GENSAN AIR

CARGO OPERATIONS MANUAL

Domestic and international belly cargo operations

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REVISION 00
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CONTROLLED DRAFT FOR COMPANY REVIEW

This manual sets out proposed Gensan Air procedures for booking, accepting, protecting, loading, transporting and delivering cargo. It is written for cargo staff, ground handlers, station managers and load control personnel.

Gensan Air is a fictional airline project. This draft does not establish an air operator certificate, dangerous goods approval, security authorization or aircraft loading approval. Operational release requires the signatures and technical data identified in this manual.

MANUAL OWNER CARGO OPERATIONS
EFFECTIVE DATE NOT ASSIGNED
PRINTED COPIES ARE UNCONTROLLED

DOCUMENT CONTROL

The Cargo Operations Manager owns the master copy. Revision 00 is a proposed company standard and becomes effective only after the approvals below and completion of the activation requirements in Chapter 23.

CONTROL FIELD	VALUE
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Effective date	Pending approval
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Controlled distribution	Cargo Operations, stations, OCC, Load Control, Ground Operations, Security, Safety, Training and contracted handlers
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APPROVAL RECORD

FUNCTION	NAME AND SIGNATURE	DATE
Prepared by Cargo Operations	Pending	Pending
Reviewed by Ground Operations and Load Control	Pending	Pending
Reviewed by Security and Dangerous Goods specialists	Pending	Pending
Reviewed by Safety and Compliance	Pending	Pending
Authorized by Accountable Executive	Pending	Pending

REVISION PROCEDURE

The owner records the reason, affected chapters, source revisions and approval evidence for every change. Document Control withdraws superseded electronic copies, issues the new full manual and records staff acknowledgment. Temporary revisions must state their scope, expiry and approving authority. Verbal instructions cannot amend aircraft limits or regulatory requirements.

REVISION	DATE	CHANGE
00	04 Nov 2026	Initial controlled draft; no operational approval recorded

DEFINITIONS AND ABBREVIATIONS

Use these terms consistently in shipment records and operational communications. Any regulated term shall retain the meaning assigned by the applicable current regulation.

TERM	MEANING
AWB	Air waybill; the authorized cargo carriage document or its electronic equivalent.
BAI	Bureau of Animal Industry.
BFAR	Bureau of Fisheries and Aquatic Resources.
BOC	Bureau of Customs.
CAAP	Civil Aviation Authority of the Philippines.
CBTA	Competency-based training and assessment.
CITES	Convention on International Trade in Endangered Species of Wild Fauna and Flora.
DG	Dangerous goods; articles or substances subject to the applicable dangerous goods rules.
DGR	IATA Dangerous Goods Regulations.
ETA	Estimated time of arrival; always identify the date and time zone.
IATA and ICAO	International Air Transport Association; International Civil Aviation Organization.
NOTOC	Notification to captain; use the required approved form and process when applicable.
OCC	Operations Control Centre; coordinates the airline’s day-to-day operational response.
OTS	Office for Transportation Security.
PCAR	Philippine Civil Aviation Regulations.
PPE	Personal protective equipment required for the assigned activity.
ULD	Unit load device; an aircraft cargo container or pallet and net assembly, as applicable.
UTC	Coordinated Universal Time.
Gross mass	Actual total mass of the item as weighed, including its packaging and contents.
Tare	Mass of the empty device, packaging or support equipment accounted for by the approved method.
Chargeable mass	Tariff billing value; not a substitute for actual aircraft loading mass.

SHIPMENT STATUS

A booking reserves a proposed movement. Accepted cargo has passed the applicable acceptance checks. Held cargo awaits resolution of a restriction. Manifested cargo is assigned to a flight record. Flown cargo is confirmed as actually carried. Delivered cargo has been handed to an authorized receiver with evidence of release.

CONTENTS AND QUICK USE

Each chapter and each form starts on a new page. Chapter numbers remain the primary reference if the editable document is repaginated.

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Immediate stop conditions: unknown security status; unresolved dangerous goods suspicion; leaking or unstable packaging; missing load data; unavailable restraint; an uncontrolled temperature exposure; or an aircraft configuration that does not support the shipment. Hold the cargo and notify the relevant supervisor.

01 SCOPE AND OPERATING RULES

Gensan Air cargo staff shall release a shipment for carriage only when its identity, acceptance status, security status, documentation, handling requirements and aircraft suitability are confirmed. A confirmed booking is not permission to load.

APPLICABILITY AND LIMITS

This manual covers cargo tendered to Gensan Air or its contracted handlers, from reservation to final handover. It assumes belly cargo on passenger services. Freighter main decks, passenger cabin cargo, mail carriage and third-party road feeder services require separate approved procedures before activation. Passenger baggage follows the baggage manual, with shared aircraft capacity coordinated by Load Control.

CONTROLLING DOCUMENTS

Applicable law, State requirements, the operator’s approvals, approved security program and approved aircraft manuals govern the activity. Use the correct aircraft weight and balance or loading manual, Operations Manual, station procedures and special-cargo instructions together. This manual cannot relax their requirements. Where documents conflict or applicability is unclear, stop the affected activity and obtain a documented resolution from the responsible technical owner.

OPERATING LANGUAGE AND MEASUREMENTS

Use English for operational records, kilograms for actual mass, centimetres for package dimensions and degrees Celsius for temperature. Record date, time and time zone at every custody or exposure event. Use UTC for flight coordination; if local time is also used, label it clearly. Never mix billing mass with aircraft loading mass.

AUTHORITY TO STOP

Any employee or contractor may stop an unsafe activity and isolate an affected shipment. The supervisor protects personnel and cargo, informs Security, Load Control, OCC or the specialist as appropriate, and records the decision. Commercial urgency cannot override a safety, security, customs or aircraft restriction.

WORDS USED IN THIS MANUAL

“Shall” and “must” identify mandatory company requirements once this draft is approved. “May” identifies a permitted option within existing authority. “Hold” means retain under controlled custody without release to flight or consignee until the stated deficiency is resolved.

External framework: CAAP PCAR and current amendments; ICAO Doc 9284 for dangerous goods; applicable OTS security requirements. See references R01–R05. Company procedures and activation choices in this draft are proposed policy, not a statement of existing certification.

02 RESPONSIBILITIES AND SHIFT CONTROL

ROLE	ACCOUNTABILITY
Accountable Executive	Authorizes resources and company release; ensures required approvals are obtained.
Cargo Operations Manager	Owns cargo standards, approved service matrix, handling contracts, training requirements and manual changes.
Station Manager	Activates station services; verifies staffing, equipment, facilities, local restrictions and corrective actions.
Cargo Acceptance Agent	Identifies the shipment; inspects, weighs and documents it; records acceptance or hold.
Warehouse Supervisor	Maintains storage, stock position, segregation, custody records and dispatch control.
Security Manager and authorized staff	Apply the approved security program; validate cargo security status and handle breaches.
Dangerous Goods specialist	Controls classification review, operator restrictions, competency and any separately approved DG procedures.
Load Control	Determines aircraft suitability, allowable traffic load, compartment allocation and final load documentation.
Ramp Supervisor	Verifies actual loading against instructions and reports final position, mass, restraint and changes.
OCC and pilot in command	OCC coordinates operational recovery; the pilot in command retains aircraft acceptance authority within approved procedures.
Safety and Compliance	Oversee reporting, risk assessment, audits and effectiveness of corrective actions.

START OF SHIFT

The outgoing and incoming supervisors sign a handover covering shipments on hold, special cargo, temperature alarms, inventory discrepancies, security events, delayed flights, equipment faults and unresolved load changes. The incoming supervisor verifies staff authorizations, current documents and emergency contacts before opening acceptance.

CONTRACTED HANDLING

A handler shall work to the applicable Gensan Air procedures and its approved local instructions. The contract must identify task ownership, reporting, access to records, competency checks, equipment responsibilities and audit rights. Outsourcing does not transfer the airline’s oversight obligation. Any gap in assigned responsibility stops the affected service.

03 CARGO SERVICE ELIGIBILITY

Cargo Operations shall publish a service matrix by station, route, aircraft configuration and shipment category. The same shipment must be supportable at origin, any transfer point, destination and a practical diversion or disruption location.

CATEGORY	DRAFT ACCEPTANCE POSITION
General dry cargo	May be accepted after station and aircraft activation, with standard checks.
Seafood and perishables	Conditional on leak protection, written handling instructions and an end-to-end handling plan.
Temperature sensitive healthcare	Conditional on qualified packaging, suitable facilities and a validated shipment plan.
Live animals	Inactive until species, route, compartment, welfare and handling approvals are documented.
Human remains and valuable cargo	Inactive until a specialist service procedure and custody arrangements are approved.
Heavy or outsized pieces	Conditional on aircraft-specific loading and restraint approval; no generic mass threshold is assigned.
Dangerous goods including dry ice	Not accepted under this draft. Requires a separately approved DG program and revised service matrix.
Battery powered goods and trackers	Hold for specialist classification and written eligibility review before acceptance.
Weapons ammunition radioactive infectious or hazardous waste cargo	Not accepted under this draft; any future service requires specific approvals.
Mail and courier consolidations	Mail inactive pending a separate program. Courier freight requires shipment-level visibility and approved security controls.

RESTRICTIONS AND REFUSAL

Refuse carriage when goods are prohibited, the shipper will not identify the contents, packaging is unsafe, required permits are absent, security controls cannot be completed, or the shipment cannot be handled throughout the route. Record the reason and the person notified. Do not relabel restricted cargo as general cargo or split a consignment to avoid a restriction.

COMMERCIAL CONDITIONS

Rates, declared value, liability terms, charges, claim deadlines and refund rules belong in the approved cargo tariff and conditions of carriage. Do not substitute passenger baggage allowances or passenger ticket rules. No cargo AWB accounting prefix or legal carrier entity is assigned by this manual.

04 BOOKING AND CAPACITY PLANNING

BOOKING INFORMATION

The booking agent shall obtain shipper and consignee contacts, routing, commodity description, pieces, actual and estimated mass, dimensions of each package, stackability, handling orientation, ready time, required delivery date and special-cargo requirements. Ask specifically about batteries, chemicals, gases, refrigerants, biological material, engines, machinery and concealed liquids.

01 Check the service matrix for every sector and handling point. Obtain specialist review before quoting acceptance for a conditional category.

02 Ask Load Control for a preliminary capacity assessment using the aircraft configuration, baggage forecast, mail if authorized, fuel and operational restrictions. Do not sell against a brochure payload figure.

03 Check door access, usable compartment envelope, equipment, restraint and package mass. Reserve a handling slot and storage space where needed.

04 For perishables or animals, confirm onward connection, reception arrangements and a fallback plan. Record the contact who accepted the plan.

05 Issue a booking reference and acceptance deadline with the time zone. Explain that final carriage depends on physical acceptance, security clearance and actual flight capacity.

CUTOFF CONTROL

Each station shall publish cargo tender, document and warehouse dispatch cutoffs by service and commodity. The Station Manager approves them with Security, handlers and Load Control after checking screening and ramp lead times. This draft assigns no universal minutes-before-departure cutoff. Late cargo requires completion of every check and a positive Load Control and Ramp Supervisor decision; a late-acceptance decision cannot bypass a requirement.

CHANGES AND SHIPMENT PRIORITY

Reassess a booking whenever pieces, mass, dimensions, commodity, temperature needs, routing or aircraft change. Within safe and lawful capacity, prioritize approved time-critical medical consignments, welfare-sensitive animals and perishables, then other shipments by agreed service commitment and tender sequence. Cargo Operations resolves competing priorities; OCC and Load Control confirm feasibility.

Booking status shall distinguish requested, provisionally reserved, confirmed for tender, accepted, held, manifested and flown. The actual flight record must never be generated solely from a booking.

05 CARGO ACCEPTANCE PROCEDURE

The Acceptance Agent performs the following sequence for each consignment. Complete Form F01 or an equivalent controlled electronic checklist. A blank or failed mandatory check prevents release.

01 Verify the shipper or authorized agent identity and booking reference. Confirm that the consignee can receive the goods and that the actual route and commodity match the reservation.

02 Obtain a specific contents description. Review supporting documents and ask hidden-hazard questions. Hold suspicious cargo for the DG specialist without opening a suspect hazardous package.

03 Count every piece, inspect all accessible sides and check packaging, seals, labels and orientation marks. Record visible damage and take permitted photographs before taking custody.

04 Measure and weigh with serviceable equipment. Record actual piece mass where needed for loading and total gross mass. Investigate any mismatch with the shipper’s documents.

05 Check permits, customs and quarantine requirements, aircraft eligibility, required handling instructions and special-cargo approval. Verify any battery-powered logger separately.

06 Transfer to authorized security processing. Keep security status pending until the approved controls and their record are complete. Protect cleared cargo from interference.

07 Assign the shipment reference and piece identifiers. Enter the exact storage location, time, responsible employee and disposition: accepted, held or refused.

08 Provide the shipper a receipt or hold/refusal record. Send final accepted details to planning and the warehouse; do not issue a flown confirmation at acceptance.

PACKAGING ACCEPTANCE

Packaging shall withstand ordinary handling and aircraft conditions without contents escaping, injuring staff, damaging the aircraft or contaminating other goods. Check closure integrity, protrusions, stability, lifting access and compatibility with screening. Restrain contents inside the package. Use approved repacking personnel if correction is allowed; reweigh, relabel and reassess security status after any change.

HOLD AND REJECTION CONTROL

Record the exact deficiency, storage location, owner and next action. Inform the shipper and supervisor promptly. Only the responsible authorized function may clear its own restriction. Separate commercial acceptance from physical custody: cargo held on site remains traceable and protected until return or release.

06 DOCUMENTS WEIGHTS AND SHIPMENT IDENTITY

SHIPMENT RECORD

Use an authorized air waybill or electronic equivalent for carriage. Until a valid airline accounting prefix and AWB process are established, use an internal draft shipment reference for testing only. The airline designator XG is a project identifier and does not create an AWB prefix.

RECORD	MINIMUM DATA
Shipment identity	AWB or shipment reference; shipper; consignee; origin; destination; routing; booking link.
Physical cargo	Pieces; piece identification; commodity; actual gross mass; dimensions; packaging condition.
Instructions	Special handling; temperature range where relevant; orientation; stack limits; contact and contingency plan.
Clearances	Security status evidence; permits; customs or quarantine release; specialist approval if applicable.
Flight movement	Flight number and date; pieces and actual mass by sector; ULD and compartment or position; offload record.
Handover	Custodian; location; time and zone; condition; discrepancy; receiving acknowledgment.

MASS AND DIMENSIONAL CHECKS

Check scale serviceability, identification and calibration status before use. Zero the scale and apply the station’s routine accuracy check with an appropriate test mass. Remove it from service if the check fails. Reweigh rather than estimate when a declared mass is doubtful. Record packaging, refrigerant and overpack within gross mass; account for pallets, nets, dunnage and other tare exactly as the loading system requires.

Chargeable mass is a billing value calculated under the approved tariff. It must never replace actual mass in a cargo manifest, ULD mass record or loadsheet. For dimensions, include handles, skids and protrusions. Check the package’s true support footprint when evaluating a concentrated load.

PIECE LABELS AND CORRECTIONS

Each piece shall show a unique identity linked to the consignment, destination and required handling. Remove or invalidate obsolete routing marks. For split shipments, keep original shipment identity and record the pieces actually sent on each sector. Correct records through an auditable amendment showing who changed what, when and why. Retain the previous entry; never conceal an overcarriage, shortage or mass correction.

07 SECURITY AND CUSTODY PROTECTION

The Security Manager shall implement the current applicable OTS requirements and the approved operator and station security programs. This manual provides handling interfaces only; detailed screening methods, equipment settings and restricted security instructions belong in controlled security documents. [R05]

01 Verify the identity and authorization of the delivering party. Validate any regulated-agent or supply-chain status using the current approved process; a familiar business name is not sufficient.

02 Place cargo without validated security evidence in the designated pending area. Authorized security personnel determine and apply the required controls.

03 Record the resulting status, time, responsible function and evidence reference. Acceptance staff shall not create a clearance status on another person’s behalf.

04 Segregate cleared cargo physically or through approved controlled arrangements. Restrict access and maintain custody during storage, towing, ramp staging and aircraft handover.

05 Before release to ramp, verify status against the physical pieces or ULD and its documented seal or protection arrangements. Confirm custody has remained intact.

LOSS OF SECURITY INTEGRITY

A broken or unexplained seal, unattended exposure, unauthorized access, unresolved identity change or other integrity concern suspends release. Notify Security, isolate the shipment in an appropriate safe location, and prevent loading until Security directs revalidation or other action. If the cargo is already loaded, immediately inform OCC, Ramp and the pilot in command through approved channels.

SCREENING COMPATIBILITY AND SPECIAL CARGO

Plan the authorized security treatment for dense cargo, animals, temperature sensitive packages and oversize pieces before tender. Do not promise that a commodity is exempt from screening. Staff shall not improvise an alternative method or break qualified packaging without authorization and a plan to restore shipment integrity.

ACCESS AND INFORMATION CONTROL

Check employee and visitor authorization, escort requirements and vehicle access under the local program. Secure keys, access credentials, seals and records. Share shipment information only with personnel who need it. Immediately report a suspicious item or security threat to Security and activate the relevant local response procedure.

08 WAREHOUSE AND EQUIPMENT CONTROL

STORAGE AND INVENTORY

Identify locations for pending security, cleared export, import awaiting release, transfer, rejected or damaged cargo and special storage. Use physical separation where required; system status alone cannot protect cargo exposed to uncontrolled access. Maintain clear aisles, fire exits, equipment routes and access to emergency controls.

01 At receipt into storage, confirm shipment identity, pieces, condition, storage needs and custody status. Scan or record the exact location and time.

02 Segregate food from contamination sources and separate incompatible commodities using approved rules. Keep wet or odorous cargo contained. Protect all shipments from pests, rain, sunlight and floor contamination.

03 Respect packaging orientation and declared stack limits. Use suitable shelving or pallets and keep loads stable. Do not place heavy goods on crushable cargo or obstruct animal ventilation.

04 Reconcile physical inventory against the system at each shift handover. Investigate unmatched pieces immediately and freeze dispatch of the affected consignment.

05 Dispatch only the verified pieces authorized for the flight. Record removal from storage, handover condition and the responsible receiver.

EQUIPMENT CHECKS

Before each shift, check scales, forklifts, dollies, ULD handling equipment, chargers, lighting, communications and temperature monitoring equipment as applicable. Confirm capacity markings, brakes, guards and emergency stop functions under the equipment instructions. Tag and isolate unserviceable equipment. Only trained authorized personnel may operate lifting or powered equipment.

WORKPLACE PROTECTION

Use required PPE and safe lifting methods. Keep people clear of suspended or moving loads; use a spotter where visibility is restricted. Follow local charging, fuel and fire prevention procedures. Do not allow forklift forks, tines or platform edges to contact aircraft structures or unsupported ULD surfaces.

HOUSEKEEPING AND POWER LOSS

Maintain cleaning, waste removal, pest control and equipment records. Protect shipment labels during cleaning. On loss of cold-store power, stop affected acceptance, protect doors, activate the validated backup plan, monitor conditions and escalate temperature risk. Do not relocate cargo into an unqualified storage area merely because it feels cool.

09 SEAFOOD AND OTHER PERISHABLES

Seafood, including General Santos tuna shipments, requires an agreed handling plan before acceptance. Fresh, chilled and frozen products may have different validated conditions. The shipper shall specify the product temperature range, packaging capability, allowable exposure and latest acceptable delivery time; staff shall not apply a universal tuna temperature. IATA PCR and BFAR requirements support the specialist review. [R06, R08]

ACCEPTANCE AND PREPARATION

01 Verify commodity, processing state, destination acceptance, permit or health certificate applicability and consignee availability. Distinguish harvested seafood from live aquatic animals.

02 Inspect a strong outer package, suitable sealed inner containment and adequate absorbent material. Check for meltwater, blood, odour, staining and damaged closures. Reject leakage or packaging that cannot protect the aircraft.

03 Confirm refrigerant type and quantity. Dry ice is dangerous goods and is not accepted under this draft. Any gel, chemical coolant or tracker requires classification review when its status is uncertain.

04 Record arrival condition and a non-invasive temperature reading by the agreed method, where required. Record whether it is product, surface, package-air or ambient temperature; these readings are not interchangeable.

05 Verify the remaining packaging endurance covers storage, flight, connection and a realistic delay. Move promptly to the specified storage zone and start Form F03.

FLIGHT HANDLING

Plan minimum practical ramp exposure and coordinate dispatch with actual aircraft readiness. Use clean protected transport and approved leak protection without obstructing required aircraft systems. Keep seafood separated from odour-sensitive goods, pharmaceuticals, remains, animals and other incompatible cargo as directed by the applicable manuals. Advise Load Control of wet cargo, mass, packaging and handling limitations.

EXCURSIONS AND MISSED FLIGHTS

Return delayed cargo to an appropriate controlled facility if safe and feasible. Record every movement and any exposure. Notify the shipper and consignee if the agreed range or endurance may have been exceeded. Hold affected goods for a documented disposition from the authorized product owner; airline staff shall not certify food safety or extend shelf life. Replenishing refrigerant requires authorized handling, reweighing and renewed eligibility checks.

10 PHARMACEUTICAL AND TEMPERATURE SENSITIVE CARGO

Activate healthcare cargo only when the entire journey supports the shipper's documented requirements. Temperature ranges such as 2–8 °C or 15–25 °C are examples, not default acceptance limits. Packaging qualification, handling instructions and route conditions determine the actual plan. [R07]

SHIPMENT PLAN

The booking file shall state the permitted range, passive or active packaging system, remaining endurance at tender, monitoring method, alarm limits, exposure allowance, 24-hour technical contact and action after a missed flight. Confirm origin, transfer, destination and diversion facilities can support the plan. For active containers, verify aircraft compatibility, power needs, battery classification and handling instructions before acceptance.

01 Check the package identity, seals, labels and documentation against the booking. Reject or hold damaged, compromised or incorrectly prepared packaging.

02 Record time received, location, ambient conditions where specified and logger information. Do not open qualified packaging or reset a logger without written authority.

03 Place the shipment in its assigned suitable environment. Staff shall follow the shipper's qualified plan for insulated packaging; do not assume every cool pack belongs in a refrigerator.

04 Arrange protected movement to ramp and notify the receiving station of the actual flight and handling requirement. Record departure from controlled storage and all subsequent handovers.

05 At arrival, prioritize transfer to the specified facility and record condition and exposure before consignee handover.

ALARMS AND PRODUCT DISPOSITION

On a monitoring alarm, missing data, unexplained dwell time or possible excursion, hold the shipment, protect it from further exposure and notify the supervisor and product owner. Preserve the original data. Record the decision and authority for return, continued carriage, quarantine or disposal. Airline staff cannot release a medicinal product for clinical use or erase an alarm because the package is now within range.

MEDICAL MATERIALS AND HUMAN ORGANS

Blood, specimens, organs, tissues and cells require specific classification, permits and a service procedure. They are not automatically general cargo. Any infectious substance or DG refrigerant remains prohibited under this draft. A future organ transport service must be reviewed against applicable CAAP requirements and emergency coordination arrangements before activation. [R02]

11 LIVE ANIMALS

Live-animal cargo is inactive until Cargo Operations approves the species, route, handlers and aircraft compartment through the service matrix. Passenger pet acceptance does not authorize animals as manifested cargo. Use current IATA LAR, veterinary and destination requirements and approved aircraft data for any activated service. [R07, R09]

PREBOOKING ASSESSMENT

Confirm species, number, age and relevant health information; crate dimensions and gross mass; veterinary documents; import, export and transit permits; emergency contact; and competent care at each handling point. Apply the approved restrictions for breed, health, age, pregnancy, species, weather and routing. Do not invent a universal temperature limit or assume a pressurized hold is suitable for animals.

01 Load Control confirms the assigned compartment's ventilation, heating or cooling capability, allowed loading positions and coexistence restrictions for the actual aircraft and flight.

02 Trained acceptance staff inspect the animal's apparent fitness and the applicable container criteria. Check secure fastenings, leak protection, water arrangements, labels and required ventilation. Hold any distressed or unsuitable shipment for specialist advice.

03 Verify a welfare plan covering tender, waiting time, feeding and watering responsibility, onward handling, delay, return and emergency veterinary assistance. Record sedation information and apply the approved veterinary and operator policy.

04 Keep animals in a secure, quiet, ventilated area away from incompatible cargo and vehicle exhaust. Never obstruct ventilation with covers, labels or adjacent freight.

05 Coordinate loading and unloading to minimize exposure. Record the last welfare check, assigned compartment and responsible handover. Inform the flight crew under the approved special-load notification procedure.

DELAYS DISTRESS AND ESCAPE

If a delay may invalidate welfare conditions, stop carriage and activate the care or return plan. For distress, notify the supervisor and veterinary contact immediately; do not administer medication or open the crate without authorized control. For an escaped animal, stop nearby movement, secure the area and call trained responders. Prevent uncontrolled pursuit near aircraft.

Live fish and aquatic animals require their own species and container assessment. Do not accept them under the harvested seafood procedure in Chapter 09.

12 OTHER SPECIAL CARGO

HEAVY AND OUTSIZED CARGO

Obtain piece mass, dimensions, centre of gravity if needed, support footprint, lifting points, stability and restraint information before booking. Load Control or the designated loading specialist shall confirm door clearance, turning path, floor and point loads, approved load spreading, restraint and loading equipment. Engineering approval is required where the aircraft manuals direct it. An ordinary pallet or loose plywood is not an approved load-spreading solution by itself.

VALUABLE AND VULNERABLE CARGO

Activate only with approved custody, secure storage, verified receiver and escalation procedures. Agree the declared value and tariff requirements before tender. Limit access and disclosure of the movement. Record seals and every custody transfer using Form F04. Hold an unexplained seal discrepancy for Security; do not silently replace the seal.

HUMAN REMAINS

Activate only with a controlled specialist procedure covering public-health requirements, permits, packaging, destination receipt, dignity and segregation. Confirm whether remains are cremated or non-cremated and check the required documents for the actual route. Hold leakage, odour or packaging defects. Cremated remains do not automatically follow the same packaging or document rules as non-cremated remains.

PLANTS FOOD AND BIOLOGICAL MATERIAL

Check phytosanitary, veterinary, quarantine, conservation and import requirements for the commodity and destination. Verify the need for BFAR, BAI, plant quarantine or CITES documentation with the appropriate competent authority. Inspect for pests or infestation and stop handling if contamination is suspected. Biological samples require a DG classification review before any service decision.

MACHINERY COMPANY MATERIAL AND RETURNS

Aircraft spares, engines, tools, company material, warranty returns and personal effects follow the same acceptance controls as commercial freight. Ask about residual fuel, oils, gases, batteries, chemicals and deployed safety devices. A company-owned item is not exempt from DG classification or security controls. Reject an unverified “empty” engine, cylinder or container.

CONSOLIDATIONS

Obtain sufficient contents and piece information to validate the whole consolidation. Generic descriptions such as “goods,” “samples” or “mixed items” are insufficient. Require the responsible forwarder to resolve discrepancies; a master shipment record cannot conceal prohibited contents in an individual package.

13 DANGEROUS GOODS AND HIDDEN HAZARDS

This draft adopts a no-DG cargo acceptance policy. Do not accept dangerous goods, including dry ice, as cargo unless a separate DG program, required approvals, competency and service restrictions have been formally activated. The policy also requires trained recognition and reporting of undeclared DG. [R01–R04]

RECOGNITION DURING BOOKING AND ACCEPTANCE

DESCRIPTION OR CLUE	POTENTIAL HAZARD TO REFER
Electronics power banks e-bikes trackers	Lithium or sodium-ion batteries and battery-powered devices.
Paint perfume cleaners resins adhesives	Flammable, corrosive or other chemical hazards.
Engines generators vehicle parts	Residual fuel, oils, batteries or safety devices.
Diving medical or camping equipment	Compressed gases, oxygen, fuel or chemical generators.
Frozen samples seafood medical kits	Dry ice, infectious material or hazardous refrigerants.
Magnetic parts laboratory goods pesticides	Magnetized material, toxic substances or other regulated articles.

REQUIRED ACTION

01 Stop acceptance or loading when a hazard is suspected. Do not guess a UN number, remove marks, reclassify the item or instruct the shipper to omit its hazard.

02 If there is no immediate danger, hold the shipment in a location approved for the suspected risk and refer documents to the DG specialist. Do not open or handle a leaking or unstable suspect package.

03 If there is heat, smoke, leakage, strong fumes or injury, activate Chapter 20 and the local emergency plan. Alert responders and provide known contents and location.

04 Record the shipper’s description, package marks, symptoms, discovery point and notifications. Preserve evidence safely and ensure required reporting is assessed.

BATTERY REVIEW AND FUTURE ACTIVATION

A trained specialist must determine the classification and eligibility of batteries, equipment and tracking devices using current rules and operator restrictions. An exception from a label or declaration does not automatically make an item eligible under this company policy. Any written release must identify its regulatory basis and the approved service permission. Damaged, recalled, waste or defective batteries shall not be accepted under this draft.

The ICAO 2025–2026 Technical Instructions apply through 31 December 2026; IATA DGR 67 is the 2026 edition. Obtain current controlled editions and addenda, and review the applicable 2026 CAAP amendments before any operational release. This chapter is not a DG acceptance checklist or a NOTOC. [R01–R04]

14 LOAD CONTROL AND AIRCRAFT LIMITATIONS

Only authorized Load Control personnel may allocate cargo against the actual aircraft, configuration and flight. The cargo manifest reports shipments; the loading instruction controls positions; the final loadsheet establishes mass and balance. These records serve different purposes and must agree.

01 Verify aircraft registration, configuration and current loading data. Check operational and equipment restrictions through the approved dispatch and maintenance interfaces.

02 Determine available traffic load after operational fuel, passengers, baggage, approved mail and other loads. Assess takeoff, landing, zero-fuel and centre-of-gravity constraints through the approved system.

03 Validate each piece or ULD against usable volume, door opening and access path, compartment and position limits, floor loading, concentrated loads, contour and approved restraint.

04 Allocate compartments or positions and issue controlled loading instructions showing the actual mass basis, special cargo, restraint and segregation requirements.

05 Receive the Ramp Supervisor’s actual load confirmation. Reconcile loaded pieces, ULD identities and mass by position, offloads and all changes before finalizing flight documents.

ACTUAL MASS AND CHANGES

Use actual gross cargo mass and approved tare accounting. Include nets, pallets, dunnage, shoring and added refrigerant as required by the loading method, without double counting ULD tare. A billing mass or rounded reservation estimate cannot support the loadsheet. Report any piece substitution, mass correction or position change immediately.

Load Control shall determine whether a last-minute change is allowed by the approved procedure or requires a revised loadsheet. Ramp staff cannot authorize a mass or balance correction independently. If the actual load cannot be reconciled, do not release the aircraft. The pilot in command receives the final required loading and special-load information.

NO GENERIC AIRCRAFT LIMITS

This manual intentionally assigns no hold capacities, door dimensions, floor limits, restraint forces, dry-ice limits or animal-compartment suitability. Populate Form F07 from controlled aircraft documents for each approved configuration. The A319, A320, ATR 72-600 or Q400, and any future widebody, require their own records before use. A family-level brochure is insufficient.

15 ULD AND BULK LOAD PREPARATION

UNIT LOAD DEVICES

Use a unit load device only when its type is approved for the actual aircraft and position. Inspect identification, serviceability, damage limits, base, panels, door or cover, net, fittings and locks under the current manufacturer and operator criteria. Tag and segregate an unserviceable ULD. A damaged device shall not be made serviceable by tape or an informal local repair.

01 Confirm assigned flight, destination, ULD identity and build instructions. Check that all pieces are accepted, eligible and security-cleared before entering the build area.

02 Build within the approved contour, mass and load distribution. Place suitable heavier pieces low and stable, protect crushable cargo and maintain required orientation and segregation.

03 Apply the approved net or other restraint correctly. Ensure compatible fittings, closures and securing points are engaged, with no loose straps or protrusions.

04 Determine final gross and tare mass using the approved weighing method. If the scale includes a dolly or platform, deduct only the verified tare required by the procedure.

05 Attach the controlled ULD tag and record identity, flight, destination, actual gross mass, tare basis, special cargo and builder or checker. Record security protection and hand over against Form F02.

BULK CARGO

Prepare bulk pieces in the loading sequence directed by Load Control. Confirm compartment mass, distribution, package stability, floor protection and required aircraft restraint. Nets, barriers, tie-down points and loading zones shall follow the aircraft loading manual. Do not use passenger seat belts, improvised ropes or unapproved restraint.

FINAL CHECKS AND CHANGES

A designated checker verifies the completed load or ULD against build instructions, condition and records. Maintain custody after build. If a piece is added, removed or repacked, repeat the affected mass, contour, restraint, security and documentation checks before handover. Never change a sealed load without recording who opened it, why, what changed and how integrity was restored.

Use the current applicable IATA ULD and cargo handling standards together with aircraft and ULD manufacturer instructions. This chapter does not supply damage limits or a restraint design. [R10]

16 RAMP HANDOVER AND AIRCRAFT LOADING

The Ramp Supervisor accepts cargo only against current loading instructions and a matching cargo handover record. Stop if the aircraft registration, flight, destination, load identity, mass or security status differs.

01 Brief the loading team on aircraft, compartments or positions, cargo sequence, special handling, restraint and weather risks. Confirm serviceable equipment and trained personnel.

02 Inspect visible package and ULD condition at ramp receipt. Check identity, custody evidence, pieces, mass and special instructions against Form F02 and the loading instruction.

03 Verify the hold or loading position is suitable, clean and ready. Report fluid, damaged liners, locks, nets, barriers, protrusions or other defects to the responsible technical function. Do not load across an unresolved defect.

04 Position equipment under the aircraft and equipment procedures. Protect the aircraft from contact, maintain required clearances and stop movement if communication is lost.

05 Load only in the authorized positions and sequence. Confirm locks, nets, barriers and restraint are correctly engaged. Keep required ventilation, smoke-detection and fire-protection features unobstructed.

06 Complete a final physical check. Record actual pieces, ULDs and mass by position, restraint completion, offloads and discrepancies. Report the actual load to Load Control.

07 Obtain reconciliation and required flight crew notification before departure. Close doors only through authorized aircraft procedures and responsible personnel.

CONDITIONS THAT STOP WORK

Stop for unsafe wind or lightning conditions under airport rules, equipment faults, an unsecured load, leakage, fumes, animal distress, missing labels, unverified security status or a load discrepancy. Move special cargo to a suitable protected location when safe. OCC coordinates any delay and alternate plan; schedule pressure cannot justify continuing unsafe handling.

AIRCRAFT SUBSTITUTIONS AND REOPENED HOLDS

An aircraft substitution triggers a new capability and load assessment, including each special shipment. Reopening a hold or changing a load after final confirmation requires controlled communication, a renewed physical check and Load Control reconciliation before release. Record who requested and completed the change.

17 ARRIVAL AND DELIVERY

01 Before arrival, receive the manifest, actual flight details, special-cargo instructions and any discrepancy or revised ETA. Arrange appropriate storage and authorized receiving staff.

02 At aircraft receipt, verify flight and aircraft identity, inspect accessible cargo condition and unload under the approved sequence and restraint procedures. Prioritize time-critical and welfare-sensitive cargo as planned.

03 Tally pieces and ULDs against the actual manifest. Record shortages, overages, wet or damaged packages, seal differences and temperature concerns at the point of discovery.

04 Transfer promptly into the appropriate secure warehouse or special storage. Maintain customs, quarantine and security status and record the location and custody handover.

05 Notify the consignee or authorized agent of arrival and availability only when the status is known. Distinguish physically arrived from legally available for release.

06 Before delivery, verify recipient identity and authority, shipment reference, required customs and quarantine release and applicable commercial release.

07 Check pieces and visible condition with the receiver. Record date, time and zone, recipient acknowledgment, condition, discrepancies and any temperature or care instructions transferred.

RELEASE CONTROLS

Do not deliver cargo under a customs, quarantine, security, safety or unresolved identity hold. Validate a changed consignee or collection authority through the approved process, with Security review for suspicious requests. A shipment reference, photograph of a label or payment receipt alone is not proof that the person may collect the cargo.

DAMAGE AND SHORTAGE

Create Form F05 before moving affected cargo where safe. Preserve packing, labels, seal evidence and relevant records. Invite the authorized consignee to note visible discrepancies on the receipt. Do not require a false clean receipt or promise a claim outcome. Cargo Claims assesses liability and applicable notice requirements under approved carriage terms and law.

UNCLAIMED AND ABANDONED CARGO

Maintain secure custody and required special care, document contact attempts and notify Cargo Operations. Disposal, donation, sale, return or destruction requires the appropriate legal and authority instructions. Perishable spoilage does not automatically authorize staff to dispose of goods or defeat a government hold.

18 TRANSFERS AND INTERNATIONAL SHIPMENTS

TRANSFER CONTROL

Before confirming a connection, verify onward carrier acceptance, station capability, connection time, security recognition, customs status and special-cargo handling. Obtain actual onward space and instructions. Do not assume a through AWB or interline arrangement exists because both flights serve the same airport.

01 Tally received pieces against the inbound movement record and inspect condition, seals and monitoring data as applicable. Preserve the original shipment identity.

02 Record the transfer storage location, legal status and responsible custodian. Security determines whether existing clearance remains valid under the applicable program.

03 Reconfirm onward flight, equipment, permits, remaining packaging endurance and destination acceptance. Obtain any required revalidation before dispatch.

04 Provide the onward handler the shipment documents, actual pieces and mass, restrictions and unresolved irregularities. Obtain a dated custody acknowledgment.

05 For split transfers, record the exact pieces on each onward flight and notify all affected stations and the shipper. Close the transfer only after the actual onward handover is confirmed.

CUSTOMS AND BORDER CONTROLS

The designated customs coordinator shall maintain a station schedule of applicable import, export, transit and electronic-manifest requirements. Verify commercial invoice, packing list, AWB, permits and commodity descriptions are consistent. Follow current filing deadlines and retain submission acknowledgments and corrections. This manual does not assign one universal customs deadline. BOC guidance requires electronic inward manifest submission within the period prescribed by applicable regulations. [R11]

COMMODITY AND DESTINATION REVIEW

Check BFAR requirements for fish and aquatic products; BAI and veterinary requirements for animals and animal products; plant quarantine controls; CITES where relevant; and destination-specific restrictions. A domestic permit is not automatically an export or import authorization. Obtain current advice before accepting a new commodity or destination.

AIRCRAFT DIVERSIONS

OCC and the Station Manager confirm the diversion airport’s permission, handling capability and border status before unloading or forwarding cargo, except emergency actions directed by the relevant authorities. Preserve custody, security and required care while a lawful onward or return plan is arranged.

19 DELAYS OFFLOADS AND DISCREPANCIES

The station discovering a disruption owns the initial record and keeps the shipment traceable until another named station or function acknowledges responsibility. Use Form F05 and the movement record; a passenger flight delay message alone is insufficient.

EVENT	REQUIRED RESPONSE
Delay or cancellation	Protect security and storage conditions; assess remaining endurance or animal care; advise OCC, onward stations and customers.
Capacity offload	Load Control directs the load change. Ramp confirms pieces and positions removed. Revise manifest and final flight documents.
Missing piece	Freeze release of affected consignment; search the recorded custody chain; notify origin, ramp and destination.
Overcarriage or misroute	Secure and identify cargo; notify the responsible stations and customs or security where needed; arrange lawful recovery.
Damage or leakage	Stop unsafe handling; isolate as appropriate; preserve evidence; assess hazard before repacking or movement.
Temperature excursion	Apply Chapter 10 or 09; record data and exposure; obtain authorized disposition.
Security breach	Suspend release; notify Security; follow the approved recovery process.
System outage	Use controlled numbered records, approved manual checks and later reconciliation; stop if essential controls cannot be maintained.

RECOVERY DECISIONS

Rebook only after the new route, aircraft, station capability, legal status and special-cargo conditions are checked. Revalidate security when required. Reweigh after repacking or refrigerant changes. Update every affected document and send the actual revised movement to all handling points. Never mark cargo flown to make a backlog disappear.

COMMUNICATIONS

Tell the shipper and consignee the verified event, shipment condition, current location, next proposed action and next update time. Record who was contacted and when. Avoid an unverified new delivery promise or a guarantee that temperature-sensitive contents remain usable.

CLOSURE

The owner closes the irregularity only after custody, final disposition and document corrections are recorded. Safety, Security, Customs or Claims may keep their separate investigation open. Track financial claims separately from the operational record so neither process obscures evidence.

20 EMERGENCIES AND OCCURRENCE REPORTING

Protect people first. The local airport emergency plan and trained emergency responders control an immediate hazard. Staff shall not open, sniff, touch, move or attempt to neutralize an unknown hazardous package. Use current emergency numbers from the station supplement; none are assumed in this draft.

01 Stop handling and nearby equipment movement where safe. Warn others, withdraw to a safe location and prevent access to the affected area.

02 Alert airport emergency services and Security through the local emergency process. State the exact location, symptoms, people exposed, shipment identity and known contents without speculation.

03 Notify the Station Manager and OCC immediately. If cargo may be on an aircraft, identify the registration, flight, compartment or position and whether departure has occurred. OCC uses approved operational communication channels.

04 Follow responder instructions and the local evacuation plan. Provide shipment documents, safety information and custody records without approaching the hazard to retrieve them.

05 After the area is declared safe, preserve evidence, account for personnel and record the chronology. Arrange medical assessment for exposures through the emergency response process.

SPECIFIC EVENTS

Heat, smoke or a battery event requires an immediate emergency response; do not place a suspect package in an aircraft or enclosed storage to isolate it. For a chemical spill, keep untrained personnel away and await trained responders. For a suspicious item or threat, apply the restricted Security procedure. For animal escape or distress, apply Chapter 11 and notify the appropriate welfare responder.

REPORTING AND NOTIFICATIONS

The Station Manager notifies Safety and the relevant Security or DG specialist without delay. Those functions determine mandatory authority reports, recipient, format and statutory deadline under current requirements. Internal management notification does not replace external reporting. Record near misses, undeclared or misdeclared hazards, loading errors, aircraft damage, injury and loss of security integrity even when no flight is delayed.

RETURN TO SERVICE

Restart only after the authorized emergency or technical function releases the area or equipment, the hazard is controlled and the responsible operational manager confirms readiness. Retain the written release, any aircraft maintenance action, revised custody status and shipment disposition. Close corrective actions only after their effectiveness is checked.

21 TRAINING AND QUALITY ASSURANCE

Personnel may perform cargo tasks independently only when trained, assessed as competent and authorized for the function and equipment. An attendance certificate alone is not a task authorization. The Training Manager maintains the current training matrix, recurrent intervals and records required by applicable regulation and approved programs. [R01, R02]

FUNCTION	REQUIRED COMPETENCE BEFORE AUTHORIZATION
Booking and sales	Service eligibility, hidden hazards, correct data capture, restrictions and escalation.
Acceptance	Physical checks, documents, actual mass, hazard recognition, refusal and hold control.
Security	Applicable approved program, role-specific controls, access protection and breach response.
Warehouse and special cargo	Inventory, safe handling, custody, temperature or welfare procedures as assigned.
Build and ramp	ULD or bulk checks, equipment, aircraft loading, restraint, communication and discrepancy control.
Load Control	Aircraft configuration, loading data, approved system, mass and balance and change control.
Supervision	Shift handover, emergency actions, occurrence reporting, contractor oversight and corrective action.

ASSESSMENT AND CHANGES

Assess practical performance for assigned duties, including a failed acceptance case and a discrepancy scenario. Reassess after a material procedure or aircraft change, performance concern or extended absence as defined by the training program. Staff whose authorization expires or who fail assessment must stop the affected task until reauthorized. DG competency and recurrent training must follow the applicable approved requirements, including recognition duties for a no-DG operator.

ASSURANCE PROGRAM

Compliance shall use a risk-based audit plan covering own stations and handlers. Examine actual shipment records, security interfaces, scale checks, cold-chain data, ULD condition, load reconciliation and delivery evidence. Observe operations rather than relying only on completed checklists. Record each finding, risk, immediate containment, owner and due date.

CORRECTIVE ACTION

The responsible manager identifies the cause, implements a corrective action and supplies evidence. Compliance verifies effectiveness before closure. Repeated errors, a serious event or an unsupported service capability may trigger suspension of that service until controls are restored. Review trends with Cargo Operations and Safety.

22 RECORDS AND PERFORMANCE CONTROL

RECORDS AND ACCESS

Cargo Operations shall maintain an approved retention schedule covering carriage documents, security evidence, flight manifests, loading records, temperature data, custody and delivery records, permits, training, audits and incidents. The schedule must identify the applicable legal or contractual minimum, storage owner and disposal rule. This draft assigns no single retention period to all record types.

Use role-based access, authenticated entries and an audit trail. Preserve original timestamps, data and revisions. Back up operational records and test recovery. Limit personal and commercially sensitive data to those who need it. Do not copy identification documents unless a lawful approved process requires it. A legal, regulatory, safety or claims hold suspends routine deletion of relevant records.

FLIGHT FILE CLOSURE

01 Reconcile booking, accepted cargo, final manifest and actual flight movement by pieces and mass. Include offloads, transfers, overcarriage and revised instructions.

02 Link the load handover, final load confirmation and required flight documentation through the controlled flight-file reference. Retain specialist and security evidence in their approved repositories.

03 Attach arrival or onward handover and final delivery or other disposition. Investigate any open custody gap.

04 Have the designated supervisor sign file closure, listing unresolved investigations rather than marking them completed.

MANAGEMENT MEASURES

MEASURE	DEFINITION
Acceptance accuracy	Consignments without a later acceptance data correction / consignments accepted.
Flown as planned	Consignments flown on the confirmed flight / consignments assigned to that flight.
Custody completeness	Required handovers with complete evidence / required handovers sampled.
Temperature exceptions	Consignments with a recorded excursion or missing required data / monitored consignments.
Cargo damage	Reported damaged consignments / consignments handled; review severity separately.
Corrective action timeliness	Actions closed by due date / actions due in the review period.

Review monthly by station, handler and commodity. Set targets only after establishing a baseline. Never reward underreporting, skipped controls or unsafe loading to improve a performance percentage.

23 AIRCRAFT AND STATION ACTIVATION

No station, aircraft configuration or special-cargo category is operationally activated by this draft. Cargo Operations shall complete Forms F06 and F07, approve the service matrix and retain evidence before first acceptance for the relevant service.

AIRCRAFT CAPABILITY RECORD

Load Control and the responsible technical owner shall enter the aircraft type, registration applicability, configuration, approved source document and revision. Capture compartment and position limits, access envelope, floor and concentrated-load limits, restraint, ULD compatibility, usable space, environmental capability and loading equipment. State special-cargo restrictions and any effect of approved equipment defects. Use controlled document references where numerical detail belongs in the aircraft manual.

STATION SUPPLEMENT

The Station Manager shall issue a supplement identifying the legal operator and handler, physical facility, approved commodity categories, operating hours, tender and dispatch cutoffs, security interfaces, customs and quarantine arrangements, storage zones, calibrated equipment and personnel authorizations. Include tested emergency contacts, medical or veterinary support where needed, power-loss arrangements, diversion options and outage procedures. Control sensitive security details in the appropriate restricted document.

DEMONSTRATION BEFORE LAUNCH

01 Run an end-to-end general cargo exercise from booking to delivery. Include a mass discrepancy, an offload and an unknown security status. Verify records and stop decisions.

02 For each special category, demonstrate its specific controls and a disruption scenario. Verify facilities and alternate care or storage actually exist.

03 Load Control and Ramp demonstrate load instruction, physical loading, actual load confirmation and correction of a last-minute change on the approved configuration.

04 Safety and Compliance verify outstanding findings are resolved or formally controlled. The Accountable Executive authorizes company release, with required authority acceptance or approval completed separately.

KEEPING THE SERVICE CURRENT

Reassess activation after a new aircraft configuration, route, handler, facility, commodity, material system change or relevant regulatory amendment. Suspend the affected permission if a critical capability, approval, trained person or required equipment becomes unavailable. Publish the suspension promptly to booking and operational teams.

F01 CARGO ACCEPTANCE CHECKLIST

Complete for each consignment. Mark YES, NO or N/A with a reason. Any unresolved NO prevents release. This form is not a DG acceptance checklist.

SHIPMENT REFERENCE OR AWB BOOKING REFERENCE

ORIGIN AND DESTINATION FLIGHT AND DATE

COMMODITY PIECES ACTUAL GROSS MASS KG

CHECK	YES	NO	N/A
Shipper and delivering agent identity and authority verified			
Actual commodity and hidden-hazard questions resolved			
Service matrix and route eligibility verified			
Pieces counted and identity labels match documents			
Packaging closure condition and orientation acceptable			
Actual mass and dimensions checked with serviceable equipment			
Aircraft suitability and special-cargo approval confirmed			
Required documents permits and handling instructions complete			
Security clearance evidence and custody protection verified			
Storage location assigned and receipt or hold record issued			

SPECIAL HANDLING TEMPERATURE WELFARE OR RESTRICTION REFERENCES

SECURITY EVIDENCE REFERENCE AND STATUS STORAGE LOCATION

DISPOSITION ☐ ACCEPTED ☐ HOLD ☐ REFUSED

DEFICIENCY CORRECTIVE ACTION AND AUTHORIZING RELEASE IF APPLICABLE

ACCEPTANCE AGENT AND TIME ZONE SUPERVISOR WHERE REQUIRED

Acceptance confirms the listed checks only. Load Control and Ramp must still reconcile the actual flight load. Preserve supporting evidence in the shipment file.

F02 CARGO MANIFEST AND LOAD HANDOVER

Use additional controlled continuation sheets when needed. This form is a cargo handover record; it does not replace the loading instruction, final loadsheet or a required NOTOC.

FLIGHT AND DATE ORIGIN DESTINATION AIRCRAFT REGISTRATION

LOADING INSTRUCTION REFERENCE AND REVISION SHEET NUMBER

AWB OR REF	PCS	ACTUAL KG	ULD OR POSITION	HANDLING AND STATUS

TOTAL SHIPMENT PIECES _____ TOTAL ACTUAL CARGO KG _____

ULD TARE KG _____ OTHER LOADING MATERIAL KG _____

POSITION TOTALS AND TARE ACCOUNTING BASIS _____

SPECIAL CARGO NOTIFICATION REFERENCES SECURITY EVIDENCE

OFFLOADED PIECES MASS POSITION AND REVISED DOCUMENT REFERENCE

☐ Identity, actual mass and custody status verified at ramp receipt

☐ Actual load and restraint verified against current loading instructions

☐ All additions removals or position changes reported to Load Control

☐ Final flight documents reconciled and required crew information delivered

WAREHOUSE RELEASE NAME TIME ZONE RAMP RECEIPT NAME TIME ZONE

RAMP FINAL CONFIRMATION TIME ZONE LOAD CONTROL ACKNOWLEDGMENT

Use a signed or authenticated electronic entry. If actual pieces, mass or positions cannot be reconciled, stop flight release and notify Load Control and OCC.

F03 TEMPERATURE AND EXPOSURE RECORD

Record the specified monitoring method. A package surface or ambient reading does not prove the product core temperature. Do not open qualified packaging without authority.

SHIPMENT REFERENCE COMMODITY PIECES

PERMITTED RANGE °C MAXIMUM EXPOSURE PLAN REFERENCE

PACKAGING ENDURANCE REMAINING AT TENDER TECHNICAL CONTACT AND PHONE

LOGGER OR INSTRUMENT ID CALIBRATION OR QUALIFICATION REFERENCE

DATE TIME ZONE	LOCATION AND EVENT	TEMP °C AND TYPE	CONDITION AND INITIALS

READING TYPE PRODUCT / SURFACE / PACKAGE AIR / AMBIENT / LOGGER DATA

DEPARTURE FROM CONTROLLED STORAGE RETURN OR ARRIVAL AT CONTROLLED STORAGE

EXCURSION ALARM MISSING DATA OR EXPOSURE DETAILS

PRODUCT OWNER NOTIFICATION PERSON AND TIME ZONE

DISPOSITION ☐ HOLD ☐ CONTINUE AS AUTHORIZED ☐ RETURN ☐ OTHER

WRITTEN AUTHORITY REFERENCE AND DECISION SUPERVISOR

Preserve original monitoring data. A return to the permitted range does not erase an excursion or authorize release for consumption or clinical use.

F04 CUSTODY AND DELIVERY RECORD

SHIPMENT REFERENCE ORIGIN DESTINATION PIECES

SPECIAL HANDLING AND CURRENT LEGAL OR SECURITY HOLD

SEAL IDENTIFIERS WHERE APPLICABLE

DATE TIME ZONE	FROM AND TO CUSTODIAN	LOCATION PCS CONDITION	SIGNATURE OR AUTH ID

DELIVERY VERIFICATION

- ☐ Recipient identity and collection authority verified
- ☐ Consignee change if any validated and recorded
- ☐ Required customs quarantine and other holds released
- ☐ Commercial release requirements completed
- ☐ Pieces and visible condition checked with recipient
- ☐ Temperature care or other handling information handed over

AUTHORITY EVIDENCE REFERENCE RELEASE RECORD REFERENCES

PIECES DELIVERED CONDITION EXCEPTIONS OR REMAINING PIECES

RECIPIENT NAME AND ACKNOWLEDGMENT DATE TIME AND ZONE

DELIVERING EMPLOYEE FINAL DISPOSITION OR FOLLOWUP

Record discrepancies honestly. Do not collect unnecessary personal identification data. A clean delivery acknowledgment cannot be substituted for a known damage record.

F05 CARGO IRREGULARITY REPORT

REPORT REFERENCE STATION DATE TIME AND ZONE

SHIPMENT OR AWB FLIGHT DATE AIRCRAFT IF RELEVANT

EVENT ☐ DELAY ☐ OFFLOAD ☐ SHORTAGE ☐ OVERAGE ☐ DAMAGE ☐ SECURITY ☐ TEMPERATURE ☐ HAZARD SUSPECTED ☐ OTHER

PIECES AND MASS AFFECTED CURRENT LOCATION AND CUSTODIAN

OBSERVED FACTS CONDITION AND DISCOVERY POINT

IMMEDIATE PROTECTION AND ACTIONS TAKEN

NOTIFICATIONS PERSON FUNCTION TIME ZONE AND ACKNOWLEDGMENT

EVIDENCE REFERENCES PHOTOS LOGGER RECORDS SEALS AND DOCUMENTS

RECOVERY OR DISPOSITION DECISION AND AUTHORIZING PERSON

ASSIGNED OWNER AND NEXT UPDATE TIME EXTERNAL REPORTING ASSESSMENT

FINAL MOVEMENT OR DISPOSITION CORRECTED RECORDS

OPERATIONAL CLOSURE NAME DATE TIME ZONE INVESTIGATION REFERENCE IF OPEN

For an emergency, act and notify first under Chapter 20. Complete this record when safe. Preserve original data; do not speculate about liability or product fitness.

F06 STATION AND SERVICE ACTIVATION RECORD

STATION AIRPORT CODE HANDLER FACILITY

PROPOSED ROUTE AND SERVICE CATEGORIES TARGET START DATE

READINESS ITEM	EVIDENCE REFERENCE	OWNER AND STATUS
Company and required regulatory permissions verified		
Approved station supplement and current contacts		
Security program interfaces and custody protection		
Customs quarantine and commodity requirements		
Warehouse zones storage capacity and contingency		
Scales temperature equipment and calibration		
Ramp equipment ULD handling and serviceability		
Trained assessed and authorized personnel		
Aircraft capability records and load interfaces		
Special cargo care plans and reception capability		
Emergency power-loss and system-outage exercises		
End-to-end test completed and findings resolved		

APPROVED CATEGORIES RESTRICTIONS CUTOFFS AND HOURS

OUTSTANDING ACTIONS BLOCKING ACTIVATION

STATION MANAGER CARGO OPERATIONS SAFETY AND COMPLIANCE

COMPANY RELEASE AUTHORITY AND DATE REGULATORY EVIDENCE WHERE REQUIRED

No service may start with an unresolved critical requirement. Record a specific scope and restrictions. Reassess after a material change and publish suspensions promptly.

F07 AIRCRAFT CARGO CAPABILITY RECORD

AIRCRAFT TYPE AND VARIANT CONFIGURATION REVISION

APPLICABLE REGISTRATIONS CONTROLLED SOURCE DOCUMENTS AND REVISIONS

DATA REQUIRED	VALUE OR CONTROLLED SOURCE REFERENCE
Compartment and position identities and usable envelope	
Door dimensions access path and loading clearances	
Compartment position and cumulative mass limits	
Floor area load and concentrated or running load limits	
Approved restraint tie-down nets barriers and locks	
Approved ULD types contours tare and positions	
Permitted load spreading and engineering approvals	
Environmental capability and special-cargo restrictions	
Bulk loading requirements and required ramp equipment	
Configuration restrictions and defect assessment process	
Approved weighing load planning and change procedure	

APPROVED COMMODITIES AND RESTRICTIONS

DEMONSTRATION OR VALIDATION RECORD REVIEW DUE OR TRIGGER

LOAD CONTROL TECHNICAL VERIFICATION ENGINEERING WHERE REQUIRED

CARGO OPERATIONS SERVICE MATRIX RELEASE DATE

Populate from approved aircraft-specific data. This form supplies no numerical loading limit and does not approve a restraint design. No carriage may rely on an unverified family-level assumption.

REFERENCE REGISTER AND RELEASE ACTIONS

Public sources below were checked on 04 November 2026. They establish the reference framework, not a complete compliance determination. Obtain controlled full publications, current amendments and required approvals before operational release. Procedures in this manual are proposed company policy; no proprietary manual text is reproduced.

R01 CAAP PCAR Part 18 and current amendments
https://www.caap.gov.ph/wp-content/uploads/2025/07/PART-18-Transportation-of-Dangerous-Goods-by-Air.pdf

R02 CAAP 2026 circular register
https://www.caap.gov.ph/memorandum-circular-2026/

R03 ICAO Doc 9284 Technical Instructions 2025–2026 and addenda
https://www.icao.int/Dangerous-Goods/Technical-Instructions

R04 IATA 2026 battery guidance and DGR 67 reference
https://www.iata.org/en/programs/cargo/dangerous-goods/lithium-batteries/

R05 OTS MC 004 series 2018 amending cargo and mail security requirements
https://elibrary.judiciary.gov.ph/thebookshelf/showdocs/10/90579

R06 IATA Perishable Cargo Regulations
https://www.iata.org/en/publications/manuals/perishable-cargo-regulations/

R07 IATA special cargo manuals including LAR and TCR
https://www.iata.org/special-cargo-manuals/

R08 BFAR certification and commodity clearance information
https://www.bfar.da.gov.ph/quarantine-inspection-services/certification/

R09 CITES transport of live specimens
https://cites.org/eng/prog/imp/Transport_of_live_specimens

R10 IATA Cargo Handling Manual and cargo operations manuals
https://www.iata.org/en/publications/manuals/cargo-operations/

R11 Bureau of Customs guidelines on importation
https://customs.gov.ph/guidelines-on-importation/

REQUIRED BEFORE COMPANY RELEASE

Confirm the legal carrier identity and applicable approvals; complete the CAAP amendment review including MC 007, 068 and 069 of 2026 as applicable; validate the current OTS program; approve the service matrix, cutoffs and retention schedule; complete aircraft and station records; demonstrate the procedures; and sign Document Control approvals.

The 2026 CAAP amendment register was verified, but the complete MC 007 and MC 069 PDF texts were not available for review during preparation. Their exact provisions, effective dates and applicability remain release actions. Obtain current licensed IATA manuals and applicable 2027 editions before operating in 2027.