and security check/ screening 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

- 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;

- 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. Document Catalogue, chapter 2.B.). Five (5) copies are mandatory when the flight is crossing borders, three (3) copies are mandatory in all other cases;
- Advance Passenger Information (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. Document Catalogue, chapter 2.A.);
- Discharge of responsibility for a child >7 and <15 (ref. Document Catalogue, chapter 2.H.);
- Travel or care permit for a child <7 (ref. Document Catalogue, chapter 2.G.);
- Incapacitation Advice / Medical form A (MEDIF A, ref. Document Catalogue, chapter 2.J.);
- Certificate for pregnant woman (ref. Document Catalogue, chapter 2.F.);
- Carriage of elderly person in tactical aircraft (ref. Document Catalogue, chapter 2.I.);
- VIP lounge request (ref. Document Catalogue, chapter 2.D.);
- VIP apron access request (ref. Document Catalogue chapter 2.E.);
- Detailed declarations of goods carried (packaging statement or export declaration);
- Military dog declaration/manifest.

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

A copy of the passenger manifest and its related documents must be archived at the station of departure, and an additional copy of the manifest must be archived at the station of arrival. All flight documents, whether electronic or paper, must be retained for a minimum of three months or longer if required by national or local regulations. These documents must be made available to the competent authorities upon request.

Electronic mission folders may be used, provided that all required documents, including signatures, are fully and accurately included. (Ref: Overview of mandatory and non-mandatory passengers documents.)

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.

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).

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.

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

2.14 Annexes

Documents	Annex
Special permission required (exemption request)	**A.**
Special Service Request (SSR) codes	**B.**
EATC VIP codes	**C.**

Annex A 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					
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						

Annex B SPECIAL SERVICE REQUEST(SSR) CODES EGOM 2.3, EGOM 2.3.8 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
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

Annex C EATC VIP CODES EGOM 2.3.1

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	• Members of the Belgian royal family • Members of royal families of other nations • The heads of state of other nations
	France	• The president of the French Republic • The heads of state of other nations
	Germany	• The Federal President • The heads of state of other nations
	Italy	• President of Italian Republic • Head of State of other Nations
	Luxembourg	• Luxembourg will currently not introduce VIP-codes,
	Netherlands	• Members of the Dutch royal family • Members of royal families of other nations • The heads of state of other nations
	Spain	• Members of the Spanish royal family • Members of royal families of other nations • The heads of state of other nations
2	Belgium	• The Prime Minister • The heads of government of other nations
	France	• 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	• 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
GROUP NUMBER		

2	Germany	• The heads of government of other nations (unless group 1 definition applies)
	Italy	• 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	• Luxembourg will currently not introduce VIP-codes,
	Netherlands	• The Prime Minister of the Netherlands • The heads of government of other nations (unless group 1 definition applies)
	Spain	• 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	• 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	• All Ministers of the French government • Representatives of other nations in comparable positions
	Germany	• Federal ministers • Ministers of state • Ministers/Senators of Laender/Berlin • Presidents of the supreme federal authorities • Representatives of other nations in comparable positions
	Italy	• Vice President of the Council of Ministers • Ministers of Italian Republic • Member of Italian Parliament • Representative of other nations in comparable positions
	Luxembourg	• Luxembourg will currently not introduce VIP-codes,
	Netherlands	• All ministers of the Dutch government • Representatives of other nations in comparable positions
	Spain	• The Vice President(s) of the Government • All Ministers of the Spanish government • Representatives of other nations in comparable positions
4	Belgium	• *BEL will currently not introduce VIP-codes*
	France	• State secretaries • The government spokesman

	Germany	• State secretaries • Members of the German Bundestag
	Italy	• Presidents of the Region • State Secretary
	Luxembourg	• Luxembourg will currently not introduce VIP-codes,
	Netherlands	• State secretaries • The Secretary-General of the Ministry of Defence
	Spain	• State secretaries (including CHOD)
5	Belgium	• 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	• 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	• 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	• 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	• Luxembourg will currently not introduce VIP-codes,
	Netherlands	• Chief of Armed Forces (CDS) • Director-Generals of Ministry of Defence (DGFC, D-DMO, HDP, HDAB) • Inspector-General of Defence (IGK)
	Spain	• Chief of Staff of the Spanish Air Force • Director-Generals of Ministry of Defence (DGFC, D-DMO, HDP, HDAB) • Inspector-General of Defence (IGK)
6	Belgium	• 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	• Commanders of the services or directions • Commander of brigade-size or higher units • Ambassadors and national military representatives
	Germany	• 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	• Deputy Chief of Defence • Deputy Chief of Armed Force • Deputy Secretary General of Defence and National Armaments Director • Major Commands Commander
	Luxembourg	• Luxembourg will currently not introduce VIP-codes,
	Netherlands	• Ambassadors • Commanding generals/admirals (C-LSK, C-LAS, C-ZSK)
	Spain	• n/a
7	Belgium	• 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	• Generals/Admirals unless VIP 6
	Germany	• Generals/Admirals unless VIP 6 • Bundeswehr civil servants in comparable positions
	Italy	• Deputy Commander of Joint Operations Headquarters • Generals/Admirals unless VIP 6
	Luxembourg	• Luxembourg will currently not introduce VIP-codes,
	Netherlands	• Generals/Admirals OF-8 and above unless VIP 6 • Civil servants in comparable positions
	Spain	• n/a
8	Belgium	• Others (National decision) • Members of the Senate and the Parliament
	France	• Others (National decision)
	Germany	• Others (National decision)
	Italy	• Others (National decision)
	Netherlands	• Others (National decision)
	Spain	• 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.

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.

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 type of aircraft can change the dimensions, check the SATP for the correct dimensions. 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 (2nd 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 4 and Figure 5 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)

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: BEL 301, 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.

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 **must** carry them in their hand baggage only.

Spare batteries of e-cigarettes and powerbanks must be carried in the passenger's hand baggage. It is not allowed to charge the powerbank or spare batteries of e-cigarettes during the flight.

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;

- 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

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

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 2 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 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;
- 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.

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;
- 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.

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 3 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 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 and on the NOTOC.

See national annex: FRA 403

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 waivered 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.

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.

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.

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

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.

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).

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

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 NextCloud 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.

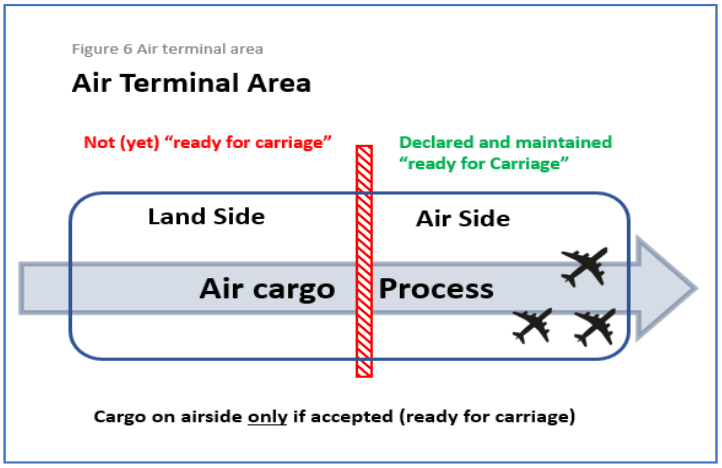


Figure 6 Air terminal area

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 (ref. Document Catalogue, chapter 4.T.).

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

road. This does not exempt the cargo from undergoing acceptance checks. The mandatory safety and security measures must always to 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) handing 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. Document Catalogue, chapter 4.U.).

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 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,

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 (ref. Document Catalogue, chapter 4.C.).

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.

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 Document Catalogue chapter 5.F.

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 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.

Dangerous Goods Checklists (ref. Document Catalogue, chapter 4.D.) 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.

The Live Animals Checklist (ref. Document Catalogue, chapter 4.K.) 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 transhipment 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 animal shipments (AVI) must be recorded on a cargo manifest (or military dog manifest), and on the NOTOC

See national annex: FRA 403.

- **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 (ref Document Catalogue, chapter 4.II.). 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, infections 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 (ref. Document Catalogue, chapter 4.H.). There is another checklist for medicines and/or blood products (ref. Document Catalogue, chapter 4.I.).

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. Document Catalogue, chapter 5.E.).

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;
- special handling measures such as re-icing with dry-ice (CO^2) 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. Document Catalogue, chapter 4.L & M.).

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;
- 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 (ref. Document Catalogue, chapter 4.G.).

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 2 axles, weighing list 3 axles, weighing list 4 axles, weighing list 1 axle). Ref. Document Catalogue, chapter 4.O, P, Q, R;
- a vehicle inspection checklist, to verify whether the vehicle meets the generic requirements for air transport. Ref. Document Catalogue, chapter 4.E;

- an international Load Summary Sheet 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. Ref. Document Catalogue, chapter 4.LL.

An EATC acceptance check for shipments containing dangerous goods (DG) must be conducted when the vehicle is classified as a dangerous good. Ref. Document Catalogue, chapter 4.D.

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 CSC Container (CTU)

Special guidelines apply to the transportation of multimodal shipping or freight containers—also known as Cargo Transport Units (CTUs). Only containers that have been tested and approved in accordance with the Convention for Safe Containers (CSC), and that display a valid safety approval plate, may be accepted for air transport.

If the CSC approval has expired, the container must not be accepted for air transport unless it has been recertified and re-approved by a competent authority.

Note that not all operators accept containers for air transport, and requirements may vary depending on the operator or aircraft type. Containers delivered for air transport must be properly closed and sealed.

4.4.9.1 Inspection

The containers must pass an inside and outside inspection to be declared airworthy for transport. Providing of the Container Packing Certificate (CPC) on which the shipper declares that the container delivered for air transport has been inspected and loaded/packed in accordance with the regulations (CPC declaration) is mandatory.

The 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 is 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. In which case the National Movement and Transportation Coordination Center (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 and authorized to sign a Container Packing Certificate.
Unless stated otherwise, the following minimal restraint factors apply:

- Restraining Fwd (towards cockpit) direction: 3.0G
- Restraining in the Aft (away from cockpit) direction: 3.0G
- Lateral restraining: 3.0G
- Vertical Up restraining: 3.0G

Transportation of dangerous goods in containers is not allowed unless 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 (ref. Document Catalogue, chapter 4.JJ.);
- 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;
- 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 inspect containers delivered for air transportation. Each container must undergo an acceptance check for cargo condition and proper stowage. Shippers must provide prior permission for such inspections; without this permission, the container may be refused and returned.

However, fully packed and properly stowed containers cannot always be completely inspected. In these cases, the ground handling unit (GHU) must rely on the information provided by the shipper through the CPC.

After a container has been opened, a new container lock (e.g., security seal) must be applied, and a declaration of opening must be attached to the shipping documents.

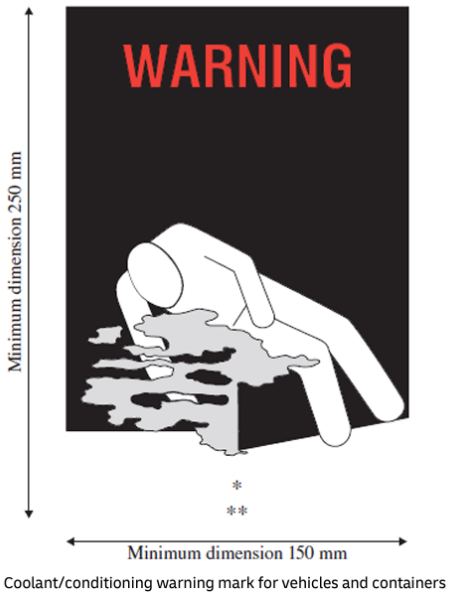
- When solid carbon dioxide (CO_2 – dry ice) is used for cooling purposes, the container is externally marked or labelled, on the side and on the door, and with the words:

"DANGEROUS CO2–GAS (DRY ICE) INSIDE, VENTILATE THOROUGHLY BEFORE ENTERING", see fig. 1. (page 124)

- If the container is stowed with a vehicle and/or mechanical equipment with fuel in the tank, in accordance with applicable regulation. A warning label has been affixed to access door legibly reading:

"WARNING–MAY CONTAIN EXPLOSIVE MIXTURE WITH AIR – KEEP IGNITION SOURCES AWAY WHEN OPENING", see fig.2. (page 124)

To prepare a load plan that takes the limiting factors of the aircraft conducting the mission into account, the use of the EATC's container weighing list to validate a checked weight which determine the centre of gravity (CG) is mandatory (ref Document Catalogue, chapter 4.S.).



Coolant/conditioning warning mark for vehicles and containers

Figure 1

Figure 2

NOTE: The text under "warning" should refer to the refrigerant gas used

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, ref. Document Catalogue, chapter 4.HH.) 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

4.4.10.1 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.

4.4.10.2 Valuable cargo

Valuable 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 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.

4.4.10.3 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.

4.4.10.4 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).
- All special instructions and handling labels must be clearly visible and attached in a clear manner to the packaging.

4.4.10.5 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).

4.4.10.6 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.

4.4.10.7 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 (CO_2) 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 (ref. Document Catalogue, chapter 4.J.) when dry-ice is delivered at an air terminal as cargo shipment (not used as a cooling product).

4.4.10.8 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.

4.4.10.9 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 to 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

4.4.10.10 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.

4.4.10.11 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. Ref. Document Catalogue, chapter 4.M.

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 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.

Figure 4 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 5 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

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.

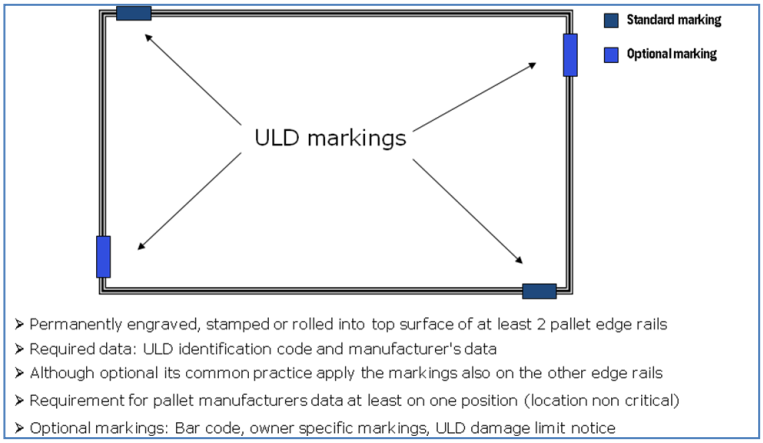


Figure 6 Example ULD pallet marking

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 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 EATC ILSS template (ref. Document Catalogue, chapter 4.LL.) has been built with the contribution of EATC PNs 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. The use of the DB is regulated by the EATC CLC DB SOP.

EATC developed an excel-based tool to facilitate operators with the production phase and it has been distributed to EATC PNs. 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

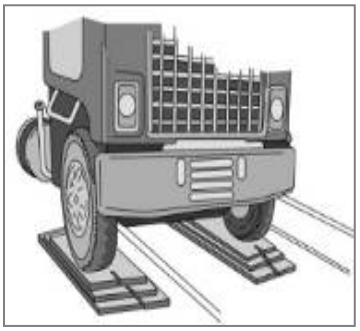
This type of shoring is used to protect the aircraft parking ramp, the loading ramps and cargo floor of an aircraft from damage when a vehicle is transported across it.

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.

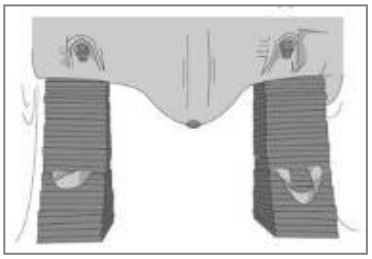
4.6.5.2.2 Parking shoring

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.



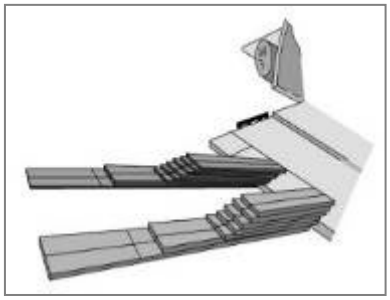
4.6.5.2.3 Sleeper shoring

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.



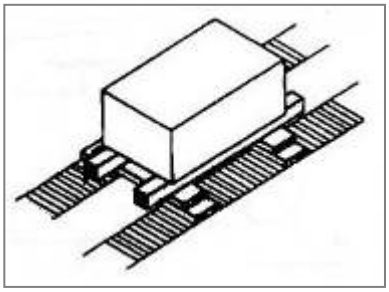
4.6.5.2.4 Approach/step-up shoring

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 Document Catalogue, chapter 4.Y.).

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.

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 Document Catalogue, chapter 4.X.).

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, ref. Document Catalogue, chapter 5.C., 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.

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 use, 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 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:

- Monthly 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. Document Catalogue, chapter 4.FF.).

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).

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. Document Catalogue, chapter 4.GG.).

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 its related documents must be archived at the station of departure, and an additional copy of the manifest must be archived at the station of arrival. All flight documents, whether electronic or paper, must be retained for a minimum of three months or longer if required by national or local regulations. These documents must be made available to the competent authorities upon request.

Electronic mission folders may be used, provided that all required documents, including signatures, are fully and accurately included. (Ref: Overview of mandatory and 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.
- 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 CO_2 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.

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). Ref. Document Catalogue, chapter 4.KK.

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 (Annex A, 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:

- 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.

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.

Annex A Mission Folder – Mandatory / non mandatory documents

EGOM 4.7.4, EGOM 4.8.4.2

Documents (mission folder)	Document Catalogue chapter 4	Mandatory	Not mandatory	Remark
Air cargo manifest	FF	x		
Air cargo process guidance document	A	x		If used
Air cargo security declaration	T	x		If required by operator
Air cargo transfer guidance document	B	x		If used
- Air transport mission order (ATMO)	---	x		
Cargo list (copy)	---		x	
Container. packing certificate (CPC) declaration	JJ	x		If ISO containers in shipment
Live animal declaration/certificate - copy of animal passport - copy of health certificate	II --- ---	x x x		If animals in shipment
Load plan (copy)	---		x	
Non-dangerous goods declaration	C	x		
Notification to Captain (NOTOC)	GG			If special cargo in shipment
Preparation sheet - BULK	Y	x		If used
Preparation sheet - ULD	X	x		If used
Shipper's dangerous goods declaration (DGD) DG checklist(s)	--- D	x x		If DG in shipment
Shipment waybill, value indication (customs), etc.	---	x		
Special cargo acceptance checklist(s)	C,E,F,G, H,I,J,K,L, M,N	x		If special cargo in shipment
Weighing list - Container	S	x		If used
Weighing list(s) - Vehicle	O,P,Q,R	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.

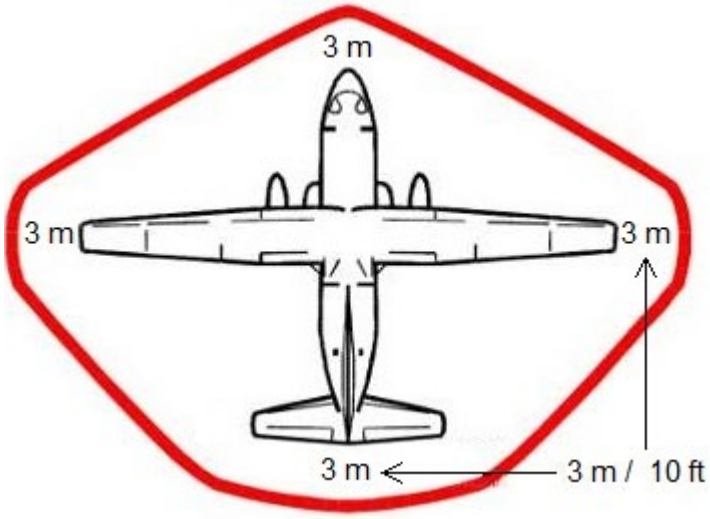


Fig. 5.1.2.1(1) Safety area of an airplane

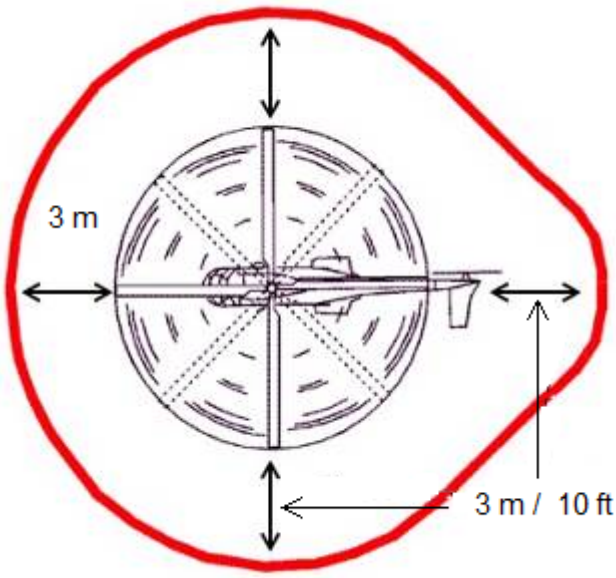


Fig. 5.1.2.1(2) Safety area of a helicopter

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:

Fig 5.1.2.2(1) Idle power safety area of an airplane

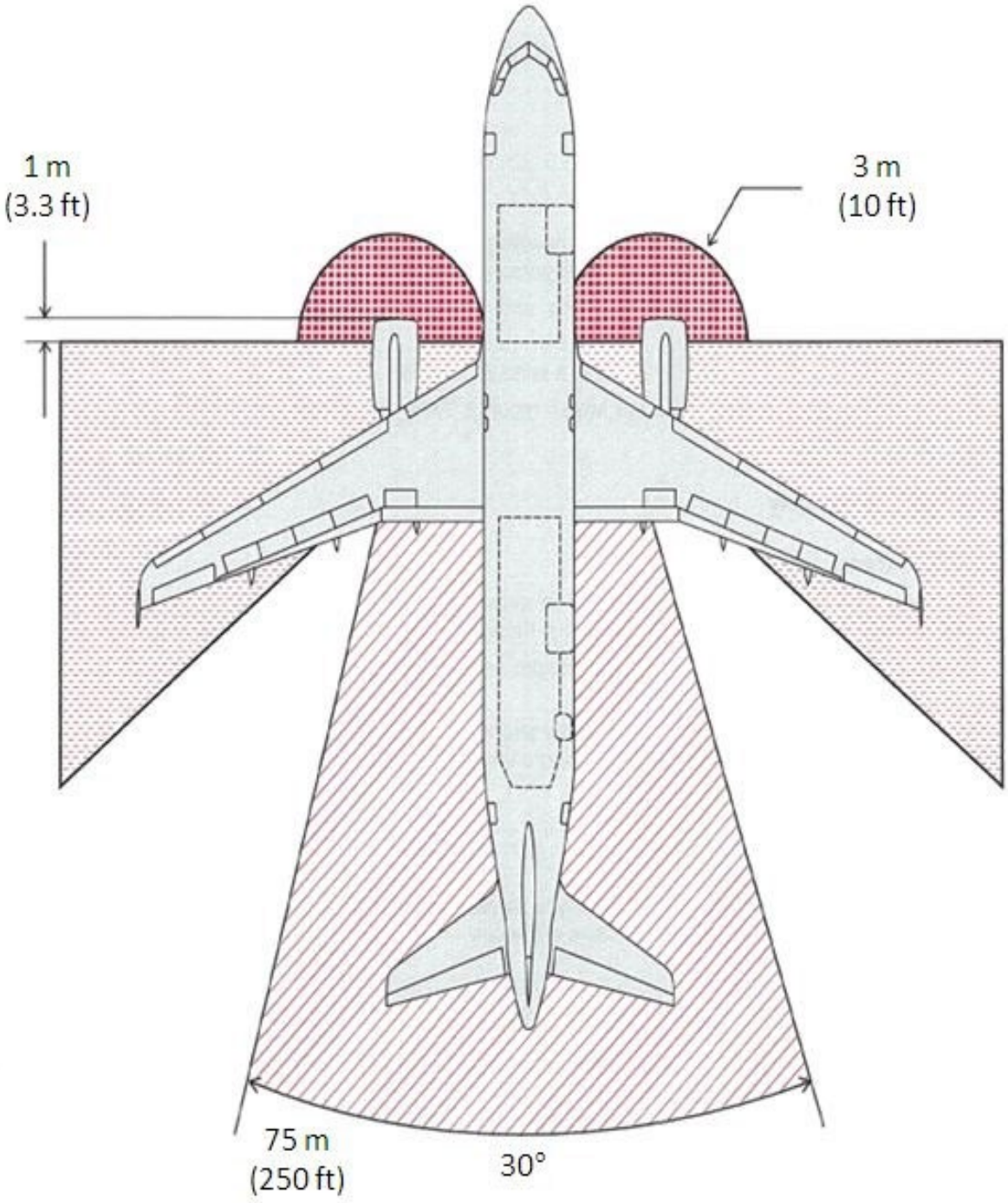


Fig. 5.1.2.2(3) C-130 Aircraft hazard area

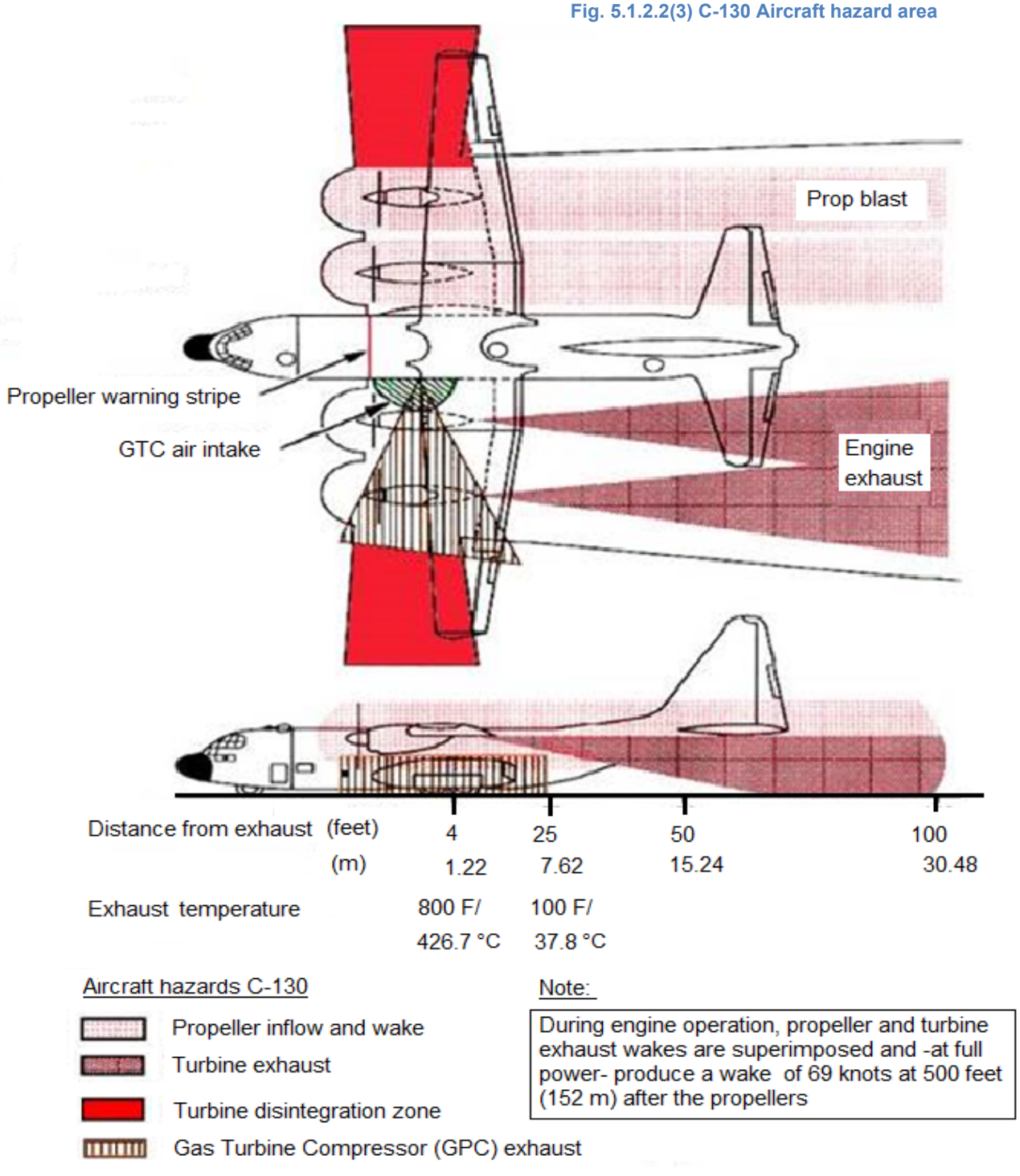


Fig. 5.1.2.2(2) Breakaway power safety of an airplane

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.

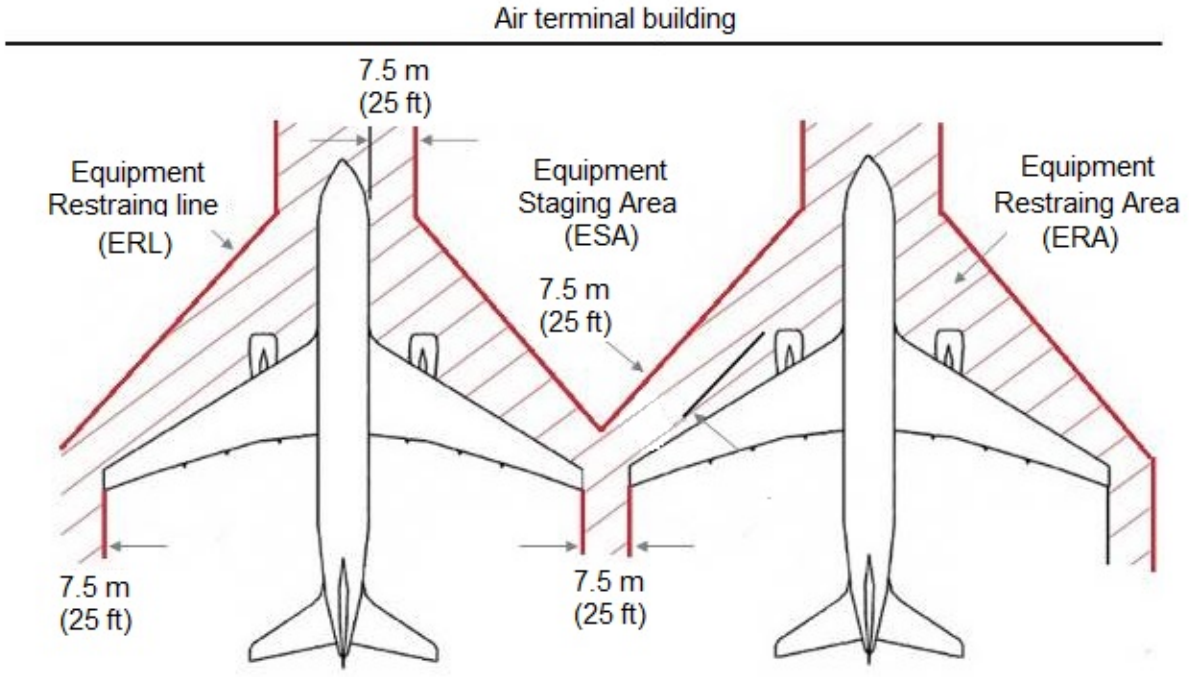


Fig. 5.1.2.3(1) Safety zone at 7,50 meters from any point of an aircraft

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.

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.

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;
- 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.

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).
- 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

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.

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.

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.

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.

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
• Ensure parking brakes are set on all GSE	X	X	X
• 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 **not** 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

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.

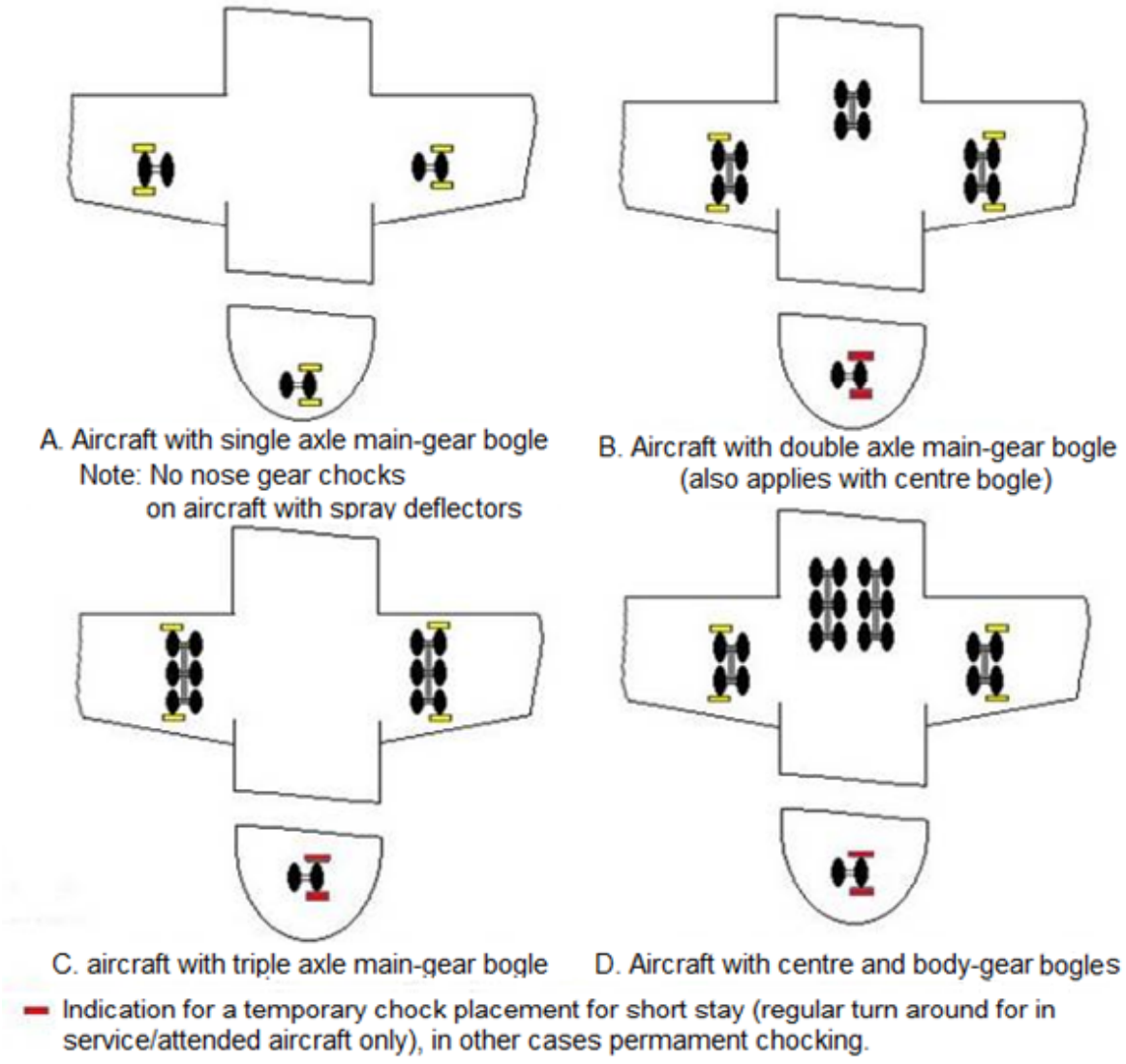


Fig. 5.6.2(1) Regular chock placement diagram

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.

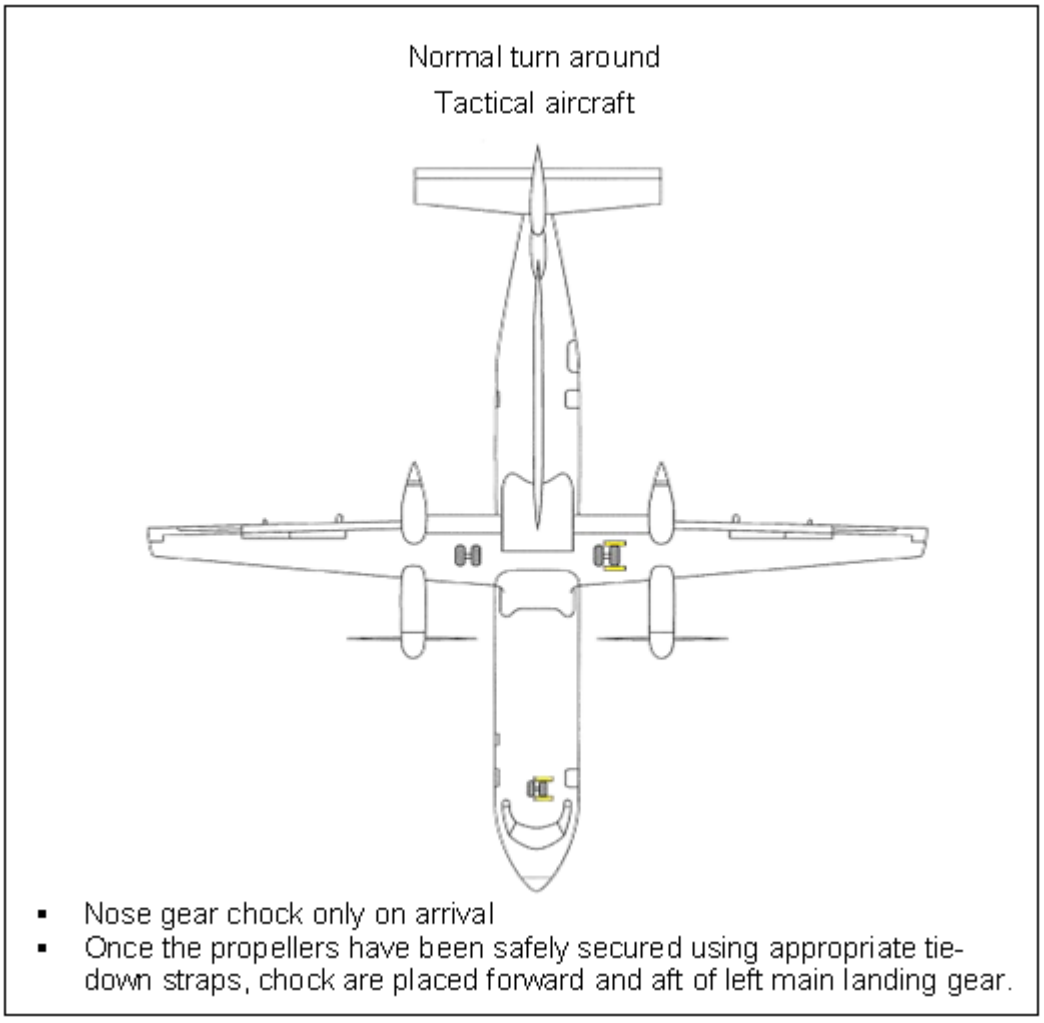


Fig. 5.6.2(2) Normal chock placement diagram for tactical aircraft

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;
- 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”.

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 taxies along the guide-in line, the marshaller gives the "continue to taxi ahead" signal with marshalling wands.
- 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.

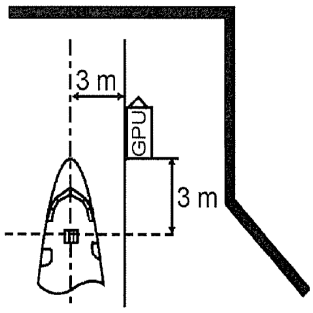


Fig. 5.8.3.1(1) GPU position

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.

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.
- 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.

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.
- 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;
- 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).

5.10.4 Pre-departure table

Action	Applicable to					
	Pushback			Towing		Taxi out
	TT	TBL	PPU	TT	TBL	
The required pre-departure servicing checks are complete.	X	X	X	X	X	X
Fire protection devices are available and correctly positioned (as per local rules).	X	X	X	X	X	X
Communication with flight crew is established via the interphone system.	X	X	X	X	X	X
The path and area that the aircraft is moving towards is clear of objects (FOD) so safe aircraft movement is ensured.	X	X	X	X	X	X
The stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.	X	X	X	X	X	X
The GSE is outside the ERA, and loading bridge is fully retracted (if applicable).	X	X	X	X	X	X
If an air start unit (ASU) is required, equipment has been checked and is ready and suitable for the operation.	X	X	X			X
Wing walkers are available (if applicable).	X	X	X	X	X	
The air intake and blast area of the aircraft engines are clear of personnel and obstacles, such as ground support equipment.	X	X	X			X
The bypass pin is installed correctly (if applicable).	X	X		X	X	
Flares Installed! Refer to the operating airline's OM for details,	X	X	X	X	X	X
Nose gear steering torque links are disconnected (if applicable).	X	X		X	X	
All personnel involved in the aircraft movement are well clear of the danger areas around the tractor, landing gear and aircraft engines.	X	X	X	X	X	
A qualified brake operator is in the cockpit.				X	X	
Wheel chocks are not removed from MLG until flight deck has confirmed that aircraft parking brake is set, the tractor is fully secured to NLG and the tractor's parking brake is set.	X	X		X	X	
Wheel blocks are not removed from the NLG until the powered push unit (PPU) is fully secured to the MLG and its parking brake is set.			X			
The tractor and shear pin combination (if applicable) are suitable for the operation, considering the type and weight of the aircraft, the weather and surface conditions.	X			X		
The meeting of these requirements is indicated to the flight deck by means of the announcement "Ground ready for pushback" via interphone.	X	X	X	X	X	
Prior to connection to the aircraft, the tractor may be parked in front of the aircraft or outside the ERA, but never behind the wings.	X	X	X			

Legend:

TT	Tow-bar tractor	MLG	Main landing gear
TBL	Towbarless tractor	NLG	Nose landing gear
PPU	Powered push unit		

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:

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 notices 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 table 5.10.7.1 and 5.10.7.2, examples are provided for the dialogues between ground staff and flight crew during a departure.

Dialogue between ground staff and flight crew		
Phase	Ground staff	Flight crew
Preparation	Call: 'Confirm parking brakes are set' Reply: 'Bypass pin installed and cleared to pressurize' (if applicable)	Reply: 'Parking brakes set' Call: 'Confirm bypass pin installed' (except for main gear pushback) Reply: 'Roger, bypass pin installed, pressurizing' (if applicable)
After completion of the pre-departure servicing checks	Call: 'Pre-departure checks completed, ground ready for pushback', or 'lifting' (tow-barless). 'Clear to start engine(s)' (for open ramp departure only)	Reply: 'Roger'. 'Standby for pushback' or 'you may lift the aircraft' (tow-barless), or 'starting engine(s)'…
Pushback [and engine start]	 Call: 'Release parking brakes' or 'lifting completed', 'release parking brakes' (towbarless) Call: 'Commencing pushback' ['and clear to start engine(s)'…]	*Request pushback [and engine start] clearance from ground control.* *After clearance received:* Call: 'Ready for pushback' *When brakes are released:* Reply: 'Parking brakes released' Reply: ['Starting engine(s)'…]
Pushback completed	Call: 'Pushback completed, set parking brakes. Tractor is disconnected and put in view of the flight deck.	*When parking brakes are set:* Reply: 'Parking brakes set' Call: 'You may disconnect'
Clearance to taxi	Reply: 'Disconnect, hold position and wait for visual signal on your left/right' Disconnect head set and give the "all clear" hand signal. ("all clear" signal includes showing the steering bypass pin).	Reply 'Holding position and standing by for visual signal to my left/right' Acknowledges "all clear" signal. (Taxi clearance may only be requested after the "al clear" signal is received)

Table 5.10.7.1(1) Sample communication for departure

Phase	Task	Ground staff action
Departure preparation	GPU removal	When instructed by flight crew, remove GPU
	Towbar/Towbarless tractor connection	1. Get confirmation that the aircraft's parking brake is set. 2. Get confirmation that the nose wheel steering is depressurized (if applicable). Advise flight crew that the lockout pin is inserted (if applicable). 3. With permission from the flight crew, connect the towbar/tractor. 4. With permission from the flight crew, raise the nose (towbarless only).
	Chock removal	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	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. Remove the steering bypass-pin (if applicable). 3. Get permission from the flight crew to remove any remaining chocks. 4.
	Headset removal	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	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

5.10.7.2 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:

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;
- 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;
    - 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);
- 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.

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.

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.

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.

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

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

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	
	• Stop aircraft/tractor set immediately • Apply tractor parking brake • Advise towing regulation and wait for assistance (follow me before completing the towing)
Tractor failure	
• Inform Air Traffic Control (ATC) • Apply parking brake • Listen to VHF and wait for assistance	• 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	
• 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	• Do not apply tractor brakes • Follow the aircraft path attentively and stop the tractor according the aircraft position • Chock the aircraft
Tractor fire	
• Inform ATC • Apply parking brake	• 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	
• Inform ATC • Apply the parking brake • Fight fire with the on-board fire extinguisher • Evacuate the aircraft using on-board means, if required	• Stop aircraft/tractor set immediately • Move tractor away as rapidly as possible • Chock the aircraft
Accident with other aircraft or vehicle	
• Contact the control tower stating position and nature of trouble • Listen to VHF and wait for assistance	• Stop aircraft/tractor set immediately • Apply tractor parking brake • Advise towing regulation • Do not unload of 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.

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 conduct 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.

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 centre line. 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.

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 as '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.

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 NextCloud).

6.2 Security

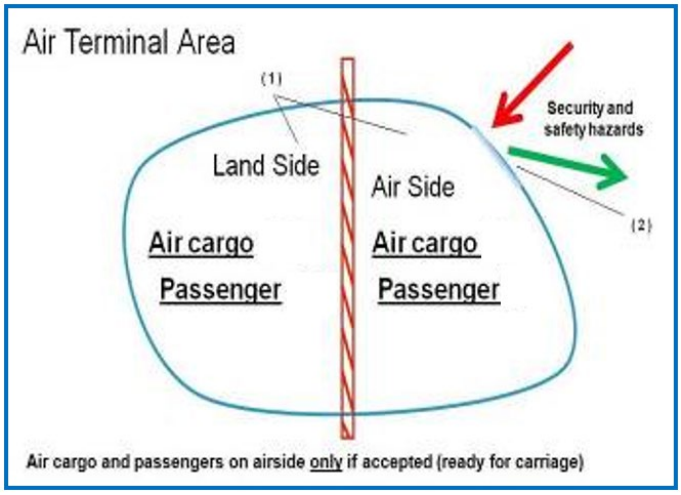
The baseline for security is that all cargo, mail, luggage and passengers are subjected to certain security measures and once accepted for carriage they have to be maintained in a secure state and are protected against manipulation before being loaded or allowed boarding an aircraft. Depending on the 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.

Air terminal security concept



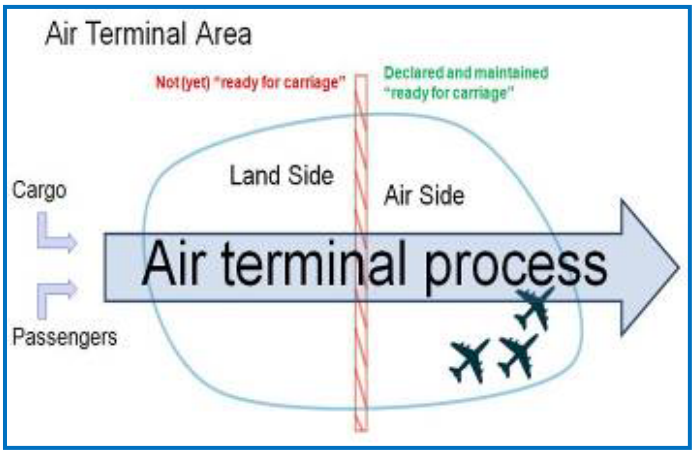
a) Only dedicated and authorized personnel have access to the air terminal area (1)
b) Security measures are intended to enhance flight safety by preventing unauthorized entry and manipulation of cargo, mail, luggage, passengers and documents (2)
c) Air cargo, mail, luggage and passengers are only allowed to be transferred to an air-side location when compliant to the security standard and accepted by designated air terminal representatives.

Fig. 6.2(1) Air terminal Area

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.

Security controlled environment



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.

Fig. 6.2(2) Air terminal process

Based on the requirement for a certain level of safety and security in the military aviation 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.
- 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;
  - (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.
- 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.
  - 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.

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.

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.

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).

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.

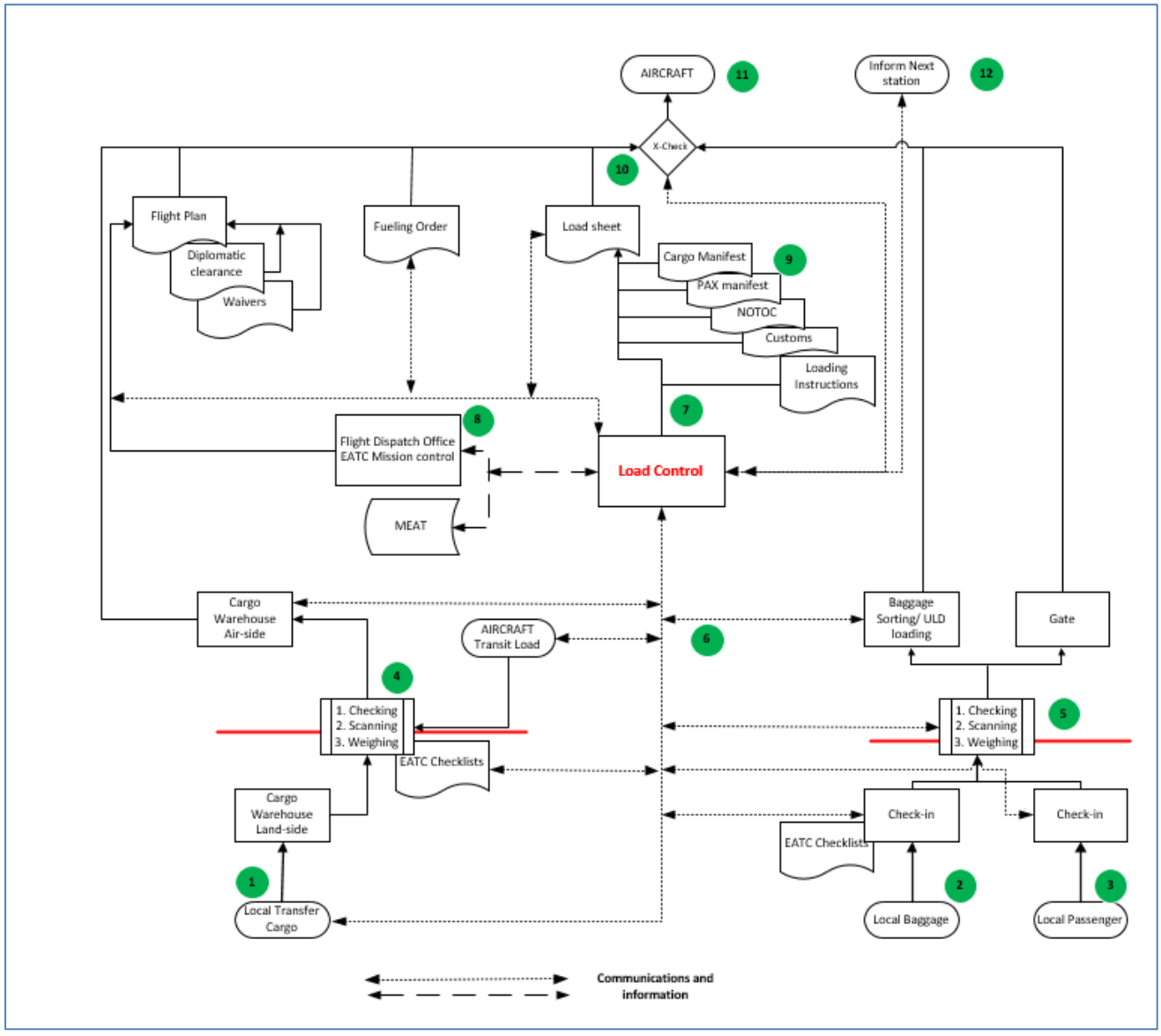


Fig. 7.3(1) Load control process flow diagram

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
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.

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 MEAT portal.

- 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;
- 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.

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 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;
- 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.

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.

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.

Chapter 8 CATO & MST

8.1 Introduction

This chapter describes the standardized Combined Air Terminal Operations (CATO) and the support doctrine in use for the deployment of national / international Mission Support Teams (MST) which are under the auspices of the EATC nations and in accordance with the agreements defined in the associated Tactical Agreements (TA) and specific CATO/MST SOP.

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 Belgium, Germany, Spain, France, Luxembourg, Italy, and the Netherlands. The area of responsibility and limitations of the CATO are depending on the operation or exercise constraints, the size of the required task and the physical facilities that are available for use. Therefore, flexibility in organization is required.

8.1.1 General

The employment of transport aircraft for strategic and tactical movements into and out of a multinational deployed operating base requires the establishment of an effective and substantial CATO/MST organisation which is a decisive factor in ensuring the safe and efficient ground handling of such flights. An eventual integration in a RSOM structure with a compliancy with to the capabilities indicated in NATO context on BI-SC CAPABILITY CODES AND CAPABILITY STATEMENTS (Project D) can be evaluated case by case.

Support for air transportation used for the (re)deployment of Forces in operations or exercises must be able to:

- Provide required Air Terminal Service / Ground Handling Support during operational deployment.
- Provide territorial support for (re)deployments (home base, national APOE/APOD).
- Support the re-supply and redeployment as from Deployed Operating Bases (DOB) outside national territory.
- Provide a small team with ground handling specialists for specific task(s) and for a limited period.

For the required Air Terminal Service and ground handling support processes, the current EATC Ground Operations Manual (EGOM) must be used.

8.1.2 Exclusions

In general, the CATO/MST will **not** carry out the following functions:

- Aircraft marshalling or see-in, including chocks and ground power, unless a team of qualified personnel is subjoined to the team.
- Aircraft refuelling unless a team of qualified personnel is subjoined to the team.
- Driving of MT vehicles for passengers and/or aircrews (unless dedicated drivers are assigned to the CATO), verifying adequacy of personnel.
- Aircraft catering.

- Aircraft cleaning.
- Aircraft de-icing.
- The provision of dunnage and other specialist equipment (e.g., toe-ramps) for any loads (responsibility of consignor).
- Force protection.

8.2 Scope and purpose

The aim of this chapter is to ensure an adequate level of preparedness and readiness to fulfil an effective and efficient operational deployment, necessary to provide the required Air Terminal Operational Services as described above. In addition, this chapter is intended to ensure that all ground handling elements, that support forces, can do so with a standardized set of formation and qualifications and through the application of the standard procedures outlined herein.

Air Terminal Services includes the necessary specific means and procedures to support the logistic air transport operations departing and arriving on an APOE/APOD – be it civil or military.

This document does not include the specific logistic and maintenance activities linked to air platforms neither their direct operational support (e.g., mission support). It by no means limits potential aircraft transient acceptance; it merely provides a tool for leadership to estimate and dimension capabilities, means and risks in function of the defined level of ambition.

Hence, the CATO/MST SOP provides guidance to the supporting units, allowing them to maintain and manage qualifications and requirements of their MST.

To generate active and efficient Air Terminal Services, as a minimum, following principles need to be included: ***Safety, Redundancy, Robustness, Discretion and Flexibility, of each engaged mean***.

8.3 Organisation and responsibilities

8.3.1 Responsible authorities

Operational authority, responsible for:

- Searching for international cooperation and interoperability and investigating if combined and international teams can be deployed.
- The engagement of CATO/MST (CATO/MST Activation Cell).
- Determining the size and composition of teams in function of the size and duration of the operation / exercise.
- The activation of CATO/MST in Mission support, Operations and Exercises.
- The continuous assessment and evaluation of the CATO/MST engagements in coordination with (inter)national headquarters.

Functional authority, responsible for**:**

- Maintaining qualification requirements up to CATO standards.
- Supervising of the Ground Handling Teams currencies.
- Supervising of the Ground Handling Teams operational readiness.
- Assembling and assigning Ground Handling Teams for specific missions upon request for activation in close coordination with the Operational Commander.

- The continuous assessment and evaluation of the CATO/MST engagements in coordination with National and international command.
- Maintaining the number strength of the CATO/MST contingent at required level of the Level of Ambition.
- Coordinating and to identify possible candidate Ground Handlers.
- Organizing formation for aspirant Ground Handlers.

Hierarchical authority, responsible for:

- Maintaining the currencies of their Ground Handlers in accordance with the qualification requirements.
- Ensuring the operational readiness of their Mobile Ground Handlers.
- Providing and assigning ready to task Ground Handling Teams for specific missions upon request.
- Advising the commanding office in his assessment on the Ground Handling Teams engagement in Mission support, Operations and Exercises.
- Coordinating to identify candidate Ground Handlers to keep the Ground Handling Teams contingent up to strength at all times.
- Organizing formation for aspirant Ground Handlers within the international community.

8.4 Common procedures and documentation

CATO/MST general procedures will ensure that standardised and common operating procedures are used for the safe and efficient handling of air transport aircraft operating at a multinational APOE/APOD.

To ensure the effective and proper operation as a combined resource, the CATO unit will work as a Multinational Integrated Logistics Unit (MILU). This will also ensure that correct coordination, prioritisation and de-confliction in the use of personnel and assets occur in accordance with the DOB Cdr's priorities.

Effective operations of the CATO also require specific coordination between the higher-level Movements authorities such as CJ4 Movements, European Air Transport Command, the Tactical Airlift Co-ordination Element (TALCE), Stakeholders, air transport detachments (including Air Ops) and the Multinational Logistic Centre (MNLC)

Standardised products from the EATC are published and incorporated into the CATO/MST SOPs. Documentation such as the EATC Ground Operation Manual, the EATC Passenger Manifest and the EATC Cargo Manifest are examples of these products. For the air dispatch process the EATC software "MEAT" must be used.

In case of a CATO established inside NATO operations, the availability of other software that could be useful during the dispatch process should be evaluated.

8.4.1 CATO/ MST manning – Composition

8.4.1.1 General

Teams are composed of personnel with backgrounds or formation and experience within – but not limited to – the following domains:

- Movement and Control and Mobility Centers (MovCon - NMTCC - MCC)
- Supply and Mobility specialists (SME) – Handling Units
- EATC specialists (TecLog - TReX - Empl)
- Unit and Equipment specialists
- Flight crew – Load Masters

Qualification requirements and job descriptions can be found in the connected SOP's.

For the CATOs established with EATC lead, personnel assigned should have a basic training with CATT courses (ICATT or ACATT) valuating at the same time national formation compliancy. In case this is not possible, the appointed CATO chief must evaluate the consistence of adequate national formation of the single personnel.

A common basket of people CATO deployable, for EATC ops and exes but not necessarily strictly coming from PNs, must be create and update annually for the population of the various CE.

8.4.1.2 Team composition

A standard team or selection of specialist shall be organized into the following (basic) or combination of below mentioned sections:

- Chief CATO/MST
- Cargo Section
- Load Controller
- Passenger Section
- Aircraft Loading and Unloading Teams

8.5 Basic Duties

8.5.1 Chief CATO/Deputy

The CATO Chief is responsible for the overall coordination and smooth operation of the air transport of passengers and material, including the safe transport of traffic load.

Within every CATO composition/module, a designated CATO Chief will be appointed to fulfil the duties.

The Authority in charge of appointing the CATO Chief in Exe/Ops under EATC umbrella is COM EATC.

Whenever the CATO Chief is not present, the Deputy will exercise all tasks, responsibilities and authorities given to the CATO Chief.

The Chief's duties and responsibilities are to:

- Carry out his duties with full regard to national TOA restrictions (either HN, inbound/outbound Nations or lead of Exercise).
- Operational reporting to the appropriate chain of command.
- Coordinating the combined efforts of the whole CATO on behalf of all CATO Participants.
- Establish SOPs based on the approved common SOPs contained in these Annexes, covering operations procedures and administrative matters to the extent necessary within national rules and regulations without jeopardizing the overall mission efficiency.
- Monitor the total force contribution in relation to ongoing operations and forward his recommendations to the CATO Activation Cell (CAC).
- Forward recommendations to the CAC on which expenditures should be shared.
- Command of assigned personnel.
- Control of air transport operations at the airbase (APOD/E or Deployment Operating Base), including intra-theatre airlift system (ITAS).
- Handling of aircraft (loading and unloading of passengers and cargo).
- Liaison with higher-level Movements Co-ordination Cells/Centre's.
- Assist with aero-medical evacuation.
- Coordinating with the appropriate RSOI/M agency, directly or through a DOB MNLC.
- Conduct technical training of assigned personnel.
- Ensure the possibility of a connection with MEAT system.
- Ensure the complete full operability of the CATO before the deploy of the assets involved.

8.5.2 Chief MST/Deputy

The chief GHT will mainly be responsible for the movement coordination and load controlling duties within the GHT.

Within every GHT composition/module, a designated team member will ALWAYS fulfill the duties of the GHT Chief. Whenever the GHT Chief is not present, the Deputy will exercise all tasks, responsibilities and authorities given to GHT Chief.

The Chief's duties and responsibilities are to:

- Carry out his duties with full regard to directives of the MTCC/MCG.
- Operational reporting to the appropriate chain of command. (Compilation of statistics)
- Coordinating the combined efforts of the whole GHT on behalf of all GHT members. (i.e., ensure correct repartition of all required GHT duties).
- Monitor the GHT contribution in relation to on-going operations and forward his recommendations to the GHT Activation Cell.
- De-conflict the AT tasking according to the maximum ground handling capability and Air Terminal capacity.
- Obtain load details, including special handling requirements (e.g., for explosives) for inbound/outbound AT.
- Confirm the availability of suitably qualified personnel (e.g., with appropriate explosives qualifications).
- Coordinate and de-conflict with other agencies the use of ACHE.
- Produce VIP and special status passenger notification and promulgating this information.

- Give and obtain all necessary information about in/outbound flights (Flying board).

For outbound flights, the Chief's tasks will consist of:

- Confirming arrival timings at the Air Terminal on the outbound freight/passengers.
- Confirming the aircraft departure times.
- Liaising with higher-level movements authorities regarding aircraft loads, roles, and capabilities.
- Confirm the configuration (e.g., cargo, passenger, palletized, aeromedical role, clear floor etc.).
- Overall coordination of the movement of vehicles involved in the unload or turnaround, such as aircraft refueling vehicles, passenger buses and ACHE.
- Liaise with the AT crew.
- Coordinate the ramp services and monitoring the aircraft loading and advise AT Ops if delays are likely.
- Carry out checks of aircraft paperwork and confirm with the aircraft loading team that the final payload figures are in accordance with the load plan, existing Air Movements and IATA/AMovP-6 regulations. The actual preparation of the correct paperwork is the primary responsibility of the consignor nation.
- Briefing the aircraft crew and handing over aircraft documentation and manifests.
- Send departure and delay messages as required.
- Liaise with 'down route' destination airfields.

For inbound flights, the Chief's tasks will consist of:

- Confirm the arrival times of flights and composition of payloads (passengers and freight).
- Ensure the inbound AT aircraft are parked in appropriate bays taking into account both inbound and outbound loads (e.g., passenger, freight, explosives).
- Acquire the flight documentation, including customs documentation and passenger and freight manifests from the consigner.
- Send arrival and delay messages as required.
- Liaise with 'down route' destination airfields.

REMARK: Certain operational tempo and/or complexity may not allow the Chief GHT to execute all of these tasks by himself. In such an instance, the tasks will be carried out by the Passenger and/or the Cargo Section.

8.5.3 Load Controller

The Load Control Section will co-ordinate the work of the duty Air Movements Shift and will work in close coordination with the Movements Plans Section. The Load Control Section will be located either in, or near, Base Air Transport Ops/TALCE.

The Load Controller duties and responsibilities are to:

- Coordinating the combined efforts of the whole GHT on behalf of all GHT members. (i.e., ensure correct repartition of all required GHT duties).
- Obtain load details, including special handling requirements (e.g., for explosives) for inbound/outbound AT.
- Coordinate and de-conflict with other agencies the use of ACHE.
- Give and obtain all necessary information about in/outbound flights (Flying board).

For outbound flights the LC tasks will consist of:

- Confirming arrival timings at the Air Terminal on the outbound freight/passengers.
- Confirming the aircraft departure times.
- Liaise with higher-level movements authorities regarding aircraft loads, roles, and capabilities.
- Confirm the configuration (e.g., Cargo, passenger, palletized, aeromedical role, clear floor etc.).
- Check and coordinate the requirements for, and completion of, catering, refueling, de-icing and/or maintenance.
- Liaise with the AT crew.
- Carry out checks of aircraft paperwork and confirm with the aircraft loading team that the final payload figures are in accordance with the load plan, existing Air Movements, and IATA regulations. The actual preparation of the correct paperwork is the primary responsibility of the consignor nation.
- Briefing the aircraft crew and handing over aircraft documentation and manifests.
- Sending departure and delay messages as required
- Liaising with 'down route' destination airfields.
- Compilation of statistics.

For inbound flights the Chief's tasks will consist of:

- Confirm the arrival times of flights and composition of payloads (passengers and freight).
- Ensure the inbound AT aircraft are parked in appropriate bays taking into account both inbound and outbound loads (e.g., passenger, freight, explosives).
- Acquire the flight documentation, including customs documentation and passenger and freight manifests from the consigner.
- Sending arrival messages. As required.
- Liaise with 'down route' destination airfields.
- Compilation of statistics

8.6 Passenger Section

8.6.1 Outbound flights

For outbound flights, the Passenger Section tasks will consist of:

- Liaising with national movements' representatives/liaison officers regarding the arrival of passengers to the Air Terminal.
- Conducting passenger arrival/check-in at airhead.
- Preparing passengers for presentation to aircraft, including checking documentation and briefing as required.
- Checking in and processing baggage. Security checks will be carried out by Air Transport Security (ATSy) Staffs whenever available or present.
- Raising passenger manifests, confirming airway bills/customs and DG documentation (if applicable).

- Processing passengers to the outbound lounge, conducting passport and boarding card checks, and passenger briefings. Security checks will be carried out by ATSy Staffs whenever available or present.
- Coordinating the boarding of passengers and confirming the head count to the aircraft crew.
- In the event of flight delays, real life support to passengers (food, water, and accommodation if necessary) remains a national responsibility, including removing them from the Airhead if the delay is protracted, or is likely to impact on GHT operations.

8.6.2 Inbound flights

For inbound flights, the Passenger Section tasks will consist of:

- Liaising with national representatives/liaison officer regarding the dispersal of passengers from the Airhead.
- Ensuring the special handling of any VIP and/or aero-medical patients.
- Ensuring customs/immigration clearances have been completed. These are carried out by customs staffs or, in their absence, ATSy staff whenever available or present.
- Delivering arrival briefings to passengers as required.
- Coordinating the movement of passengers to the inbound lounge(s).
- Coordinating the unload and immigration clearance of special passengers (VIP/aeromed).
- In liaison with ATLO/national staffs, ensuring the on-move of units if applicable.

REMARK: Certain operational tempo and/or complexity may not require the activation of this particular section. In such an instance the tasks will be carried out by the Chief GHT and/or the Cargo Section.

8.7 Cargo Section

8.7.1 Outbound flights

For outbound flights, the Cargo Section tasks will consist of:

- Conducting freight arrival acceptance (Cfr. EGOM checklist):
- Ensuring any damage is reported.
- Checking that all freight is prepared and compliant for air movement, including the check weighing of freight and vehicles.
- ensuring that the freight is correctly documented and packed.
- Preparing the freight for presentation to the aircraft.
- Allocating Unit Loading Devices (ULD) as necessary.
- Loading freight and baggage to aircraft pallets and restraining them in accordance with current regulations.
- Raising all the necessary documentation and freight manifests, as well as confirming the correctness of any airway bills, customs, and DG documentation (responsibility for rectifying problems with rejected freight/paperwork remains with consignor).
- Consignment tracking remains a national responsibility.

8.7.2 Inbound flights

For inbound flights, the Cargo Section tasks will consist of:

- Removing freight from the ULD, ensuring any damage is reported.

- Receiving inbound documentation from the aircraft unloading team.
- Facilitating the import of freight with Customs if required.
- Ensuring that the National Support Elements (NSE) clear all freight from the airhead in good time after arrival.
- Consignment tracking remains a national responsibility.
- In liaison with the supported unit, ensuring the on-move of unit's freight if applicable
- Unload all freight onto trucks and other means of ground transportation.

8.8 Aircraft Loading and Unloading Teams

8.8.1 Outbound flights

Scope and responsibilities inside air movement organizations may differ between Nations particularly with respect to the sequencing of full load planning, loading and weight balance preparation. Nonetheless, loading team must check its compliance during unloading or loading phases.
For outbound flights, the aircraft loading team tasks can change case by case due to different national procedures but will, in general, consist of:

- Conducting draft aircraft loading plans, evaluating, case by case, if an involvement of the Load Master is necessary (e.g. for Weight & Balance).
- Ensuring that the draft loading plan is submitted to Chief GHT and/or the Cargo section.
- Confirming the final load plan (for example the use and position of ULDs on aircraft or the flat floor plan of vehicles and equipment, distribution of passengers), and informing Chief GHT/Load Control of any changes to the draft plan.
- Ensuring the operation of aircraft in-plane systems such as ramps, doors, winches, internal cranes, and power operated roller conveyance systems.

Added tasks, depending case by case by National regulations and the type of aircraft:

- Allocation of ACHE with qualified personnel for the use.
- Transporting the ULDs and loose freight and baggage to the aircraft.
- Loading the aircraft in accordance with the final load plan and mandatory or advisory Tie-down Schemes (TDS) and/or loading instructions and restraint limitations.
- Confirming with Chief GHT/Cargo Section and AT Crew that the aircraft has been loaded according with the final aircraft loading plan.
- Vehicle safety while operating near aircraft (e.g., chocking).

8.8.2 Inbound flights

For inbound flights, the aircraft unloading team tasks will consist of:

- Meeting the aircraft, confirming unload details with crew, and collecting aircraft documentation and manifests.
- Unloading passengers and freight.

REMARK: Certain operational tempo and/or complexity may not require the activation of this section. In such an instance the tasks will be carried out by the Chief GHT and/or the Cargo Section.

8.9 Reference documents

8.9.1 Reference documents

Non-exhaustive list of major reference documents:

- ICAO TI
- IATA DGR
- EATC OPS SOP, National annexes to OPS SOP
- EATC Ground Operations manual - EGOM
- EATC CATO/MST SOP 2021-11-01 DRAFT
- NATO STANDARD ATP-3.3.4.1, TACTICS, TECHNIQUES AND PROCEDURES FOR NATO AIR MOVEMENTS (Edition A Version 1, JANUARY 2018)
- Stanag.4441, AMOVP6 SRD6,
- Bi-SCD 085-005, NATO approved criteria and standards for airfields
- NATO Bi-SC CAPABILITY CODES AND CAPABILITY STATEMENTS

8.9.2 Document hierarchy

- EAG CATO – Technical Arrangement - TA concerning the Combined Air Terminal Operations (CATO)
- EATC Operations Manuals
- EATC Ground Operations Manual – Requirements for operations within an Air terminal
- Standard Operating Procedure (SOP)

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.

A standardized report form is to be used for this purpose: the Mission Planning Evaluation Sheet – MPES (ref. Document Catalogue, chapter 1.B.) and the Mission Execution Evaluation Sheet – MEES (ref. Document Catalogue, chapter 1.C.). 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

9.2.3 Mission Reporting and Improvement

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; missionevaluationoffice@eatc-mil.org

In case of internal further approvals, the routing can be changed on national regulations.

9.3 Registration and Feedback, the process consists 3 phases

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).

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 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.

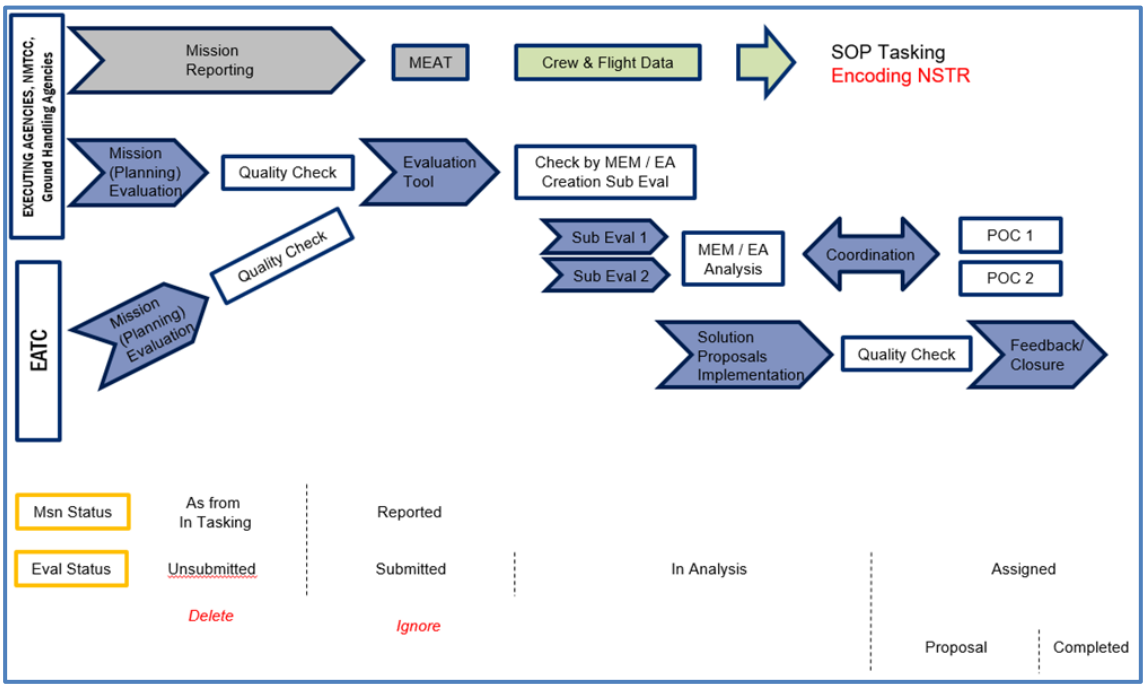
Feedback phase

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.

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:



ANNEX 9.A: Feedback report template

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 xxxxx-xx

Dear Sir/Madam,

EATC hereby confirms the receipt of your report concerning the problems encountered during mission execution. Following topics were identified:

- Code Title

Extract of the referred Report:

Analysis:

Improvement proposal:

Implementation Steps:

With kind regards,

Name
Rank
Unit

ANNEX 9.B: Feedback report example

EUROPEAN AIR TRANSPORT COMMAND

EINDHOVEN AIRBASE
P.O. BOX 90102
5600 RA EINDHOVEN
THE NETHERLANDS

TEL. 00 31 889 510 809
E-MAIL mission.evaluation.office@eatc-mil.org

YOUR MESSAGE	YOUR POC	OUR REF	OUR POC	EINDHOVEN
MEES 24 Jun 2022	ET 3/60	2022/MET/MEO	Rubens OF-3	11 Jul 2022

Subject: Feedback Report
Ref: MEES Msn number 04800-22

Dear Sir/Madam,

EATC hereby confirms the receipt of your report concerning the problems encountered during mission execution. Following topics were identified:

- EL16 Load – Other

Extract of the referred Report:

EL16, Leg 2, FOOL-LFPG, FOOL: DITAP was not briefed about the necessity to keep pharmaceutical products in the cargo between 15° and 20 ° C.

Analysis:

EL16: The Captain's remark concerns Leg 1, at LFPG.

The concerned ATR did mention the fact that some of the Cargo should be kept at a certain temperature. This important information is also mentioned in the ATR annex 03. However, it's definitely the clients responsibility to inform the Ground Handler about this. Also, ETAA is considered to consult the ATMO (including the annexes).

Improvement proposal:

EL16: EATC will write a remark in the ATMO whenever cargo needs special attention.

Implementation Steps:

EL16: This issue will be discussed during the next Ground Handling Working Group, organised by EATC TecLog.

With kind regards,

OF-3 Rubens
EATC Mission Evaluation Office

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- Handling is a keystone element
in flying a successful mission -