



Traffic / Handling Manual

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Preface

The following pages contain information for handling agents involved in Titan Airways' ad-hoc charter operations. Agents should use the guidelines in the IATA Airport Handling Manual (AHM) and content of this manual, which is to qualify and amplify items from the AHM. Acceptance of a handling request from Titan Airways shall be treated as an agents acceptance of the procedures contained within this manual. It shall be the responsibility of the relevant Station Manager to ensure that each operation is worked using the latest downloaded copy of this manual.

This manual is also designed to provide some guidance for those handling agents working with Titan Airways aircraft whilst operating under short or long term wet lease to other carriers. Where a policy or procedure contained within this manual is more restrictive than the policy of the customer airline then this document shall have precedence.

Titan Airways commenced operations in March 1988 and currently operates a jet aircraft fleet from its operational base at London Stansted Airport. The company does not operate scheduled services of its own but offers a 'tailor made' ad-hoc charter service to corporations, holiday companies and other airlines.

The company offers a high quality service and is registered to the EU-OPS and ISO9000 Quality Standard. Flights are often booked at very short notice. Due to the urgent nature of such flights a high level of response is required from agents. Many flights are however booked months in advance. The same high-level quality service is required on all operations.

WARNING: This document is only distributed using the Internet and if printed becomes an uncontrolled document and marked as such. Agents are to ensure that they have access to this document online for any planned operation involving Titan Airways aircraft.

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Operational data can be obtained from our operations website at www.zapops.com

Schedules

Schedules will be advised to agents by SITA in advance of the planned operation.

All times will be UTC

Aircraft types and Configuration

Aircraft operated by Titan Airways are as follows:-

		<u>Normal Config.</u>
*G-ZAPK	BAe146-200QC	80Y or 92Y
*G-ZAPN	BAe146-200QC	77Y
*G-ZAPO	BAe146-200QC	80Y or 92Y
*G-ZAPW	Boeing 737-300QC	130Y
*G-ZAPZ	Boeing 737-300QC	130Y
*G-POWC	Boeing 737-300QC	130Y
G-ZAPX	Boeing 757-200	195Y <i>Alternative configs:</i> 98C 40C/118Y 38C/118Y
G-POWD	Boeing 767-300ER	265Y
G-ZAPR	BAe146-200QT	Freighter
G-ZAPV	Boeing 737-300	Freighter
G-POWB	Beech 350	8 pax

All aircraft marked * may additionally be operated in the 'ALL CARGO' role

Charterer and Representatives

Details of charterer may be advised to agents when required. Some charterers may request additional or special signage at check-in. Where possible agents should provide this facility and liaison directly with the charterer shall be acceptable to Titan Airways. Logos for display on electronic check-in boards can be obtained on application to charter@titan-airways.co.uk

Where charterer requires additional services not covered by the 'Handling Agreement' these shall not be for the account of Titan Airways unless written authorisation is received from Titan Airways.

When operating short term wet lease on behalf of other carriers, Titan Airways will utilise the services of the customer airline's handling agents. All services will be supplied under the customer airline account.

Check-in

Passenger Lists

Full passenger list will be transmitted to all agents during the day prior to departure. This list may be available in PNL format but is likely for closed charters to be in other forms. Amendments to this will be faxed or sent through SITA to respective stations. Differences from passenger list experienced at check-in should be notified to the charterer's rep (if in attendance), and to Titan Airways.

PNL's should be available for transmission to Titan Airways on request.

Check-in

The number of check-in desks will vary according to the operation. With private charters the return flight may involve the entire passenger load arriving at the terminal at the same time giving rise to congestion and delay in check-in. Whilst we encourage charters to stagger group arrivals at the aircraft, invariably between 3 and 5 desks may be required in order to expedite the check-in process depending on passenger load. Handling agents are requested to consider desk planning for such flights.

Desk/s required from STD - 1:30 on private charter operations and STD – 3hrs for public charter ops. Check-in is only to be closed after check-in of all manifested passengers or on confirmation from charterer's representative or Titan Airways that no more passengers are expected. Private charter flights may be delayed for late arriving passengers.

Passengers should be questioned on check-in to ascertain that:

- The baggage presented for check-in is the passengers own property
- No interference with the baggage could have occurred since it was packed
- Nothing has been given to the passenger to carry on-board
- Dangerous goods are not being carried (this may be completed by pointing to the notice at check in and enquiring if the passenger has these or similar articles)

Tickets

Passengers are issued with Titan Airways tickets. Other tickets may only be accepted with pre-advice from Titan Airways.

Closed charter groups may travel under a 'master' ticket with the agent identifying passengers against the provided passenger manifest.

Classes

BA46	-	Variable class divider row 3-14 3+2 / 2+3 / 3+3 (depending on aircraft)
B737	-	130 economy 3+3
B757	-	195/8Y or 98C(alt config) or 40C/118Y (alt config) or 38C/118Y (alt config)
B767	-	265Y

Smoking Policy

All Titan Airways flights are designated as NO SMOKING.

Baggage Allowance

A notional allowance of 20kg per person is normally allowable unless otherwise advised. Should payload allow then baggage in excess of this weight will be allowed for carriage. Excess baggage charges are not applicable on closed charter flights but may be applied on IT charter and only when advised by Titan Airways.

Cabin Baggage

Cabin baggage should be identified by check in agents so as to ensure that it is not of excessive size. All aircraft operated by Titan Airways have limited cabin baggage space and care is required when checking in passengers.

The following should be used as a guide (though not as a guarantee) as to flexibility in cabin baggage allowances

	BAe146	B757 / B737 / 767
Special Requirements (All cases)		
Up to 40 passengers	Up to two pieces per passenger may carried	Up to two pieces per passenger may carried
40 to 50 passengers	One piece per person	Up to two pieces per passenger may carried
50 to 60 passengers	One piece per person	Up to two pieces per passenger may carried
60 to 100 passengers	Limited to one bag or briefcase	Limited to one bag or briefcase (B737) Two pieces (757)
Over 100 passengers		Limited to one bag or briefcase

***Carriage of more than 1 piece of cabin baggage is not acceptable in some countries due to national security restrictions.**

Baggage Tags

Baggage tags shall be issued by each agent for each piece of checked baggage. Tags should include destination and serial number.

Baggage tag stocks are NOT available from Titan Airways.

Boarding Cards

Boarding card should be issued by agent. Boarding cards must not be issued to infants (children under 2 years old)

Boarding card stocks are **NOT** routinely available from Titan Airways.

Duty Free

Duty Free services are NOT available on-board Titan Airways aircraft on closed charter flights. Some IT Ski charter flights will have a limited Duty Free service available.

Seating

A seating plan of each aircraft is located at Appendix to this document.

AGENTS ARE REMINDED THAT WHEN ALLOCATING SEATS ADJACENT TO EMERGENCY EXITS THEY MUST NOT BE ALLOCATED TO CHILDREN / INFIRM OR OTHERWISE UNSUITABLE PASSENGERS. THESE SEAT ARE CLEARLY SHOWN ON THE SEAT MAPS IN THE APPENDICIES TO THIS MANUAL

VIP Passengers

Many of the charters operated by Titan Airways will involve carriage of people who are widely known in public life. Such passengers should be treated so as to ensure their privacy is not invaded. Handling staff must not approach such VIP passengers for photographs / autographs etc.

From time to time small groups of passengers or entire loads will require use of separate lounge prior to departure. These arrangements will be advised in advance by Titan Airways.

Dangerous Goods

Titan Airways carriage of Dangerous Goods requires that handling agents adhere to the following procedures. All Dangerous Goods are handled in accordance with IATA Dangerous Goods Regulations (current edition).

Staff must be suitably trained in IATA Dangerous Goods Regulations and training records shall be subject to inspection/audit by Titan Airways at any time.

Dangerous Goods notices must be prominently displayed at check-in and cargo acceptance points

Prior notification to Titan Airways is required for all shipments. Class 7 (Radioactive) in Excepted Quantity may be carried but only when agent is advised in writing prior to the operation by Titan Airways.

Acceptance

Warning signage shall be displayed by agents at all acceptance locations.

Before dangerous goods are accepted for air transport an acceptance check must be carried out using a dedicated check list, to ensure as far as is possible that packages, overpacks and freight containers are not damaged or leaking, they are correctly marked and labelled and dangerous goods transport documents have been completed correctly, according to the Dangerous Goods Regulations. IATA Dangerous Goods Acceptance Checklist shall be used for acceptance procedures. This checklist should be retained for not less than 3 months and must be available for inspection by Titan Airways on request.

Loading / Unloading

Before dangerous goods are loaded on an aeroplane and after unloading from an aeroplane, packages, overpacks and freight containers must be inspected for evidence of damage or leakage, as required by the Dangerous Goods Regulations. Leaking or damaged packages, overpacks or freight containers must not be loaded onto an aeroplane. If there is evidence of damage or leakage or contamination, the procedures set down in the Dangerous Goods Regulations must be followed. Titan Airways must be informed without delay by SITA or fax of any such incidents.

Dangerous goods must not be carried in the cabin of an aeroplane occupied by passengers or on the flight deck, except as provided for in the Dangerous Goods Regulations.

Dangerous goods identified as suitable for transport only on a cargo aircraft must not be carried on an aeroplane on which passengers are being carried. In this context 'passenger' excludes a crew member, an operator's employee, an authorised representative of an Authority and a person with duties in respect of a particular shipment of dangerous goods or other cargo on board.

Dangerous goods must be loaded, stowed and secured on an aeroplane as required by the Dangerous Goods Regulations. This includes segregating packages from each other when they contain incompatible dangerous goods, securing packages to ensure their orientation or position does not change to the extent that they may be damaged or affect passengers and, on a cargo aircraft, loading certain packages so they are accessible in flight.

Notice to Commander

The commander of the aeroplane on which dangerous goods are to be carried must be informed before the flight of those dangerous goods, as provided for in the Dangerous Goods Regulations. This information must be presented on the attached Notice to Commander (NOTOC) form and include:

- The proper shipping name and UN number (when assigned);
- The class or division, any identified subsidiary risks and, for explosives, the compatibility Group;
- The packing group (when assigned);
- The number of packages, net quantity or gross mass per package;
- Loading location; and
- Confirmation there is no evidence of damaged or leaking packages.

NOTOC + copy of shippers declaration shall be given to the Commander and be separate to accompanying cargo paperwork.

Copies of both documents shall be readily available on the ground at point of departure for the duration of the flight. In the event that that departure station agent (including Cargo department) is not staffed H24 then these documents must be sent by fax to Titan Ops +44 1279 680110 to ensure that they are accessible for the duration of the flight.

Undeclared Goods

In the event of an agent discovering undeclared dangerous goods prior to loading then the goods shall not be loaded and this shall be reported to Titan Airways by SITA without delay giving the following information:

Shipper
Consignee
Nature of Goods (UN number / proper shipping name if avail)
Action taken

Copy of any cargo documentation must be faxed to Titan Airways +44 1279 680110

In the event of an agent discovering undeclared dangerous goods during off load the reporting requirements detailed above shall be applied.

Incidents

Any incidents involving dangerous goods either shipped on, or due to be shipped on a Titan Airways aircraft are to be reported to Titan Airways by SITA or Fax without delay. The following information shall be given:

Flight No.
From
To
Nature of incident
Shipper
Consignee
Nature of Goods (UN number / proper shipping name if avail)
Action taken

Copy of any cargo documentation must be faxed to Titan Airways +44 1279 680110

Signage

Agents should be aware of and be alert to the presence of dangerous goods in baggage as covered by latest edition of the IATA Dangerous Goods Regulations. A Restricted Articles notice should be displayed in the check-in area and at all tickets desks.

Undeclared/Mis-declared Dangerous Goods

In the event that undeclared dangerous goods or mis-declared dangerous goods are discovered at either check-in, security search, cargo reception or gate, a report detailing the following information is to be submitted to Titan Airways within 24 hours of the incident.

Name and address of passenger
Route
Description of goods carried
Narrative report from witnesses

Spillage or leakage of dangerous goods in holds

Should any spillage or leakage of dangerous goods occur, the goods must be removed from the aircraft as soon as possible. A report shall be sent to Titan Airways within 24 hour of any such incident.

Documentation

The handling agent shall retain the following dangerous goods documentation for 3 months from flight date. This documentation shall be available for inspection by Titan Airways on request.

- Shippers Declaration
- Acceptance Checklist
- Notice to Commander (NOTOC)

A copy of the Notice to Commander **MUST** also be sent by fax to the destination airport handling agent and/or Titan Airways on +44 1279 680110

Dangerous Goods carried by Passengers/Crew

An approval is not required for those dangerous goods which, according to the IATA Dangerous Goods Regulations, can be carried by passengers or crew members; these are:

Medical Necessities	Carry-on baggage	Checked (hold) baggage	On one's person	Operator approval required
<p>Gaseous oxygen or air cylinders required for medical use. Each cylinder must not exceed 5 kg gross mass. Cylinders, valves and regulators, where fitted, must be protected from damage which could cause inadvertent release of the contents.</p> <p>Note 1: Liquid oxygen systems are forbidden.</p> <p>Note 2: Air cylinders for other purposes, such as scuba diving, may only be carried if "empty".</p>	✓	✓	✓	✓
<p>Cylinders of a non-flammable, non-toxic gas, worn for the operation of mechanical limbs, also spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.</p>	✓	✓	✓	✗
<p>Non-radioactive medicines (including aerosols). The total net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.</p> <p>Note: The total net quantity of medicines, toiletry articles and aerosols for sporting or home use must not exceed 2 kg or 2 L (e.g. four aerosol cans of 500 mL each) for each person.</p>	✓	✓	✓	✗
<p>Small medical or clinical thermometer which contains mercury, one only, for personal use when in its protective case.</p>	✓	✓	✓	✗
<p>Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person, or radio-pharmaceuticals contained within the body of a person as the result of medical treatment.</p>	✗	✗	✓	✗

Medical Necessities	Carry-on baggage	Checked (hold) baggage	On one's person	Operator approval required
<p>Wheelchairs or other battery-powered mobility aids with non-spillable batteries. The battery must be securely attached to the wheelchair and terminals must be protected from short circuits. Additionally, the wheelchair controls should be protected and protected from:</p> <p>a) inadvertent operation – there are a variety of ways a wheelchair can be protected, and in the first instance the passenger should be asked how this can be achieved; generally this will involve certain actions being taken with the joystick, but may also be as simple as removing a key or turning a deactivation switch. If the latter, care must be taken during loading to ensure that the switch cannot be activated by adjacent baggage.</p> <p><i>NOTE: Application of the brake is not sufficient; unless the motor is rendered inoperative the motor can still be activated and overheat;</i></p> <p>b) short circuit of the battery – this does not necessarily require disconnection, since this is often very difficult to do, and if not done properly can increase the risk of a fire. Adequate protection may already be afforded by the battery being contained in a battery box fitted to the mobility aid. Consequently, only if deactivation cannot be achieved should disconnection be considered, following which it must be ensured that the battery terminals are protected against short circuit, e.g. by the effective insulation of exposed terminals; and</p> <p>c) damage – including to associated wiring, by the movement of baggage, mail, stores or other cargo.</p> <p>Note: SPECIFIC TECHNICAL SPECIFICATIONS APPLY – SEE BELOW.</p>	✘	✓	N/A	✓
<p>Wheelchairs or other battery-powered mobility aids with spillable batteries, provided that the wheelchair or mobility aid can be loaded, stowed, secured and unloaded always in an upright position and that the battery is disconnected, the battery terminals are protected from short circuits and the battery is securely attached to the wheelchair or mobility aid.</p> <p>Note: If the wheelchair or mobility aid cannot be loaded, stowed, secured and unloaded always in an upright position (which will depend upon the type of aircraft and the type of the mobility aid), the battery must be removed and the wheelchair or mobility aid may then be carried as checked baggage without restriction. A removed spillable battery may only be carried by air if packed, marked and labelled as specified within the IATA Dangerous Goods Regulations.</p>	✘	✓	N/A	✓

Articles Used in Dressing or Grooming	Carry-on baggage	Checked (hold) baggage	On one's person	Operator approval required
<p>Toiletry articles (including aerosols). The total net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents. The term “toiletry articles (including aerosols)” is intended to include such items as hair sprays, perfumes and colognes.</p> <p>Note: The total net quantity of medicines, toiletry articles and aerosols for sporting or home use must not exceed 2 kg or 2 L (e.g. four aerosol cans of 500 mL each) for each person.</p>	✓	✓	✓	✗
<p>Hair curlers containing hydrocarbon gas, no more than one per person, provided that the safety cover is securely fitted over the heating element.</p> <p>Note: Gas refills for such curlers must not be carried.</p>	✓	✓	✓	✗

Consumer Articles	Carry-on baggage	Checked (hold) baggage	On one's person	Operator approval required
<p>Alcoholic beverages, containing more than 24% but not more than 70% alcohol by volume, when in retail packagings in receptacles not exceeding 5 L, with a maximum total net quantity per person of 5 L for such beverages.</p> <p>Note: Alcoholic beverages containing not more than 24% alcohol by volume are not subject to any restrictions. Alcoholic beverages with more than 70% alcohol by volume are not permitted.</p>	✓	✓	✓	✗
<p>Aerosols (non-flammable, non-toxic) with no subsidiary risk, for sporting or home use. Permitted in checked baggage only. The total net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.</p> <p>Note: The total net quantity of medicines, toiletry articles and aerosols for sporting or home use must not exceed 2 kg or 2 L (e.g. four aerosol cans of 500 mL each) for each person.</p>	✗	✓	✗	✗
<p>Ammunition (cartridges for weapons) securely packed in quantities not exceeding 5 kg gross mass per person for that person's own use. Allowances for more than one person must not be combined into one or more packages.</p> <p>Note: Only ammunition classified as UN0012 or UN0014 within Division 1.4S may be carried in baggage. If the classification is unknown, this information should be obtained from the ammunition manufacturer/supplier.</p>	✗	✓	✗	✓

Consumer Articles	Carry-on baggage	Checked (hold) baggage	On one's person	Operator approval required
<p>One small packet of safety matches or a single cigarette lighter (that does not contain unabsorbed liquid fuel, other than liquefied gas), intended for use by an individual.</p> <p>Note 1: Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on luggage.</p> <p>Note 2: 'Strike anywhere' matches are forbidden for air transport.</p>	x	x	✓	x
<p>Consumer electronic devices containing lithium or lithium ion cells or batteries (watches, calculating machines, cameras, cellular phones, laptop computers, camcorders, etc.) when carried by passengers or crew for personal use. Each installed or spare battery must not exceed the following:</p> <ul style="list-style-type: none"> - for lithium metal or lithium alloy batteries, a lithium content of not more than 2 grams; or - for lithium ion batteries, a watt-hour rating of not more than 100 Wh. <p>Note: Carriage should be as carry-on baggage.</p>	✓	See Note	See Note	x
<p>Spare lithium or lithium ion cells or batteries must be individually protected so as to prevent short circuits (by placement in original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch) and carried in carry-on baggage only. Each spare battery must not exceed the following:</p> <ul style="list-style-type: none"> - for lithium metal or lithium alloy batteries, a lithium content of not more than 2 grams; or - for lithium ion batteries, a watt-hour rating of not more than 100 Wh. 	✓	x	x	x
<p>Consumer electronic devices containing lithium ion batteries exceeding a watt-hour rating of 100 Wh but not exceeding 160 Wh in equipment may be carried in either checked or carry-on baggage.</p>	✓	✓	x	✓
<p>Spare lithium ion batteries exceeding a watt-hour rating of 100 Wh but not exceeding 160 Wh may be carried in carry-on baggage. Each lithium ion cell or battery must be individually protected so as to prevent short circuits (by placement in original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch). No more than two individually protected spare batteries per person may be carried.</p>	✓	x	x	✓

Consumer Articles	Carry-on baggage	Checked (hold) baggage	On one's person	Operator approval required
<p>Portable electronic devices powered by fuel cell systems, and up to two spare fuel cartridges (cameras, mobile phones, laptop computers, camcorders, etc). Fuel cell cartridges may only contain flammable liquids, corrosive substances, liquefied flammable gas, water reactive substances or hydrogen in metal hydride. Fuel cell cartridges must not be refillable by the user. Refuelling of fuel cell systems is not permitted except that the installation of a spare cartridge is allowed. Fuel cell cartridges which are used to refill fuel cell systems but which are not designed or intended to remain installed (fuel cell refills) are not permitted to be carried.</p> <p>Note: SPECIFIC TECHNICAL SPECIFICATIONS APPLY – SEE BELOW.</p>	✓	✗	✗	✗
<p>Self-inflating life-jacket fitted with no more than 2 small cylinders containing a non-toxic, non-flammable gas, and no more than 2 spare cylinders.</p>	✓	✓	✓	✓
<p>Avalanche rescue backpack equipped with a pyrotechnic trigger mechanism containing not more than 200 mg net of Division 1.4S and a cylinder of compressed non-toxic, non-flammable gas not exceeding 250 ml. One per person permitted.</p> <p>Note: The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpack must be fitted with pressure relief valves.</p>	✓	✓	✗	✓
<p>Dry ice in quantities not exceeding 2.5 kg per person, when used to pack perishables that are not dangerous goods, provided the package permits the release of carbon dioxide gas. When carried in checked baggage, each package must be marked 'DRY ICE' or 'CARBON DIOXIDE, SOLID' and with the net weight of dry ice or an indication that the net weight is 2.5 kg or less.</p>	✓	✓	✗	✓
<p>Mercurial barometer or mercurial thermometer carried by a representative of a government weather bureau or similar official agency. The barometer or thermometer must be packed in a strong outer packaging, having a sealed inner liner or a bag of strong leak-proof and puncture-resistant material impervious to mercury, which will prevent the escape of mercury from the package irrespective of its position.</p>	✓	✗	✗	✓
<p>Battery-powered equipment capable of generating extreme heat, which could cause a fire if activated (e.g. underwater high intensity lamps) providing that the heat-producing component or the battery is packed separately so as to prevent activation during transport. Any battery which has been removed must be protected against short circuit.</p>	✓	✓	✗	✓

Consumer Articles	Carry-on baggage	Checked (hold) baggage	On one's person	Operator approval required
Instruments containing radioactive material not exceeding the activity limits specified in Table 2-12 of the IATA Dangerous Goods Regulations (i.e. chemical agent monitor (CAM) and/or rapid alarm and identification device monitor (RAID-M)), securely packed and without lithium batteries, when carried by staff members of the Organization for the Prohibition of Chemical Weapons (OPCW) on official travel.	✓	✗	✗	✓

Additional Technical Specifications:

FUEL CELL CARTRIDGES – TECHNICAL SPECIFICATION

Fuel cells must meet the following specification:

- 1) fuel cell cartridges may only contain flammable liquids, corrosive substances, liquefied flammable gas, water reactive substances or hydrogen in metal hydride;
- 2) fuel cell cartridges must not be refillable by the user. Refuelling of fuel cell systems is not permitted except that the installation of a spare cartridge is allowed. Fuel cell cartridges which are used to refill fuel cell systems but which are not designed or intended to remain installed (fuel cell refills) are not permitted to be carried;
- 3) the maximum quantity of fuel in any fuel cell cartridge must not exceed:
 - a) for liquids 200 mL;
 - b) for solids 200 grams;
 - c) for liquefied gases, 120 mL for non-metallic fuel cell cartridges or 200 mL for metal fuel cell cartridges; and
 - d) for hydrogen in metal hydride, the fuel cell cartridges must have a water capacity of 120 mL or less;
- 4) each fuel cell system and each fuel cell cartridge must conform to IEC PAS 62282-6-1 Ed. 1, and must be marked with a manufacturer's certification that it conforms to the specification. In addition, each fuel cell cartridge must be marked with the maximum quantity and type of fuel in the cartridge;
- 5) fuel cell cartridges containing hydrogen in metal hydride must comply with the requirements in Special Provision A162;
- 6) no more than two spare fuel cell cartridges may be carried by a passenger;
- 7) fuel cell systems containing fuel and fuel cell cartridges including spare cartridges are permitted in carry-on baggage only;
- 8) interaction between fuel cells and integrated batteries in a device must conform to IEC PAS 62282-6-1 Ed. 1. Fuel cell systems whose sole function is to charge a battery in the device are not permitted;
- 9) fuel cell systems must be of a type that will not charge batteries when the portable electronic device is not in use and must be durably marked by the manufacturer: "APPROVED FOR CARRIAGE IN AIRCRAFT CABIN ONLY" to so indicate; and
- 10) in addition to the languages which may be required by the State of Origin for the markings specified above, English should be used.

NON-SPILLABLE BATTERIES – TECHNICAL SPECIFICATION

Batteries can be considered as non-spillable provided that:

- 1) At a temperature of 55°C, the electrolyte will not flow from a ruptured or cracked case.
- 2) The battery contains no free or unabsorbed liquid.
- 3) When packaged for transport, the terminals are protected from short circuit such as by the use of non-conductive caps that entirely cover the terminals.
- 4) They are capable of withstanding the vibration and pressure differential tests specified within the IATA Dangerous Goods Regulations.

Note: *Non-spillable type batteries which are an integral part of and necessary for the operation of mechanical or electronic equipment must be securely fastened in the battery holder on the equipment and protected in such a manner as to prevent damage and short circuits.*

Prohibited Articles

Where weapons (other than firearms) are found to be in the possession of passengers on a Titan airways aircraft they must be removed.

Restricted articles should be placed in a sealed container and placed in the forward hold after advising the Captain of the article. Destination agent shall be advised of the article by SITA and it should be collected from the aircraft on arrival. The article must only be returned to the passenger by the handling agent at destination once inside the landside area of the terminal.

Where a weapon is not declared and is removed from a passenger a report shall be made to Titan Airways within 24 hours of any such incident.

Any carriage of Munitions of War must be referred to the Titan Airways Dangerous Goods Manager unless previously advised to the agent.

Sporting Weapons

Passenger may be permitted to carry sporting weapons in accordance with local regulations. For carriage the item must be inspected and confirmed as unloaded (this may be confirmed by local Police in some countries). Cartridges associated with the weapons fall under the accepted Dangerous Goods items and may be carried in accordance with the table above.

All such items may only be carried as checked baggage.

Animals

Small animals shipped in accordance with the IATA Carriage of Animals regulations may be carried ONLY if notified to the carrier in advance. Animals being carried shall be loaded in the following locations:

BAe146	Not permitted
B737	Forward Hold
B757	Forward Hold
B767	Bulk Hold (5)

Late Passengers

Passengers arriving after the close of check-in should be processed and boarded whenever possible. Late passengers missing the departure should be referred to the appropriate rep.

Staff Passengers

Only staff passengers holding Titan Airways authorisation/ID are to be accepted for carriage. Staff passengers are to be treated on a space available basis only. The jump seat is only to be allocated after consultation with Titan Airways operations who will liaise with the aircraft commander and issue authorization in accordance with current security regulations.

Unaccompanied Minors

Unaccompanied Minors (UNMIN) may be carried on Titan Airways services. They should be escorted at all times once handed over by guardians and loaded separately to the rest of the passengers. Gate staff must positively identify the UNMIN to a member of cabin staff on boarding. Cabin staff will hand over the UNMIN to a member of the handling staff at destination and they should be escorted through the terminal until they are handed over to the nominated guardian. Up to the age of 12 associated declarations/paperwork must be completed by the guardian. Between the ages of 12 and 16 pax will be classified as unaccompanied youth and though still being escorted, will not require parental/guardian declaration.

Refusal of Passengers

Titan Airways will refuse carriage of any passenger under the following circumstances: -

- Those passengers who are apparently under the influence of alcohol or drugs
- Those passengers whose transportation presents a danger to themselves and/or other passengers.
- Those who fail to observe the instructions given by the carrier or their agents in relation to air transport safety.

Any passengers falling into the above categories who presents themselves at check-in should be notified to the Captain who will advise on further action if necessary.

Where handling staff have reason to suspect passenger/s suitability for travel on security/safety grounds then under no circumstances should the passenger be allowed to board and the local police should be called for further assessment of the passenger/s. Captain of the aircraft must be informed of this situation.

Handling staff MUST brief crew on any passenger/s who exhibit unusual behaviour and characteristics but are accepted for carriage.

Special Services Passengers

Passengers requiring wheelchairs, unaccompanied minors/youths and persons with other disabilities or requiring assistance must be notified to cabin crew prior to boarding.

Load Control

Passenger/Baggage Weights

For load advice purposes, standard passenger weights including hand baggage listed below should be used. Actual baggage weights will be used.

	Male	Female	All Adult
Passengers on all flights except holiday charters	88kg	70kg	84kg
Passengers on holiday charters	83kg	69kg	76kg
Children (between 2-12 years or child under 2 if occupying a separate seat.	35kg	35kg	
Infants (under 2 years of age if sharing seat with adult)	0kg	0kg	

All of the above weights are inclusive of cabin baggage. Cabin baggage allowance may NOT be deducted. Notional weights will be used for all other baggage.

Loadsheets must be annotated as follows as to which weights have been used

HOL/STD	Holiday Charter / Standard Weights
HOL/ADULT	Holiday Charter / All Adult Weights
BUS/STD	Non Holiday / Standards Weights
BUS/ADULT	Non Holiday / All Adult Weights

Loadsheet Copy

One copy of the loadsheet shall be retained by the handling agent for not less than three days following the flight.

AVI

May be carried on by prior notice to Titan Airways. Boxed pets should be stowed in FWD u/f hold (1) on B757 / B737 / BAe146 aircraft.

DGR

Standard NOTOC should be given in all other cases.

ICE

Accepted for carriage with notification to Captain. A maximum of 25kg per compartment is acceptable. If a larger amount is required then this should be referred to the Titan Dangerous Goods Manager.

HEA

May be accepted for carriage at no additional charge subject to load and volume constraints.

HUM

Only accepted by prior arrangement with Titan Airways operations.

Standard Seating / Load Plans (SSP/SLP)

SSP/SLP are available for use on all aircraft. Details are found in appendices.

Loadsheet

Manual load sheet will be prepared by Captain at all times. DCS data although available will only be accepted for load information/advice purposes.

BAe146	EDP data available on CODECO for seat allocation & planning Manual W&B completion by Crew
B737	EDP data available on CODECO for seat allocation & planning Manual W&B completion by Crew
B757	Manual ONLY AHM560 not available at present
B767	Manual AHM560 not available at present

Baggage Loading

Baggage will be loaded in accordance with the Captains (or authorized crew member) instructions. Dispatchers may accept verbal instructions from crew members or use the forms applicable to the aircraft type.

Operations / Ramp

Movement Messages

Messages should be forwarded as soon as possible after arrival/departure. Format should preferably be by SITA where possible.

STNTACR is to be copied on ALL messages.

Fuel

Preferred supplier will be advised by SITA on initial handling request.

Fuel requirements will be passed by VHF on inbound.

GPU

As shown in appendices.

De-icing

De-icing operations shall be undertaken on instruction from the aircraft Commander. All de-icing shall be completed in accordance with the guidelines published by the Association of European Airlines (AEA) 'Recommendations for De-icing / Anti-icing of Aircraft on the Ground' September. Ad-hoc requests for de-icing may not involve the signing of formal contract but such requests shall be handled as if SGHA terms were in force and the operations carried out in accordance with the AEA guidelines.

Only suitably trained staff should be employed in de-icing operations and such staff must also be trained in completion of a post de-icing inspection of the aircraft. Training must include areas of the airframe that should be avoided by spraying operations. To assist in this individual aircraft charts showing such areas are in the appendices to this manual.

In the event of the crew not being able to complete this inspection it shall be the responsibility of the de-icing contractor to complete this task on behalf of Titan Airways.

Details of fluids and mixture shall be advised to the aircraft Commander in writing in order that holdover times may be calculated.

Training records must be available for inspection by Titan Airways at any time.

Parking

Agents should ensure that chocks are provided during turn-rounds and stopovers. Pushback crew should be available to ensure on-time departures.

Delay Procedures

In the event of weather or technical delays, Titan Airways operations should be contacted for instructions as to their requirements for passenger amenities and comfort.

Meal vouchers are not to be used until authorisation is received in writing from Titan Airways operations. Similarly, in overnight delay situations, hotac should not be arranged without consultation with Titan Operations.

Lost Baggage

All AHM/OHD/DMG baggage must be notified to STNTACR and PIR completed. Trace signals are to be sent to relevant addresses. Titan Airways are not members of World Tracer or Bag Trax and handling agents should access these systems directly in baggage traces.

Titan Airways will be given details of the PIR and will assume responsibility after 72 hours.

Pax should be advised to contact the following company who process all claims on behalf of Titan Airways:

**G.A.B. Robins Aviation Ltd.,
Global House
Manor Court,
Manor Royal
Crawley,
West Sussex
RH10 9PY**

Telephone: 0870 950 6920

Fax: 01293 464101

Crew

Crew baggage may be found on the aircraft and will be clearly marked. Every effort must be made to avoid inadvertent off-load.

Flight Plans / Slot Times

Flight plans will be filed by Titan Airways, Stansted.

Agents at departure airport are to arrange/obtain the required departure slots and react to any improvement messages as may be received.

Catering

Details of catering requirements and allocated supplier will be advised in advance. Where aircraft is positioning to operate a flight, catering is very unlikely to be required.

Cleaning

Cleaning will not be required on turn-rounds involving either inbound or outbound empty positioning sector. Cleaning services for both way loaded turn-rounds will be ordered by Titan operations through handling agent.

WC/Water Service

WC/Water service will not be required on turn-rounds involving either inbound or outbound empty positioning sector. Services for both way loaded turn-rounds will be ordered by Titan operations through handling agent.

Boarding Steps / Airbridges

In order to avoid serious injury, airbridges and steps may only be removed when confirmed by crew as being acceptable to do so.

Emergency Procedures

Should an incident or accident occur where a Titan Airways aircraft is involved the procedures contained in the AHM should be followed. In addition the following information should be useful and must be adhered to.

- Contact Titan Operations by telephone on +44 1279 680616 (24 hrs)
- Ensure incident log is kept
- No press statements are to be given except with the express permission of Titan Airways
- Liaise with airport authorities and local emergency services in respect of reception centres.
- Titan Airways is a member of Kenyon International Call Centre and this will be activated as soon as possible to handle calls regarding an accident/incident.
- A PNL must be forwarded to Titan Airways as soon as is practicable in such an incident.
- Copies of Dangerous Goods NOTOCs should be copied to Titan Airways.

Security

As a UK carrier, Titan Airways security plan is based upon the United Kingdom National Aviation Security Programme (NASP) in force at any particular time. The UK NASP meets the requirements of EU Regulation 2320/2002 applying common standards across Europe.

All Titan staff undergo background checks in accordance with the NASP requirements.

The following basic measures are to be applied:

- Aircraft only to be accessed by validated staff on duty who have undergone background checking
- All hold baggage to be screened and accounted for
- All passengers and their cabin baggage are to be screened

The Titan Airways operation shall operate to the requirements of EU 2320/2002. Additional national legislation is applied where it exists.

Appendix A – Boeing 767-300ER

Maximum Take Off Mass (MTOM)	186,880kg
Maximum Ramp Mass (MRM)	187,333kg
Maximum Landing Mass (MLM)	140,613kg
Maximum Zero Fuel Mass (MZFM)	126,098kg
Fuel Capacity	Jet A-1 73,500Kg
Configuration	265Y
Hold Restrictions	FWD (std 8 x LD-3) 18,992 kg AFT (std 6 x LD-3 + Flyaway kit – 635kg) 13,748 kg Bulk Hold 2925kg

Ground power

For short turn rounds the aircraft will use APU where permitted. When required the following specification should be supplied.

115/200V AC / 400hz
28v DC / 1000A (Only to be used when requested by crew)

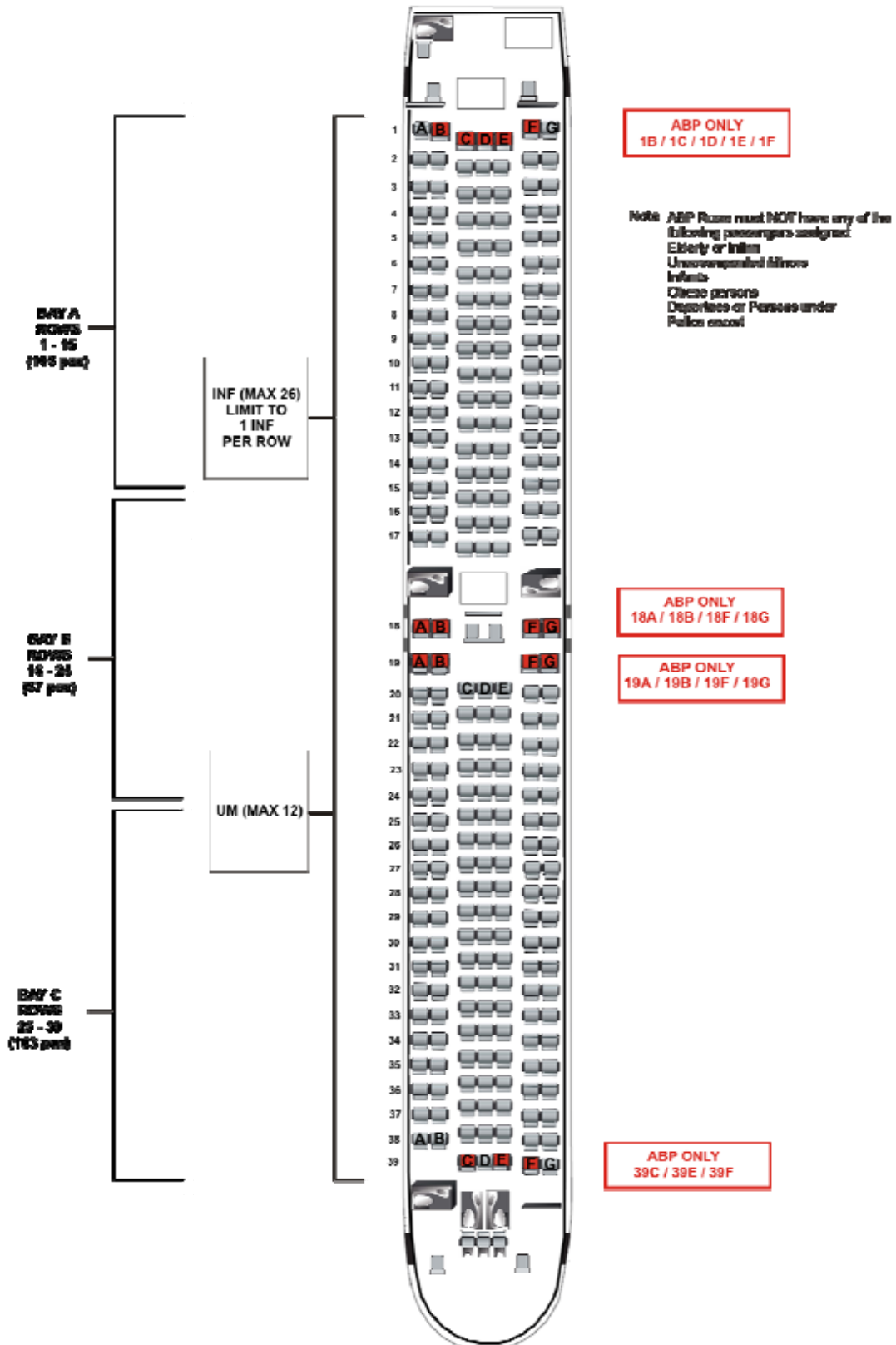
Load sheet

Captain will complete manual load sheet at all times. Captain will advise dispatcher on the required ULD/pallet loading order on receipt of load information. This will be completed using the Loading Instruction form.

Titan Airways manual loadsheet takes account of the cumulative loading limitations and CLIM on this aircraft type.

Boeing 767-300ER

GPOWD
265Y



Seating Bays

Bay A	Rows 1 – 17	105 pax
Bay B	Rows 18 – 26	57 pax
Bay C	Rows 27 – 41	103 pax

Standard Seating Plan

A standard seating plan (SSP) is under trial and until proven all loadsheet will require completion of the drop down trim sheet.

During passenger boarding the Supervisor (No.1 cabin attendant) will observe and inform the Captain of the number of passengers in bays A, B and C, thus ensuring the SSP conditions have been met.

SSP

All passenger bags are loaded in hold 3 with any overflow in hold 4.

There must not be a difference of more than 30 passengers between Bays A and C.

Crew baggage in hold 5 has been accounted for.

Mean Aircraft Chord and Stab trim

This is included in the trim sheet.

Carriage of livestock

Hold 5, the bulk hold, is heated for the carriage of animals. Check selection of the VENT control.

Computerised Load-sheets

Although computerised load-sheets should be more accurate than our own manual ones, quite often they have incorrect data and other companies occasionally use their own standard passenger mass figures. Therefore computerised load-sheets may only be used on long term contracts or specific handling agents once they have been certified accurate and instructions for checking them have been promulgated via a NOTAC.

Load sheet completion

It may be more practical to complete the loading instruction and determine the total traffic load and complete the lower half of the load sheet first to ascertain the ATOM and performance.

The load sheet should be prepared by entering the known information.

From, To, Date, Flight Number and aircraft registration.

Dry Operating Mass, Take-off and Trip Fuel.

Circle masses and bin types used.

Determine any Take-off or landing mass restrictions:

1. Add the take off fuel to the Maximum Zero Fuel Mass.
2. Enter the lowest of Maximum Structural Take-off mass or Performance limited Take-off Mass.
3. Add the Trip Fuel to the lowest of either Maximum Structural landing Mass or Landing Performance.

Enter the lowest of all three into the RTOM box, if this figure is greater than 180,000 kg be mindful of CLIM.

When the pieces and weight information is received it is a simple matter of addition.

Maximum accumulated loads

The aircraft is subject to maximum forward and aft accumulative loading. All loads forward of B.A. (balance arm) 744 and aft of B.A. 1086 whether on the passenger deck or in the holds cannot exceed a maximum figure. This accumulation includes, passengers, crew, carry on luggage, hold baggage, cargo, catering, passengers seats, life jackets, seat pocket literature, crew seats, toilets, emergency equipment, video and galley stowages.

To simplify this for operational use the fixed equipment has already been accounted for.

This leaves the commander with a simple calculation using the tables in Appendix C.

It may be utilised in two ways, when either passenger or hold load is known the maximum for the other can be determined or, the accumulated load can be calculated on the load sheet and checked against the table.

Another method is to obey the maximum hold position weights shown for maximum upper deck passenger load.

Curtailments and Substantiation

The AFM forward and aft limits have been limited further to allow for the following:

- Gear and Flap movement
- Fuel density
- Cargo and passenger distribution within the bay areas
- Movement of cabin crew, carts and passenger during flight

Trim Sheet Completion

Complete the flight number and date.

Obtain Dry Operating Index (DOI) from Section 6 Appendix A (also in Aircraft Data Book).

Using the index unit for the DOW used draw a line down from the index scale at the top of the trim graph.

At each seating bay draw the line in the direction of the line gradient for the amount of load in that area. Take care to check the value of each interval.

Caution: To facilitate fwd and aft accumulated value checks holds 1 & 2 are directly beneath Bay A and holds 3, 4 & 5 are beneath bay C

On most occasions there will only be baggage in the aft holds. When this is the case the drop line should pass via Bay A then B then C then continue down via hold 3,4 and 5. If there is any load in holds 1 and 2 the line should return up via hold 1 and 2 before descending again into 3,4 and 5.

Continue the line directly down into the C of G envelope. This is the zero fuel mass line.

Mark the AZFM on the line.

Enter the fuel index column on the right of the trim sheet to determine the index change for the take-off fuel in tanks. Find the two figures that bracket the take-off fuel on board and move to the right for the index.

Apply the fuel index change to the ZFM line and drop down the TOM line into the C of G envelope.

Plot the ATOM value on the TOM line. Check MAC% (Diagonal lines with circled numbers at the top) and Stab Trim (thick grey lines).

All points must be below maximum values and within the designated restricted area of the envelope.

It is possible to adjust the C of G by taking both points back up to the scale pertaining to the adjustment area, make the trim change and return back to the envelope (taking care to change the ZFM and TOM values also). However this can become unreadable and a new load and trim sheet may be clearer.

Finally once the loading is finalised and completed within all mass restrictions and the trim sheet has been accurately plotted for the actual loading and distribution, falling into the allowed area of the C of G envelope for all flight phases, the load sheet may be signed.

Remember to increase stab trim by $\frac{1}{2}$ a unit if using reduced take off thrust.

If the load sheet has been prepared by someone other than the Captain, then the Captain must check the calculations and counter sign. The minimum requirement is the original copy for the flight envelope and one copy to a responsible person to be left at the point of departure.

CLIM

Lateral load imbalance

Some ULD's are not loaded evenly across the buttock line (centre line) of the aircraft resulting in a lateral imbalance. The aircraft can tolerate this up to a point. The trim sheet has a CLIM line to indicate the maximum take-off weight allowed with this lateral imbalance.

CLIM control must be applied when using ULD types 'K', 'L' and 'A'.

The maximum take-off mass is also dependant upon the MAC.

Anytime that it is expected that CLIM control may be required the commander should prepare for loading position changes to maximise the allowable mass. This may require some trial and error to establish the best positions for the ULDs to determine the most favourable MAC.

Once it is suspected that the MTOM is likely to be in excess of 180,000 kg a draft drop down trim sheet should be prepared to determine a likely MAC.

- a) With the MAC use the CLIM table on the loading instruction to determine the MTOM .
- b) Add together the masses of all 'K' and/or 'L' type ULD's and determine 9.5% of that mass.
- c) Add together the masses of all 'A' type ULD's and determine 2.4% of that mass.

Subtract b and c from a to determine the CLIM MTOM.

Last minute Changes (LMC's)

Last minute change details should be noted in the LMC area, then added or subtracted from ZFM, ATOM or ELM as affected. If a LMC is within 1% of the ATOM the CofG need not be re-plotted(original plots close to the fwd or aft limit).

Loading Certificate

It is the Captains responsibility to ensure that the aircraft is loaded safely, securely and within all limitations and regulations. It is therefore important that he liases clearly with the ground crew and ramp agents to ensure that when signing the Loading Certificate it is a true representation of the mass and distribution.

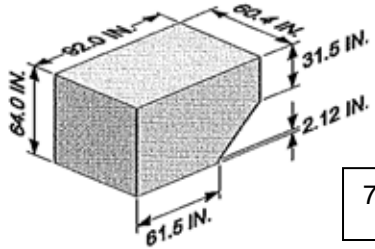
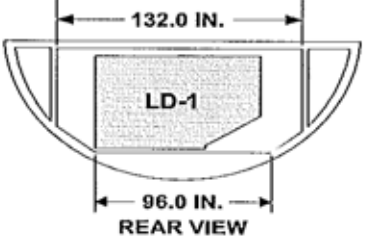
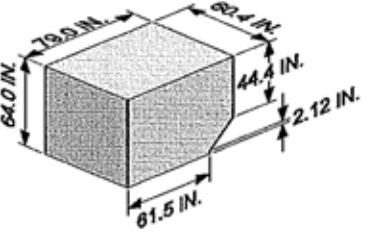
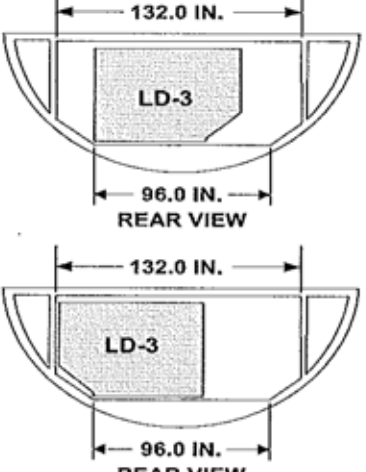
Unit load devices

Individual ULD locations are annotated on the loading instruction with kilogrammes per unit of index to enhance the accuracy of the trim sheet, should it be necessary.

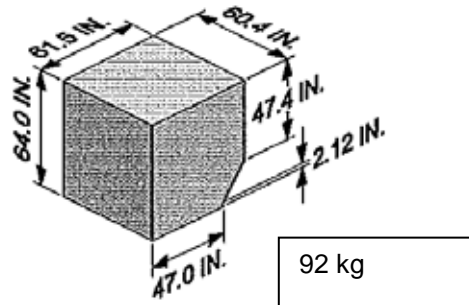
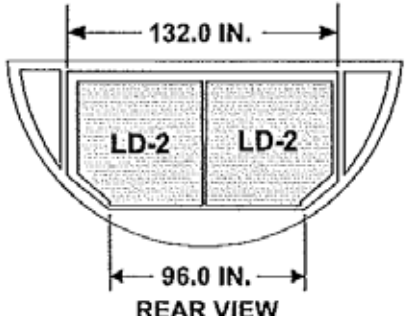
To accomplish this note the weight in each position and divide it by the bracketed figure. Add together all the results and this will provide an index shift (-ve for index reduction (left)).

Size code K,P and Q have a depth of 60.4 inches and will fit in holds 1,2,3, and 4.

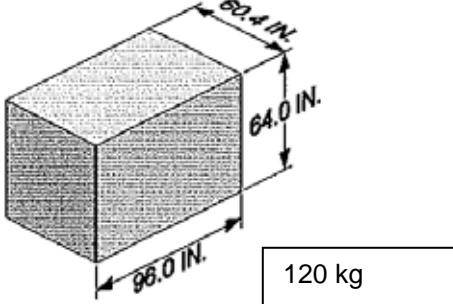
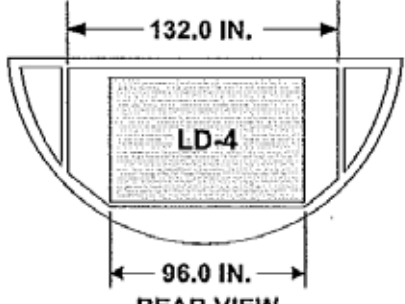
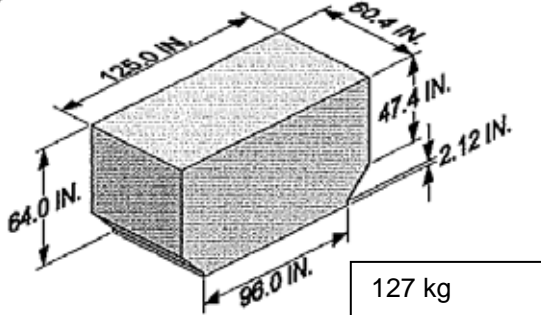
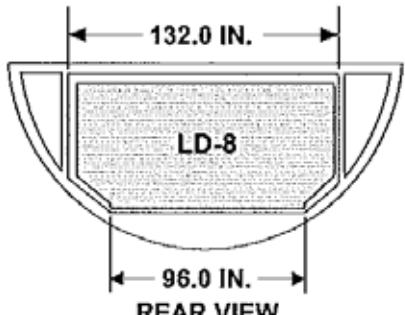
Size Code K

ULD DIMENSIONS	LATERAL POSITION
<p>LD-1</p>  <p>70-170 kg</p>	 <p>REAR VIEW</p>
<p>LD-3</p>  <p>82 kg</p>	 <p>REAR VIEW</p> <p>REAR VIEW</p>

Size Code P

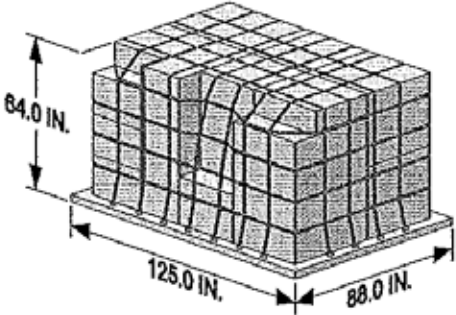
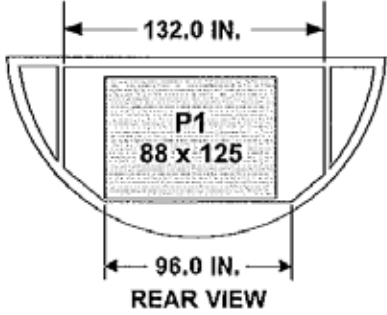
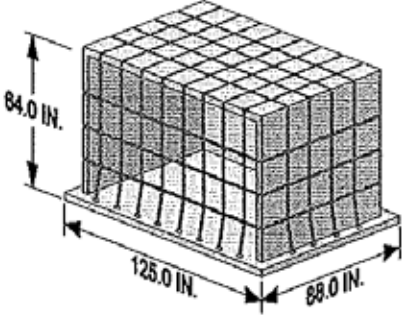
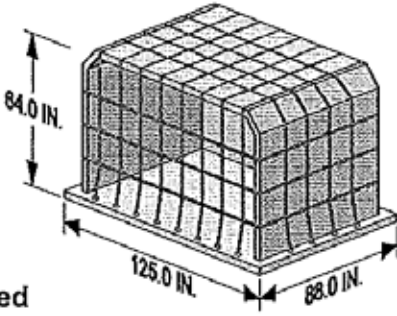
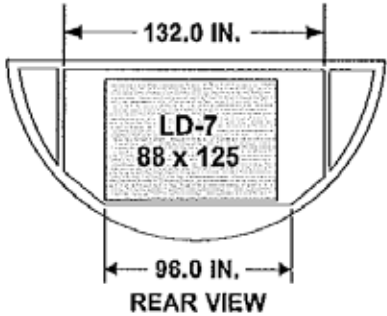
ULD DIMENSIONS	LATERAL POSITION
<p>LD-2</p>  <p>92 kg</p>	<p>LATERAL POSITION</p>  <p>REAR VIEW</p>

Size Code Q

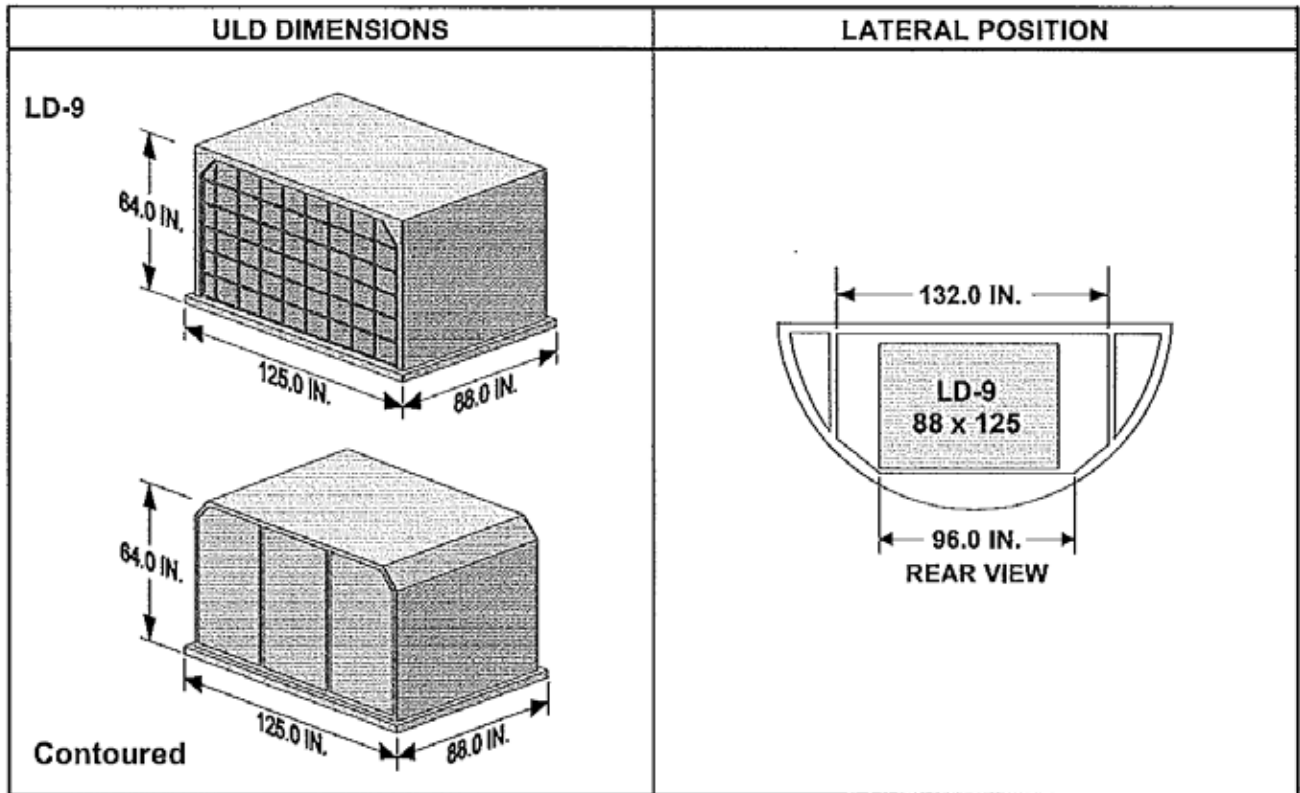
ULD DIMENSIONS	LATERAL POSITION
<p>LD-4</p>  <p>120 kg</p>	<p>LATERAL POSITION</p>  <p>REAR VIEW</p>
<p>LD-8</p>  <p>127 kg</p>	<p>LATERAL POSITION</p>  <p>REAR VIEW</p>

Size codes A,L and M have a depth greater than 60.4" and will only fit in holds 1 and 2. Size code L has a depth of 60.4" but as the width is greater than 96" it has to be loaded lengthways.

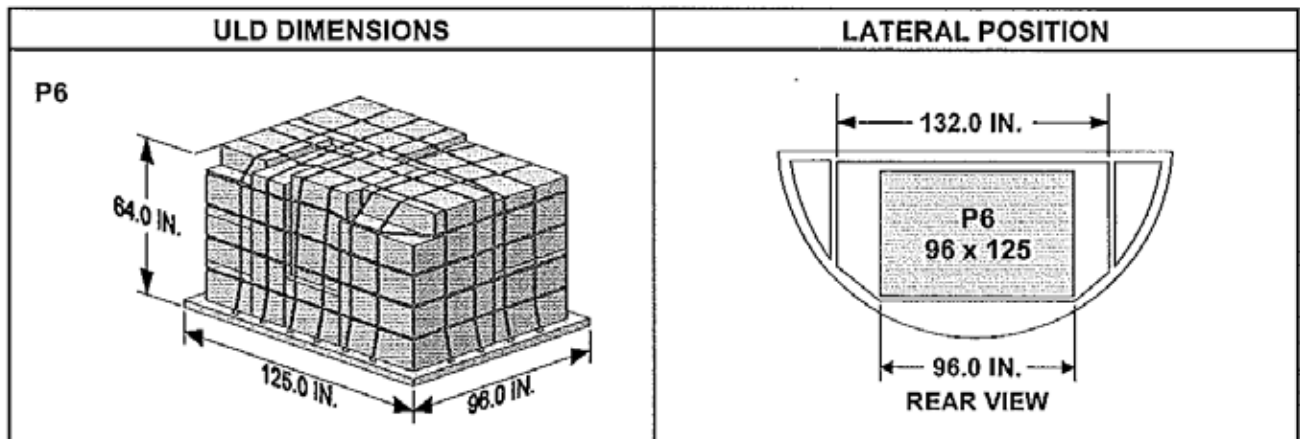
Size Code A

ULD DIMENSIONS	LATERAL POSITION
<p>P1</p> 	 <p>REAR VIEW</p>
<p>LD-7</p>   <p>Contoured</p>	 <p>REAR VIEW</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;">105-170 kg</div>

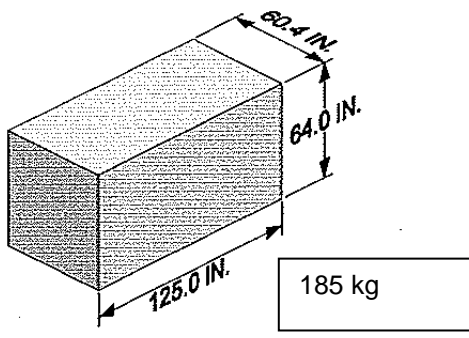
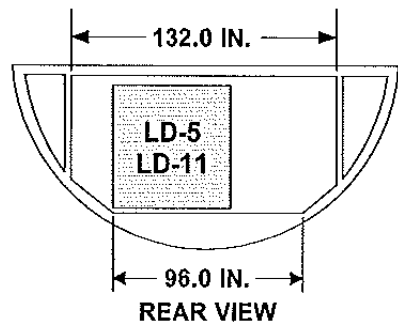
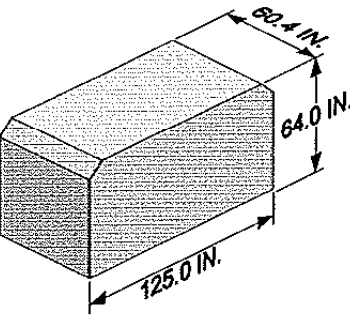
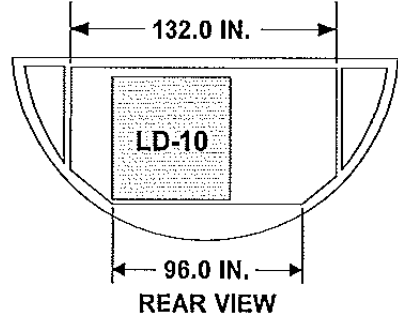
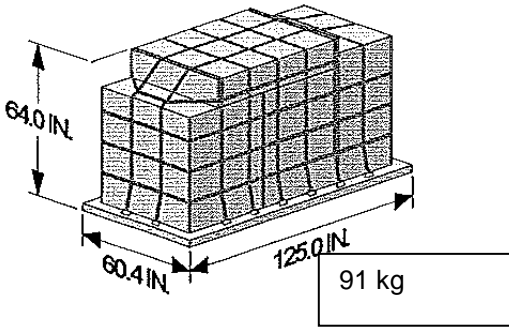
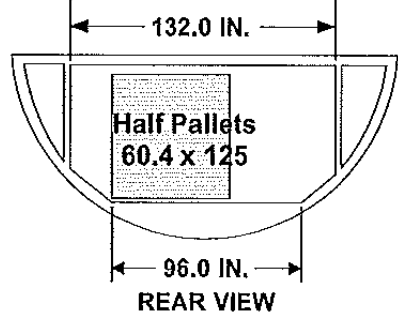
Size Code A



Size Code M



Size Code L

ULD DIMENSIONS	LATERAL POSITION
<p>LD-5 LD-11</p> 	 <p>REAR VIEW</p>
<p>LD-10</p> 	 <p>REAR VIEW</p>
<p>Half Pallet</p> 	 <p>REAR VIEW</p>



B767-300ER

From	
To	
Date	
Flt No.	
A/C Reg.	

STANDARD SEATING PLAN	
Passengers are to be evenly spread in each bay with no more than a difference of 30 passengers between bays A and C	
SSP* TRIM SHEET USED*	
At any time the commander considers that the nature of the loading does not comply with these instructions a trim sheet must be completed.	

LOADING CERTIFICATE		
I certify that the aircraft has been loaded IAW the Titan Airways Operations Manual.		
Loading Officer	Name	
	Signature	
Captain	Name	
	Signature	
Compliance with the SSP ensures that the C of G is within the restricted envelope.		

MAC%		Trim	
LMC1		LMC2	

MZFM		MTOM						MLM					
		1	8	6	8	8	0	1	4	0	6	1	3
1	2	6	0	9	8								
		Performance ←-T/O / Burn→											

Baggage*	Dom 11kg – Eur 13kg – Cont 15kg - ULD
Passengers*	Bus 84 kg - Hol 76 kg - Child (2-12) 35 kg
ULD's*	
FWD K Q P A L M	AFT K Q P

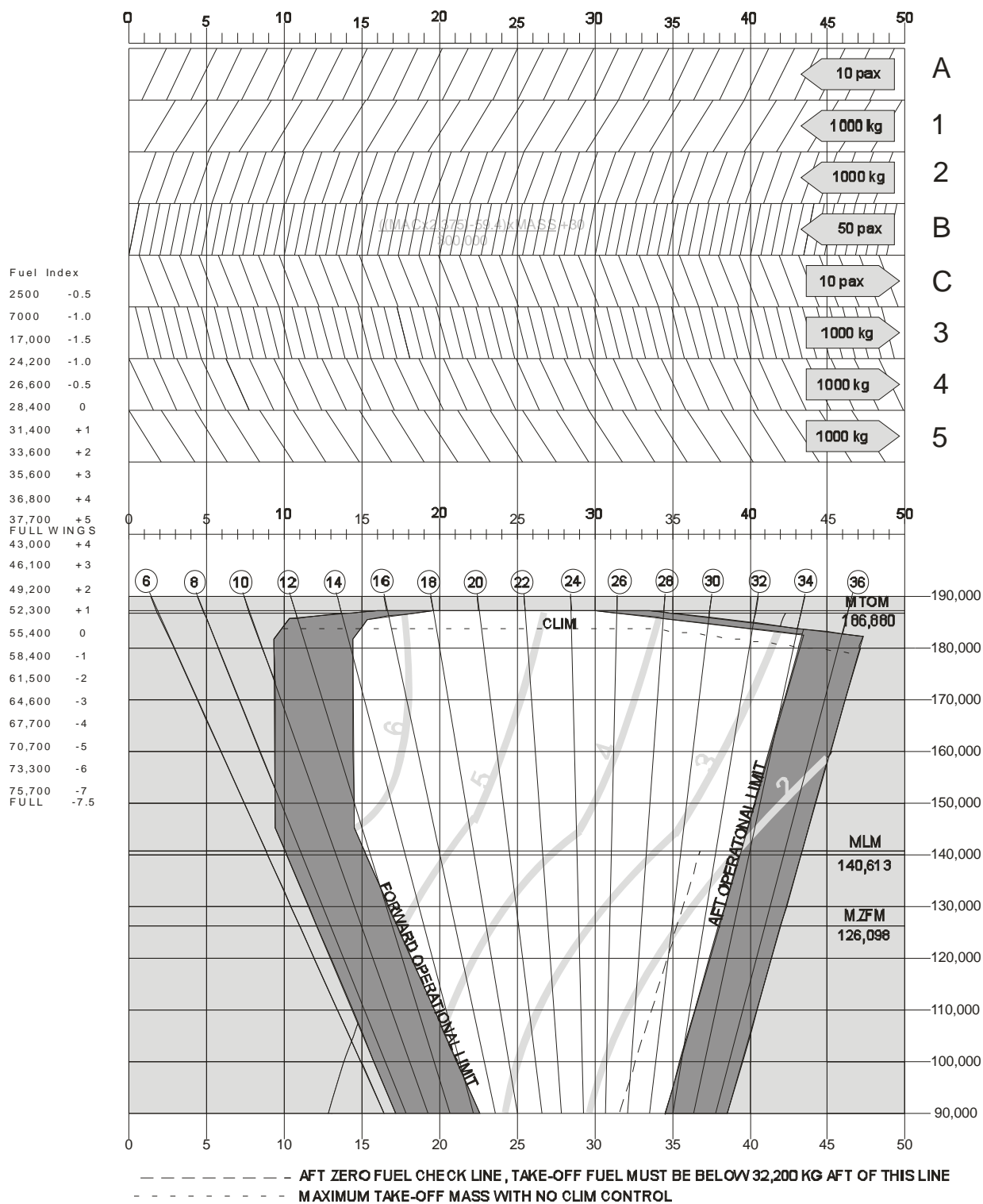
Adult - Child						Hold	Bags/ULD's
-	A	→					
						←1	
						←2	
						Cumulative forward	
-	B	→					
-	C	→					
						←3	
						←4	
						←5	
						Cumulative aft	
						Total Traffic Load	
DOM							Crew (+)
ZFM							Max 126,098
LMC 1 +/-							
LMC 2 +/-							
T/O Fuel							RTOM
ATOM							
LMC 1 +/-							
LMC 2 +/-							
Burn							RLM
ELM							
LMC 1 +/-							
LMC 2 +/-							

* delete as required



B767-300ER (Take-Off Flap 5, 15 & 20) TRIM SHEET

Flight Number	Date	DOI
---------------	------	-----



Completion of loading instruction

Wherever practical the ULD's should be loaded with the heaviest closest to the centre of the aircraft and the lightest furthest away. For the forward hold the heaviest aft decreasing forward and for the aft hold the heaviest fwd decreasing aft. A more fuel efficient aft trim may be possible with the aft hold ULD's arranged with the heaviest aft.

Side one will be used for the majority of normal line operations.

Complete Date, Registration, Flight Number and Captains name.

Check the ULD type and maximum permitted load and note in each position (where the ULD will not be loaded centrally place it in the bay were the most weight will be supported).

Add all weights within each hold and record under totals (checking maximums).

Transfer to trim sheet.

If any of the ULD or hold weights are greater than those stated then it may still be possible to depart as long as the cumulative loading on side two is observed.

Check the maximum structural load for each ULD type and position.

Either use the number of passengers within Bay A (for FWD cumulative load) or Bay C (for AFT accumulative load) to determine the maximum allowable hold capacity. Or use the amount of hold weight to determine the number of passengers allowed in the upper Bay area.

When either figure is determined annotate this on the load sheet in the appropriate place.

BOEING 767-300ER LOADING INSTRUCTION

BULK	HOLD 4 (max 5892)			HOLD 3 (max 7856)				HOLD 2 (max 9496)				HOLD 1 (max 9496)					
	43L	42L	41L	34L	33L	32L	31L	24L	23L	22L	21L	14L	13L	12L	11L		
5	61L	51L	45L	44L	43L	42L	41L	34L	33L	32L	31L	22L	21L	14L	13L	12L	11L
	61R	51R	45R	44R	43R	42R	41R	34R	33R	32R	31R	22R	21R	14R	13R	12R	11R

⇐AFT	DOOR	The Boeing position codes are painted on the hold bulkheads										DOOR	FWD⇒
ULD type		22P		21P		12P		11P					
Weight kg		P4		P3		P2		P1					
IATA Position Code													
Boeing Position Code													
ULD Reference Number													

Maximum values without cumulative loading calculations

ULD	
K	LD1,3
P	LD2
Q	LD 4,8
A	P1,LD7,9
L	LD5,10,11,HP
M	P6

Bulk	AFT	FWD
2353	1587	1587
	982	1187
	1964	2374
		4748
		4748
		4748

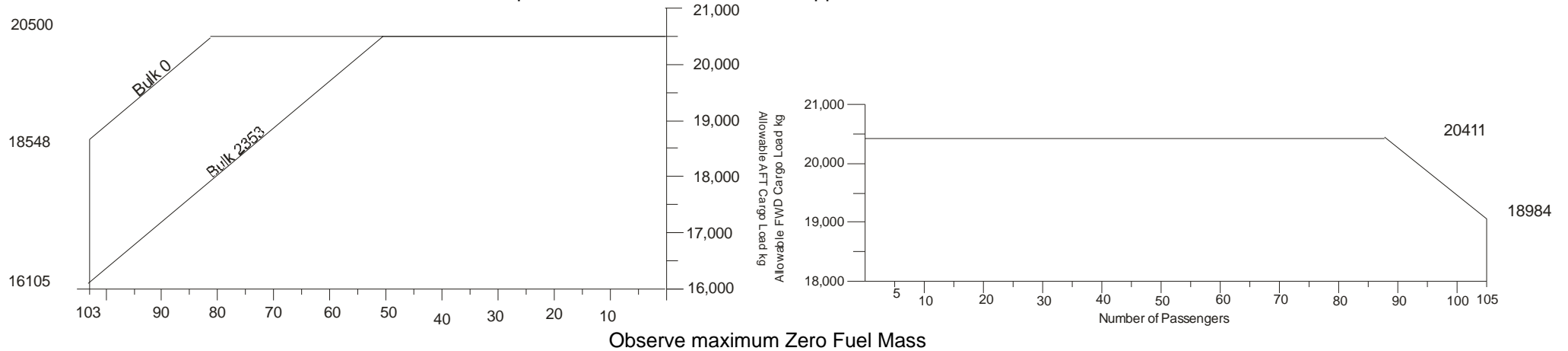
	Total Mass
Adults	
Children	
Forward Holds	
Aft Holds	
Total Traffic Load	

Date	
Reg	
Fit No.	
Captain	

Maximum structural values and cumulative loading calculations

Size Codes	ULD Type	Max AFT	Max FWD with tie downs	Max FWD no tie downs
K	LD1,3	1587	2338	1587
P	LD2	1224	1787	1224
Q	LD 4,8	2449	3651	2449
A	P1,LD7,9		6928	5102
L	LD5,10,11,HP		4755	3175
M	P6		7559	5102

Graphical calculation of cumulative upper vs lower deck loads



Observe maximum Zero Fuel Mass

CLIM

Maximum Take-off Mass (kg) for MAC (%)

14	15	16	17	18-26	27	28	29	30	31	32	33	34
183704	185519	185,973	186,425	186,880	186,680	186,480	186,280	186,080	185,880	185,680	185,480	185,280

Reduce MTOM by 9.5% of 'K' and 'L' load and 2.4% of 'A' load

e.g. MTOM @ 28% = 186,480 kg
 Total mass in ULD types 'K' and/or 'L' 10,000 kg (9.5%=950), total mass in ULD type 'A' 7,800 kg (2.4%=187)
 Therefore 186,480-950-187=CLIM MTOM of 185,343 kg

Appendix B

BAe146-200QC

Maximum Take Off Mass (MTOM)	42184kg	
Maximum Ramp Mass (MRM)	42410kg	
Maximum Landing Mass (MLM)	36740kg	
Maximum Zero Fuel Mass (MZFM)	34745kg	
Fuel Capacity	Jet A-1	
	9362Kg	
Configuration	GZAPK	80/92Y
	GZAPN	77Y
	GZAPO	92Y/80Y
	GZAPR	Cargo Only
Hold Restrictions	FWD (1)	1520kg
	AFT (4)	1506kg

Ground power

For short turn rounds the aircraft will use APU. When required the following specification should be supplied.

115/200V AC / 400hz
28v DC / 1000A (Only to be used when requested by crew)

Loadsheet

Captain will complete manual loadsheet at all times. Use Standard Seating Plan below where possible for seat allocation.

Seating Bays

G-ZAPK	Rows 1-3	15 seats	Area A
	Rows 4-15	53 seats	Area B
	Rows 16-18	12 seats	Area C
G-ZAPN	Rows 1-3	15 seats	Area A
	Rows 4-15	53 seats	Area B
	Rows 16-18	9 seats	Area C
G-ZAPO	Rows 1-3	18 seats	Area A
	Rows 4-15	64 seats	Area B
	Rows 16-18	12 seats	Area C

Standard seating plan

The SSP has been devised for use when computerised load planning is not available. It allows handling agents to allocate seating and instruct baggage loaders. When free seating is in operation, it allows the flight and cabin crew to correctly trim the aircraft by restricting seating and instructing where the baggage is to be loaded.

The SSP allows for the carriage of a supernumerary flight deck crew and/or a reduction to two cabin attendants.

The SSP has been designed to follow a few simple rules and guarantee that the C of G will be within limits. To ensure this a narrower envelope has been used for the model when designing it.

The No.1 flight attendant must confirm that the passengers are evenly distributed around the cabin with no obvious grouping and provide the commander with the number of passengers seated in each bay.

The bays are marked with stickers.

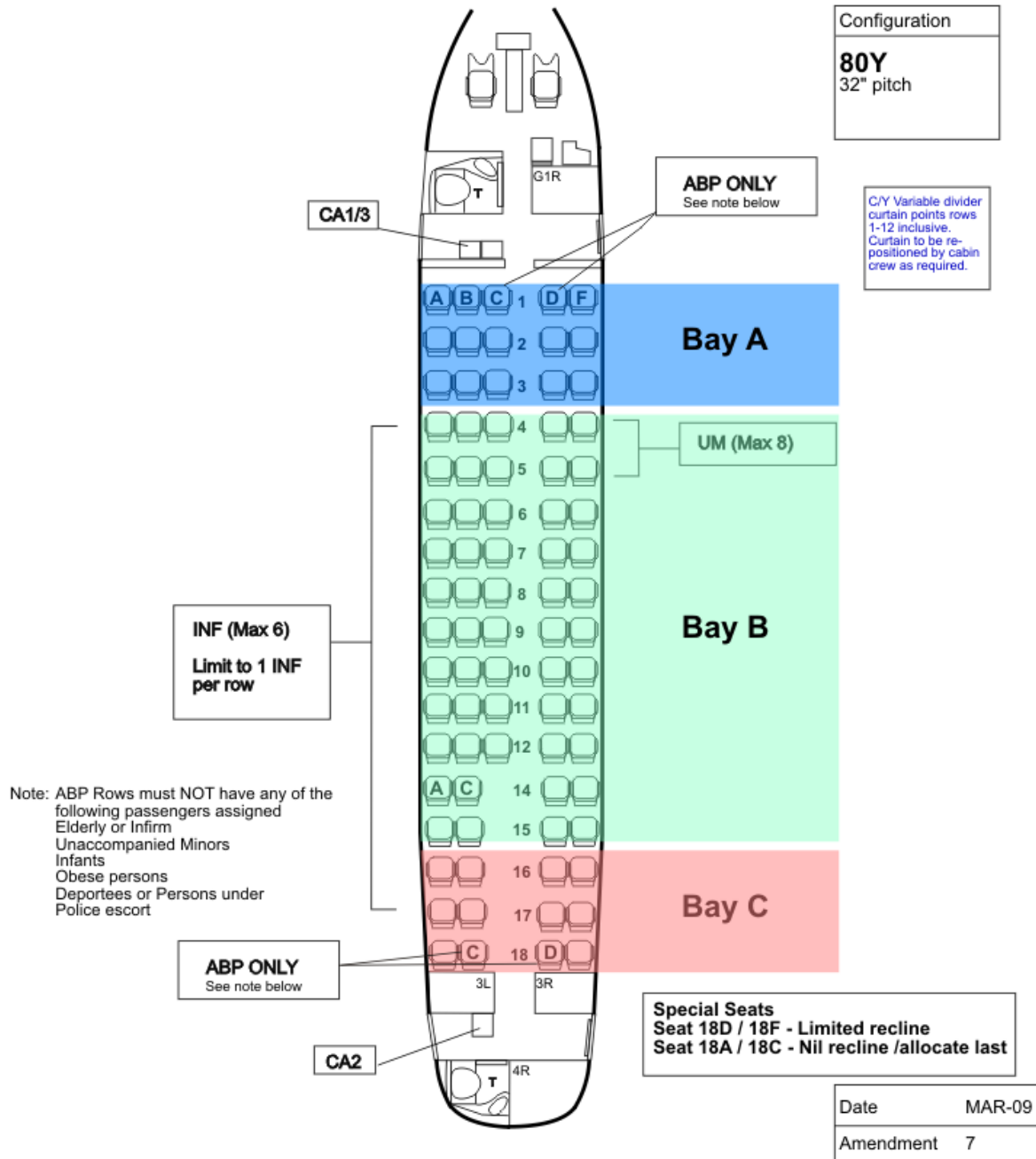
Passengers seated in bay C must never be more than those seated in A.

Baggage loaded aft must never be more than that loaded fwd. (The preference is to load the forward hold to capacity before using the aft hold).

When using the standard seating plan the Commander/Loading officer must.

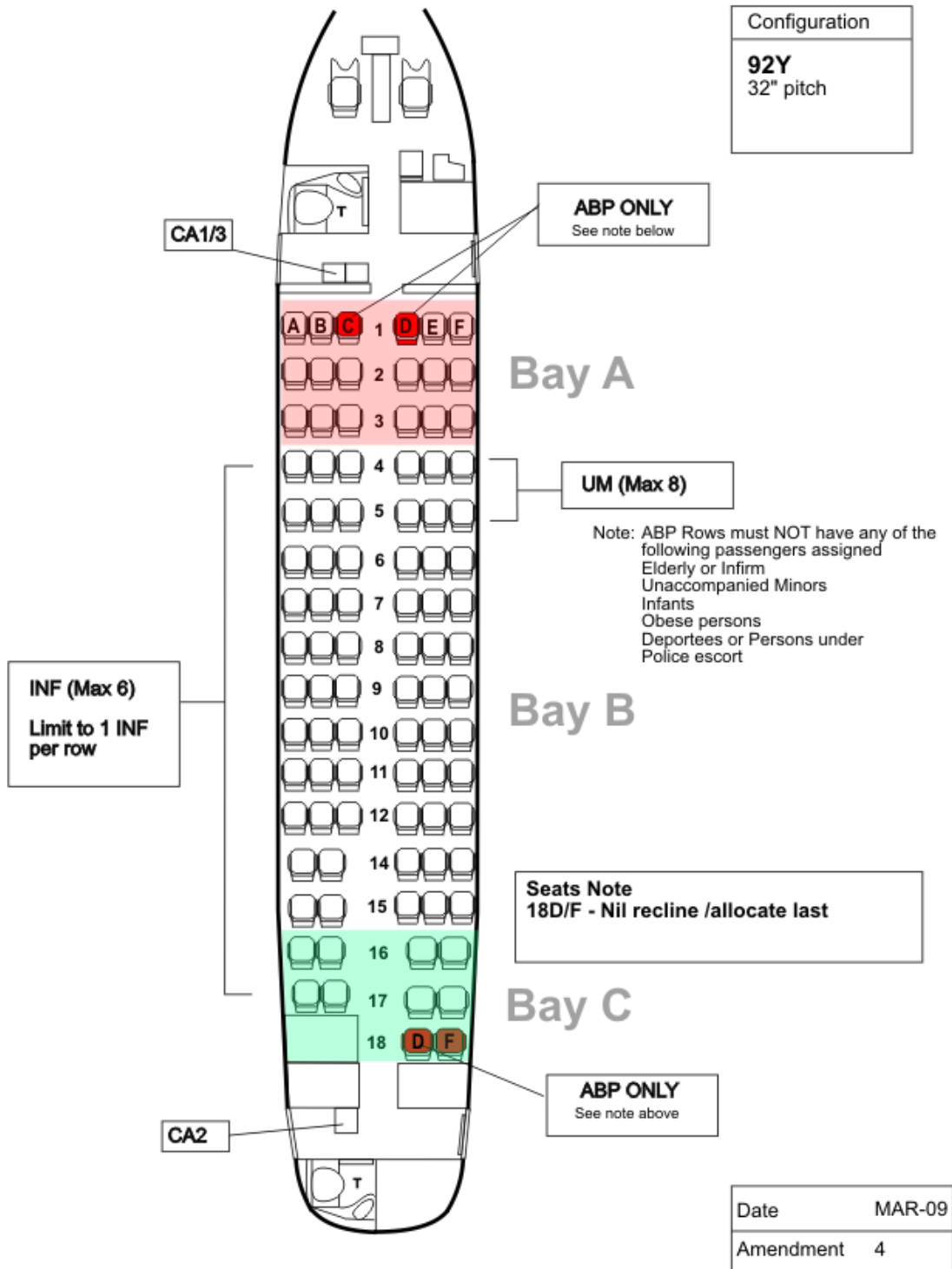
1. Establish whether the passengers are to be allocated seats, or 'Free seating' is in operation
 2. If the handling agent is allocating the seats they must be issued with, and understand the SSP.
 3. If the flight is 'free seating' the No.1 cabin attendant must ensure that the Captain is provided with the number of passengers in each bay.
4. Ensure that all under-floor loads are distributed correctly.
5. Complete and sign the load sheet, indicating which passenger masses have been used and that all mass limitations have been observed.
6. Strike through the RTOM and or RLM boxes if not applicable.
7. Unless experience dictates otherwise, set the pitch trim to 3 for take-off. Any out of trim load will be slight and easily corrected on rotation.
8. If loading requirements preclude the use of an SSP, use a 'drop line' load sheet.

	<h1 style="margin: 0;">Traffic Manual</h1>
<h2 style="margin: 0;">Seating Plan</h2>	<p style="margin: 0;">BAe146-200QC G-ZAPK/G-ZAPO</p>

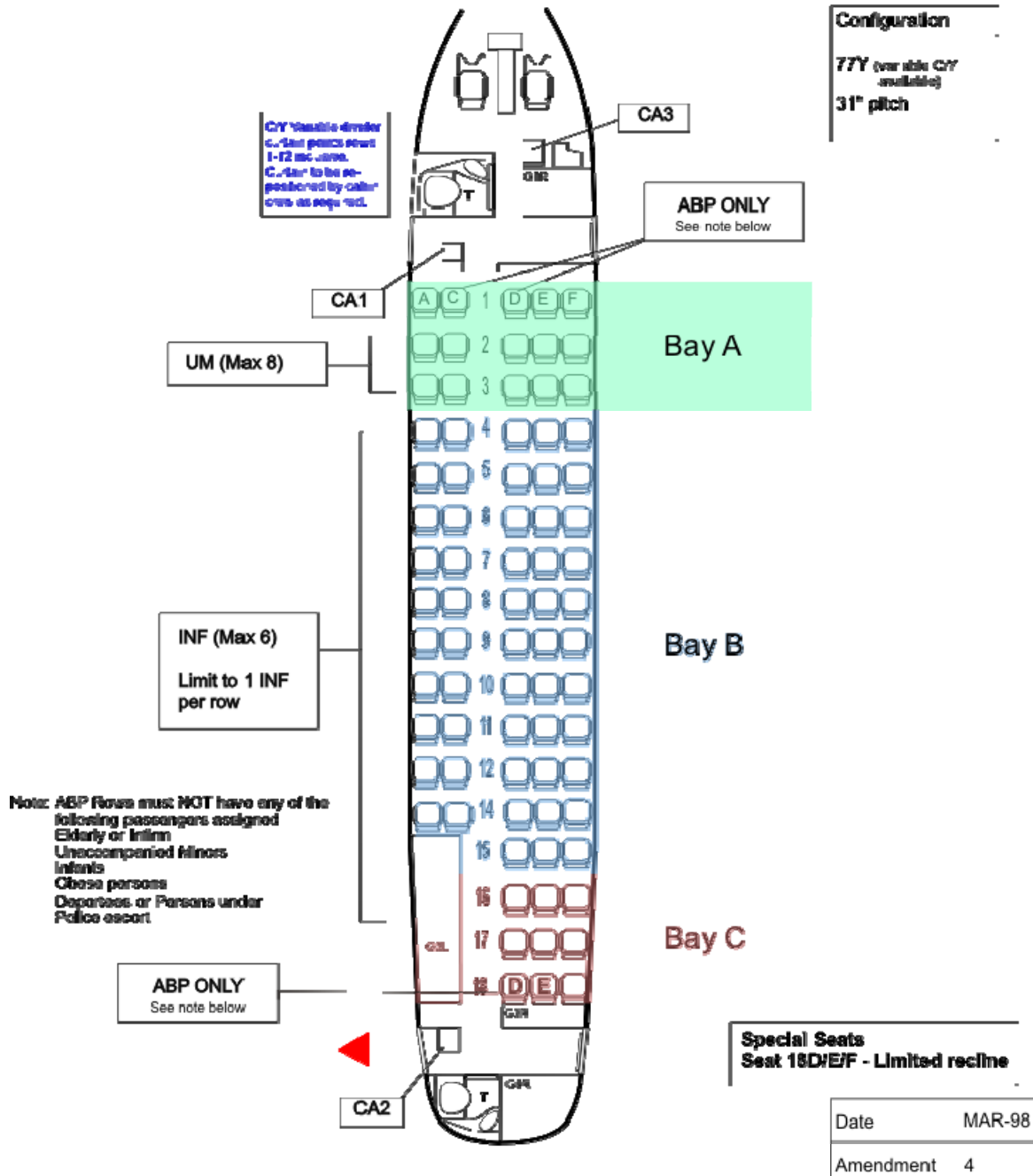


Seating Plan

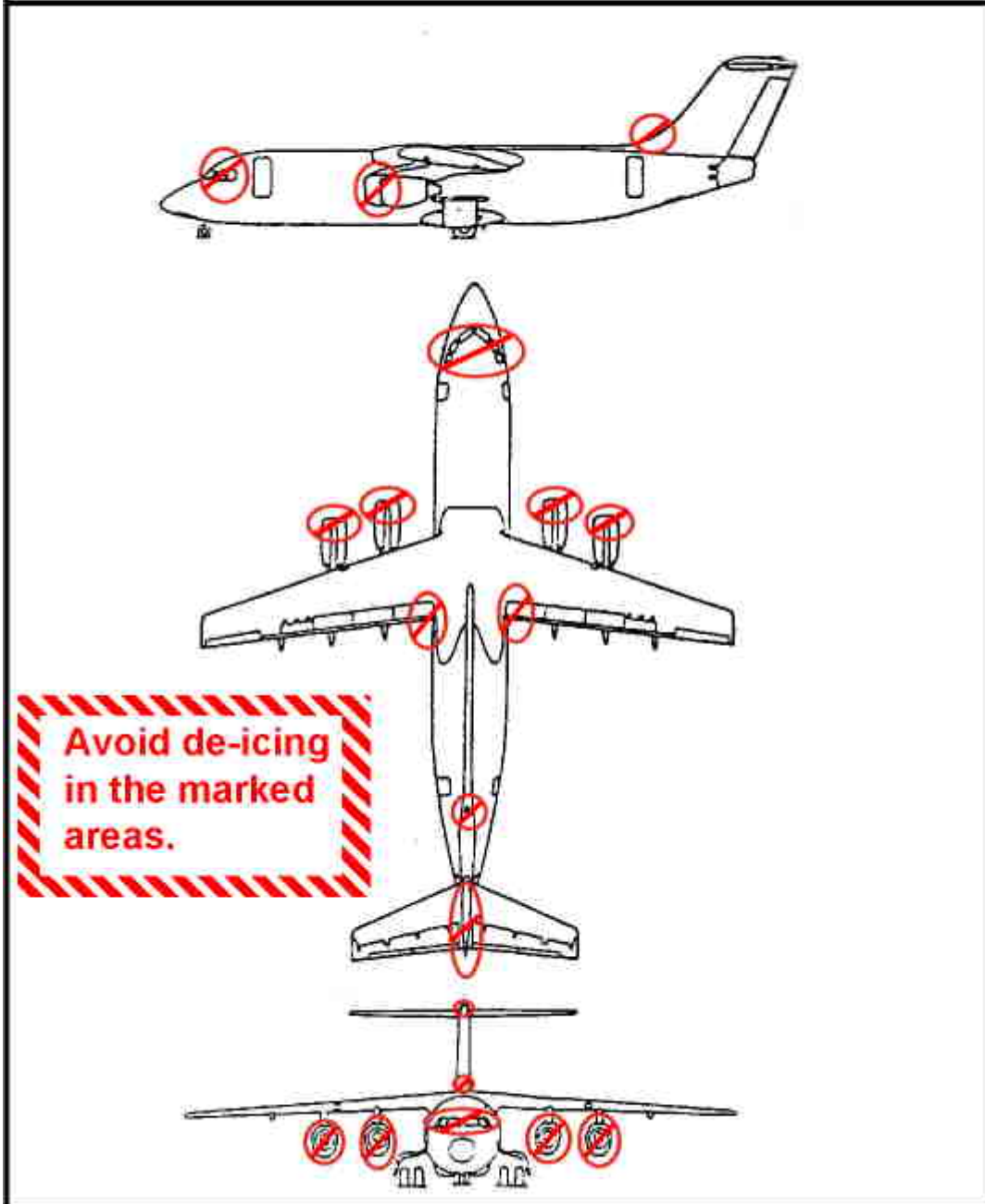
BAe146-200QC
G-ZAPK/G-ZAPO



	<h1 style="margin: 0;">Traffic Manual</h1>
<h2 style="margin: 0;">Seating Plan</h2>	<p style="margin: 0;">BAe146-200QC G-ZAPN</p>



BAe146-200 De-Icing Chart



Standard Seating Plan

Standard Seating Plan 3 High Masses 45,000 kgs - 61,234 kgs

Baggage mass in **FWD** never exceeds Baggage mass in **REAR**

Baggage mass in **REAR** never more than **1200 kgs** more than Baggage mass in **FWD**

Passengers in **A** never more than in **C**

Passengers in **C** are between **6** and **16** more than in **A**

Standard Seating Plan 2 Mid Masses 42,000 kgs - 53,000 kgs

Baggage mass in **FWD** never exceeds Baggage mass in **REAR**

Baggage mass in **REAR** never more than **1500 kgs** more than Baggage mass in **FWD**

Passengers in **A** never more than **4** more than in **C**

Passengers in **C** never more than **12** more than in **A**

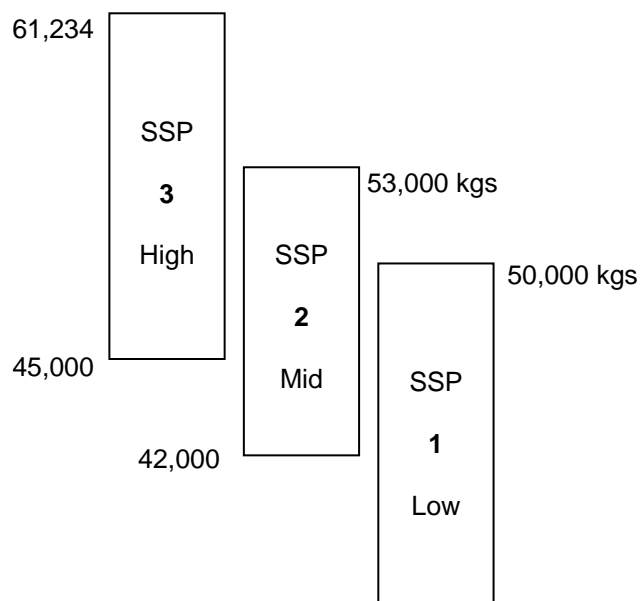
Standard Seating Plan 1 Low Masses 34,000 kgs - 50,000 kgs

Baggage mass in **FWD** never more than **500 kgs** more than Baggage mass in **REAR**

Baggage mass in **REAR** never more than **1000 kgs** more than Baggage mass in **FWD**

Passengers in **A** never more than **6** more than in **C**

Passengers in **C** never more than **6** more than in **A**

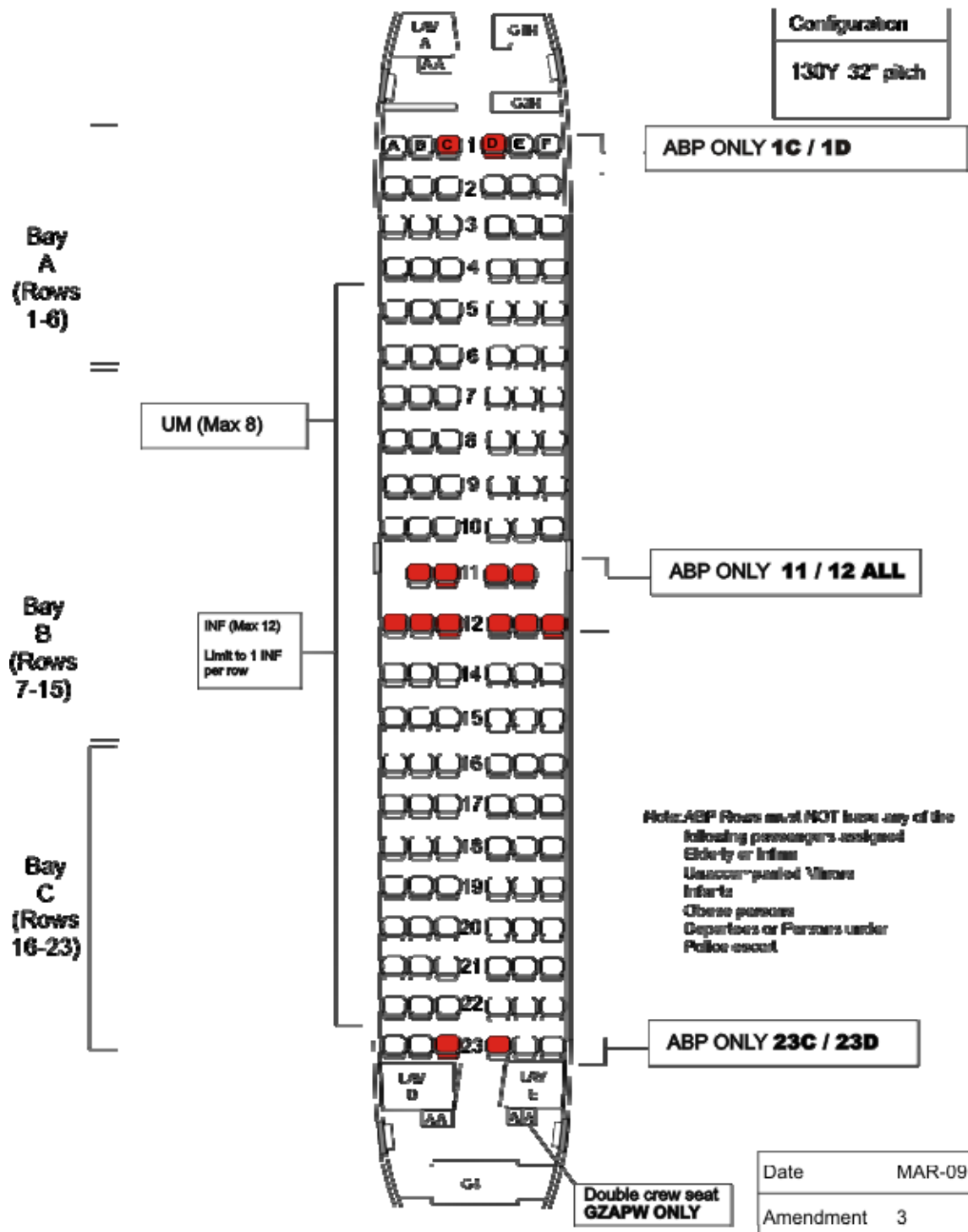




Traffic Manual

Seating Plan

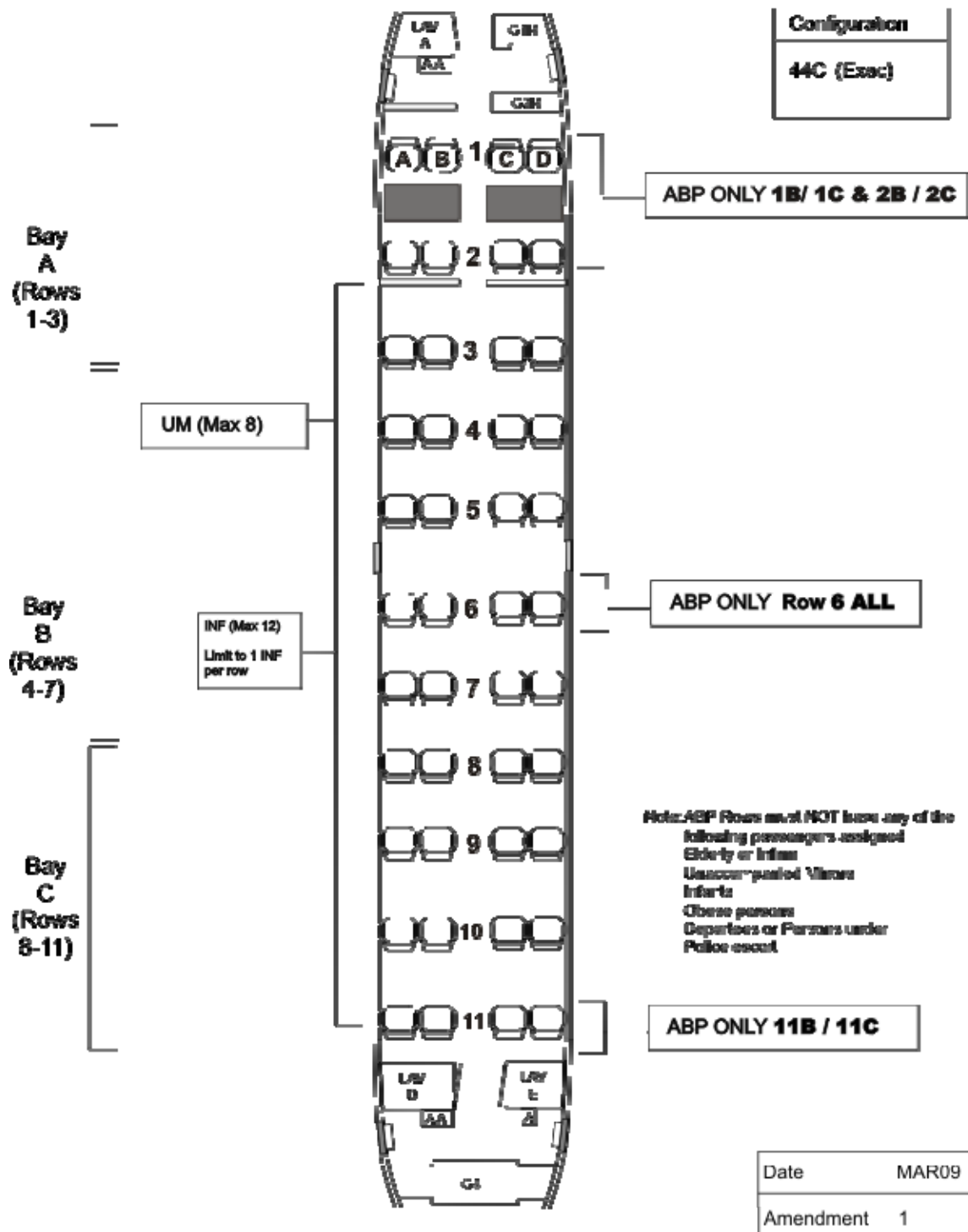
B737-300
G-ZAPW / G-ZAPZ / G-POWC



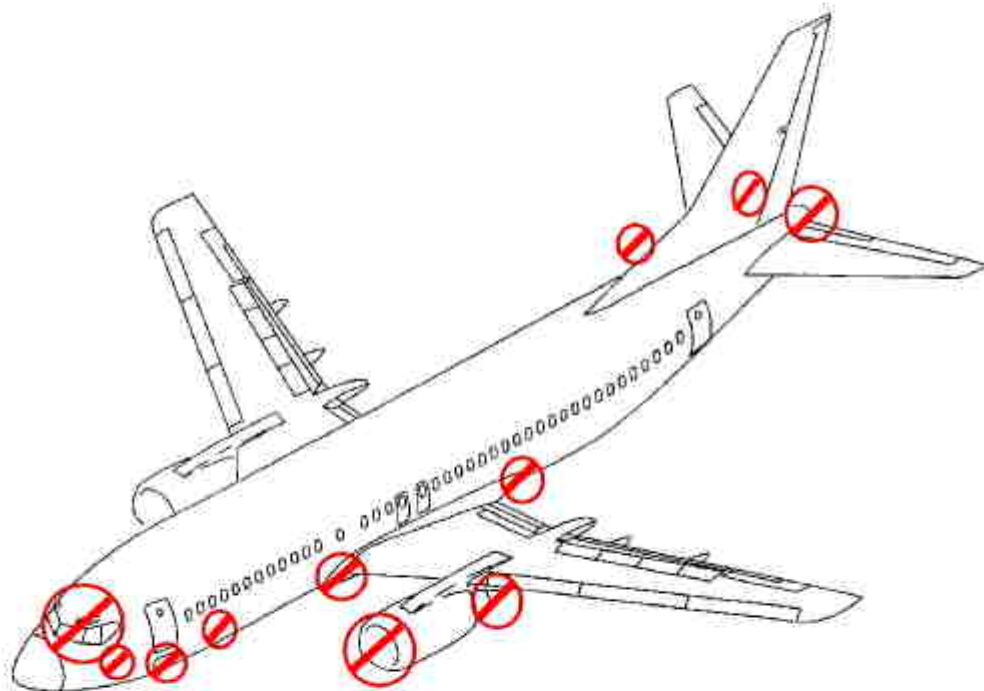
Traffic Manual

Seating Plan

B737-300
G-ZAPW/ZAPZ//POWC



B737-300 De-Icing Chart



**Avoid de-icing
in the marked
areas.**

Appendix C

Boeing 757-200

Reg	MTOM (kg)	MRM (kg)	MLM (kg)	MZFM kg)	Config
GZAPX	106,000	106,243	89,811	83,460	192Y

Fuel Capacity Jet A-1
34197Kg

Hold Restrictions FWD (1) 4672kg
AFT (4) 7393kg

Loadsheets

Captain will complete manual loadsheet at all times.

Ground power

For short turn rounds the aircraft will use APU. When required the following specification should be supplied.

115/200V AC / 400hz

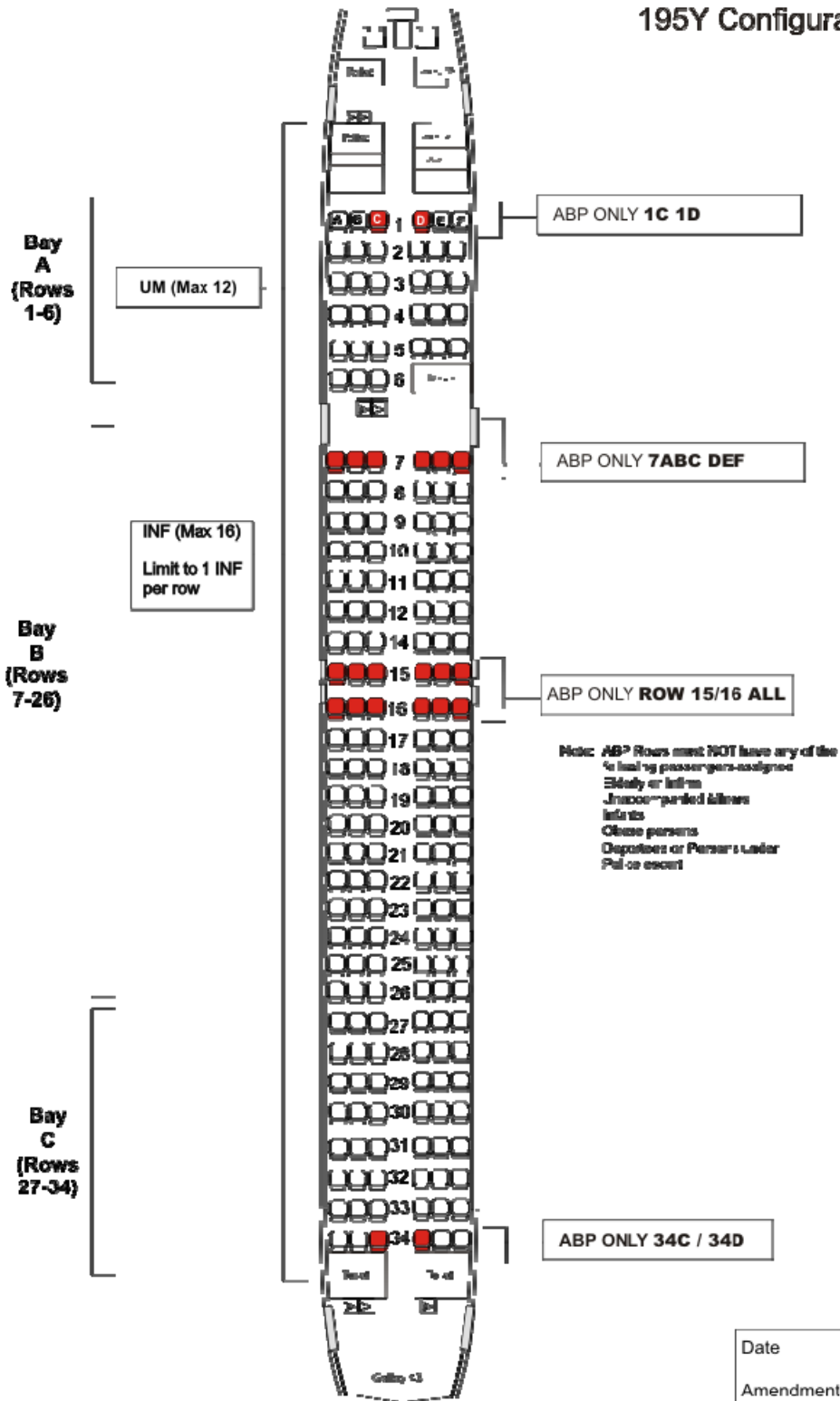
Passenger Seating Areas

For the trim sheet and computer load sheet the passenger compartment is divided into areas,

G-ZAPU	Rows 1-9	54seats	Area A
	Rows 10-27	99 seats	Area B
	Rows 28-36	54 seats	Area C

Be aware there is no row 13.

195Y Configuration





Appendix E

DANGEROUS GOODS

NOTICE TO COMMANDER (NOTOC)

Airport of unloading	Air way-bill number	Proper Shipping Name	Class or division for class I also compatibility group	UN or ID Number	Subsidiary risk	Number of packages	Net quantity or transport index per package	Radioactive material Category of package	Packing group	Cargo A/c only (X = yes)	Emergency drill number	Loading position

Other special loads				
Airport of unloading	Air way-bill number	Number of packages	Description of goods	Loading position

I certify the dangerous goods listed above have been accepted in accordance with the requirements of the JAR-OPS1 / Air Navigation Order and the IATA Dangerous Goods Regulations for the safe transport of dangerous goods by air	Signature	Additional information
I certify that the above items have been loading according to the loading instructions in the positions stated and that there is no evidence of leakage	Signature	
I certify that I have read and noted the above information	Captain's Signature	

Appendix F



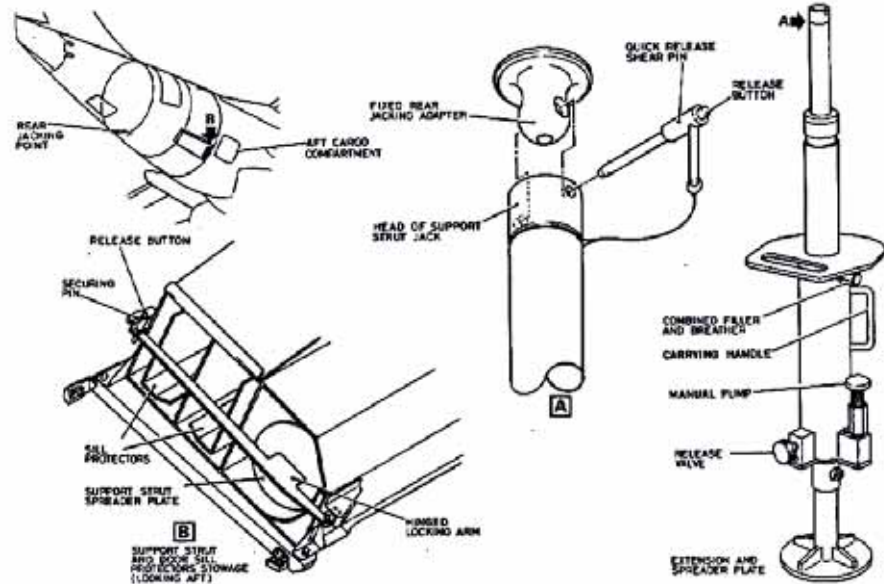
BAe146-200QC/QT

Royal Mail Operation Turnround Plan

Issue 2
As at
March 2009

This document contains details of Titan Airways requirements and expectations of handling agents when providing turnrounds on the BAe146-200QC/QT aircraft whilst operating flights on behalf of the Royal Mail. These instructions are designed to ensure a safe and efficient turn round for all staff (Titan and 3rd party). Individual handling company procedures may be more restrictive and in this case such procedures should take precedence.

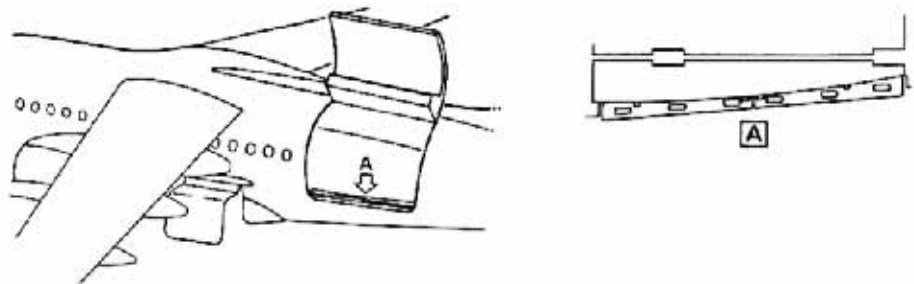
Taxy	Aircraft should where possible be parked on a self manoeuvring stand. Marshalls where available may be used to assist in guiding the aircraft into position.
Shutdown	<p>All ground crew and equipment must be available in good time prior to the aircraft arriving on stand.</p> <p>One ground crew member may approach the aircraft from the front ONLY to chock nose-wheel once the aircraft has come to a standstill. All other ground crew MUST remain completely clear of the aircraft until such time as the anti-collision beacon has been turned off. Caution must always be exercised when approaching the aircraft. Vehicles must be driven at low speed and a banksman MUST be used when reversing towards the aircraft,</p> <p>Where the agent has been notified of an unserviceable APU then this may also be connected at this time provided the approach is ONLY from in front of the aircraft.</p>
Chocks / Cones	<p>Chocks should be placed under the nose or main wheels where available.</p> <p>Where cones are available they should be placed at the wingtips</p>
Tail Strut / Sill Protector	<p>Two ground staff members should collect the tail stand and sill protectors. These must be fitted to the aircraft prior to any unloading/loading operation.</p> <p>Tail Strut A tail strut is available and is stowed in the aft underfloor hold (Hold 4). This is to be in position during entire un-loading and loading process.</p> <p>Arrival Procedure (Place in position prior to any unloading)</p> <ul style="list-style-type: none"> • Remove strut from housing in rear hold. • Place strut under jacking adapter • Ensure release valve is secure by turning clockwise • Use manual pump to raise 'A' (see diag below) into jacking adapter • Secure unit by installing shear pin

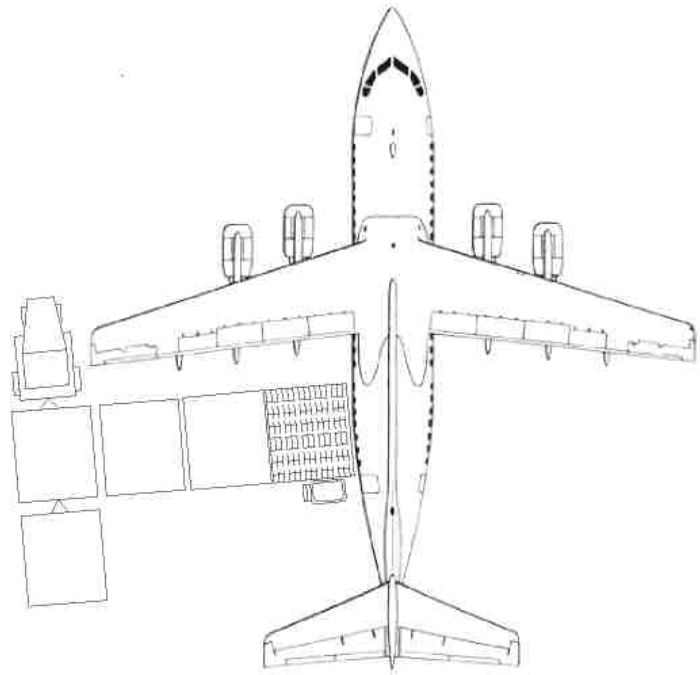


NOTE : If securing pin not re-attached after stowing sill protectors and tail strut, warning light in cockpit will not extinguish.

Sill Protectors

Sill protectors are available and are stowed in the aft underfloor hold (Hold 4). These are to be used for all turnrounds. Protectors must be fitted immediately after door opening. Once all ULD's are loaded protectors shall be removed prior to door closure and re-stowed in the hold. Despatcher shall confirm to Captain that both sill protectors and tail strut stowed prior to door closure.



Forward Steps	Passengers steps suitable for a 1.95m sill height should be placed at the forward passenger door on arrival.
GPU	<p>Aircraft will normally use APU during turnround. In the event of u/s APU the following spec GPU will be required.</p> <p><i>115V AC 3 phase 400Hz 90Kva OR IN EMERGENCY 28V DC / 2000A</i></p>
Operation of Freight Door	The freight door is controlled from the forward entry door vestibule. The flight deck crew will operate the freight door at all times.
HiLo positioning	Once the freight door is opened and the sill protectors are in position, the Hi Loader should be carefully positioned at the aircraft side.
Dolly Alignment	<p>Where possible an additional dolly should be placed between the HiLo and the dollies used for transport. This will keep all vehicles clear of the wing area and expedite the loading/unloading process.</p> 

Securing of Straps

Securing straps on **ALL ULD's MUST** be secured to the floor tracking prior to being loaded onto the aircraft.

FAILURE TO COMPLETE THIS ACTION CAN RESULT IN SUBSTANTIAL STRUCTURAL DAMAGE TO THE AIRCRAFT

ENSURE ALL STRAPS ARE SECURED





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✗



✓

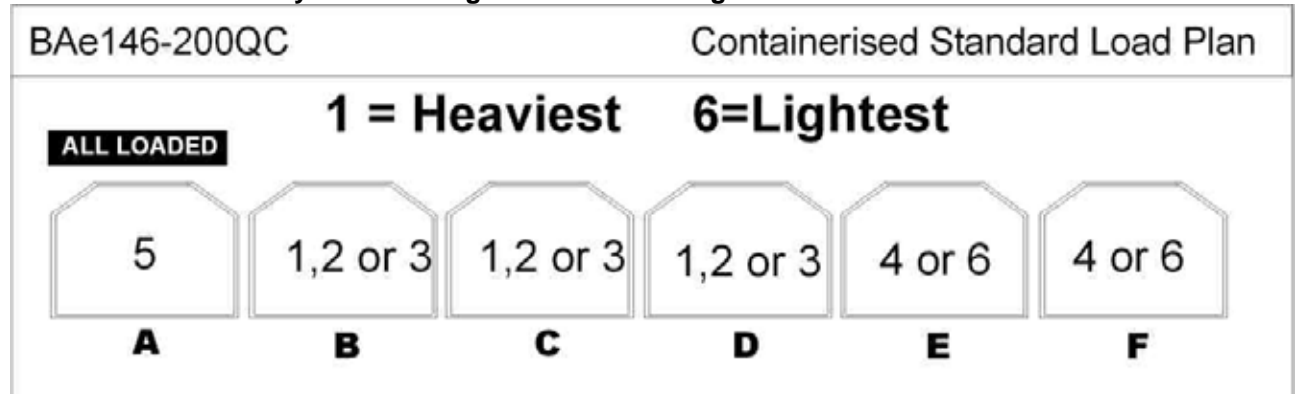


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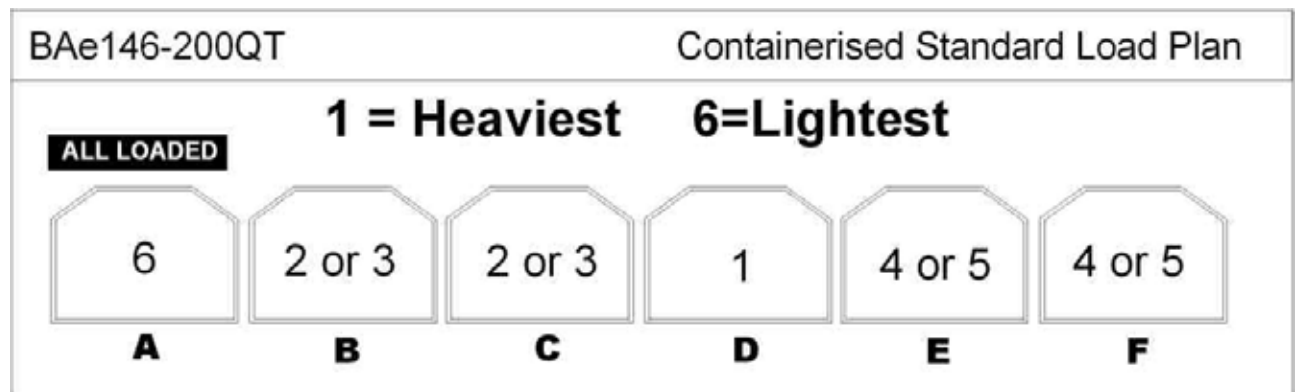
**Loose Straps WILL DAMAGE aircraft
BAe146-200 ULDs**

On-load	Order of loading ULD's must be agreed with the Captain.
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For the QC aircraft only the following can be used as a guide.



For the QT Freighter aircraft only the following can be used as a guide.



**Loading -
Maneuvering of
ULD's**

ULDs should be loaded one at a time. Since the aircraft has a roller floor the ULD should move easily within the cabin area. If a lot of additional effort is required to move a particular ULD then the loading process should be **STOPPED**. Check for any obstructions at both floor and locker levels before proceeding. If the ULD continues to be difficult to load check the load inside the ULD as an uneven load may cause the base to bow slightly resulting in the ULD being more difficult to load. If the ULD still continues to be too difficult to load it should be removed, withdrawn from service and reported. **DO NOT** use extreme force to move a ULD as this may result in injury and/or damage.

**Securing the
ULDs inside
the Aircraft**

DO NOT push the ULDs at excessive speed whilst inside the aircraft as this may result in a heavy impact leading to possible damage to the aircraft's structure.

Once each ULD is moved into place inside the aircraft, it **MUST** be secured in to place using the floor mounted "bear clamps". There are five such bear clamps

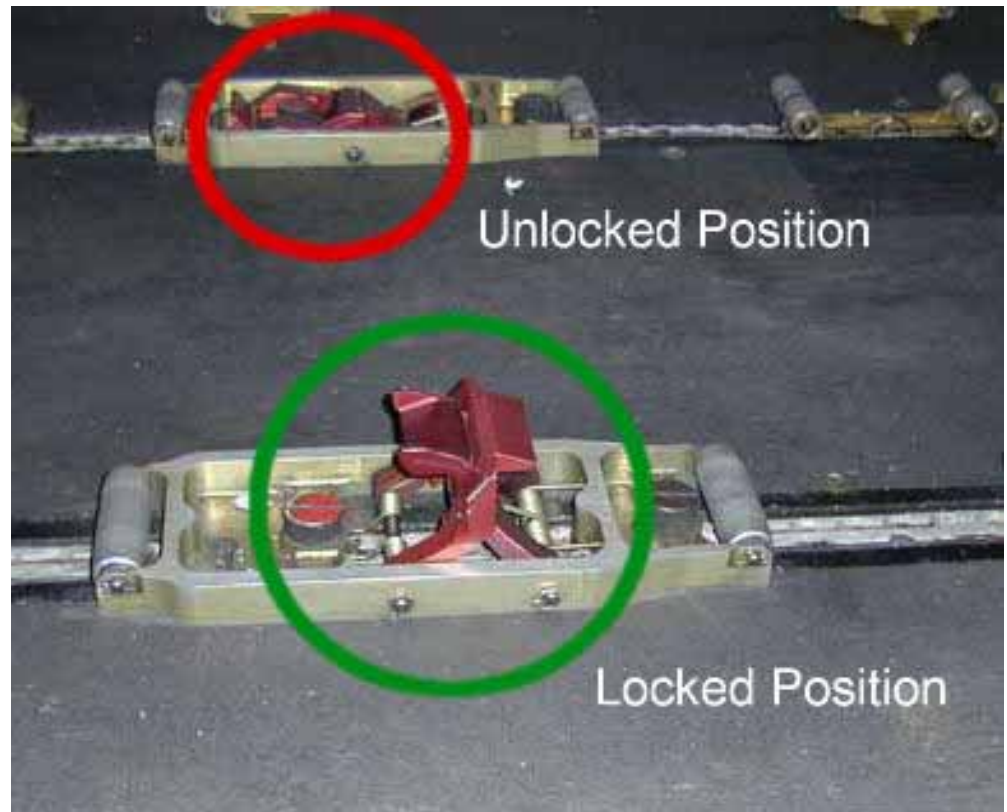
Securing & Releasing the Bear traps

Picture of Bear Clamp in Down (Unlocked) and Up (Locked) positions.

Picture of side guide on the side of the final ULD position in the Up position

across the width of the ULD (and the fuselage).

To secure the bear clamp, pull the rear of the clamp upwards. The clamp is a ratchet type mechanism and will click in place over the lip on the base of the ULD when the rear is lifted. All appropriate bear clamps and all guide rails should be in the UP or Locked position to secure each ULD. To release the bear clamp depress the middle to release the ratchet, the clamp will then return to the down or unlocked position.



Note: It is essential that before the next ULD is moved forward, the preceding ULD is secured as described above.

The loading of the rear-most ULD onto the aircraft will require that the rear-

Loading the rearmost ULD

most line of bear clamps be placed in the UP position prior to loading. The ULD should then carefully be slid into position under the bear clamps. When loading this last ULD there may sometimes be difficulty in maneuvering it into position. This process may be made easier by placing the rear bear clamp nearest to the freight door in the down position during the initial loading process, to allow more flexibility to maneuver the ULD into the remaining clamps. This bear clamp **MUST** then be lifted once the ULD is in place. Raising the level of the ULD platform on the Hi-loader slightly above the sill height of the aircraft may also assist this process. The side guides should then be lifted to secure the side of the ULD along the freight door edge (see lower picture on previous page).

Differences on BAe146 QT (Freighter) compared to QC

The layout of the rear-most bear traps on the BAe146QT freighter differ slightly from the BAe146QCs. On the QC variant all of the rear-most bear clamps lift from the rear as described above. On the Freighter however, the middle three rear bear clamps are designed to be used to secure the last ULD as well as a mini pallet behind the last full size ULD position, and therefore lift from the front (ie. they are the reverse of the other bear clamps). The design is the same but these traps lift from the front towards the rear of the aircraft. This gives the impression that when they are in the down position that they are offset forward by a small amount from the two outer clamps (see the bottom of the picture below). This is not the case however, and these clamps when lifted, will be in line with the two outer clamps. Please be aware that these three bear clamps **MUST** be in the up position prior to loading the last ULD as they cannot be raised once the ULD is in place above them.

Photo of: BAe146 QT Freighter rear position



Removal of Tail Strut / Sill

Once the last ULD has been loaded and secured in position all ground crew should exit the aircraft and the HiLo removed.

<p>Protectors</p>	<p><i>Departure Procedure (Remove after ULD position E has been loaded)</i></p> <ul style="list-style-type: none"> • Remove shear pin • Turn release valve anti-clockwise • Gently allow 'A' to retract to enable unit to be pulled clear of jacking adapter • Replace shear pin • Allow A to fully retract (allow 30-60 secs) • Re-stow in the aft hold. <p>This should be secured in its correct stowage in the rear hold.</p> <p>One ground crew member should remove the sill protector once the HiLo has been removed. This should be secured in its correct stowage in the rear hold.</p> <p><i>Despatcher shall confirm to Captain that both sill protectors and tail strut stowed prior to door closure.</i></p>
<p>Steps</p>	<p>On instructions from the crew member operating the freight door, the steps should be removed. A ground crew member must be on hand ready to carry out this task once the loading has been completed.</p>
<p>Chocks / Cones</p>	<p>Remove</p>
<p>Start Crew</p>	<p>Start crew should be in position no later than STD-5.</p>

Appendix G



Boeing 737 Freighter

Royal Mail Operation

Turnround Plan

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This document contains details of Titan Airways requirements and expectations of handling agents when providing turnrounds on the Boeing 737 Freighter aircraft whilst operating flights on behalf of the Royal Mail. These instructions are designed to ensure a safe and efficient turnround for all staff (Titan and 3rd party). Individual handling company procedures may be more restrictive and in this case such procedures should take precedence.

Taxy	Aircraft should where possible be parked on a self manoeuvring stand. Marshalls where available may be used to assist in guiding the aircraft into position.
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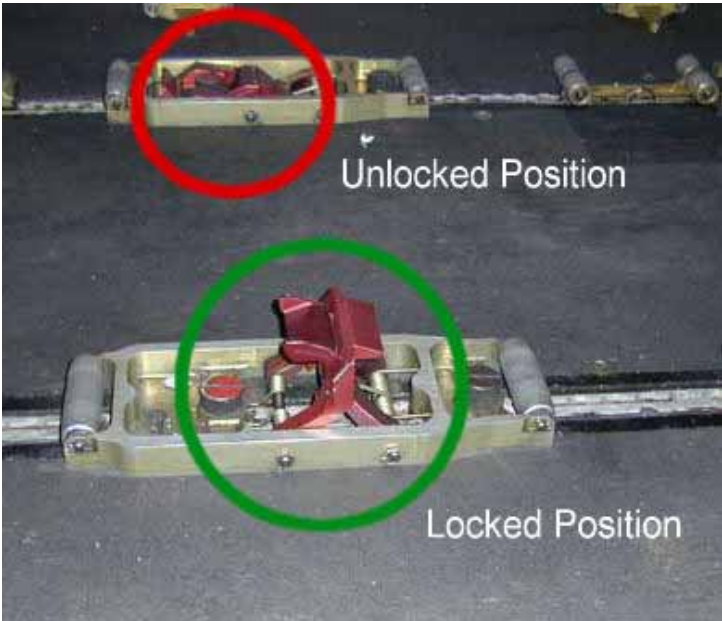
Shutdown	<p>All ground crew and equipment must be available in good time prior to the aircraft arriving on stand.</p> <p>One ground crew member may approach the aircraft from the front ONLY to chock nose-wheel once the aircraft has come to a standstill. All other ground crew MUST remain completely clear of the aircraft until such time as the anti-collision beacon has been turned off. Caution must always be exercised when approaching the aircraft. Vehicles must be driven at low speed and a banksman MUST be used when reversing towards the aircraft,</p> <p>Where the agent has been notified of an unserviceable APU then this may also be connected at this time provided the approach is ONLY from in front of the aircraft.</p>
-----------------	--

Chocks / Cones	<p>Chocks should be placed under the nose or main wheels where available.</p> <p>Where cones are available they should be placed at the wingtips</p>
-----------------------	--

Sill Protector	Ground staff members should collect and install the sill protectors. These must be fitted to the aircraft prior to any unloading/loading operation.
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	<p>Sill Protectors</p> <p>Sill protectors are available and are stowed</p> <p>GZAPV - Behind forward bulkhead GZAPW - Forward hold GZAPZ - Forward hold GPOWC - Forward hold</p> <p>These are to be used for all turnrounds. Protectors must be fitted immediately after door opening. Once all ULD's are loaded protectors shall be removed prior to door closure and re-stowed. Despatcher shall confirm to Captain that both sill protectors stowed prior to door closure.</p>
--	---

Forward Steps	Passengers steps should be placed at the forward MAIN door on arrival. This is to enable the crew to safely release the vent panel on the freight door prior to opening. The steps will need to be placed at a slight angle to the door in order to achieve this.
GPU	Aircraft will normally use APU during turnround. In the event of u/s APU the following spec GPU will be required. <i>115V AC 3 phase 400Hz 90Kva OR IN EMERGENCY 28V DC / 2000A</i>
Operation of Freight Door	The freight door is controlled from the forward entry door vestibule. The flight deck crew will operate the freight door at all times.
HiLo positioning	Once the freight door is opened and the sill protectors are in position, the Hi Loader should be carefully positioned at the aircraft side.

Bear Clamp Release	<p>To Release Press release button in centre to un-secure.</p> 
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Securing of Straps

Securing straps on **ALL ULD's MUST** be secured to the floor tracking prior to being loaded onto the aircraft.

FAILURE TO COMPLETE THIS ACTION CAN RESULT IN SUBSTANTIAL STRUCTURAL DAMAGE TO THE AIRCRAFT

ENSURE ALL STRAPS ARE SECURED






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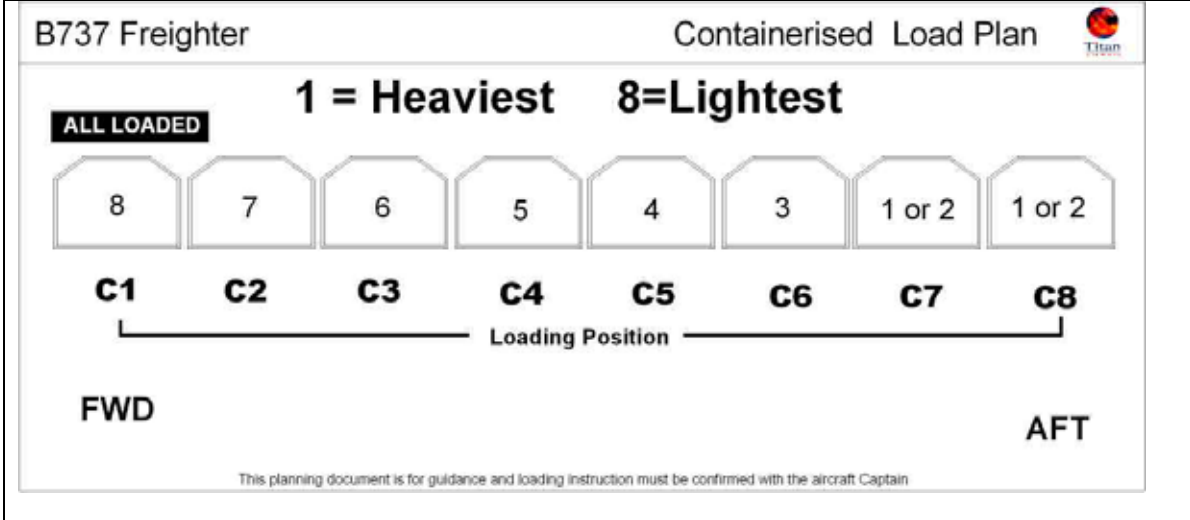



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Loose Straps WILL DAMAGE aircraft
BAe146-200 ULDs

On-load	Order of loading ULD's must be agreed with the Captain. The diagram may be used as a guide only.
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Manoeuvring of ULD's (Loading)	<p>ULD should be loaded one at a time.</p> <p>There should be a 'balanced' loading process. ULD's loaded into positions C5-C8 should not be put into position all at once. A balance of ULD's must be in position C1 to avoid any chance of the aircraft tipping on its tail.</p> <p>Since the aircraft has a roller floor the ULD should move easily within the cabin area. If additional effort is required to move a particular ULD then the loading process should be STOPPED. Check for any obstructions at both floor and locker levels before proceeding. Check appropriate bear claps and all guide rails are in the UP position.</p> <p>Each ULD must be secured in place by use of the floor mounted 'bear' clamps. It is essential that before the next ULD is moved forward, the first unit is secured.</p> <p>To Secure Pull up in rear of clamp</p> <p>When loading the last ULD there may be some difficulty in manoeuvring this onto the aircraft. This process may be made easier by raising the ULD platform level slightly above the sill height of the aircraft.</p>
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<p>Removal Sill Protectors</p>	<p>One the last ULD has been loaded and secured in position all ground crew should exit the aircraft and the HiLo removed.</p> <p><i>Departure Procedure (Remove after ULD position C1 has been loaded)</i></p> <p>One ground crew member should remove the sill protector once the HiLo has been removed. This should be secured in its correct stowage behind the forward bulkhead.</p> <p><i>Despatcher shall confirm to Captain that both sill protectors and tail strut stowed prior to door closure.</i></p>
<p>Steps</p>	<p>On instructions from the crew member operating the freight door, the steps should be removed. A ground crew member must be on hand ready to carry out this task once the loading has been completed.</p>
<p>Chocks / Cones</p>	<p>Remove</p>
<p>Start Crew</p>	<p>Start crew should be in position no later than STD-5.</p>