

**CATERING REQUIREMENTS FOR GSP-MUC/HHN FLIGHTS  
BASED ON 4 CREW MEMBERS TOTAL (PLUS CARGO ATTENDANTS AS APPLICABLE)**

- a. For Duty of more than 8 and up to 11 hrs.
  - One Hot Meal Service;
  - One Cold Meal or Snack Service;
    - Equivalent of 3 whole sandwiches;
    - Equivalent of 2 whole fruits;
    - Equivalent of 3 liters bottled water;
    - Equivalent of 1 liter soft drinks;
    - Equivalent of 0.5 liter milk;
    - Equivalent of 0.5 liter fruit juice;

Soft Drinks: Diet / Light soft drinks should constitute a minimum of 33% of the total uplift but not exceeding 50%.

Fruit Juice: Preference should be given to fresh fruit juice over pasteurized.

Dry Goods / Cargo Flights: The following is the recommended Dry Goods Uplift for Cargo Flights with 2 to 4 crewmembers onboard for a duty day up to 8 hours. For larger crew compliment or longer day the quantities should increase in accordance to the length or number of crew.

**Table 6.4.1.9.5-1: Recommended Dry Goods Uplift for Cargo Flights**

*(Based on 2-4 crewmembers - up to 8 hours duty day)*

Item	Qty	Notes
Plastic Cups (large)	30	
Hot Cups	20	
Sugar Packets	20	
Sugar substitute	10	e.g. Sweet & Low or similar
Tea Bags	10	
Pillow Pack Coffee	6	
Decaf Coffee (Instant / pouches)	5	
Mustard / Ketchup (packets)	10	
Mayonnaise / Chili Sauce (packets)	10	
Stirrers	25	
Garbage Bags (small / Flight Deck)	5	
Garbage Bags (large)	5	
Wet Ice (kilograms)	5	
Soap (individual bars for Lav.)	4	
C-Fold Paper Towels (box)	2	
Toilet Paper (rolls)	1	

**6.4 Aircraft Departure Procedures**

## 6.4.1 Catering Services

**NOTE:** Please refer to Chapter 9 for aircraft related security requirements.

### 6.4.1.1 General

This chapter describes the minimum catering standard that Air Atlanta Icelandic requires ACMI Customers and catering vendors to comply with, as well as policy information for Air Atlanta Icelandic crewmembers. The standards are based on duty length and are included below.

**NOTE:** Special Note for Cargo Aircraft:

Persons traveling with the Aircraft that are not crewmembers, e.g. cargo attendants, shall be considered crewmembers and counted as such for the purpose of these standards.

Information covered in this document is applicable to all flights operated by Air Atlanta Icelandic unless specified otherwise.

Normally the catering of Air Atlanta Icelandic flights are made by the clients. If not, handling agents liaise with Air Atlanta Icelandic Operations Department to ensure that the appropriate catering is ordered and made available in due course for departure.

### 6.4.1.2 Safety

The platform should under normal circumstances be operated with service/passenger doors closed.

When catering trolleys are loaded in the cabin they shall always be secured by placing them on "mushrooms" in braked position, on aircraft equipped with those. The same is true for the hold load. When no "mushrooms" are available, the trolleys shall still be in brake position

### 6.4.1.3 Crew Authority

The Commander is authorized to top up dry goods to levels not exceeding preset levels. The Commander may order new catering if necessary after any delay of more than four hours.

### 6.4.1.4 Aircraft Galley Equipment

Air Atlanta Icelandic aircraft are equipped with the following as a minimum standard:

- One conventional oven;
- One automatic coffee maker or boiler;
- One hot and cold water dispenser.
- One water boiler;
- One food stowage area;
- One galley stowage compartment;
- Protective gloves for handling of hot items.

### 6.4.1.5 Catering/Cabin Service Equipment

All catering utensils intended for crew use (plates, cutlery, cups, trays etc.) must be of a disposable nature.

Sprays and associated equipment required for safety and health purposes and which would otherwise be classed as Dangerous Goods are excluded from Technical Instructions (*ref. to OM-A, 9.4*).

**NOTE:** On station, which Air Atlanta Icelandic does not operate to on regular basis, all inbound catering equipment must be returned with the aircraft, unless other arrangements have been made with Air Atlanta Icelandic Operations Department.

### 6.4.1.6 Loading, Storage, Labeling and Packing Procedures

#### 6.4.1.6.1 Loading and Storage

All stations uplifting catering for one or more crew sectors will stow the catering in the chillers or forward galley stowage locker as specified below:

- Perishable food for the crew shall be placed into the chiller, where equipped. Dry Ice shall be used to keep items refrigerated if no chiller is installed.
- Perishable food for the next crew (in case of onwards catering) shall be placed into the chiller, where equipped. Dry Ice shall be used to keep items refrigerated if no chiller is installed.
- Beverages shall be placed into chiller / icebox where equipped.
- Dry goods, extra bottled water and toilet supplies shall be stowed in the forward storage

locker or distributed in accordance to the crew wishes.

All prepared food, fresh fruit, beverages, and ice cubes must be placed in appropriate tray containers and drawers, and stowed in the chiller where equipped.

Dry stores are stowed in the storage locker located in the forward bulkhead of the galley area.

#### **6.4.1.6.2 Labelling**

Caterers will tape labels externally on the chiller doors indicating intended sectors and then sealed with a plastic seal to be removed by the respective crew only.

The labels should read "CREW (SECTOR), e.g. "CREW AMS/DXB", "CREW AUH/DEL

#### **6.4.1.6.3 Packing Procedures**

Pre-chilled "hot meals" for use in a convection oven must be packed chilled or frozen in disposable aluminum heating vessels prior to delivery to the aircraft.

Cold meals are prepared and delivered to the aircraft in plastic vessels. These plates may in no instance be placed into the oven. Crew catering must be packaged and stored in containers and must be clearly labeled.

#### **6.4.1.7 Delivery and Acceptance**

##### **6.4.1.7.1 Delivery of Catering**

All catering deliveries must have a quality and security acceptance inspection performed at the aircraft. This shall be performed by an Air Atlanta Icelandic crewmember or an authorized person such as a supervisory agent.

Following checks shall be performed:

- Check the delivery note against the catering order;
- Physically check the items delivered against the catering order;
- Check that catering is properly packaged and labeled and stowed;
- Physically perform the security procedures;
- Sign off delivery note as accepted and ensure a copy of same is left on the aircraft for easy inspection by crew.

##### **6.4.1.7.2 Crew Acceptance**

Before departure of an aircraft, crewmembers must check to ensure catering for the sector(s) they operate have been loaded.

#### **6.4.1.8 Dry Goods**

Sufficient dry goods should be supplied by the originating station for the complete return trip.

If stocks run low en-route the commander is authorized to order top up to, but not exceeding, preset levels.

#### **6.4.1.9 Meals**

##### **6.4.1.9.1 Different Meals**

- In order to avoid the risk of the entire flight crew consuming contaminated food, each crew catering uplift must include a "Captain's Meal", defined as a menu different from other operating crewmembers. This meal must be labeled "CAPTAIN".
- In case of a double crew operation two different Captain's Meals will be provided.
- Captains Meals containing fish, mayonnaise etc. shall be avoided.

#### **6.4.1.92 Food Quality, Packing, Storage Standards**

The following standards regarding quality, packing and storage of food for the crew shall be adhered to:

- Hot meals shall be boarded frozen or chilled to below +5°C and placed directly into the chiller where equipped. Cold meals shall be chilled to +2°C before transport to the aircraft and placed directly into the chiller.
- Sandwich trays must provide a variety of sandwiches to include meat, fish, and cheese sandwiched.
- Fruit trays must provide a variety of at least three types of fresh uncut seasonal fruit (when available).
- All food trays must be completely wrapped in clear foil to preserve freshness and allow visual inspection and be clearly labeled with intended sector and end- user, e.g. "DXB/ KUL Crew" or "AUH/CCU Captain".
- During periods of long ground time in high heat conditions it is recommended that the chiller, where equipped, should be in operation 1 hour prior to stowing catering to insure food quality and prevent spoilage.

#### **6.4.1.93 Food Not Acceptable for Consumption**

Menus containing raw fish and shellfish dishes are not acceptable meals for crewmembers.

All menus must be prepared "western style".