



**Civil Aviation Authority of Sri Lanka**

# **GROUND HANDLING CERTIFICATION MANUAL**

**2<sup>nd</sup> Edition – 2023**

Issued under the Authority of the Director General of Civil Aviation and Chief Executive Officer

# **GROUND HANDLING CERTIFICATION MANUAL**

**Control Number - 000**









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## FOREWORD

Sri Lanka as a Contracting State to the Convention on International Civil Aviation has an obligation to the international community to ensure that civil aviation activities under its jurisdiction are carried out in strict compliance with the Standards & Recommended Practices contained in the nineteen Annexes to the Convention on International Civil Aviation in order to maintain the required aviation standards.

As per the Civil Aviation Act No.14 of 2010 section 6, 10, 11 & 31(K) and Gazette Extraordinary No.1797/27 on 15th February 2013, it is a regulatory requirement to certify Ground Handling Arrangements, Facilities and / or Services to Aircraft by the State.

The regulatory requirements to be satisfied by the Ground Handling Service Provider for the certification of a Ground Handling Service Provider are specified in the IS 046.

In order to issue a Ground Handling Licence the Civil Aviation Authority (CAA) has to conduct an in-depth audit to assess whether the Ground Handling Arrangements are maintained in accordance with the required standards and the competency of the Ground Handling Service Provider to maintain the Ground Handling Arrangements, staff, equipment, procedures as per the regulatory requirements

This manual mainly describes the requirements and procedures used by the CAASL to process applications for the issuance, renewal, suspension, cancellation or revocation of a Ground Handling Licence. The manual further describes the procedure which should be followed by a Ground Handling Service Provider for the application of a Ground Handling Licence. It is designed to ensure that the required standards are applied when a Ground Handling Licence is issued, renewed, suspended, cancelled or revoked.

It is expected that the applicant of a Ground Handling Licence will be benefited by this manual as it explains the administrative procedure involved so that process would be independent and transparent. This Authority may, without any prior notice, change the content of this manual as appropriate, to suit the administrative requirements followed by dissemination of such changes to the holders of the manual.

P.A.Jayakantha  
Director General of Civil Aviation and  
Chief Executive Officer

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## ABBREVIATIONS

CAA	-	Civil Aviation Authority
CAI	-	Civil Aviation Inspector
CIP	-	Commercially Important Passenger
CPM	-	Container Pallet Message
DGCA	-	Director General of Civil Aviation
DGR	-	Dangerous Goods Regulations
GHL	-	Ground Handling Licence
GSE	-	Ground Support Equipment
IATA	-	International Air Transport Association
IS	-	Implementing Standard
LMC	-	Last Minute Change
LDM	-	Load Distribution Message
LITOW	-	Loaded Index at Take-Off Weight
LIZFW	-	Loaded Index at Zero Fuel Weight
MAC	-	Mean Aerodynamic Chord
PAX	-	Passenger
SCAI	-	Senior Civil Aviation Inspector
SLCAP	-	Sri Lanka Civil Aviation Publication
SMS	-	Safety Management System
ULD	-	Unit Load Device
VIP	-	Very Important Passenger
VVIP	-	Very Very Important Passenger
ZFW	-	Zero Fuel Weight



## CHAPTER 1 - INTRODUCTION

### 1. General

- 1.1. Certification of Ground Handler is carried out in compliance to Section 6, 10, 11 & 31(K) of the CAA Act, No.14 of 2010 and by the Gazette Extraordinary No.1797/27 on 15th February 2013 on Requirements for Issue of Licence for Ground Handling Arrangements, Facilities and / or Services to Aircraft.
- 1.2. Prior to issuing a Ground Handling Licence the DGCA needs to be satisfied that the Service Provider conforms to all the requirements of relevant legislation, subsidiary legislation and associated requirements published by the DGCA. The certification team in chapter 2 section 7 shall ensure that the Service Provider complies with the items in order to assess the technical fitness of the applicant as indicated by the applicable Checklists (Appendix D).
- 1.3. The Ground Handling Licence specify only the nature and scope of the authorizations in relation to the technical competency of the Service Provider for safe, secure, efficient and regular operation of air services.
- 1.4. The application for the issue of a Ground Handling Licence must be prepared in accordance with the requirements prescribed in Appendix - A of this manual.

### 2. Continued Compliance / Surveillance by CAASL Inspectors

- 2.1. Once certified, the Service Provider is responsible for the continued compliance with the initial conditions of certification and applicable legislative requirements promulgated by DGCA from time to time. The CAASL will maintain regular surveillance on the Service Provider's activities to ensure continued compliance, in addition to conducting formal and detailed audits where the Service Provider's actual operations are checked against approved procedures in the Service Provider's documents. When deficiencies are observed, the operator shall be guided to take appropriate action to rectify the deficiencies and to initiate appropriate follow up actions/ corrective actions.
- 2.2. The CAASL inspector shall carryout additional inspections whenever non compliances in particular areas are repeated.
- 2.3. If it is revealed that the Service Provider has failed to meet or is unable to meet or maintain the required standards for certification or the conditions specified in the Ground Handling Licence, the CAASL inspector is responsible to advise the Service Provider of the deficiency observed and of the remedial action required. Remedial action will normally be required as per the time frame given by the CAASL inspector. CAASL inspector shall be guided by the severity of the finding on the impact of safety.
- 2.4. If a Service Provider does not correct a deficiency in a timely manner, the CAASL inspector should inform the DGCA and, if necessary, make a recommendation that the Ground Handling Licence be restricted, temporarily withdrawn or permanently withdrawn.



### **3. Duration of a Ground Handling Licence**

- 3.1. Ground Handling Licence shall remain in force for one year or until it is suspended, revoked or cancelled whichever is earlier.

### **4. Transfer of a Ground Handling Licence**

- 4.1. Ground Handling Licence is not transferable.

### **5. Renewal of Ground Handling Licence**

- 5.1. The applicant must apply for the renewal, to the Civil Aviation Authority at least a minimum of 30 days prior to the date of expiry

### **6. The Application for Renewal**

- 6.1. A request for renewal of a Ground Handling Licence shall be forwarded to the DGCA in the prescribed form which is reproduced at (Appendix - A) together with the applicable fees.
- 6.2. The Civil Aviation Authority will then confirm a date for a main base audit for Ground Handling Licence renewal.

### **7. Main Base Audit for Renewal of Ground Handling Licence**

- 7.1. The purpose of this audit is to ensure that the applicant has maintained the initial conditions of certification and is in a position to continue maintaining the applicable certification standards.
- 7.2. It will be necessary for the Civil Aviation Authority team to look in to any or all aspects of the Ground Handling Arrangements Facilities and/ or Services to ensure that the Service Provider has continued to maintain the standards that were required for initial certification.
- 7.3. A formal audit shall be carried out by the Inspectors prior to granting the renewed Licence. The Director- Operations will determine the audit team & the relevant areas that will be audited by the team.

### **8. Lapsed Ground Handling Licence**

- 8.1. A Ground Handling Licence after the issuance requires renewal prior to expiry of the validity to be specified thereon.
- 8.2. If the validity of a Ground Handling Licence lapsed, it may be restored after completion of a process which may entail a part or whole of the certification process as may be determined by the DGCA.



## **9. Suspension/Cancellation or Revocation of Ground Handling Licence**

- 9.1. Pursuant to Section 26 of the Civil Aviation Act No.14 of 2010, Failure on the part of the Service Provider to comply with the applicable published requirements may result in either the imposing of administrative penalties or suspension / cancellation or revocation of the Ground Handling Licence.
- 9.2. A Service Provider should note that, in the event of a suspension/ cancellation or revocation of a Ground Handling Licence, the Service Provider needs to be recertified with a process as determined by the DGCA.
- 9.3. The guidance for enforcement is given in detail in the Manual for Aviation Enforcement Policy & Procedures (SLCAP 5350).

## **10. Exemption from Regulations**

- 10.1. A Service Provider should note that deviation, exemptions, exceptions, and prolonged extensions from regulations will not be normally considered by the DGCA.
- 10.2. However, the DGCA may give exemptions pursuant to the extraordinary gazette no 1873/22 dated on 31st July 2014, and in compliance to IS 005 to an applicant for issue of a Ground Handling Licence provided that ;
  - a. An alternate means of compliance is established.
  - b. A risk analysis has been carried out by the safety manager on the impact of safety
  - c. Is convinced that the safety is not compromised.
  - d. Notification of such exemptions shall be intimated to those foreign states that the operator intends to operate.
- 10.3. Where the applicant seeks an approval for a concession, a specific written request is required along with the applicable checklist in Appendix D and the request should be directed to the DGCA for consideration with a dully filled copy of the application.



## CHAPTER 2 - BACKGROUND

### 1. Certification Process

- 1.1.** The certification process requires the CAASL to ascertain through a systematic process whether or not a prospective applicant has both the required aptitude and resources to comply with the applicable legislative requirements and to fulfil the applicant's actual and potential obligations for operation of safe, secure, efficient and regular Ground Handling Arrangements Facilities and/ or Services as proposed. This process involves five distinct phases as stated below:
- a. **Pre-application.** During this phase, the applicant conducts initial studies, prepares plans, makes inquiries from the CAASL in regard to the opportunities available and seeks advice as to the validity of different proposals. The prospective applicant at this stage is required to submit a letter of intent to the CAASL outlining the proposals and the CAASL will then invite the applicant for a pre-application meeting. Once the letter of intent is received, the CAASL will obtain required approvals from the line ministry. Based on the initial information provided to the CAASL, by the applicant, an estimate of costs for the certification will be computed according to the CAASL's Schedule of fees as published.
  - b. **Formal application.** During this phase, the applicant is expected to submit the complete application (Appendix – A) to the CAASL together with the cost of certification established during the previous phase and relevant documents to support the intended Ground Handling Arrangements Facilities and/ or Services. The CAASL will then make a formal assessment of the completeness of the applicant's proposal and invite the applicant for a Formal Application meeting where the details relating to the certification process would be formally discussed.
  - c. **Document evaluation.** During this phase, the CAASL will undertake a detailed study of the applicant's manuals and other documents, which accompanied the formal application. The documentation must be complete, accurate and current to satisfy the CAASL's requirements before the inspection phase commence. There will be series of discussions between the CAASL and the nominated post holders of the applicant at this stage in regard to establishing the validity/acceptability of the applicant's proposals. It should be noted that the documents shall reflect precisely the manner in which the applicant intends conducting the proposed Ground Handling Arrangements Facilities and/ or Services. It is important to emphasise that the manuals & documents shall comply to the requirement of IS 046 -Requirements for Issue of Licence for Ground Handling Arrangements Facilities and/ or Services to Aircraft. All the manuals and documents will be approved against the published standards. Qualifications and experience of the nominees for Designated Post holders will be evaluated and interviewed prior to approval. Training facilities, programmes and training personnel will be evaluated.



- d. **Audit prior to certification.** During this phase, the applicant needs to demonstrate to the CAASL that the applicant is in a position to maintain the proposed Ground Handling Arrangements Facilities and/ or Services in accordance with the procedures detailed in the documents/manuals approved during the previous phase utilizing the personnel/facilities/equipment identified in the formal application phase. Company's organizational structure, channels of communication, delegation of powers, financial strength and sources of funding will be subjected to detailed scrutiny to ensure that the company has sufficient resources, effective arrangement and control to satisfy its obligations. This phase may reveal the need for some operational changes, which in turn may require the applicant to make amendments to the documents originally submitted. All elements must be satisfactorily completed before proceeding to the certification phase.
- e. **Certification.** When all the previous phases have been satisfactorily completed, the CAASL will take the necessary administrative action to issue the Ground Handling Licence.

## 2. Responsibility of the Service Provider

- 2.1. Major objective of the Ground Handling Certification is to ensure that an applicant for a Ground Handling Licence is fully aware and has clearly understood at the very outset about the actual & potential obligations arising out of the proposed Ground Handling Arrangements Facilities and/ or Services (especially the legal & social responsibilities) and the financial commitments required to sustain the proposed Ground Handling Arrangements Facilities and/ or Services in conformity with the published civil aviation requirements relating to safety, security, efficiency and regulatory of air transportation.
- 2.2. Accordingly, a Ground Handling Licence **WILL NOT BE ISSUED UNTIL THE CAASL** is fully convinced and satisfied beyond any doubt that all requirements for issue of a Ground Handling Licence have been compiled with, prior to commencement of the proposed Ground Handling Arrangements Facilities and/ or Services and that the Service Provider has both the required aptitude and resources to maintain proposed Ground Handling Arrangements Facilities and/ or Services without compromising any of the initial conditions of certification.

## 3. Authorization for the issue of a Ground Handling Licence.

- 3.1. Initial issue of a Ground Handling Licence which is required for the intended Ground Handling Arrangements Facilities and/ or Services, will be issued once the certification team makes the required recommendations to the DGCA to that effect after conducting a facility inspection as required.
- 3.2. The recommendation for the issue of the Ground Handling Licence will be made by the Team Manager who is in charge of the certification process after receiving required recommendations from the Team Leaders of relevant other sections.

**4. The basis on which the CAASL establishes an Estimate for Certification (E of C)**

- 4.1. The CAASL will prepare a quotation on the basis of information provided in the Pre-Application phase and will briefly summarize that information in the quotation. The quotation will be valid for six (6) months, which means that the formal application must be submitted within that period following receipt of the quotation. Quotations are made on the assumption that all work required of the CAASL for a valid issue of a Ground Handling Licence will be completed within 06 months from the date of formal application. If the requirements for the issue of a Ground Handling Licence have not been satisfied and the Ground Handling Licence is not issued within 06 months, a new cost will be applicable in respect of the outstanding work. The cost of certification will be in accordance with the schedule of fees as published by the CAASL.

**5. Schedule of Events**

- 5.1. This is a written statement to be provided by the applicant in a form as specified in Appendix – B, containing a list of items, documents, manuals, activities, and/or facility acquisition or procurements of which the applicant must accomplish or make ready, including the dates on which they will be submitted to the CAASL for approval or will be ready for the CAASL inspection. The Schedule of Events shall be pre-coordinated with the Team Manager in charge of the certification process.

**6. Statement of Compliance (Declaration of Conformance)**

- 6.1. A Statement of compliance is a declaration by an applicant that the applicant is aware of and has a plan that is approved by CAASL to satisfy all pertinent regulations and applicable safety standards promulgated by the DGCA. The statement is in the form of a detailed list of Regulations, Rules, Implementing Standards and Directives that will be applicable to the operations proposed. The applicant is required to provide a brief narrative, describing the intended method of compliance, which shall be achieved against each item of the regulatory requirements. The format of the compliance statement to be completed by an applicant is found in Appendix - C.
- 6.2. Where the Service Provider does not or cannot comply with the normal requirements and seeks a concession in lieu, the Compliance Statement should reflect that a particular concession has been sought. Under these conditions, approval of the Compliance Statement is contingent on approval of each requested concession.
- 6.3. It is imperative that an applicant after receiving the formal authorization for operations through a Ground Handling Licence, inform the DGCA of arrangements in place in order to conform to the regulatory requirements that would be published by the CAASL through subsequent Regulations, Rules, Implementing Standards and Directives and amend or supplement the Statement of Compliance accordingly.





## 7. Certification Team

7.1. The DGCA will appoint a team for the certification process. A certification team is a group of CAASL Inspectors appointed to carry out the inspections and assessments required prior to certifying an applicant who is suitable to hold a Ground Handling Licence. The size of the team will vary according to the size and complexity of the task(s) involved. The team will be headed by a Team Manager who shall be responsible for managing the overall certification process. The certification team will comprise of the following sections of the CAASL,

- Aircraft Operations Section
- Airworthiness Section
- Aviation Security Section

**NOTE:** The CAASL Inspectors will be using the relevant checklists to evaluate the applicant's Ground Handling Arrangements Facilities and/ or Services for the proposed operations during the Documentation Evaluation Phase and Inspection prior to Certification Phase. These checklists are in Appendix - D.

7.2. Inspectors of each discipline are further guided by the requirements published in their respective Inspector Handbook for the issuance of a Ground Handling Licence, and will use the relevant checklists in the Handbook for any additional requirement, when conducting certification audit for the above purpose.

7.3. The applicant is expected to meet the inspectors of the CAASL with prior appointment to discuss the process involved with each discipline of the Certification. A "Work Sheet" (Appendix - E) will be filled by the applicant and the inspector pertaining to each meeting to record the progress made in the process.



## CHAPTER 3 - INITIAL ISSUE OF A GROUND HANDLING LICENCE

A flow chart outlining all the activities that has to be accomplished during an application process by an applicant for a Ground Handling Licence is in Appendix F. An applicant is free to make contact with the CAASL without making a commitment to determine the feasibility of a proposal. An applicant will be required to formally notify the CAASL in the form of a letter of intent once decided to proceed with obtaining a Ground Handling Licence.

### 1. The Pre-Application phase

There are three distinct activities, which are conducted during this phase.

#### 1.1. Application - Statement of Intent

1.1.1. The applicant is required to provide a Statement of Intent, which should contain following:

- a. The type of Ground Handling Arrangements Facilities and/ or Services;
- b. Location of administrative, maintenance and operational facilities;
- c. The qualifications of Nominated Post Holders
- d. The planned company trading name; and
- e. The approximate date of commencement.

1.1.2. The CAASL will peruse the details provided by the applicant and will propose a date for a pre-application meeting.

#### 1.2. Pre-Application Meeting

1.2.1. The purpose of this meeting is to ensure that the applicant has a clear understanding of the certification process and to provide a firm basis on which the CAASL can prepare a quote for the issue of a Ground Handling Licence.

1.2.2. As a minimum, the following points will be discussed during this meeting:

- a. The specific requirements particular to the proposed Ground Handling Arrangements Facilities and/ or Services, applicable Regulations Rules, Implementing standards and Directives.
- b. The qualifications and experience required for the nominated post holders.



- c. The certification process - The applicant must closely liaise with the CAASL SL certification team.
- d. The required form and content of the Formal Application and its attachments - The application and its attachments must be submitted at least 60 days before the date of intended revenue operation. Sixty (60) days will only provide adequate time to handle the application if all aspects are correct and complete at the time of submission. This does not mean that the CAASL will be able to complete the certification process within this time span. The completion of the certification process would not only depend on the completeness of the application, and the willingness of the applicant to satisfy the CAASL requirements but also the workload already undertaken by the CAASL inspectors under its annual work programme.
- e. It is imperative that the applicant understands that no revenue operations shall be permitted until the Ground Handling Licence is issued.
- f. The basis upon which the CAASL determines the cost of certification - The fee which shall accompany the formal application will not be refunded and is based on completion of all the work within 06 months of the formal application. If certification has not been completed within that period due to either a lapse or a delay on the part of the applicant, the application may be deemed to have expired. The following are examples of situations that can result in delays of certification;
- g. Not meeting the schedule of events;
  - i. Unreasonable timing in the schedule of events or failing to provide adequate buffers to cover possible delays;
  - ii. Submission of incomplete or unacceptable material or other required documents that must be returned for correction;
  - iii. Nomination of unacceptable personnel as Nominated Post Holders
  - iv. Unsatisfactory standards as revealed by inspections and / or demonstrations
  - v. Non availability of applicable manuals, records and other documents which are required to be completed / approved or accepted prior to certification. These should be drafted and completed prior to the submission of the formal application;
  - vi. There is a distinction between general advice from the CAASL (which is free), formal advice from the CAASL (for which a fee is charged) and specialist advice (which is available from consultants attached to CAASL);



## **2. The Formal Application Phase**

### **2.1. General**

- 2.1.1. The formal application phase commences when the applicant forwards the application with its accompanying documentation, together with the cost of certification. The application should be signed by either the owner (when applying as an individual) or all members of the Board of Directors when applying as a company. It should be remembered that all activities associated with the certification have to be completed within six months from the date the fee is paid.
- 2.1.2. When the formal application is received, the CAASL will arrange a formal application meeting. Although arrangements could be made for the application to be submitted at that meeting, it is advisable for it to be submitted in advance so that the CAASL can confirm that all required material have been submitted, at the formal application meeting or comment thereon.
- 2.1.3. The formal application must be submitted at least sixty (60) days before date of intended revenue operations. A brief description, applicable attachments and a detailed check-list of items to be covered in the formal application are placed at Appendix - A.

### **2.2. The Schedule of Events**

- 2.2.1. This is a list of items, activities, and/or facility acquisitions which must be accomplished or made ready, including the dates on which they will be ready for the CAASL to inspect. It is important that the schedule be realistic and contains sufficient flexibility to allow for unforeseen contingencies.

### **2.3. Manuals to be produced with the formal application**

- 2.3.1. The Ground Operations Manual prepared according to the requirements published in IS 046 with other relevant manuals as applicable (Safety Management System Manual, Emergency Response Procedure Manual, Training Manuals, Dangerous Goods Manual...etc) must accompany with the application.
- 2.3.2. Detail on the contents of the various manuals is provided in the section related to the document evaluation phase. In addition the applicant is required to provide details of the planned organization, general policies, duties and responsibilities of personnel, channels of communication (hierarchy), operational control policy and procedures. Such matters are usually provided in Ground Operations Manual.



## 2.4. Statement of Compliance

- 2.4.1. The compliance statement (Appendix C) should be in the form of a detailed listing of Regulations, Rules, Implementing standards and Directives that will be applicable to the proposed Ground Handling Arrangements Facilities and/ or Services with either a brief narrative description of compliance.
- 2.4.2. If the method of compliance has not been fully developed, a statement of intent should be provided indicating the intent to comply. At this stage of the certification process, the applicant is expected to have considered the proposal in details and there should be a few areas, if any, in which precise compliance information is not available. Documents that may be referred to in the compliance statement includes the manuals indicated in para 2.3.1.

## 2.5. Nominated Post Holders

- 2.5.1. The duties and responsibilities and authorities shall be clearly defined and that clear delineation of functional tasks and lines of reporting shall be established and documented and in this regard the operator shall have following persons as applicable and responsible for the following posts that should be approved by the CAASL:
- a. Accountable Manager
  - b. Head of Ground Operations
  - c. Head of Training
  - d. Head of Safety
  - e. Head of Engineering & Maintenance
  - f. Head of Quality

**NOTE:** Some of the above positions may be combined depending on the size and complexity of the operation, if the management structure is acceptable to the CAASL.

- 2.5.2. The guide to the qualifications expected of the nominated post holders is given in the Appendix – G. Resumes should be provided containing information on the qualifications and expertise, including licences and ratings of personnel selected, for the following or equivalent positions.

## 3. The Document Evaluation Phase

### 3.1. General

- 3.1.1. During this phase, the Civil Aviation inspectors will inspect the documents provided in support of the formal application. The documents must specifically relate to the proposed operations.

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### 3.2. Manuals

#### 3.2.1. Manual Standards

Any Manual /Document prepared by an applicant for the approval of the CAASL or to satisfy its regulatory requirements shall contain the following, in order to ensure effective production, amendment, distribution and/or uniform use of, or compliance with information relating to the company requirements. The Manual shall have the following references as a minimum.

- a. **Reference Number used to identify the Document:** This number shall be printed on each page of the Manual/Document.
- b. **Trade Mark / logo of the applicant:** This shall be printed on each page of the Manual/Document.
- c. **Title of the Manual / Document, Edition Number & Year of edition:** This shall be in each page.
- d. **Title of the person under whose authority the document is printed:** the title of the person who authorized the production of the Manual / document should be written at the bottom of the cover / front page;
- e. **Control Number:** In addition to whatever information the applicant may wish to print on the inner page immediately after the cover page, shall contain the control number which indicates the serial number;
- f. **Record of Revision:** This shall contain three running columns to indicate the Revision Number, date entered and name of the person making the revision;
- g. **Revision / Amendment to the Manual contents:** the affected text will be marked by a vertical line on the outer margin of the page.
- h. **History of Revision:** A brief description in regard to each amendment introduced subsequent to the initial issue.
- i. **List of effective pages:** This shall contain two running columns to indicate the Page Number and last date of revision or effective date;
- j. **Preamble/Forward:** This shall at least contain information relating to the purpose of the Manual in brief, the level of compliance expected from the user, mode and manner used to update the document, the person responsible for update/amendment. The preamble of a Manual /document shall be signed by the Accountable Manager ;
- k. **Table of Contents:** The table of contents shall be expanded to cover at least two sublevels with page numbers placed on section basis.

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- l. **Abbreviations:** All abbreviation and acronyms used in the Manual or documents should be clearly explained in full;
- m. **Definitions:** All words, which has or requires a specific meaning in relation to the matter being explained, shall be defined clearly in order to avoid ambiguities. In the absence of a definition for a word or phrase, the CAASL will have the right to interpret such word or phrase with due regard to its obligations for safety and security;
- n. **Separation of sections/chapters:** Manuals should be divided into chapters or sections based on topics being dealt with in view of the necessity of future updating requirements. Each new chapter or section shall start with a new page and such sections/chapters shall be identified with distinctive separators;
- o. **Header and Footer:** There shall be a header and a footer for each page of a Manual or document and it shall contain at least the applicant's logo / trade mark, document name, document identification number, chapter number, page number, subject of the chapter, revision number, date of revision, name of the organization and any other information the applicant may wish to display ;
- p. **Index:** It is advised that the applicant may include an index to a Manual /document for ease of reference.

Standards for Manuals and Documents (SLCAP 5300) itself may be used as guidance for the development of applicant's Manual(s) in keeping with the aforesaid requirements.

The applicant shall maintain a Master Distribution Record in relation to the production and distribution of the Manual/document. Once manuals/documents are approved by the CAASL, the Service Provider shall ensure the validity of all manuals at all times.

All Manuals / documents submitted by the applicant to the CAASL shall be in duplicate so that one copy will be returned with the appropriate attestation, on approval. The relevant page or pages of the original document which carries the CAASL attestation shall be submitted, whenever an amendment is forwarded to the CAASL for approval.

All Manuals / documents which contain information/instructions which are subject to change shall be compiled in a loose binder (ring binders).

It is the responsibility of the Service Provider to update the Manuals submitted to the CAASL from time to time to ensure the information contained therein is complete, accurate, and up to date.

### 3.2.2. Use of language in Manuals / Documents

The applicant shall ensure that all Manuals/ Documents are written in the English language and the following words are used to give the meaning as indicated against such words.

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“shall” or “must” – compliance is mandatory.

“will” – the action referred to will not take place at the present moment but there is a commitment to comply with the requirement.

“should” – compliance is recommended but not compulsory.

“may” – there is discretion for the applicant/operator to apply alternate means of compliance or to ignore the requirement.

Any specific instruction issued by the applicant to the operational staff shall be given using the words “shall” or “must”.

### 3.2.3. Ground Operations Manual

3.2.3.1. The Ground Operations Manual is the means by which the applicant intends to control all aspects of the intended Ground Handling Arrangements Facilities and/ or Services. Through the Ground Operations Manual the Service Provider shall ensure that all operations personnel are properly instructed in their particular duties & responsibilities and the relationship of such duties to the operation as a whole.

The Ground Operations Manuals shall contain information/instructions relating to the topics listed in the IS 046 as amended from time to time.

A compliance statement shall be signed by the Accountable Manager & counter signed by the DGCA when the Manual is officially approved.

Ground Handling Manual shall also contain; ground handling training requirements, subcontracting policies, handling processes, procedures and practices for all ground handling operations.

The Service Provider may be guided by Appendix C when compiling the Ground Operations Manual to ensure all aspects of ground handling arrangements are addressed to the satisfaction of the DGCA.

The inspector shall accept and approve the Ground Handling Arrangements Facilities and/ or Services according to Appendix C

Following format may be followed in preparation of GOM.

## PART I GENERAL

### General information, including the following:

#### 1. Organization and Accountability

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2. Job Descriptions
3. Trainings
4. Safety and Quality Assurance
5. Manuals and Publications
6. Document Management
7. Ground Handling Agreement

## **PART II**

### **PASSENGER HANDLING**

1. Passenger Acceptance
2. Special Passengers
3. Frequent Flyer Programme
4. Agreements
5. Seating
6. Baggage Handling – Acceptance
7. Baggage Service
8. World Tracer
9. Pre-Departure Activities
10. Flight Close Out
11. Post Departure Activities
12. Flight Documentation & Post Flight Messages
13. Precision Times( CMB & HRI)
14. Embarkation
15. Disembarkation
16. Transfer Procedure
17. Stop Over at Carriers Expense
18. Night Stop
19. Government Clearance
20. Delays & Cancellations
21. Injury, illness and Death of Passengers

## **PART III**

### **RAMP HANDLING**

1. Baggage Handling Procedure
2. Special Loads
3. Operational Messages
4. General Loading Regulations
5. Unit Load Devices
6. Utility Services
7. Aircraft Interior Services
8. Ground Safety Equipment
9. Aircraft De-icing and Anti-icing



## PART IV

### WEIGHT AND BALANCE

1. Weight & Balance
2. Aircraft Data
3. Limitations
4. Fuel
5. Personnel
6. Special Loads
7. Weight Reports
8. Documents of Aircrafts
9. Centralized Load Control

#### 3.2.4. Safety Management Systems Manual

3.2.4.1. The Service Provider shall develop a Safety Management Systems in conformity to Gazette Notification No; 2065/38 dated 5<sup>th</sup> April 2018 to ensure that all reasonable measures have been taken in order to identify possible risks inherited in the system and human errors that may adversely affect flight safety and to mitigate such risks and errors.

3.2.4.2. The Service Provider shall ensure that all personnel involved in Ground Operations of aircraft are trained on SMS to the satisfaction of DGCA.

#### 3.2.5. Emergency Response Procedures Manual

3.2.5.1. The Service Provider shall ensure that all personnel involved in Ground Operations are in possession of the approved Emergency Response Procedures Manual which explains details in regard to emergency procedures pertaining to Ground Operations.

#### 3.2.6. Training Manuals Training Programmes and Instructors

3.2.6.1. The training manuals are subjected to DGCA approval and must address all aspects of training pertaining to Ground Handling Arrangements Facilities and/ or Services. The company may include additional materials for guidance and information for company personnel over and above the information required by the DGCA.

3.2.6.2. The training manuals must contain information as to course syllabus, equipment and facilities intended to be used, including the place where the training is to be conducted, the qualification of instructors, evaluation method, record keeping etc. All training that is required must be included in the training manual and shall have the appropriate training programme. If any portion of the training programme is to be conducted by any other entity external to the Service Provider, relevant information concerning this shall be included. The Service Provider shall not use a training programme that has already received approval for the use of another Service Provider until such time that the course is evaluated and approved by the DGCA.

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3.2.6.3. All training organizations that will conduct training for operations staff shall have the prior approval of the DGCA & such organizations shall conduct training as per the approved training programmes.

3.2.6.4. It is essential that the Service Provider shall organize not only initial training for its operational staff but also recurrent training programmes at regular intervals, transition, ( conversion) requalification, upgrade, recency of experience, familiarization, differences, safety management and other specialized training as applicable & as required by the DGCA. Details of all such training programmes shall have the prior approval of the DGCA.

3.2.6.5. Training Manuals, Training Programmes and Instructors shall be approved according to the IS 090.

#### **3.2.7. Dangerous Goods Manual**

3.2.7.1. The Service Provider shall be guided by the requirements stipulated in IS 009 & SLCAP 4400 when intending to handle dangerous goods.

### **4. The Pre-Certification Audit Phase**

#### **4.1. General**

4.1.1. Detailed requirements for facilities, staff, equipment and procedures are set out in applicable Regulation, Rule, Implementing standard and Directive. The purpose of the pre-certification audit is to ensure that the requirements have been satisfied as explained in the written procedures of the applicant. (See Appendix – H)

4.1.2. The Civil Aviation Authority must be satisfied that qualified and trained personnel are employed in sufficient numbers on a full time basis where appropriate. Amongst other requirements, adequate facilities and equipment must be provided to allow staff to carry out their duties related to the conduct of operations in compliance with regulations

4.1.3. Some of the work involved in the conduct of Ground Handling Arrangements Facilities and/ or Services may be contracted out. Operational items or services of that nature which are provided under contract will normally require inspection and approval by the DGCA. The sub-contracting of services can be accomplished only from another organization(s) acceptable to the DGCA.

### **5. Certification Phase**

#### **5.1. Issue of a Ground Handling Licence.**

5.1.1. When the Certification team of the CAASL is satisfied that all requirements have been met, they will prepare a certification report for the perusal of the Director General of Civil Aviation.



- 5.1.2. DGCA if satisfied, that the certification process has been conducted according to the required standards, may approve the issuance of the Ground Handling Licence certifying the competency of the applicant as a Ground Handling Service Provider.



## APPENDIX A

### Application for Issuance / Renewal of Licence for Ground Handling Arrangements, Facilities and / or services to Aircraft.

1. Name of the Service Provider:-

2. Name of the Chief Executive Officer:-

3. Postal Address:-

4. Place of Operation:

5. Nominee for the Ground Handling Manual:-

(Person within the Service Provider with overall responsibility for the control of manual on Ground Handling)

i. Name:-

ii. Contacts:-

a) Address:

b) Telephone:

c) E-mail:

d) Fax:

6. Has the Service Provider prepared a Ground Handling Manual? :- (Please attach a copy thereof)

7. Has the Service Provider given the "Declaration of Conformance" to IS 046?

8. Has the Service Provider prepared a Training Programme for its Staff? :- (Please attach a copy of the training programme)

9. If the Service Provider has not prepared its own training programmes, specify as to how the Service Provider intends training its staff in Ground Handling.

10. Nature of services that the Service Provider wish to provide in compliance to the Ground Handling Manual:

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**Signature of the Chief Executive Officer:**

**Name:**

**Official Stamp:**

**Date:**

**NOTE: FORWARD APPLICATION AND SUPPORTING DOCUMENTATION TO:**

**Director-General of Civil Aviation and Chief Executive Officer  
Civil Aviation Authority of Sri Lanka  
No. 152/1, Minuwangoda Road,  
Katunayaka.**

## APPENDIX B



### Civil Aviation Authority of Sri Lanka Application for a Ground Handling Licence

#### SCHEDULE OF EVENTS

Name of Company				
Date submitted	Necessary document, action or event	Responsible person and organization	Target date	Complete date

#### Pre application phase

	Submission of letter of intent			
	CAA preparation			
	Pre-application meeting			

#### Initial application review phase

	Submission of Formal Application			
	Initial Application Review			
	Formal Application Meeting			

#### Documentary evaluation phase

	Submission of Ground Operations Manual			
	Submission of other relevant manual			



Name of Company				
Date submitted	Necessary document, action or event	Responsible person and organization	Target date	Completed date
	Submission of Management Resumes			
	Review and acceptance of Management Resumes			

Pre Certification Audit and Demonstration Phase

	On site base audit of Ground Handling Facility			
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Certification Phase

	Issuance of Ground Handling Licence			
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## APPENDIX C

### DECLARATION OF CONFORMANCE TO THE CIVIL AVIATION PUBLISHED REQUIREMENTS GROUND HANDLER COMPLIANCE CHECK LIST

No	Reference of IS 046	Description in brief	Level of Service Provider’s compliance (please give reference to the applicable Page, Section and Chapter, Volume and the title of the relevant document which gives effect to the regulatory requirements, when compliance is indicated)	Satisfactory / Unsatisfactory	
				S	U
1	MANAGEMENT AND CONTROL				
	1.1	Application for Ground Handling Licence			
	1.4	Organization and Accountability			
	1.5	Documentation and Records			
	1.5.1	Documentation			
	1.5.2	Records			
	1.6	Safety and Quality Management			
	1.6.1	Safety Programme			
	1.6.2	Quality Control Programme			
	1.7	Emergency Response			
	1.7.1	Emergency Response Plan			
	1.8	Training and Qualification			
	1.8.1	Functional Training Programme			
	1.8.2	Security Training Programme			
	1.8.3	Dangerous Goods Training Programme			
	1.8.4	Airside Safety Training Programme			
	1.8.5	Airside Driver Training Programme			
	1.8.6	GSE Operations Training Programme			
	1.9	Security Management			
	1.9.1	Security Controls			
	1.9.2	Security Threat Management			
	1.9.3	Contingency Planning			
	1.9.4	Security Equipment			



	1.10	Ground Support Equipment (GSE) Management			
	1.11	Unit Load Device (ULD) Management			
	1.11.1	ULD Airworthiness and Serviceability			
	1.11.2	ULD Loading			
	1.11.3	ULD Loading and Storage			
	1.12	Station Airside Supervision and Safety			
	1.13	Aircraft Turnaround Coordination			
2	<b>LOAD CONTROL PROCESS</b>				
	2.1	General			
	2.2	Load Planning			
	2.3	Weight and Balance Calculation			
	2.4	Loading Instructions/Report			
	2.5	Notification to Captain (NOTOC)			
	2.6	Load Sheet			
	2.7	Departure control System (DCS)			
	2.8	Reports and Messages			
3	<b>PASSENGER HANDLING OPERATION</b>				
	3.1	General			
	3.2	Passenger Check-in Procedure			
	3.3	Dangerous Goods			
	3.4	Security			
	3.5	Carriage of Weapons			
	3.6	Special Category Passengers			
4	<b>BAGGAGE HANDLING OPERATIONS</b>				
	4.1	General			
	4.2	Dangerous Goods			
	4.3	Security			
5	<b>AIRCRAFT HANDLING AND SERVICING OPERATIONS</b>				
	5.1	General			
	5.2	Aircraft Access			
	5.3	Ground Support Equipment (GSE)			
	5.4	Passenger Boarding Bridge and Stairs			
	5.5	Aircraft Servicing			
	5.6	Aircraft Security			
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	5.7	Aircraft Loading Operations			
	5.7.1	Loading Management			
	5.7.2	Load Positioning			
	5.7.3	Dangerous Goods			
	5.7.4	Loading Equipment			
	5.7.5	In-Plane Loading			
6	<b>AIRCRAFT GROUND MOVEMENT OPERATIONS</b>				
	6.1	General			
	6.2	Aircraft Arrival and Parking (Power-in)			
	6.3	Aircraft Departure (Power-out)			
	6.4	Aircraft Marshalling			
	6.5	Aircraft Ground Movement Assistance			
	6.6	Aircraft Chocking			
	6.7	Aircraft Nose Gear-controlled Pushback and Towing Operations			
	6.7.1	Procedures			
	6.8	Aircraft Main Gear-controlled Pushback Operations			
	6.8.1	Procedures			
	6.9	Aircraft Power back Operations			
	6.9.1	Procedures			
7	<b>AIRCRAFT CARGO/MAIL ACCEPTANCE AND HANDLING</b>				
	7.1	General			
	7.2	Dangerous Goods			
	7.3	Live Animals and Perishables			
	7.4	Other Special Cargo			
	7.5	Cargo Security			
	7.5.1	Facilities			
	7.6	Operations			



## APPENDIX – D

### Certification Check Lists

#### AUDIT CHECKLIST DANGEROUS GOODS

Ref	Item	Ref	S/NA/U	Remarks
<b>1</b>	<b>PRE – INSPECTION</b>			
1.1	Identify any outstanding Audit Findings respecting the last audit.			
1.2	Determine the current type of operator service and identify any changes since the last audit.			
1.3	Review prior company records to establish compliance history			
1.4	Review dangerous occurrence reports, where applicable			
1.5	Determine if the company currently has any exemptions			
1.6	Review manual and determine if there has been any amendments to the dangerous goods operations manual/other manuals.			
1.7	Determine if the company has an approval for the transport of dangerous goods on main deck cargo compartments of passenger aircraft			
1.8	Determine if the company has an approved dangerous goods training program.			
1.9	Determine if the training program reflects all regulatory or operational amendments.			
<b>SITE – INSPECTION</b>				
<b>1</b>	<b>ADMINISTRATION</b>			
1.1	Determine if internal audits on the Dangerous Goods Manual, DG Training, DG Acceptance / Handling / Loading Processes and DG Document Control are conducted.			
1.2	Determine who has the authority to amend and issue the Dangerous Goods Manual, the system for distribution and control of the manual and the system for keeping the manual up to date:  ➤ Responsibility / Authority (Who)			



	<ul style="list-style-type: none"> <li>➤ Date of amendment (When)</li> <li>➤ Distribution process (How)</li> </ul>			
1.3	Does the company's dangerous goods training program match State approved program?			
1.4	<p>Determine who conducts that dangerous goods training and the system for ensuring that those courses and instructors are appropriately authorized / qualified:</p> <ul style="list-style-type: none"> <li>➤ System for assessing and approving internal dangerous goods training providers</li> <li>➤ System for assessing and approving external dangerous goods training providers</li> </ul>			
1.5	Determine that the recurrent training takes place within 24 months of previous training.			
1.6	Determine that the company maintains a record of training for trained employees.			
1.7	<p>Determine who is responsible for maintaining the dangerous goods training records and the system used for maintaining those records:</p> <ul style="list-style-type: none"> <li>➤ System for the training of staff relating to dangerous goods</li> <li>➤ System for maintaining currency of staff relating to dangerous goods</li> </ul> <p>System for maintaining dangerous goods training records.</p>			
1.8	Determine that the maintenance staffs are aware of requirements in respect of replacements or unserviceable items.			
<b>2</b>	<b>ACCEPTANCE OF DANGEROUS GOODS</b>			
2.1	Determine who accepted the dangerous goods cargo and general cargo for the operator.			
2.2	Determine if the Operations Manual is available to acceptance staff as required.			
2.3	Determine if the company's acceptance procedures are in compliance with the regulations. Adequacy and use of acceptance checklist, accessibility of DG documents.			



2.4	Determine if the Pilot Notification System procedures are in compliance with the appropriate regulations. Verify correct completion (including signature / some other indication) and accessibility.			
2.5	Determine if at least one copy of appropriate documents to the transport is retained for a minimum period of three months.			
2-6	Determine if the documents are retained for a minimum of three months.			
2.7	Determine if the operator's acceptance staff are adequately trained to assist them to identify and detect dangerous goods presented as general cargo			
2.8	Determine the capability of the operator to replace lost or stolen safety marks.			
2.9	Determine provision of information is provided at cargo acceptance areas.			
<b>3.</b>	<b>STORAGE, HANDLING AND LOADING OF DANGEROUS GOODS</b>			
3.1	Verify the company's storage procedures are in compliance with the regulations. Verify packages are handled correctly and segregation between packages respected.			
3.2	Determine that operator has procedure to ensure inspection for leaking or damage before and after loading.			
3.3	Determine that operator has procedures for removal of damaged or leaking packages from aircraft.			
3.4	Determine that pilots have been supplied with appropriate written or printed information regarding dangerous goods to be carried as cargo.			
3.5	Determine that the notification to the pilot (NOTOC) includes signed confirmation of no evidence of any damage to or leakage from the package.			



3.6	Determine that the pilot indicates on one copy or in some other way that the information was received.			
3.7	Determine if the operator provided the pilot in command with the "Emergency Response Guidance" or a similar document concerning dangerous goods on board.			
3.8	Determine that the company has procedures for loading and stowing a wheelchair for a passenger. (including notification to the pilot in command)			
3.9	Determine if the operator's employees including those agencies employed to act on the operator's behalf are adequately trained.			
<b>4.</b>	<b>PASSENGER CHECK-IN</b>			
4.1	Determine if there is a documented policy or process concerning dangerous goods carried by passengers or crew.			
4.2	Determine that the company is in compliance with the requirements for provision of information passengers and crew. Verify notices in place and information provided with passenger ticket or in another manner.			
4.3	Determine that passenger check-in procedures are in compliance with the regulation.			
4.4	Determine if the operator's employees including those agencies employed to act on the operator's behalf are adequately trained.			
<b>5.</b>	<b>REPORTING OF DANGEROUS GOODS</b>			
5.1	Verify the company has the proper dangerous occurrence procedures in place, in case of an aircraft accident or incident.			
5.2	Determine if a reporting system exists to report DG accidents and incidents to the State of operator and state where accident or incident occurred.			
5.3	Determine if a reporting system exists to identify undeclared or misdeclared dangerous goods. Arrangements between operator / handling agents and operator /			



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**AUDIT CHECKLIST GROUND HANDLING**

Index	Description	Ref	S/NA/U	Remarks
<b>1</b>	<b>Conformance With Relevant Standards</b>			
1.1	Were all personnel and documents in conformance with aviation law and regulations?			
1.2	Were the operations found to be in conformance with ICAO Standards			
1.3	Were there any practices that did not conform to published relevant safety practices?			
<b>2</b>	<b>Station Staff (Including Service Providers)</b>			
2.1	Is there adequate staff to handle the required support functions?			
2.2	Did all staff demonstrate competent performance in their function?			
2.3	Did the staff follow the proper procedures for the functions they performed?			
2.4	Did the company and service provider training and qualification records show that all personnel were adequately trained for their functions?			
<b>3</b>	<b>Equipment &amp; Facilities</b>			
3.1	Were there adequate facilities and equipment for the complexity and functions performed?			
<b>4</b>	<b>Passenger Handling</b>			
4.1	Were adequate guidance and procedure manuals available for the persons performing this function?			
4.2	Were qualified personnel available to accomplish this function for each flight?			
4.3	Were the passenger ticketing and baggage acceptance performed satisfactorily			
4.4	Were the passengers and baggage weighed before emplaning?			
4.5	Was the handling of passenger enplaning and deplaning performed satisfactory?			
4.6	Were the passenger security measures satisfactory?			



4.7	If a jet way was not used, was a designated walk route with adequate guide persons available to ensure passenger ramp safety?			
<b>5</b>	<b>Aircraft Movement On Ramp</b>			
5.1	Were adequate guidance and procedure manuals available for the persons performing this function?			
5.2	Were qualified personnel available to accomplish this function for each flight?			
5.3	Was the marshalling of aircraft performed satisfactorily?			
5.4	Were the ramp and gate areas properly marked for towing, taxiing and parking position?			
5.5	Was the aircraft parking area clear of carts and other vehicles during the parking of the aircraft?			
5.6	Was the towing of the aircraft performed satisfactorily?			
5.7	Were security measures for identification of all ramp personnel Clearly available?			
5.8	If a service provider was used to perform this function, were the arrangements, guidance and qualification of personnel acceptable?			
<b>6</b>	<b>Aircraft Servicing</b>			
6.1	Were adequate guidance and procedure manuals available for the persons performing functions involved?			
6.2	Were qualified personnel available to accomplish these functions for each flight?			
6.3	Was the servicing of aircraft performed satisfactorily?			
6.4	Was the fueling of aircraft performed satisfactorily?			
6.5	Was the loading of aircraft performed satisfactorily?			
6.6	Was the de-icing of aircraft performed satisfactorily?			
6.7	Was the equipment used to perform these functions operational, adequate for the task, and operated knowledgeably by the personnel involved?			



6.8	Were security measures for identification and monitoring of all servicing personnel satisfactory?			
6.9	If service providers were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?			
<b>7</b>	<b>Aircraft Overnight Parking</b>			
7.1	Were adequate guidance and procedure manuals available for the persons performing this function?			
7.2	Were qualified personnel available to accomplish this function for each flight?			
7.3	Was the aircraft properly lighted and identifiable as required for the parking location?			
7.4	Was the aircraft “guarded” by assigned persons at all times?			
7.5	If a service provider were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?			
<b>8</b>	<b>Mass, Balance &amp; Performance Computations</b>			
8.1	Were adequate guidance and procedure manuals available for the persons performing this function?			
8.2	Were qualified personnel available to accomplish this function for each flight?			
8.3	Were the correct procedures for passenger loading, count and communication of the positioning followed?			
8.4	Were specific passenger seat assignments used to ensure a safe C.G. for flight?			
8.5	Were the correct procedures for cargo loading, and communication of positioning followed?			
8.6	Were the correct procedures for dangerous goods loading, and communication of positioning (e.g. NOTOC) followed?			
8.7	Were the mass and balance calculations & procedures satisfactory?			



8.8	Were the last-minute mass and balance revisions due to passengers or cargo handled correctly?			
8.9	Were the takeoff and landing performance calculations performed correctly?			
8.10	If a service provider were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?			
<b>9</b>	<b>Flight Planning</b>			
9.1	Were adequate guidance and procedure manuals available for the persons performing this function?			
9.2	Were qualified personnel available to accomplish this function for each flight?			
9.3	Was the weather acquisition (including selection of alternates) and briefing of crews performed correctly?			
9.4	Was the NOTAM acquisition and briefing of crews performed correctly?			
9.5	Was the operational flight plan (including fuel loading) calculations and procedures performed correctly?			
9.6	If a service provider were used to perform one or more of these functions, were the arrangements, guidance and qualification of personnel acceptable?			
<b>10</b>	<b>Communications</b>			
10.1	Were adequate guidance and procedure manuals available for the persons performing this function?			
10.2	Were qualified personnel available to accomplish this function for each flight? Was there adequate communications capability with main base operations and maintenance functions, including relay of information			
10.3	Was there adequate communications capability with main base operations and maintenance functions, including relay of information?			
10.4	Were flight following procedures performed correctly?			
10.5	Were emergency response procedures performed correctly?			



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## AUDIT CHECKLIST PASSENGER HANDLING

Remarks legend: S – Satisfactory   U – Unsatisfactory   N/O – Not Observed   N/A Not Applicable					
<b>1.0</b>	<b>Passenger Handling in Terminal</b>	<b>Remarks</b>	<b>2.9</b>	DAY – Clearance from propellers?	<b>Remarks</b>
<b>1.1</b>	Acceptable procedures for identification And seat allocation for handicapped		<b>2.10</b>	NIGHT – Clearance from propellers?	
<b>1.2</b>	Seat allocation for infants and children?		<b>2.11</b>	DAY – Clear of taxiing aircraft?	
<b>1.3</b>	Scales for weighing baggage and cargo?		<b>2.12</b>	NIGHT – Clear of taxiing aircraft?	
<b>1.4</b>	Appropriate system for control of loose Articles in the cabin (carry-on baggage?)		<b>2.13</b>	DAY – Clear of moving vehicles?	
			<b>2.14</b>	NIGHT – Clear of moving vehicles	
			<b>2.15</b>	DAY – Positioning of service vehicles?	
			<b>2.16</b>	NIGHT – Positioning of service vehicles?	
<b>2.0</b>	<b>Passenger Ramp Safety</b>		<b>2.17</b>	DAY – Are there safety routes available for emergency evacuation	
<b>2.1</b>	DAY – Air bridge/directions to board		<b>2.18</b>	NIGHT– Are there safety routes available for emergency evacuation	
<b>2.2</b>	NIGHT – Air bridge/directions to board				
<b>2.3</b>	DAY – Proper positioning of steps?				
<b>2.4</b>	NIGHT – Proper positioning of steps?				
<b>2.5</b>	DAY – Staff in attendance with		<b>3.0</b>	<b>Crew Coordination with Load Control</b>	
<b>2.6</b>	NIGHT - Staff in attendance with passengers?		<b>3.1</b>	Are passengers occupying their Assigned seats?	
<b>2.7</b>	DAY – Protection from jet blast?		<b>3.2</b>	Was a head count compared to load Manifest for accuracy?	
<b>2.8</b>	NIGHT – Protection from jet blast?				
<b>Remarks:</b>					
<b>Inspector(s)'s code(s) :</b>					



## INSPECTORS FINAL REPORT

Name of Provider : .....

Place of service : .....

Index	Description	Ref.	S/NA/U	Remarks
01	Station Certification on Ground Handling			
02	Management and Control			
03	Load Control Process			
04	Passenger Handling Operation			
05	Baggage Handling Operation			
06	Aircraft Handling and Servicing Operation			
07	Aircraft Ground Movement Operation			
08	Aircraft Cargo/Mail Acceptance and Handling			
09	Audit Checklist Dangerous Goods			
10	Air Operator Ground Handling Checklist/Report			
11	Air Operator Passenger Handling Inspection Report			
12	Inspection Final Report			

**Recommendations:**

I am satisfied that the applicant has complied with, or is capable of complying with the provisions of the Civil Aviation Act, Implementing Standards, Directives and Instructions that relate to safety including Provisions about the competence of persons to do anything that is covered by the Ground Handling Licence.

**I recommended that:** .....

Signature: ..... Date: .....

Name of the Team Leader(Aircraft Operations): .....

**APPENDIX – E**

## Certification of Applicants for Ground Handling Work Sheet

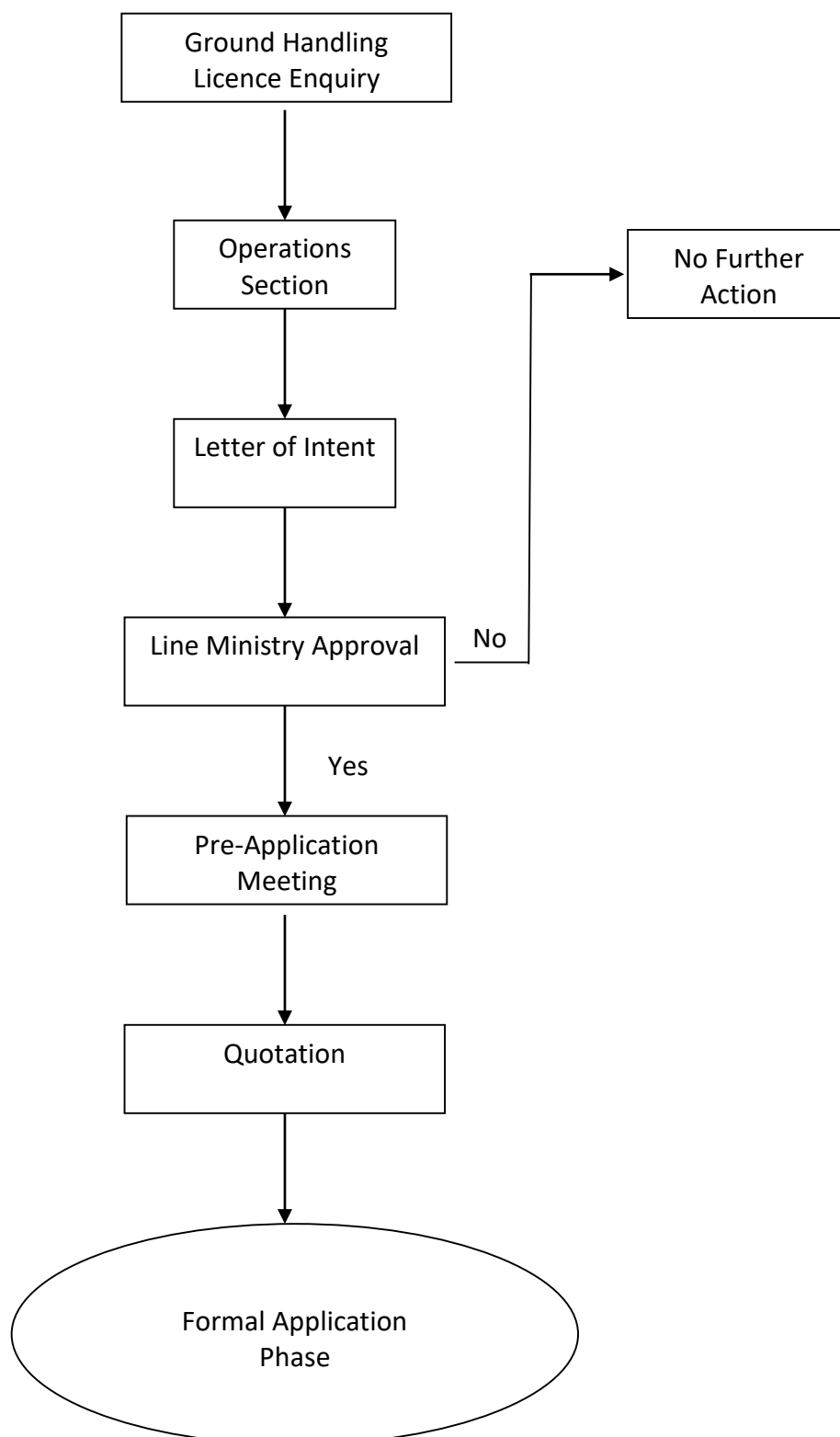
<b>Name of Applicant</b>			
<b>Name of the Representative</b>			
<b>Date and Time</b>		<b>Location</b>	
<b>Reason for visit (Use both columns)</b>			
1.		4.	
2.		5.	
3.		6.	
<b>Action of CAA Inspectors (Use both Columns)</b>			
1.		4.	
2.		5.	
3.		6.	
<b>Signature of CAA Inspector(s)</b>		<b>Date</b>	



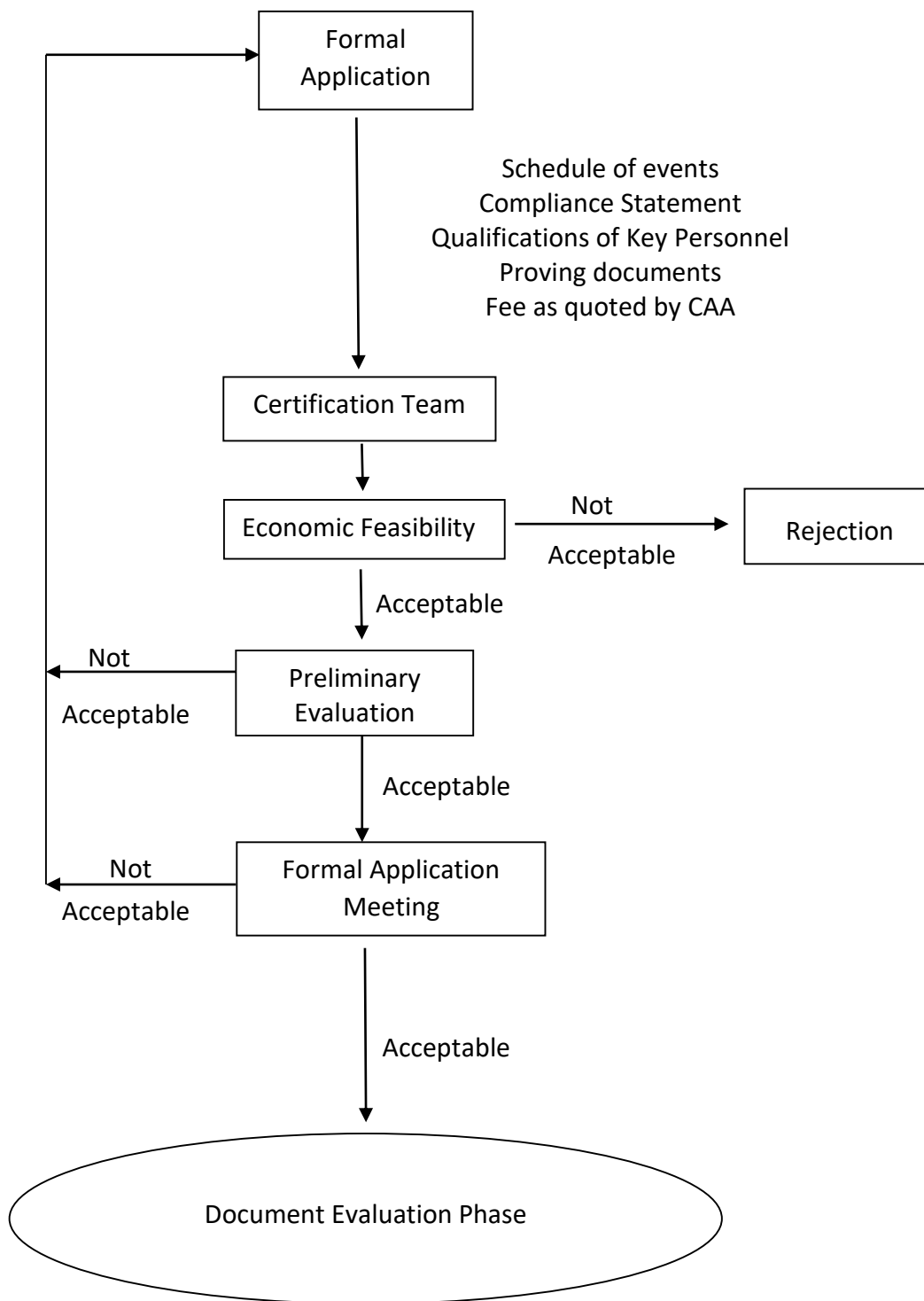
## APPENDIX – F

### CERTIFICATION FLOW CHART

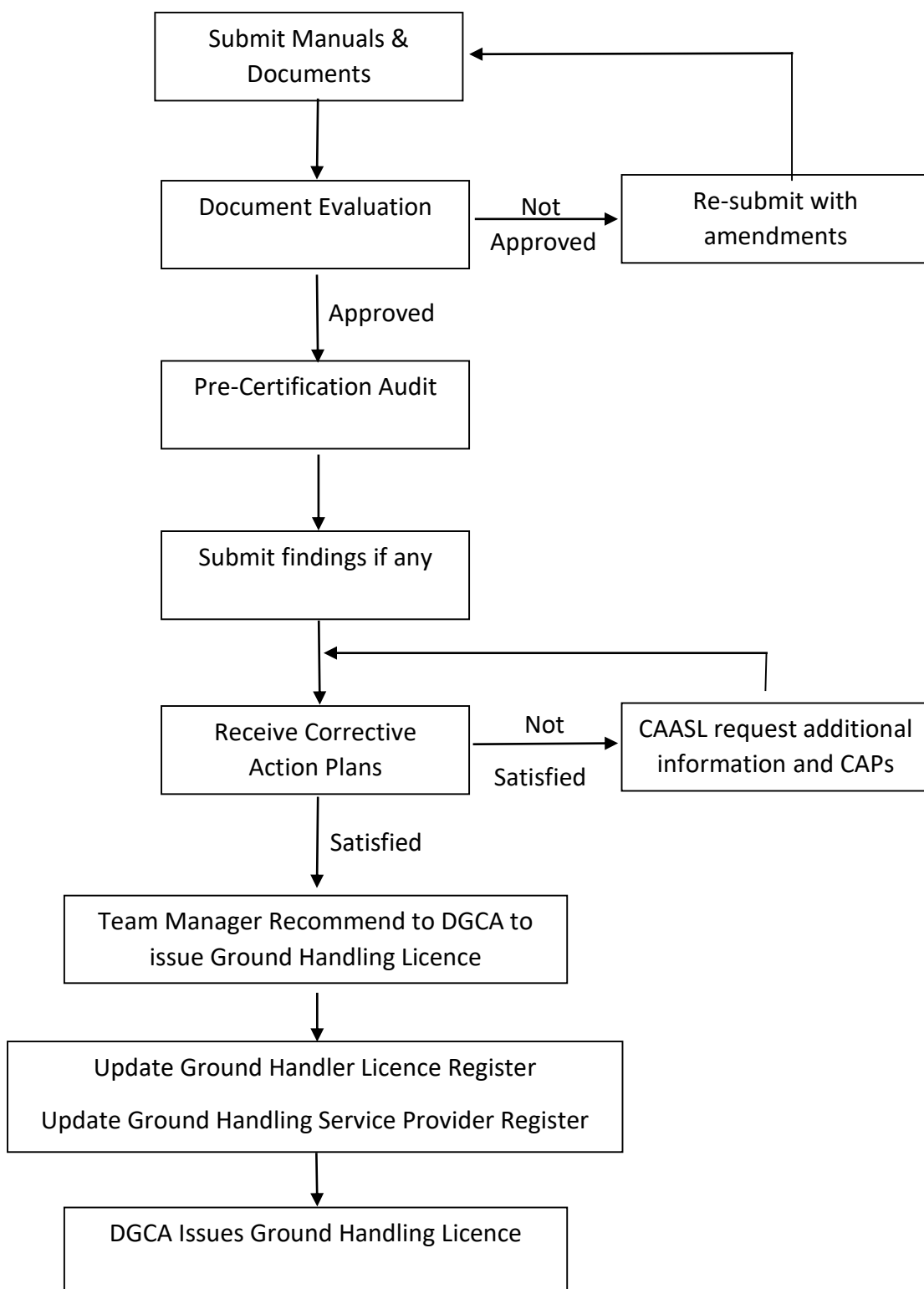
#### PRE-APPLICATION PHASE



### FORMAL APPLICATION PHASE



**DOCUMENT EVALUATION, PRE-CERTIFICATION AUDIT AND CERTIFICATION PHASE**





## APPENDIX G

### 1. Qualifications and Level of Experience- Nominated Post Holders

#### 1.1. Nomination of Post Holders

- 1.1.1. Nominated post holders must satisfy Civil Aviation Authority, Sri Lanka that they possess the appropriate qualification, experience and licensing requirements (if applicable) which are listed below.
- 1.1.2. In particular cases (as an exception) the Civil Aviation Authority, Sri Lanka, may accept a nomination which does not meet requirements in full. In such a circumstance the nominee should be able to demonstrate his qualifications/ experience which the Authority will accept as been comparable. Such acceptance will depend upon the ability of nominee to perform effectively the functions associated with the post and the scale of operation.
- 1.1.3. The nominated post holders should have relevant qualifications, practical experience and expertise in the application of aviation safety standards and safe operating practices.
- 1.1.4. To enable the Civil Aviation Authority, Sri Lanka to clearly identify the persons responsible for different aspects of the Ground Handling Arrangements Facilities and/ or Services, the applicant must nominate and seek approval for those personnel selected for following positions. The nomination shall be accompanied by a complete and accurate resume of the person nominated.
- 1.1.5. Any subsequent change in approved Nominated post holders should be effected only with the approval of Civil Aviation Authority, Sri Lanka.

#### 1.2. Desirable qualifications of nominated post holders

##### 1.2.1. Accountable Manager (General Manager / Chief executive Officer)

- 1.2.1.1. To be agreed with Civil Aviation Authority of Sri Lanka.

##### 1.2.2. Head of Ground Operations

The Head of Ground Operations will be nominated by the airline & the CAA will accept the person provided he has the basic knowledge of the following:

1.2.2.1. Knowledge of the SMS programme of the airline

1.2.2.2. Knowledge on passenger handling

1.2.2.3. Knowledge baggage handling

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1.2.2.4. Knowledge on Cargo/Mail handling

1.2.2.5. Knowledge Aircraft handling & Loading

1.2.2.6. Knowledge Load control

1.2.2.7. Knowledge Airside management & Safety

1.2.2.8. Knowledge Aircraft movement control

1.2.2.9. Knowledge Ground handling agreements

1.2.2.10. Knowledge of airport handling ground support equipment specifications

### **1.2.3. Head of Training**

1.2.3.1. To be agreed with Civil Aviation Authority of Sri Lanka.

### **1.2.4. Head of Safety**

1.2.4.1. To be agreed with Civil Aviation Authority of Sri Lanka and Safety Head's prime responsibility is to encompass an effective Ground Safety Programme complying to The Gazette Extraordinary No; 2065/38 issued on 05<sup>th</sup> April 2018.

### **1.2.5. Head of Engineering and Maintenance**

1.2.5.1. The Head of Engineering and Maintenance preferably shall be a degree holder in mechanical engineering or a person to be agreed with Civil Aviation Authority of Sri Lanka.

### **1.2.6. Head of Quality**

1.2.6.1. To be agreed with Civil Aviation Authority of Sri Lanka and maintain Quality standards of the organization, administer and monitor the standards necessary to ensure full compliance with the terms of approval.

## **1.3. Responsibilities of nominated post holders**

### **1.3.1. Accountable Manager (General Manager / Chief Executive Officer)**

1.3.1.1. Responsible for the overall functioning of the Ground Handling Arrangements Facilities and/or Services, who has corporate authority to ensure that all operations and maintenance activities can be financed and carried out to the standard required by the Civil Aviation Authority, Sri Lanka.

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### **1.3.2. Head of Ground Operations**

1.3.2.1. Responsible for the conduct and standard of ground operations.

### **1.3.3. Head of Training**

1.3.3.1. Responsible for the conduct and standards for all training as required in Training Manuals for persons involved with aircraft Ground Operations

### **1.3.4. Head of Safety management (SMS)**

1.3.4.1. Responsible for the Management of Safety pertaining to Aircraft Ground Operations.

### **1.3.5. Head of Engineering and Maintenance**

1.3.5.1. Responsible for the conduct and maintenance of engineering standards.

### **1.3.6. Head of Quality**

1.3.6.1. Responsible for the management of quality system.



## APPENDIX - H

### PRE CERTIFICATION FACILITY AUDIT

#### 1. General

- 1.1. Civil Aviation Authority inspectors will conduct pre-certification audit to ensure that the requirements in Regulation, Rule, Implementing standard and Directive are met with respect to facilities, staff and equipment. Facilities and equipment provided for staff must be adequate to allow them to carry out their duties in compliance with regulations.
- 1.2. The following paragraphs provide guidance to the Service Provider preparing for a pre-certification audit.

#### 2. Management and Executive Staff

- 2.1. The duties and responsibilities of managers and senior executives must be clearly defined in writing, and chains of responsibilities firmly established. Furthermore, it is important that the operational management should have proper status in the organization. The number and nature of appointments will vary with the size and complexity of the organization and the DGCA must be satisfied that the management organization is adequate and properly matched to the operating network and commitments.
- 2.2. The Civil Aviation Authority must be given notice of any intended change in appointments or functions.

#### 3. Administration Facilities

- 3.1. It is important that office services of a suitable nature and size are provided. Clerical staff, typists, duplicating equipment, etc., must be sufficient to ensure that operational instructions and information can be produced and circulated to all concerned without delay. Where the provision of printing facilities for manuals, manual amendments and other necessary documentation is not warranted by the size of the company, efficient alternative arrangements must be in existence.

#### 4. Record Keeping

- 4.1. The quantity and scope of records which must be kept should not be underestimated and adequate staff must be employed to ensure accurate maintenance of records.
- 4.2. Although an efficient operation is mainly a commercial concern to the company there are times when the Civil Aviation Authority is interested in the level of efficiency achieved. One such occasion concerns the ability of certain company personnel to access records.



## 5. Retention of records

- 5.1. The minimum retention period for training records must ensure that a person's pertinent training and qualification status can be determined for any given date during the request period, which may vary up to 36 months.
- 5.2. Passenger and crew list must be accurately maintained to identify all persons on an aircraft in the event of an accident. However, the Civil Aviation Authority does not require retention of passenger lists after a flight has arrived safely.

## 6. Operations Library

- 6.1. At each operating base station the Service Provider should maintain an adequate and appropriate library of Aviation Regulations, Standards, all other relevant manuals which are approved by CAASL, Standard Operating Procedures and other documents needed for reference, and for carriage in flight. The library should be kept in an orderly manner with updated documents.

## 7. Passenger Handling & Facilities

- 7.1. Passenger handling facilities will be inspected only as they affect safety and security. The comfort and convenience of passengers are left to the commercial judgment of the company and to building regulations which will address aspects such as provision of toilets and fire safety.
- 7.2. The Civil Aviation Authority will determine the acceptability of the following areas;
  - a. Passenger protection from blast, propellers, moving aircraft, and moving vehicles/equipment.
- 7.3. The possibility of falling from passenger loading devices.
  - a. The feasibility of timely evacuation, if it is planned to refuel aircraft with passengers on-board.
- 7.4. It will be necessary for the facilities to be inspected during both daylight and in night-time. Facilities, notices and procedures which are obvious and effective in daylight hours can be confusing and inadequate in the hours of darkness.

## 8. Training Facilities

- 8.1. Training facilities and instructors will be scrutinized. Training will generally be an ongoing requirement and the amount of associated effort is easy to underestimate.
- 8.2. The Civil Aviation Authority will consider the following when classroom facilities are being inspected;

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- a. The visibility to the students of the instructor, training aids and the board;
  - b. The sound system so that the students hear the training;
  - c. The visual or aural distractions;
  - d. The reflections on the board or visual aids;
  - e. Considering the passage of the sun throughout the day, and
  - f. Considering the effect of night lighting.
  - g. The adequate heating, cooling and / or ventilation;
- 8.3. The instructors will require specific approval to conduct their proposed tasks. Such staff should be prepared to demonstrate competence in the area of their proposed expertise by showing the following;
- a. That they understand the subject or the principles of operation of the equipment involved.
  - b. That they are proficient in operating the equipment (if equipment is involved).
  - c. That they are proficient in operating such training aids as may be available for the subject.
  - d. That they can impart information to the class or student.
  - e. That they can adequately assess the results achieved by the class or student.
- 8.4. The Civil Aviation Authority inspectors are required to individually assess instructors in the following categories;
- a. Ramp Operations Instructors
  - b. Passenger Service Instructors
  - c. Baggage Services Instructors
  - d. Ground Support Equipment Instructors
  - e. Dangerous Goods Instructor
  - f. Safety and Emergency Procedure Instructor

## 9. Aircraft Servicing

### 9.1. Aircraft servicing falls in to the following areas;

- a. Passenger and commercial servicing (for example, cabin cleaning and galley replenishment).
- b. Re-fuelling
- c. Toilet servicing.
- d. Potable water replenishment.
- e. Baggage handling / loading.
- f. Push-back of aircraft.



## CIVIL AVIATION AUTHORITY OF SRI LANKA

- 9.2. Push- back of the aircraft (if planned) deserves special attention. Close co-ordination between the flight deck and the ground handler is essential, and this aspect deserves special coverage in the Ground Operations Manual. The inspectors of the CAA will observe push-backs from both the flight deck and from ground during the pre-certification process.
- 9.3. The servicing of aircraft toilets and drinking water are not glamorous jobs, but carelessness can have safety implications. Company procedures should adequately address these areas.
- 9.4. Inspectors will check that safe ground handling practices are carried out during the proving flights.

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**APPENDIX - I****Check List****Certification of Ground Handlers in Sri Lanka**

Name of the Applicant: .....

No.	Description	Yes	No	Folio
1	Letter of Intent from the applicant			
2	Approval from the line Ministry			
3	Send a letter to applicant by mentioning required documents to Ground Handling Certification process (SLCAP 4550, IS 046)			
4	Pre-application Meeting			
	a. Invite the applicant and his staff			
	b. Invite the Office staff			
	c. Make copies of the letter of intent to each Inspectors			
	d. Power point presentation			
	e. Arrangement of refreshments			
	f. Issue a copy of presentation to Applicant			
	g. Obtain attendance sheet			
	h. Monitor correspondence with the applicant in the file			
5	Applicant submits the dully filled Formal Application (date stamped) as per SLCAP 4550 with;			
	a. All applicable manuals & Business Plan			
	b. Particulars about nominated post holders			
	c. Schedule of Events			
	d. Declaration of Conformance			
6	Charge the evaluation fee & issue a receipt			
7	Check the completeness of the Application and Manuals			



8	Copy of the Formal Application forwarded to the CAA Technical Library along with the memo			
9	Appoint a Certification Team			
10	Formal Application Meeting			
	a. Invite the applicant and Nominated Post Holders			
	b. Invite the Certification team along with the letter			
	c. Organize the power point presentation			
	d. Organize refreshments			
	e. Issue a copy of presentation			
	f. Obtain attendance sheet			
	g. Monitor correspondence with the applicant in the file			
11	Circulate Management Resumes to relevant sections for acceptance			
12	Obtain a date from DGCA for Interviews and inform the Interview team Hold the Interviews for Nominated Post Holders			
	a. Schedule the interview			
	b. Invite for Interviews			
	c. Prepare required check lists and attendance sheet for interview			
	d. Conduct the interview			
13	Send a letter to the applicant about acceptance of Nominated Post Holders			
14	Follow up schedule of events			
15	Documentary Evaluation			
	a. Forward Manuals to relevant team members for perusal and approval			
16	If all documents are in order and all officials mentioned above are satisfied with the application, process the application.			
17	Arrange transport for Facility Inspection			
18	Conduct facility inspection			
19	Inform Service provider about corrective actions required.			
20	All CAPs are closed			
21	Convene a meeting with the certification team to finalize the certification			



22	Forward the DGCA Final reports of Operations			
23	Forward the Ground Handling Licence to DGCA for Signature in two copies			
24	Issue the original Ground Handling Licence and update the database			

Checked by: ..... Approved by: .....

Signature: ..... Signature: .....



## APPENDIX - J

### Application for Exemption

1. Applicant Details :
  - 1.1. Name :
  - 1.2. Organization :
  - 1.3. Address :
  - 1.4. Telephone :
  - 1.5. Fax :
  - 1.6. Email :
2. Details of relevant authorizations granted to the applicant by DGCA
3. References to the specified requirements by DGCA the exemption (s) sought
  - 3.1. Regulations
  - 3.2. Rules,
  - 3.3. Implementing Standards
  - 3.4. Directives
4. Details on persons or parties to be affected by the exemption
  - 4.1. Person
  - 4.2. Aircraft
  - 4.3. Aeronautical Product
  - 4.4. Type of Aircraft
  - 4.5. Material or kind of material
  - 4.6. Services or kind of service
5. Details on the type of operation that would be affected by the exemption
6. Reasons why the exemption is necessary and the implications if such exemption is not granted
7. Specify the details how the applicant will ensure that an acceptable level of safety will be provided when operating in accordance with the exemption through a submission of safety risk assessment, if granted
8. The date on which the applicant requires the exemption to commence the intended operation



9. The duration that the applicant would require the exemption

Applicants Name: .....

Signature: ..... Date: .....

10. Inspector's evaluation and comments:

.....

.....

.....

.....

.....

.....

.....

.....

Name and title of Inspector: .....

Signature: ..... Date: .....

**APPENDIX - K****Training Requirements****Table 1: Training Modules for Ground Handling Staff in each area**

Area of Operation	Training Modules
<b>Passenger and Baggage Handling</b>	1. Baggage Service
	2. Baggage tracer Management System
	3. Special Passenger Assistance and Boarding Procedure
	4. Check-in procedures
	5. Passenger Handling
<b>Ramp Operations</b>	6. Ramp Serviceman Skills
	7. Aircraft Turnaround Co-ordination and Baggage Handling
	8. Equipment Operator / Driver Initial
	9. Ground Support Equipment
	10. Aircraft Towing Pushback
	11. Aircraft Interior Service
<b>Load Control</b>	12. Basic Load Control Training
	13. Advance Load Control Training
	14. Turnaround Coordination Responsibilities in Load Control Function

**Training Modules required to cover for each job function****Table 2: Passenger and Baggage Handling**

Job Function	Training Module Requirement
Staff handling Check-in Functions	3, 4, 5 <ul style="list-style-type: none"><li>• DGR Category 9 training/Recurrent</li><li>• Security Awareness / Recurrent</li><li>• Fraudulent Document check</li><li>• Passport &amp; Visa Workshop</li><li>• Emotional Intelligence</li><li>• Emergency Response Procedures</li><li>• SMS Training</li></ul>
Staff handling Passenger Control Unit Functions	3, 4, 5 <ul style="list-style-type: none"><li>• DGR Category 9 training / Recurrent</li><li>• Security Awareness</li><li>• Emotional Intelligence</li><li>• Emergency Response Procedures</li><li>• SMS Training</li></ul>
Staff handling Baggage Services Functions	1, 2, 5 <ul style="list-style-type: none"><li>• DGR Category 9 training</li><li>• Security Awareness</li><li>• Emotional Intelligence</li></ul>





	<ul style="list-style-type: none"> <li>• Emergency Response Procedures</li> <li>• SMS Training</li> </ul>
Staff Handling All Other Areas Functions (Night Stop/ Lounges/ Traffic Cashiers)	5 <ul style="list-style-type: none"> <li>• DGR Category 9 training</li> <li>• Security Awareness</li> <li>• Emotional Intelligence</li> <li>• Emergency Response Procedures</li> <li>• SMS Training</li> </ul>
Staff Handling Boarding Gates & Passenger Services Unit Functions	3, 5 <ul style="list-style-type: none"> <li>• DGR Category 9 training</li> <li>• Security Awareness</li> <li>• Emotional Intelligence</li> <li>• Announcement Training</li> <li>• Emergency Response Procedures</li> <li>• SMS Training</li> </ul>
Wheel Chair Handling Staff	<ul style="list-style-type: none"> <li>• Wheel Chair Handling</li> <li>• Wheel Chair Handling – Recurrent</li> <li>• Security Awareness</li> <li>• Emergency Response Procedures</li> <li>• Airside Safety Orientation Training SMS Training</li> </ul>
Staff handling Aircraft Dispatcher Functions	7, 14 <ul style="list-style-type: none"> <li>• DGR Category 8 training</li> <li>• Security Awareness</li> <li>• Emotional Intelligence</li> <li>• Emergency Response Procedures</li> <li>• SMS Training</li> </ul>

**Table3: Ramp Operations**

Job Function	Training Module Requirement
Ramp Coordinator (Flight/ Baggage) / Airport Service Agent	7, 14 <ul style="list-style-type: none"> <li>• DGR Category 8 training</li> <li>• Security Awareness</li> <li>• Emergency Response Procedures</li> <li>• Airside Safety Orientation/SMS Training</li> </ul>
Equipment Operator/ Driver	8 <ul style="list-style-type: none"> <li>• Dangerous Goods Awareness</li> <li>• Security Awareness</li> </ul>



	<ul style="list-style-type: none"> <li>• Emergency Response Procedures</li> <li>• Airside Safety Orientation/SMS Training</li> </ul>
Ramp Serviceman	6 <ul style="list-style-type: none"> <li>• Dangerous Goods Awareness</li> <li>• Security Awareness</li> <li>• Emergency Response Procedures</li> <li>• Airside Safety Orientation/SMS Training</li> </ul>
Push Back/ Towing Operator	8, 9, 10 <ul style="list-style-type: none"> <li>• Security Awareness</li> <li>• Emergency Response Procedures</li> <li>• Airside Safety Orientation/SMS Training</li> </ul>
All Airport Service Support Operational Staff	<ul style="list-style-type: none"> <li>• Ground Safety Training Programme</li> <li>• Security Awareness</li> <li>• Emergency Response Procedures</li> <li>• Airside Safety Orientation/SMS Training</li> </ul>
Aircraft Interior Service Staff	11 <ul style="list-style-type: none"> <li>• Security Awareness</li> <li>• Emergency Response Procedures</li> <li>• Airside Safety Orientation/SMS Training</li> </ul>

**Table 04-Load Control**

Job Function	Training Module Requirement
Load Control staff	12,13,14

### Recurrent Training Requirement

Recurrent training shall be provided as applicable.

### Continuing Qualification Requirement

When a staff member is forced to be absent for a long period of time, regardless of the reason of his/her absence it is the Ground Handling Service Provider Policy to ensure that the below minimum conditions are met.

Period of Absence	Action
Up to 3 months	Brief the staff member on any possible procedural, organizational or equipment/infrastructure updates/changes that might have occurred during his/her absence. The briefing should be documented and filed accordingly.
Between 3 and 6 months	Deliver one session of on-the-job training to brief the staff member on any possible procedural, organizational or
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	equipment/infrastructure updates/changes that might have occurred during his/her absence. The briefing should be documented and filed accordingly.
Between 6 and 12 months	Recurrent training program/s to be delivered
More than 1 year	Initial training program/s to be delivered.

## Course contents for each course Module described in Table 01.T

### 01. Baggage Service

#### a. Course Aim and Objectives

1. Expectation and Goals
2. Lesson Plan

#### b. Introduction to Baggage Service

1. Introduction
2. Definition of Baggage
3. Handling Baggage at Check-in Counters
4. Types of Baggage Tags
5. Journey of a check-in baggage

#### c. Introduction to Ramp

1. Introduction to Ramp
2. Coordination with Ramp
3. Baggage sorting area
4. Baggage scanning area
5. Baggage arrival hall

#### d. Baggage Service Process

1. Duties performed by the staff at Baggage services
2. Duties Ground Handling Agent
3. Duties as Customer Airline Coordinator
4. Belt Allocation
5. Area at Baggage Tracing Unit
6. Central Baggage Tracing Unit
7. Customer Airline Coordinator
8. Counter Staff

#### e. System used at Baggage Service

1. Baggage Tracer System
2. Baggage reconciliation System
3. Baggage Claim Processing System
4. Customer Management System



## **02. Special Passenger Assistance and Boarding**

### **a. High profile Passengers**

1. VIP
2. VVIP
3. CIP

### **b. unaccompanied Young Passengers**

### **c. Pregnant mothers**

### **d. Passengers required security Attention**

### **e. Passengers with Reduced Mobility**

### **f. Seating of Special Passengers**

## **03. Baggage Tracer Management System**

This course module content depends on the Tracer Management System used by GHSP

## **04. Check-in Module**

### **a. Initial preparation of Check-in**

### **b. Baggage Acceptance**

### **c. Manual Check-in**

### **d. Passenger Acceptance Priorities**

### **e. Check-in Closure**

## **05. Passenger Handling**

### **a. Background and History of Aviation**

### **b. Airport Basics**

1. Arrival area
2. Departure Area
3. Passenger Departure Process
4. Passenger Arrival Process
5. Immigration Process
6. Custom Process

### **c. Time Calculation**

1. Time Difference
2. Day Light Saving
3. Conversion local time and GMT

### **d. Travel Document and Regulations**

1. Passport
2. VISA
3. Vaccinations/Health
4. Travel Regulations
5. Custom



e. Passenger Ticket

1. Reservation
2. Tickets/E-tickets

f. Baggage Acceptance

1. Baggage
2. Free Baggage Allowance
3. Cabin baggage
4. Carry-on Baggage
5. Baggage Interlining
6. Baggage Pooling
7. Special Baggage
8. Live Animal –Cabin/Hold

g. Documentation and Record Keeping

**06. Ramp Serviceman Skills Training Programme**

a) Course Aim and Objectives

1. Expectations and Goals of the Programme
2. Lesson plan

b) Introduction to Ramp Handling

c) Ramp Services Objectives

d) Aircraft Parking Bay Plan

1. Familiarization with Ramp Layout
2. Airside Roads
3. Aircraft Taxi Lanes
4. Procedures for Crossing Aircraft Movement Areas

e) Introduction to Type of Aircraft and Fleet

1. Aircraft Familiarization

f) Unit Load Devices

1. Handling/Securing of ULDs
2. Identification Codes
3. Types of ULDs
4. Tagging of ULDs
5. Unserviceable ULDs

g) Ramp Safety

1. Personnel Safety/Manual Handling of Loads /Health And Safety
2. Ground Safety
3. Aircraft Safety/Bulk Cargo Access Door Opening And Closing/Door Nets
4. Irregularity/Incident/Accident Emergency Reporting
5. Safety During Aircraft Fuelling
6. Useful Guidelines / Airport Safety Rules, Regulations
7. Load Damage and Spillage
8. Guide Man Hand Signals (For GSE)

h) Special Loads

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1. Handling of Loads that Require Special Attention
2. Loading Incompatibilities
- i) Dead Loads
  1. Principles of Aircraft Loading
  2. Types of Dead Loads
  3. Loading Instruction Report-LIR (Designation, Numbering and Layouts of Aircraft Holds)
- j) Instruction / Procedures for Baggage Handling
  1. Baggage Handling Procedures and Different Baggage Types/Tags
  2. Baggage Handling at Baggage Arrival (Delivery of Baggage to Passenger)
  3. Identification / Sorting and Segregation
  4. ULD (Designation Codes/Inspecting/Loading/Tagging/Removal from Service)
  5. Data /Document Protection and Security
  6. Emergency Procedures and Irregularity Conditions
  7. Security Procedures
  8. Communication/Coordination Procedures with Relevant Operational Areas (Check-In, Load Control, PSU, Departure Gates, Customer Airlines, etc.)
  9. Manual Baggage Handling and Reconciliation/Health and Safety
  10. Automated Baggage Reconciliation and Handling
- k) City/Airport Codes
  1. IATA Traffic Conference Areas
  2. City/Airport Codes
- l) Airline Codes
- m) Assessment Test

## **07. Aircraft Turnaround Coordination and Baggage Handling Training Programme**

- a) Course Aim and Objectives
  1. Expectations and Goals of the Programme
  2. Lesson Plan
- b) Introduction
  1. Introduction to the Programme
  2. Roles and Responsibilities
  3. Introduction to Ramp Working Areas
- c) Introduction to Type of Aircraft and Fleet
  1. Aircraft and Configuration
- d) Airline Geography
  1. IATA Traffic Conference Areas
  2. City and Airport Codes
  3. Airline Designators
- e) Aircraft Types
  1. Narrow Body and Wide Body Aircraft
  2. Aircraft Manufactures Models
  3. Terminology
  4. ULD Configurations of Different Aircraft Models
  5. Utilization of Nets
  6. In-plane Loading System and Operation of Aircraft Loading System
  7. ULD Automated and Hand-Operated Restraints.
  8. Areas of Aircraft Susceptible to Damage by Ground Equipment

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9. Identification/Consequence of Malfunctions of In-Plane Loading System

f) General Weight and Balance Proficiency Awareness

1. Terminology, Operational Codes and Abbreviations
2. Aircraft Balance Principles and Consequences of Improper Loading
3. Principles of Aircraft Loading

g) Aircraft Structural Load Limitations

1. Limitations of Aircraft Holds/Basic Knowledge of Containerized Holds Resistance.  
(Relationship between Missing or Damaged Restraints and ULD Gross Weight Limitations)
2. Introduction of Missing Restraints/Limitations
3. Floor Load Limitation and Tie-Down, Spreader Floor Procedures/Area  
Limitations/Limitation per Compartment/ Sections/ULD Position/ Combined and Cumulative  
Limitation.

h) Loading Instructions Report (LIR)

1. Designation and Numbering of Aircraft Holds
2. Hold Configurations and Layouts
3. Utilization of Loading Instruction Report.
4. Physical Loading Rules Concerning Baggage, Cargo and Mail
5. Bulk Loading and Restrain
6. General Loading Regulations/Safety Precautions /Aircraft Load Management and  
Supervision of Open Ramp Operation

i) Unit Load Devices

1. Handling/ Securing of ULDs / Tie-Down Limitations and Rules
2. Identification Codes
3. Types of ULDs
4. Tagging of ULDs
5. Unserviceable ULDs / Rejection Criteria for Damaged ULDs and Tie-Down Accessories

j) Other Special Loads

1. Handling of Loads that Require Special Attention
2. Cargo Codes
3. Marking and Labelling
4. Loading Compatibilities/Incompatibilities.
5. Special Load-Notification to Captain

k) Baggage Handling

1. Baggage Handling Procedures and Different Baggage Types/Tags
2. Baggage Handling at Baggage Arrival (Delivery of Baggage to Passenger)
3. Identification / Sorting and Segregation
4. Manual Baggage Handling and Reconciliation /Health and Safety
5. ULD Handling (Designation Codes, Inspecting, Loading, Unloading, Tagging, Removal of  
Service)
6. Security Procedures
7. Coordination and Communication Procedures with Load Control
8. Communication Procedures with Relevant Operational Areas
9. Data/Document Protection and Security
10. Abnormal/ Irregular Conditions and Emergency Procedures /Response
11. Automated Baggage Reconciliation and Handling
12. Removal / Offloading of Checked Baggage

l) Ramp Communication

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1. Terms and Abbreviations
2. Messages/Reading Standard Loading Messages.
3. Importance of Proper Communication Practices in Aviation

m) Ramp Safety

1. Ground Safety
2. Load Damage and Spillage
3. Personal Safety/Manual Handling of Load
4. Aircraft Safety – Cabin / Cargo Access Door Opening and Closing / Door Nets
5. Irregularity, Accidents, Incidents and Reporting / Recording and Reporting of Damage to Aircraft
6. Safety during Aircraft Fuelling
7. Useful Guidelines / Airport Safety Rules, Regulations / Positioning and Operations of Loading and Servicing Equipment
8. Ramp Co-ordinator's Check List (Arrival Departure Turnaround Plan)
9. Passenger Embarkation/Disembarkation Procedures
10. Guide Man Hand Signals (for GSE)
11. Abnormal/ Irregular Conditions and Emergency Procedures /Response n) Assessment

Test

**08. Equipment Operator / Driver Initial Training Programme**

a) Course Aim and Objectives

1. Expectations and Goals of the Programme
2. Lesson Plan

b) Introduction to Ramp Handling

1. Introduction to Ramp Working Areas
2. Ground Service Equipment and Vehicle Types

c) Ramp Services Objectives

d) Aircraft Parking Bay Plan

1. Familiarization with Ramp Layout
2. Airside Roads and Vehicle Corridors
3. Aircraft Taxi Lanes
4. Procedures for Crossing Aircraft Movement Areas
5. Pedestrian Crosswalk Rules

e) Introduction to Type of Aircraft and Fleet

1. Aircraft Familiarization

f) Unit Load Devices

1. Handling of ULDs
2. Securing of ULDs

g) Ramp Safety

1. Personnel Safety
2. Ground Safety / Hazards of Airside Driving
3. Reduced Visibility Procedures
4. The Aircraft Safety / Cargo Access Doors Opening and Closing / Door Nets
5. Irregularity/Incident/Accident Reporting
6. Safety during Aircraft Fuelling
7. Useful Guidelines / Airport Safety Rules, Regulations

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8. Load Damage and Spillage
9. The Aircraft Arrival Procedure
10. Guide Man Hand Signals (For GSE)
- h) City/Airport Codes
  1. IATA Traffic Conference Areas
  2. City/Airport Codes
- i) Airlines Codes
- j) Ground Service Equipment Standard Operating Procedures (As per Applicable Categories)
  1. Role and Responsibilities of Equipment Operator/Vehicle Operator/Driver
  2. Vehicle/Equipment Standards and Operational Standards/Familiarization of Operating Control
  3. Airport Rules, Regulations and Procedures Pertaining to Airside Vehicle/ Equipment Operations
  4. Operating Procedures - Safety Checks/Pre Checks/Techniques Prior to Positioning to the Aircraft/Approaching to Aircraft and Positioning/ Complying to Standards Operating and Safety Procedures During Operation/ Removing from the Aircraft and Parking
  5. Areas of Aircraft Inclined/Susceptible to Damage by Ground Support Equipment
  6. Recording and Reporting of Damage to Aircraft caused by Ground Support Equipment
  7. Emergency Procedures and Reporting
- k) Operation of Aircraft Loading Systems (For Equipment Operators only)
  1. Opening and Closing of Aircraft Hold Doors
  2. In-Plane Loading and Restraint System
  3. ULD Automated and Hand-Operated Restraints
  4. Operator's Hold Configurations and Layouts
- l) Loading Instruction Report (For Equipment Operators Only)
- m) Performance/Competency Check-Practical and Technical Know How (Oral)
- n) Assessment Test

## **09. Ground Support Equipment**

- a. Course Aim and Objective
- b. Parking Bay Plan and Ramp Layout
- c. Introduction to Aircraft Types
- d. Familiarization on GSE
- e. Ramp Safety & Emergency Response
- f. Operations of GSE (Procedures)
- g. Assessment Test

## **10. Aircraft Towing and Pushback**

- a. Course Aim and Objectives / Lesson Plan
- b. Parking Bay Plan and Ramp Safety
- c. Introduction to Aircraft Types
- d. Familiarization on Tow Tugs by Type
- e. Aircraft Ground Movement Operations
- f. Operations of Equipment
- g. Tow Tug and Tow Bar Connect and Disconnect Procedure
- h. Aircraft Chocking/Coning/Push Back –Towing Procedure & Precautions

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## 11. Aircraft Interior Service

- a. Course aim and Objectives
- b. Management and Organization
- c. General Rules and Procedures
- d. Job responsibilities
- e. Parking Bay Plan and Ramp Layout
- f. Time targets
- g. Cabin Standards
- h. Use of Equipment and Chemicals
- i. Cabin and Galley Equipment
- j. Types of Aircraft and Cabin Layout
- k. Ramp Safety
- l. Ramp Communication
- m. Assessment Test

## 12. Basic Load Control Course

- a. Introduction
  1. Organization of Weight and Balance responsibilities
  2. Fleet of Airline
  3. Registrations
  4. Weight Report
  5. Description of the external structure of an aircraft
  6. Weight limitations & Weight Build up of aircraft
  7. Zero Fuel Weight
  8. Takeoff Weight
  9. Regulated Weight
  10. Landing Weight
- b. Estimates
  1. Estimate Total Payload
  2. Passenger & Baggage Standard Weight
  3. Standard Crew Weight
  4. Calculation of Allowed Payload
  5. Under load
  6. Estimate Zero Fuel Weight
  7. Average PAX Distribution
  8. Estimate ZFW for Transit Flight
- c. Load planning
  1. General loading Principles
  2. Unit Load Devices
  3. Bulk Load Weighting Procedure
  4. Loading Instruction Report
  5. Hold Maximums
  6. Live Animal Loading
  7. Responsibilities (Signatures on LIR)
  8. Incompatibility Chart
  9. IMP Codes

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10. Abbreviation Codes
11. Fuel Terminology
- d. Introduction of Load & Trim Sheet
  1. Principal of Aircraft Balance
  2. Adjustments to Dry Operating Weight & Index
  3. Trim Influence
  4. Definitions
  5. Center of Gravity (CG )
  6. Limits - LIZFW , LITOW
  7. MAC
  8. Seat Plan
  9. Operational Messages - LDM
  10. Specials for Multi Sector
  11. Special Transactions
  12. Avoid Tipping at Transit Points
  13. Double Sector Loading
  14. LMC Procedures
  15. Fuel Top up

### **13. Advanced Load Control Course**

- a. Introduction
  1. Organization of Weight and Balance Responsibilities
  2. Fleet of Airline
  3. Registrations
  4. Weight Reports
  5. Description of the External Structure of an Aircraft
  6. Weight Limitations & Weight Build up of Aircraft
  7. Zero Fuel Weight
  8. Takeoff Weight
  9. Regulated Weights
  10. Landing Weight
- b. Load planning
  1. Unit Load Devices
  2. ULD Handling.
  3. Unit Load Devices Statement
  4. Wide Body Loading Procedure
  5. Loading Instruction Report
  6. Hold Maximums
  7. Live Animal Loading
  8. Responsibilities ( Signatures on LIR )
  9. Incompatibility Chart
  10. IMP Codes
  11. Abbreviation Codes
  12. Special Load – DGR Video
  13. Offloading Priority
  14. Estimate Calculations with LIR
  15. Special Load Notification –NOTOC

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16. Fuel Terminology
17. Use of Non Standard Fuel Charts
18. Field trip Load Control / Ramp / Cargo
- c. Gravitational Forces and Lashing Calculations
  1. Spreader Calculation
  2. Gravitational Forces on Loads
  3. Standard Lashing
  4. Missing or Unserviceable Restraint Limitations
- d. Introduction of Load & Trim Sheet,
  1. Principal of Aircraft Balance
  2. Adjustments to Dry Operating Weight & Index
  3. Trim influence
  4. Center of Gravity ( CG )
  5. Limits - LIZFW , LITOW
  6. MAC
  7. EZFW Calculation
  8. Allowed Take-off Weight
  9. Load Planning - General Loading Principles
  10. Operational Messages – LDM/CPM
  11. Reports Column
  12. Aft Recommended Hold Version
  13. Special Load
  14. Compartment /Hold Characteristics
  15. Weight Limitations
  16. LMC Procedure
  17. Fuel Top Up

#### **14. Turnaround Coordination Responsibilities in Load Control Function**

##### **a. Introduction**

1. Course objective
2. Organization of Weight and Balance Responsibilities
3. Registrations
4. Weight Reports
5. Description of the Structural Strength of an aircraft
6. Aircraft Weight & Weight Limitations
7. Zero Fuel Weight
08. Take-Off Weight
09. Regulated Weights
10. Landing Weight
11. Weight Build-Up of Aircraft

##### **b. Estimates**

1. Estimate Total Payload
2. Passenger & Baggage Standard Weight
3. Standard Crew Weight

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4. Calculation of Allowed Payload
5. Under Load
6. Estimate Zero Fuel Weight

c. Load planning

1. General Loading Principles
2. Unit Load Devices
3. Unit Load Devices Statement
4. Wide Body Aircraft Loading Procedure
5. Loading Instruction Report
6. Aircraft Location & Structural Loading Limitations & Hold Maximums
7. Live Animal Loading
8. Responsibilities ( Signatures on LIR )
9. Incompatibility Chart
10. IMP Codes
11. Abbreviation Codes
12. Special Load – DGR
13. Off-Loading Priority
14. Special Load Notification –NOTOC
15. Fuel Terminology

d. Gravitational Forces and Lashing Calculations

1. Spreader Calculation
2. Gravitational Forces on Loads
3. Standard Lashing
4. Missing or Unserviceable Restraint Limitations

e. Introduction of Load & Trim sheet

1. Principal of Aircraft Balance (Theory of Flight )
2. Adjustments to Dry Operating Weight & Index
3. Trim influence
4. Definitions
5. Center of Gravity ( CG )
6. Limits - LIZFW , LITOW
7. MAC
8. Operational Messages - LDM
9. Load planning - General loading principles
10. Reports column
11. Special Load
12. Compartment /Hold Characteristics
13. Weight Limitations
14. LMC

Note:

Course contents for courses in Table 02,03 and 04 (excluding Table 01 courses) shall be used standard guidance.

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