Democratic Socialist Republic of Sri Lanka

Civil Aviation Authority of Sri Lanka
Implementing Standards

(Issued under Sec. 120, Civil Aviation Act No. 14 of 2010)

Title: Part A - Requirements for Issue of Licence for Ground Handling Arrangements, Facilities and / or Services to Aircraft
&
Part B - Requirements for Issue of Certificate for Self Ground Handling Arrangements, Facilities and / or Services to Aircraft

IS Reference Code. : CA-IS-2016-OPS-001 **Date:** 01st December 2021

Pursuant to Section 120 of the Civil Aviation Act No.14 of 2010 which is hereinafter referred to as the CA Act, Director General of Civil Aviation shall have the power to issue, whenever he considers it necessary or appropriate to do so, such Implementing Standards for the purpose of giving effect to any provision in the CA Act, Regulations or Rules made thereunder including the Articles of the Convention on International Civil Aviation specified in the Schedule to the CA Act.

Accordingly, I, being the Director General of Civil Aviation do hereby issue the Implementing Standard on **Part A-Requirements for Issue of Licence for Ground Handling Arrangements, Facilities and / or Services to Aircraft & Part B-Requirements for Issue of Certificate for Self Ground Handling Arrangements, Facilities and / or Services to Aircraft** as mentioned in the Attachment hereto (Ref: Attachment No.CA-IS-2016-OPS-001-Att), elaborating the requirements to be satisfied for the effective implementation of the International Standards and Recommended Practices on 'Ground Handling Arrangement' contained in Annex-6.

This Implementing Standard supersedes 01st Edition of SLCAIS 046 issued by the DGCA.

This Implementing Standard shall be applicable to any person / organization providing Ground Handling services or Self Ground Handling services to aircraft for flight operations. And shall come in to force with immediate effect and remain in force unless revoked.

Attention is also drawn to Sec. 103 of the Act, which states inter alia that failure to comply with Implementing Standard is an offence.

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Enclosure: Attachment No. CA-IS-2016-OPS-001- Att.

Preamble

1. Notice to the Recipient

1.1. The requirements in this Implementing Standard are based on the Standards and Recommended Practices (SARPs) adopted by the International Civil Aviation Organization (ICAO) and incorporated in the Amendment No. 45 to Annex 06 Part I.

1.2. In pursuance of the obligation cast under Article 38 of the Convention which requires the Contracting States to notify the ICAO of any differences between the National Regulations of the States and practices and the International Standards contained in the respective Annex and any amendments thereto, the CAASL will be taking steps to notify ICAO of such differences relating to either a Standard or a Recommended Practice, if any. The CAASL will also keep the ICAO currently informed of any differences which may subsequently occur, or of the withdrawal of any differences previously notified. Furthermore, the CAASL will take steps for the publication of differences between the National Regulations and practices and the related ICAO Standards and Recommended Practices through the Aeronautical Information Service, which is published in accordance with the provisions in the Annex – 15 to the Convention.

1.3. Taking into account of the ICAO council resolution dated 13 April 1948 which invited the attention of Contracting States of the desirability of using in the State's National Regulations, as far as is practicable, the precise language of those ICAO Standards that are of a regulatory character, to the greatest extent possible the CAASL has attempted to retain the ICAO texts in the Annex in drafting this Implementing Standard.

1.4. Status of ICAO Annex components in the Implementing Standard

Some of the components in an ICAO Annex are as follows and they have the status as indicated:

1.4.1. **Standard:** Any specification for physical characteristics, configuration, materiel, performance, personnel or procedure, the uniform application of which is recognized as necessary for the safety or regularity of international air navigation and to which Contracting States will conform in accordance with the Convention; in the event of impossibility of compliance, notification to the Council is compulsory under Article 38. The ICAO Standards are reflected in the Implementing Standards if they are locally implemented using the normal fonts and recipients are required to conform to such requirements invariably and the DGCA **will take appropriate enforcement action** when those requirements are not complied with.

1.4.2. **Recommended Practice:** Any specification for physical characteristics, configuration, materiel, performance, personnel or procedure, the uniform application of which is recognized as desirable in the interest of safety, regularity, efficiency or environmentally responsiveness of international air navigation, and to which Contracting States will endeavor to conform in accordance with the Convention. The ICAO Recommended Practices are reflected in the Implementing Standards in italic fonts and the Recipients are encouraged to implement them to the greatest extent possible. However, DGCA **will not take enforcement action** when a Recommended Practice is not satisfied by the recipient.

1.4.3. **Appendices:** Comprising material grouped separately for convenience but forming part of the Standards and Recommended Practices adopted by the Council. Enforcement action on such matters will be as in the case of Standards or Recommended Practices.

1.4.4. **Definitions:** A definition does not have independent status but is an essential part of each Standard and Recommended Practice in which the term is used, since a charge in the meaning of the term would affect the specification.

1.4.5. **Tables and Figures:** add to or illustrate a Standard or Recommended Practices, and which are referred to therein, form part of the associated Standard or Recommended Practice and have the same status

Record of Revision

Rev. No.	Date Entered	Entered By
1st Edition , Rev 00	08 – Nov - 2016	DOPS
2nd Edition , Rev 00	01 - Dec - 2021	DOPS

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History of Revision

Rev. No.	Source	Areas Subjected to Change	Effective Date
1st Edition, Rev 00	Annex 06, Part I	Initial Issue	08 – Nov - 2016
2nd Edition , Rev 00	Annex 06, Part I and DOC 10121	1. Part A - Requirements for Issue of Licence for Ground Handling Arrangements, Facilities and / or Services to Aircraft & Part B - Requirements for Issue of Certificate for Self Ground Handling Arrangements, Facilities and / or Services to Aircraft	01 – Dec - 2021

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PART A - Requirements for Issue of Licence for Ground Handling Arrangements, Facilities and / or Services to Aircraft

GENERAL

Introduction

The Section 10, of the Civil Aviation Act No. 14 of 2010 requires any service provider providing aeronautical services stipulated under Section (31) to obtain a Licence issued to that effect either by the CAASL or DGCA,

a) The purpose of this Implementing Standard is to specify, requirements for Issue/ Renew of Licence for Ground Handling Arrangements, Facilities and / or Services to Aircraft and for operational and support areas in order to ensure all Ground Handling operations and activities are conducted in accordance with the regulatory authority requirements and international standards.

b) The requirements contained in this Implementing Standard are based on industry best practices and operational experience. Holder of Ground Handling Licence shall ensure that all employees shall be familiar with the requirements relevant to their functions in the performance of their duties.

c) Any misuse or deviation of Company Operational Safety Standards shall be treated as a violation.

d) The Ground Handling Services shall be performed in compliance with the relevant sections in the current edition of Manual on Ground Handling (Doc 10121), published by the International Civil Aviation Organization.

e) Holders of Licence issued by the DGCA for Ground Handling arrangements, Facilities and / or Services to Aircraft shall comply with the requirements published in this IS and are hereby instructed to forward to the DGCA a "Declaration of Conformance" which indicates the degree of compliance with each item detailed in the document.

Applicability

The Implementing Standards SLCAIS-046 Part A is applicable to any Service Provider providing Ground Handling services at any airport in Sri Lanka which is, hereinafter referred to as the service provider for operations of aircraft.

1. MANAGEMENT AND CONTROL

Any provider applying for issue or renewal of Licence for Ground Handling Services at any aerodrome in Sri Lanka shall obtain a Licence to that effect from the Civil Aviation Authority of Sri Lanka.

1.1 Application for Ground Handling Licence

1.1.1 An applicant shall apply to the Authority for Ground Handling Licence requesting to authorize the applicant at the place specified in the application as ground handler.

1.1.2 The application must be in the form prescribed by the Director General of Civil Aviation & CEO in Appendix 2.

1.2 Issue / Renewal of Ground Handling Licence

1.2.1 Subject to the satisfactory performance of the provisions in this IS the Authority may approve the application and issue / renew Ground Handling Licence to the applicant.

1.3 Duration of Ground Handling Licence

The Ground Handling Licence shall remain in force for 2 years or until it is suspended or revoked, whichever is earlier.

1.4 Organization and Accountability

1.4.1 The Provider shall have a policy that commits the station organization to a culture that has safety, security and quality of services as fundamental operational priorities.

1.4.2 The Provider shall have a policy that commits the organization to ensuring the health and safety of personnel engaged in the conduct of station ground operations, and which takes into account and addresses:

i) Operational risk assessment;
ii) Equipment design and maintenance;
iii) Training and competence of personnel;
iv) Continual improvement of processes and procedures.

1.4.3 The Provider shall have a policy that commits the organization to addressing environmental issues in all ground operations in accordance with applicable laws, regulations and other requirements of the country.

1.4.4 The Provider shall have a policy that ensures positions that affect operational safety and security are filled by personnel that possess the knowledge, skills, training, and experience appropriate for the position.

1.4.5 The Provider shall have a policy that ensures station personnel who perform Ground Handling functions are required to maintain competence on the basis of continued education and training.

1.4.6 The Provider shall have a policy that addresses the use of psychoactive substances by operational station personnel, and ensures:

i. The exercise of duties while under the influence of psychoactive substances is prohibited;
ii. Consequences for such behavior are defined.

1.4.7 The Provider shall have a policy that commits the station organization to the prevention of pollution in all ground operations through implementation of an Environmental Management System (EMS).
Such system ensures:

i. All activities, products and services that have the potential to significantly impact the environment are identified;
ii. Performance targets and objectives for pollution prevention, environmental compliance and continual improvement to the EMS are set;
iii. Performance targets and objectives are achieved through training and the implementation of work instructions and practices;
iv. Metrics are established for measuring the effectiveness of the EMS in meeting targets and objectives;
v. The EMS is periodically reviewed by senior management to ensure ongoing effectiveness.

1.4.8 The Provider shall have processes to ensure changes that affect operational responsibilities or performance are communicated as soon as feasible to applicable station management and front line personnel.

1.4.9 The Provider shall have a process to review the station management system at intervals not exceeding one year to ensure its continuing suitability, adequacy and effectiveness in the management and control of ground operations. A review shall include assessing opportunities for improvement and the need for changes to the system, including, but not limited to, organizational structure, reporting lines, authorities, responsibilities, policies, processes, procedures and the allocation of resources.

1.4.10 The Provider shall have a station management system that ensures:

i. Policies, systems, programmes, processes, procedures and/or plans of the Provider are administered and/or implemented through a Procedure manual signed by the Accountable Manager & approved by the DGCA confirming to the standard stipulated in this Implementing Standard;
ii. All ground operations are supervised and controlled;
iii. Operations are conducted in accordance with applicable regulations and requirements of the Customer Airline(s).

1.4.11 The Provider shall designate an individual with the authority to manage the station and be responsible for:

i. Implementation of a station management system;
ii. Ensuring safety and security in station operations.

1.4.12 The Provider shall have an open reporting system that permits station personnel to report operational hazards and deficiencies to management.

1.4.13 The Provider shall have a communication system that enables and ensures an exchange of information that is relevant to the conduct of ground operations, and ensures such exchange of information occurs throughout the station management system and in all station locations where ground operations are conducted.

1.4.14 The Provider shall ensure the existence of the station facilities, workspace, equipment, supporting services, as well as work environment, necessary to satisfy operational safety and security requirements.

1.4.15 The Provider shall ensure the management system includes planning processes for ground operations that:

i. Define desired operational safety and security outcomes;
ii. Address operational resource allocation requirements;
iii. Take into account requirements originating from applicable external sources including, but not limited to, the Customer Airline(s), regulatory authorities and the airport authority.

1.4.16 The Provider shall have processes for setting performance measures to validate the effectiveness of risk controls in station operations.

1.4.17 The Provider shall have station risk management processes that ensure:

i. Hazards with the potential to affect operational safety or security are identified;
ii. Threats with the potential to affect security are identified;
iii. Hazards are analyzed to determine risks;
iv. Risks are assessed to determine the need for control actions;
v. Risk control actions are developed and implemented in station operations, and are subsequently monitored to ensure risks are controlled.

1.5 Documentation and Records

1.5.1 Documentation

1.5.1.1 The Provider shall have a process to ensure documentation and/or data used directly in the conduct or support of station ground operations are managed and controlled.

1.5.1.2 The Provider shall have a process to ensure the current edition of the Ground Handling manual is accessible in a usable format at the station for all personnel engaged in Ground Handling operations.

1.5.1.3 The Provider shall have processes to ensure the current version of required operational documentation is accessible in a usable format in all station locations where operations are conducted. Such required documentation shall include:

i. The Ground Operations Manual (OM) of the Customer Airline(s);
ii. The IATA Dangerous Goods Regulations (DGR) and Addendum, if applicable, or equivalent documentation;
iii. The Emergency Response Plan (ERP);
iv. As applicable to station operations, the Live Animal Regulations (LAR) and Perishable Cargo Regulations (PCR).

1.5.1.4 If the Provider outsources ground operations and/or associated functions to an External Ground Service Provider, such outsourced Ground Operations and/or associated functions shall be kept informed to the CAASL and the Provider shall have a process to ensure each applicable external provider is supplied with operational manuals relevant to the type(s) of outsourced ground operations conducted.

1.5.1.5 If the Provider utilizes an electronic system for the management and control of any documentation and/or data used directly in the conduct of station operations, the Provider shall ensure the system provides for a scheduled generation of backup files for such documentation and/or data.

1.5.2 Records

1.5.2.1 If the Provider utilizes an electronic system for the management and control of records, the Provider shall have a process that ensures the system provides for a scheduled generation of backup record files.

1.5.2.2 The Provider shall have a process to ensure records retained in accordance with the requirements of the Customer Airline(s) are furnished to the individual airline(s) upon request, even when such airline(s) may no longer be a customer.

1.5.2.3 The Provider shall have a system for the management and control of station operational records to ensure the content and retention of such records is in accordance with applicable regulations and requirements of the Customer Airline(s), and to ensure operational records are subjected to standardized processes for:

i. Identification;
ii. Legibility;
iii. Maintenance;
iv. Retrieval;
v. Protection and security;
vi. Disposal, deletion (electronic records) and archiving.

1.6 Safety and Quality Management

1.6.1 Safety Programme

1.6.1.1 The Provider shall have a process to ensure significant issues arising from the station safety programme as specified in 1.6.1.5 are subject to regular review by:

i. Station operations management;
ii. Management of the Provider's safety programme.

1.6.1.2 The Provider shall have a process in accordance with requirements of the Customer Airline(s) for the conduct of station airside accident and incident investigations, and for ensuring, in the event such an investigation:

i) The customer airline(s) and relevant authorities are notified of the accident or incident;
ii) Factual information associated with the investigation is accurate
iii) Investigation reports are retained and submitted in accordance with applicable regulations and requirements of the Customer Airline(s).

1.6.1.3 The Provider shall designate an individual with the authority to manage and be responsible for the development, implementation and maintenance of the station safety programme as specified in 1.6.1.5

1.6.1.4 The Provider shall have a station operational reporting system that:
i) Encourages and facilitates feedback from personnel to identify deficiencies, expose hazards and raise concerns over issues that have the potential to threaten the safety or security of aircraft, passengers, personnel, facilities, systems or equipment;

ii) Includes analysis and management action to address operational deficiencies, hazards and concerns identified through the reporting system
iii) Is in accordance with applicable regulations and requirements of the Customer Airline(s).

1.6.1.5 The Provider shall have a station safety programme for the purpose of preventing accidents and incidents, which includes processes for:
i) Personnel to report operational hazards, deficiencies and areas of concern;
ii) The investigation and reporting of accidents and incidents;
iii) The investigation of irregularities or other non-routine operational occurrences that may be precursors of accidents or incidents;
iv) The identification and analysis of operational hazards and potentially hazardous conditions;
v) The production of analytical information, which could include recommendations, for use by operations managers in the prevention of operational accidents and incidents;
vi) Ensuring significant issues arising from the station safety programme are subject to regular review by station management;
vii) The dissemination of safety information to appropriate station management and operational personnel.

1.6.2 Quality Control Programme

1.6.2.1 The Provider shall have a station quality control programme that provides for scheduled and unscheduled inspections and/or evaluations of ground operations at the station for the purpose of:
i) Ensuring compliance with standards of the Provider, applicable regulations and requirements of the Customer Airline(s);
ii) Identifying operational hazards for the application of risk assessment and control.

1.6.2.2 The Provider shall designate an individual with the authority to manage and be responsible for the development, implementation and maintenance of the station quality control programme as specified in 1.6.2.1.

1.6.2.3 The Provider shall have processes for addressing findings that result from inspections and/or evaluations conducted under the station quality control programme as specified in 1.6.2.1 which ensure:
i. Determination of root cause(s);
ii. Development of corrective and preventive action as appropriate to address findings;
iii. Implementation of corrective and preventive action in appropriate operational area(s);
iv. Evaluation of corrective and preventive action to determine effectiveness.

1.6.2.4 The Provider shall have a process to ensure significant issues arising from the station quality control programme as specified in 1.6.2.1 are subject to review by:
i) Station management;
ii) Management of the Provider's quality assurance programme.

1.6.2.5 The Provider shall have a process for the dissemination of information from the station quality control programme as specified in 1.6.2.1 to ensure personnel are aware of compliance issues at the station.

1.6.2.6 If the Provider outsources ground operations and/or associated functions to external ground service providers, the Provider shall have a process to ensure a contract or

agreement is executed with such external service providers. The contract or agreement shall identify measurable specifications that can be monitored by the Provider to ensure requirements that affect operational safety and/or security are being fulfilled by the external provider.

1.6.2.7 If the Provider outsources ground operations and/or associated functions to external ground service providers, the Provider shall have an auditing process for monitoring such external providers to ensure requirements that affect operational safety and security are being fulfilled by the external provider.

1.6.2.8 The Provider shall utilize auditing as a method for the monitoring of external Service providers as specified in 1.6.2.7.

1.6.2.9 The Provider shall have processes that ensure equipment or other operational products that are purchased or otherwise acquired from an external vendor or supplier meet the technical requirements of the Provider and the customer airline(s) prior to being used in the conduct of ground operations at the station.

1.7 Emergency Response

1.7.1 Emergency Response Plan

1.7.1.1 The Provider shall have a station emergency response plan (ERP) for the management and coordination of activities associated with the response to a major accident, incident, crisis or other disastrous occurrence. Such plan shall be in accordance with:

i) The Provider's ERP;
ii) The airport ERP, if applicable;
iii) Requirements of each customer airline.

1.7.1.2 The Provider shall designate an individual that has the qualifications and is delegated the authority to manage and be responsible for the development, implementation and maintenance of the station ERP.

1.7.1.3 The Provider shall have procedures and assigned responsibilities to ensure a coordinated execution of the station ERP.

1.7.1.4 The Provider shall ensure all personnel with responsibilities under the station ERP are appropriately trained to execute applicable procedures.

1.7.1.4.1 The Provider shall ensure all ground handling personnel with responsibilities under the station ERP are detailed on a daily basis to perform and act for a sudden emergency if declared.

1.7.1.5 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for responding to emergencies that require the evacuation of an aircraft during the conduct of station ground operations.

1.7.1.6 The Provider shall have procedures in accordance with applicable regulations and requirements of the Customer Airline(s) for reporting Dangerous Goods accidents or incidents that occur during station ground operations.

1.8 Training and Qualification

1.8.1 Functional Training Programme

1.8.1.1 The Provider shall have a process to ensure station personnel with duties and/or responsibilities in ground handling operations complete initial and recurrent training as applicable to their individually assigned operational function(s) at the station, Such training shall be in accordance with the Provider's general training programme and function-specific training programmes as applicable, to include the:

i) Load Control training programmes;
ii) Passenger handling training programmes;
iii) Baggage handling training programmes;
iv) Aircraft handling and loading training programmes;
v) Aircraft ground movement training programmes;
vi) Cargo and Mail handling training programmes.

1.8.1.1.1 The Provider shall have a process to ensure current and updated Training records are retained and secured as per the company policy and shall be readily available for inspection by CAASL

1.8.1.2 If the Provider outsources ground operations and/or associated functions to external ground service providers at the station, the Provider shall have a process to ensure the operational personnel of such external providers complete initial and recurrent training in accordance with requirements of the Provider's general and function specific training programmes, as applicable to the operational functions conducted by the external provider.

1.8.1.3 If the Provider delivers aircraft handling and loading services at the station, the Provider shall have a process to ensure station personnel with duties that include the of aircraft loading complete training in accordance with the Provider's Load Control training programme.

1.8.1.4 If the Provider delivers aircraft handling and loading services at the station, and such services include the operation of aircraft access doors, the Provider shall have a process to ensure station personnel with duties that include the operation of aircraft access doors complete training and qualification in accordance with the Provider's aircraft access door training programme as applicable to each type of access door operated at the station.

1.8.1.5 If the Provider delivers aircraft handling and loading services at the station, and such services include the operation passenger boarding bridges, the Provider shall have a process to ensure station personnel with duties that include the operation of passenger boarding bridges complete training and qualification in accordance with the Provider's passenger boarding bridge training programme as applicable to each type of boarding bridge operated at the station.

1.8.2 Dangerous Goods Training Programme

1.8.2.1 The Provider shall have a process to ensure station personnel with duties and/or responsibilities in operational ground handling functions complete initial and recurrent Dangerous Goods training as applicable to individually assigned operational functions

at the station. Such training shall be in accordance with the Provider's dangerous goods training programme and requirements of the Customer Airline(s).

1.8.2.2 If the Provider outsources dangerous goods handling functions to external ground service providers at the station, the Provider shall have a process to ensure such external providers have a Dangerous Goods training programme in accordance with requirements of the Provider's Dangerous Goods training programme.

1.8.2.3 If the Provider delivers cargo and mail handling services at the station, the Provider shall have a process to ensure personnel with duties and/or responsibilities in cargo and mail handling functions complete initial and recurrent training, as well as testing and/or evaluation, in Dangerous Goods in accordance with the Provider's Dangerous Goods training programme.

1.8.3 Airside Safety Training Programme

1.8.3.1 The Provider shall have a process to ensure station personnel with duties that require access to airside areas complete initial and recurrent training in accordance with the Provider's airside safety training programme.

1.8.4 Airside Driver Training Programme

1.8.4.1 The Provider shall have a process to ensure station personnel with duties that require the operation of vehicles and/or equipment in airside areas complete training and qualification and if applicable, obtain an operating licence, in accordance with the Provider's airside driver training programme.

1.8.5 GSE Operations Training Programme

1.8.5.1 The Provider shall have a process to ensure station personnel with duties that require the operation of GSE, complete training and qualification in accordance with the Provider's GSE operations training programme.

1.9 Ground Support Equipment (GSE) Management

1.9.1 If the Provider operates GSE at the station, the Provider shall have functional specifications that govern the use of GSE in station ground handling operations. Such specifications shall state the GSE requirements applicable to the type(s) of ground handling functions performed at the station.

1.9.2 If the Provider maintains GSE at the station, the Provider shall have a programme to ensure such equipment is maintained in accordance with the Provider's GSE maintenance programme.

1.9.3 If the Provider maintains GSE at the station in accordance with 1.9.2, the Provider shall have procedures to ensure such maintenance is documented in records, and such records are retained for a period in accordance with the Provider's GSE maintenance programme.

1.9.4 If the Provider operates GSE at the station, the Provider shall have procedures for the operation of each type of GSE utilized in station ground operations to ensure such equipment is operated in accordance with the Provider's GSE operation programme.

1.9.5 If the Provider operates GSE at the station The Provider shall have procedures that ensure GSE is subjected to a pre-movement inspection prior to being utilized in operations.

1.9.6 If the Provider operates GSE at the station The Provider shall have procedures that ensure GSE, except equipment necessary for aircraft ground movement for departure, is positioned and remains behind ramp safety lines during aircraft departure and arrival movement operations.

1.9.7 The Provider shall have procedures that ensure GSE is parked:

i) Only in designated station airside equipment parking areas when not in use;
ii) In a manner that does not obstruct access to firefighting equipment;
iii) In a manner that does not obstruct access to the fuel hydrant emergency stop switch.

1.9.8 If the Provider operates GSE at the station, the Provider shall have procedures that ensure GSE, including the passenger boarding bridge, is never permitted to move toward an aircraft unless:
i) The aircraft has come to a complete stop;
ii) Chocks and cones are positioned;
iii) Engines are shut down;
iv) Anti-collision beacons are off;
v) Ground-to-flight deck communication is established and
vi) Thumbs-up signal for clearance is given by the Ground Engineer/Certified Technician.

1.9.9 If the Provider operates GSE at the station, the Provider shall have procedures that ensure the parking brake is applied, with the gear lever in "park" or "neutral," when a vehicle or GSE is parked in airside areas.

1.9.10 If the Provider operates GSE at the station, the Provider shall have procedures that ensure GSE is not moved into or driven across the path of:
i) Taxiing aircraft;
ii) Embarking or disembarking passengers on the ramp.

1.9.11 If the Provider operates GSE at the station, the Provider shall have procedures that ensure GSE is not driven with elevating equipment in the elevated position, except during final positioning of the equipment to the aircraft.

1.9.12 If the Provider operates GSE at the station, the Provider shall have procedures that ensure loaded dollies or transporters have the load secured from movement by the use of locks, stops, rails, or straps at all times, except when the load is being transferred onto or off the equipment.

1.9.13 If the Provider operates GSE at the station, the Provider shall have procedures that ensure unserviceable GSE is:
i) Tagged as "Out of Service" and not utilized in airside operations;
ii) Removed from operations for repair or maintenance.

1.10 Unit Load Device (ULD) Management

1.10.1 ULD Airworthiness and Serviceability

1.10.1.1 If the Provider handles ULDs at the station, the Provider shall have procedures in accordance with requirements of the Customer Airline(s) to ensure ULDs are inspected to identify damage, and to determine airworthiness and serviceability:

i) When received or accepted;

ii) Prior to being released for loading into an aircraft.

1.10.2 ULD Loading

1.10.2.1 If the Provider handles ULDs at the station, the Provider shall have procedures in accordance with requirements of the Customer Airline(s) to ensure loaded ULDs, whether received or loaded by the Provider, are in compliance with applicable requirements pertaining to ULD loading and load securing.

1.10.2.2 If the Provider handles ULDs at the station, the Provider shall have procedures in accordance with requirements of the Customer Airline(s) to ensure ULDs are identified by exterior tags that display information relevant to the ULD and its contents prior to being released for loading into the aircraft.

1.10.3 ULD Loading and Storage

1.10.3.1 If the Provider handles ULDs at the station, the Provider shall have procedures in accordance with requirements of the Customer Airline(s) to ensure ULDs are handled and stored in a manner that minimizes or eliminates the possibility of damage or loss.

1.10.3.2 If the Provider handles ULDs at the station, the Provider shall have procedures in accordance with requirements of the Customer Airline(s) to ensure ULDs that have been identified as being damaged or not airworthy are tagged and stored in a designated location that prevents usage for the transport of cargo, mail or baggage.

1.11 Station Airside Supervision and Safety

1.11.1 The Provider shall have a process to ensure all station operational activities, including, if applicable, those outsourced to external ground service providers, are conducted under the direct oversight of supervisory personnel.

1.11.2 The Provider shall have processes to ensure station personnel that provide oversight of operational activities as specified in 1.11.1, including, if applicable, personnel of external ground service providers that conduct outsourced ground operations for the Provider, complete training and are qualified to supervise ground operations.

1.11.3 If an Airside Safety Committee has been established at the station, the Provider shall have a process to ensure participation in the deliberations of the Committee, and such participation shall be in accordance with requirements of the Customer Airline(s) and in a manner consistent with the Terms of Reference of the Committee.

1.11.4 The Provider shall have procedures for fire protection and prevention in ground operations conducted in station airside areas, which address:

i) Identification and elimination of conditions that could lead to a fire;

ii) Availability, access and use of firefighting equipment;

iii) Emergency procedures, including alerting personnel on board the aircraft;

iv) Procedures for controlling and reporting fires.

1.11.5 The Provider shall have procedures to address the spillage of fluids and other materials in station airside areas of operations.

1.11.6 The Provider shall have a FOD prevention programme for implementation in station airside areas where the Provider conducts aircraft handling or aircraft ground movement operations for Customer Airlines.

1.11.7 The Provider shall have a station severe weather operations plan that provides for the protection for aircraft, passengers, operational personnel, baggage, cargo and equipment when severe weather conditions are a threat to operations.

1.11.8 If the Provider conducts ground operations at the station that utilize the ramp surface for passenger embarkation and disembarkation, the Provider shall have procedures or other measures that provide for the protection of passengers moving between the aircraft and a terminal building or ground transportation vehicle.

1.11.9 The Provider shall have a requirement and procedures that ensure station ground handling personnel wear appropriate protective clothing or personal protective equipment (PPE) when performing functions in airside operations.

1.12 Aircraft Turnaround Coordination

1.12.1 If the Provider delivers aircraft turnaround coordination services at the station, the Provider shall have an aircraft turnaround plan, which ensures, for all applicable aircraft turnaround operations:

i) Appointment of a qualified aircraft turnaround coordinator;
ii) Management of safety and security in all activities;
iii) Compliance with applicable regulations and requirements of the Customer Airline(s).

2. LOAD CONTROL PROCESS

2.1 General

2.1.1 The Provider shall have procedures to ensure any verbal exchange of load information or data that could affect aircraft Weight and Balance calculations is:

i) Manually or electronically documented;
ii) Confirmed prior to flight departure

2.1.2 The Provider shall have procedures to ensure, in the event of a potential discrepancy associated with the accuracy of Weight and Balance figures for a flight:

i) Relevant or requested information is provided to the Pilot-in-Command (PIC) without delay;
ii) The discrepancy is reported to the Customer Airline.

2.1.3 The Provider shall have a process to ensure operational Load Control records are retained in accordance with requirements of the Customer Airline(s), to include:

i) Training and qualification records for personnel that perform Load Control functions;
ii) Load files for each flight in accordance with requirements of the Customer Airline(s).

2.1.4 The Provider shall have a process to ensure Weight and Balance records are retained for a period in accordance with applicable regulations and/or requirements of the Customer Airline(s), but no less than a period of three months.

2.1.5 The Provider shall ensure the Load Control process includes a standard scheme in accordance with requirements of the Customer Airline(s) that identifies specific loading positions within each aircraft type for the purpose of planning and positioning the load in the aircraft.

2.1.6 The Provider shall ensure the Load Control process includes a coding scheme in accordance with requirements of the Customer Airline(s) for presenting load information in load documents, reports and messages for each flight.

2.1.7 The Provider shall have procedures to identify and address Special Loads that do not comply with conventional aircraft loading weight allowances.

2.2 Load Planning

2.2.1 The Provider shall have a procedure for load planning that produces instructions to ensure aircraft are loaded in accordance with all applicable requirements.

2.3 Weight and Balance Calculation

2.3.1 The Provider shall have procedures for calculating the aircraft Weight and Balance in accordance with requirements of the Customer Airline(s) to ensure, for each flight, production of:

i) When applicable, a Weight and Balance pre-calculation;
ii) A weight calculation that does not exceed the structural limits of the aircraft type;
iii) An accurate balance calculation that results in a center of gravity within fore and aft balance limits for the aircraft type.

2.3.2 The Provider shall have a process to ensure Weight and Balance calculations:

i) Are based on current aircraft Weight and Balance data;
ii) Consider limitations defined by the manufacturer and/or imposed by the Customer Airline;
iii) Take into account the previously planned load.

2.3.3 The Provider shall have procedures to ensure the load control process utilizes passenger and baggage weights for Weight and Balance calculations that are in accordance with requirements of the Customer Airline(s).

2.3.4 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) to ensure aircraft Weight and Balance calculations for each flight account for persons traveling on crew seats.

2.3.4.1 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) to ensure aircraft Weight and Balance calculations for each flight account for seat baggage occupying passenger seats.

2.3.5 The Provider shall have control procedures in accordance with requirements of the Customer Airline(s) to ensure aircraft Weight and Balance calculations for each flight are based on an accurate weight of the load, to include:

i) Bulk load;
ii) ULDs;
iii) Transfer ULDs.

2.3.6 The Provider shall have procedures to ensure Weight and Balance calculations for each passenger flight account for the individual or cumulative weights of:

i) Hold baggage that exceeds normal allowances;
ii) Gate delivery items that exceed normal allowances;
iii) Other non-normal load items.

2.3.7 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for the application and use of ballast when necessary to bring the aircraft center of gravity within operational limits.

2.4 Loading Instruction Report (LIR)

2.4.1 The Provider shall have a procedure in accordance with requirements of the Customer Airline(s) to produce and issue a Loading Instruction Report (LIR), which includes:

i) Loading instructions;
ii) Transit load, off-load, re-load and unload instructions;
iii) Loading report, with space to record deviations from instructions;
iv) Loading certification;
v) Summary of Special Loads;
vi) Loading positions for specific holds.

2.4.2 The Provider shall have a procedure in accordance with requirements of the Customer Airline(s) to produce and issue an off-loading Instruction/Report when required for transit flights, which includes:

i) Instructions for transit load and off-load;
ii) Off-loading report, to include space to record items in transit or for off-load;
iii) Off-loading certification;
iv) Summary of special loads;
v) A representation of all loading positions for that specific hold version.

2.4.3 If the Provider issues a manual LIR, the Provider shall have a procedure to ensure the accuracy of manual calculations is verified prior to flight departure.

2.5 Notification to Captain (NOTOC)

2.5.1 The Provider shall have a process to provide the PIC, as soon as practicable prior to departure of the aircraft, with a notification that contains accurate and legible written or printed information concerning dangerous goods onboard the aircraft. Such notification shall include Dangerous Goods that have been loaded on the aircraft at a previous departure point and that are to be carried on a subsequent flight.

2.6 Load Sheet

2.6.1 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) to produce and issue to the PIC prior to flight departure a manually or electronically generated Load sheet that:

i) Has been cross checked against the LIR and other information relative to the actual aircraft load;
ii) Presents accurate load information, to include weight data and distribution of the load within the aircraft.

2.6.2 The Provider shall have procedures to ensure the Load Sheet, prior to issuance to the Pilot-in-Command, is checked to verify information on the Load Sheet corresponds with the actual load on the aircraft.

2.6.3 The Provider shall have a procedure to adjust the Load Sheet to account for Last Minute Changes (LMC) to the weight of the load or distribution of the load on the aircraft.

2.6.4 The Provider shall ensure the Load Sheet, when transmitted to the aircraft via ACARS, is in a standard format that is in accordance with requirements of the Customer Airline(s).

2.7 Departure Control System (DCS)

2.7.1 If an automated Departure Control System (DCS) is utilized, the Provider shall have a process to ensure the DCS is approved by the Customer Airline(s).

2.7.2 If an automated DCS is utilized, the Provider should have a process to coordinate and exchange information with Customer Airlines and/or relevant vendors to ensure the DCS is maintained and updated.

2.7.2.1 The Provider shall have procedures in accordance with requirements of the Customer Airline(s), when the automated Departure Control System (DCS) is not available, the process of computing the Manual Load Sheet documentation;

i) Guidance material/ documentation are available in preparation of Manual Load Sheets

ii) Manual Weight & Balance documentation to be produced by competent staff.

iii) Records are be maintained for each staff member computing manual Load sheets.

2.8 Reports and Messages

2.8.1 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for the manual or automatic production of a report or message that contains the information and data associated with the ULDs and total bulk load onboard each flight.

2.8.2 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for the production and transmission of a load message (LDM) in a standard format for each applicable flight.

2.8.2.1 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for the production and transmission of a Load Distribution Message (LDM) effecting all Last Minute Changes in a standard format within the stipulated time for each applicable flight ensuring the online station receives accurate Load Information before flight arrival.

2.8.3 The Provider shall have a procedure in accordance with requirements of the Customer Airline(s) for the production and transmission of a ULD Control Message (UCM) in a standard format for each applicable flight.

2.8.4 The Provider shall have a procedure for the production and transmission of a Container/Pallet Distribution Message (CPM) in a standard format for each applicable flight in aircraft equipped with ULDs.

2.8.5 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for the production and transmission of the following messages in a standard format:

i) Aircraft Movement Message (MVT);

ii) Aircraft Diversion Message (DIV);

iii) ULD Stock Check Message (SCM).

3. PASSENGER HANDLING OPERATION

3.1 General

3.1.1 The Provider shall have procedures for the transfer of information and data to the Load Control office to ensure passengers, carry-on baggage and other items loaded onto the aircraft as part of passenger handling operations are accounted for in the Load Control process.

3.2 Passenger Check-in Procedure

3.2.1 The Provider shall have a procedure in accordance with requirements of the Customer Airline(s) to ensure,

i. All passengers and their checked and cabin baggage are subjected to appropriate Security screening prior to being checked-in for a flight. Checks for Security Stickers /Labels to be monitored to ensure passengers are security cleared for the flight.

ii. A mandatory Passport check is carried out in order to establish Passenger's identity during check-in process;

iii. A Boarding pass containing the passenger's name, is issued to each seated passenger during check-in process.

3.2.2 The Provider shall have procedures to ensure, when receiving baggage during passenger check-in operations: All baggage have a passenger identity tag or label; Baggage is tagged to the final destination as indicated on the ticket; Old baggage tags and/or labels are removed or obliterated, as applicable; Bags not suitable for secure carriage (damaged, oversized, not properly packed) as checked baggage are refused.

3.2.3 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for the check-in of heavy or overweight baggage, and to ensure such baggage is accounted for in the Load Control process.

3.2.4 The Provider shall have procedures to ensure cabin baggage is in compliance with size, weight and quantity limits as specified in applicable regulations and/or by the Customer Airline(s).

3.2.5 If the Provider utilizes scales to determine the weight of baggage during the passenger check-in process, the Provider shall have a process to ensure such scales are periodically checked and calibrated.

3.2.5.1 If the Provider utilizes scales to determine the weight of baggage during passenger check-in process, the Provider shall have a procedure to ensure, all scales are checked on a daily basis for accuracy and if identified as faulty, to report to the concerned Authority and to avoid using them until they are fully rectified.

3.2.6 The Provider shall have a procedure to ensure duty-free goods or other items that are removed from a passenger during the check-in and/or boarding process are loaded into the aircraft hold:

i) Have a baggage tag and/or label that indicates the final destination;
ii) Accounted for in the Load Control process as checked baggage.

3.2.7 The Provider shall have a procedure in accordance with requirements of the Customer Airline(s) to address, prior to flight departure, passengers that are suspected of having a communicable disease.

3.3 Dangerous Goods

3.3.1 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) to detect and identify Dangerous Goods that are not permitted to be carried on board the aircraft by passengers.

3.3.2 The Provider shall have a procedure in accordance with requirements of the Customer Airline(s) to ensure, when it is known that unapproved Dangerous Goods have been detected being carried by a passenger, or in passenger baggage, a report is submitted to the applicable Customer Airline and to the Civil Aviation Authority.

3.3.2.1 The Provider shall have procedures in accordance with requirements of the Customer Airline(s), in the event a passenger Ticket being purchased via Internet Booking Engine (IBE) and check-in has been performed On-line, Kiosk and/or through a mobile device, a list of forbidden Dangerous Goods items not allowed to transport on board an aircraft as passenger cabin and/or checked baggage being notified to the passenger and check-in shall not be possible and a Boarding pass shall not be printed until the passenger accepts and understands the requirements. (by clicking an icon shown in the device screen).

3.4 Special Category Passengers

3.4.1 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for the notification of the Pilot-in-command, prior to flight departure, of passengers onboard that are persons required to travel because they have been the subject of judicial or administrative proceedings.

3.4.2 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for the handling of potentially disruptive passengers, and for ensuring such passengers: Pose no danger or security risk to the flight; are reported to the Customer Airline(s).

3.4.3 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for handling of Unaccompanied Minors (UMs).

3.4.4 The Provider shall have procedures in accordance with applicable regulations and requirements of the Customer Airline(s) for accepting and handling incapacitated passengers and Persons with Reduced Mobility (PRM).

3.4.5 The Provider shall have procedures in accordance with applicable regulations and requirements of the Customer Airline(s) to deny the boarding of persons that appear to be intoxicated, or demonstrate by manner or physical indications that they are under the influence of drugs or alcohol.

4. BAGGAGE HANDLING OPERATIONS

4.1 General

4.1.1 The Provider shall have procedures for the transfer of information and data to the Load Control office to ensure all baggage loaded onto the aircraft are accounted for in the Load Control process.

4.1.2 If the Provider utilizes scales to determine the weight of baggage in the baggage handling process, the Provider shall ensure such scales are periodically checked and calibrated, and such action is recorded and retained in accordance with applicable regulations and/or requirements of the Customer Airline(s).

4.1.3 The Provider shall have procedures in accordance with applicable regulations and requirements of the Customer Airline(s) for the handling of special baggage items, to include, as applicable: Items that have been removed from the possession of a passenger by security personnel that are conditionally acceptable for carriage in the aircraft hold; Duty-free goods that require loading into the aircraft hold; Other items removed from a passenger after the check-in process that require loading into the aircraft hold.

4.1.4 The Provider shall have procedures in accordance with applicable regulations and requirements of the Customer Airline(s) for the handling and reporting of undeclared weapons discovered in checked baggage.

4.2 Dangerous Goods

4.2.1 The Provider shall have procedures to ensure hold baggage and/or equipment, prior to release for loading into the aircraft, is inspected for signs of substance leakage, and, if leakage of Dangerous Goods is found, such baggage and/or equipment is prevented from release for loading into the aircraft and: An evaluation is conducted to identify and prevent from transport any other baggage or equipment that has become contaminated by such leakage; A notification is made to the applicable Authority and Customer Airline.

4.2.2 The Provider shall have a procedure in accordance with requirements of the Customer Airline(s) to ensure, when Dangerous Goods not permitted for carriage onboard the aircraft are discovered in passenger baggage, a report is made to the appropriate authority of the state of occurrence and the Customer Airline.

4.2.3 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for the acceptance and handling of battery-operated mobility aids for transport as checked baggage to ensure such devices are: Subjected to applicable Dangerous Goods handling and loading requirements; counted for in the Load Control process.

4.3 Liquids, Aerosols and Gels (LAGs)

4.3.1 The Provider shall have procedures in accordance with the applicable regulations and requirements of the Customer Airline(s) for Restrictions on the carriage of Liquids, Aerosols and Gels (LAGs) in hand baggage of passengers and crew in order to ensure the safety and security of passengers, crew and the aircraft.

5. AIRCRAFT HANDLING AND SERVICING OPERATIONS

5.1 General

5.1.1 The Provider shall have procedures that ensure aircraft loading information and data, to include the Load Instruction/Report (LIR), are accurately transferred to the Load Control office.

5.2 Aircraft Access

5.2.1 The Provider shall have procedures for the operation of aircraft access doors, applicable to each type of aircraft operated by the Customer Airline(s) at the station.

5.2.2 The Provider shall have procedures that ensure the operation of electrically, hydraulically or pneumatically actuated aircraft access doors is performed only by personnel that have received applicable training in accordance with the Provider's aircraft access door training programme, and are authorized to operate such doors.

5.2.3 The Provider shall have procedures for opening aircraft cabin access doors, applicable to each type of door operated, to ensure:

i) Doors are operated in accordance with the technical specifications of the aircraft original equipment manufacturer (OEM) and/or the Customer Airline;

ii) When a door is to be opened from inside the aircraft, communicate a confirmation to personnel onboard the aircraft utilizing non-verbal signals that indicate exterior equipment is in proper position;

iii) Personnel retreat to a safe position before the door is opened.

5.2.4 The Provider shall have procedures for closing an aircraft cabin access door, applicable to each type of door operated, to ensure ground handling personnel:

i) Operate the door in accordance with the technical specifications of the aircraft original equipment manufacturer (OEM) and/or the Customer Airline;

ii) Before the door is closed, conduct an exterior inspection for obstructions that could hinder door closure;

iii) Assist the cabin crew member, as necessary, in initiating the door closing movement;

iv) Observe the door after closure to confirm it is fully closed.

5.2.5 The Provider shall have procedures for re-opening an aircraft cabin access door after it has been closed, applicable to each type of door operated, to ensure ground handling personnel do not commence the process to re-open a door unless specifically authorized by the Pilot-in-Command (PIC) of the aircraft.

5.2.6 The Provider shall have procedures in accordance with requirements of the Customer Airlines, that operates the aircraft for the placement of a safety device across the opening of a cabin access door that is open without GSE in position at the door.

5.3 Ground Support Equipment (GSE)

5.3.1 The Provider shall have procedures in accordance with requirements of for the positioning of marker cones around specific parts of an aircraft for the purpose of preventing damage from the movement of vehicles or GSE.

5.3.2 The Provider shall have procedures to ensure the movement of GSE operated in close proximity to the aircraft, when the vision of the GSE operator is or might be restricted, is directed by one or more guide persons and:

i) Marshalling signals are utilized by the guide person(s);

ii) The guide person(s) is(are) positioned so that clearance from the aircraft, other equipment, vehicles or facilities can be accurately judged, and signals can be visually communicated to the GSE operator;

iii) If visual contact with the guide person(s) is lost, the GSE operator stops movement of the GSE immediately.

5.3.3 The Provider shall have procedures to ensure the operator of GSE drives no faster than walking speed when the equipment is approaching or moving away from the aircraft.

5.3.4 The Provider shall have procedures to ensure the operator of motorized GSE being driven toward the aircraft makes a full stop as a brake check:

i) Before entering the equipment restraint area;

ii) Again before reaching the aircraft side.

5.3.5 The Provider shall have procedures to ensure GSE that is being towed to a position at or near the aircraft, where possible:

i) Is driven along a path that does not require sharp turns;

ii) Approaches the aircraft on a path parallel to the side of the aircraft fuselage;

iii) Is parked in the parallel position.

5.3.6 The Provider shall have procedures to ensure unattended vehicles or motorized GSE, when positioned at or near the aircraft, except as specified in 5.3.7, have the parking brake applied with the gear selector in park or neutral, and, if equipped, wheel chocks installed.

5.3.7 The Provider shall have procedures to ensure the operator of electrical or motorized GSE that is positioned at or near the aircraft, and is being utilized in the operating mode:

i) Remains in a position within easy reach of the emergency controls;

ii) If the equipment is not fitted with external emergency controls, remains in the operating position and in control of the equipment.

5.3.8 The Provider shall have procedures to ensure GSE, when positioned at the aircraft:

i) If fitted with stabilizers, has the stabilizers deployed;

ii) If fitted with an auto-leveling system, has auto-leveling engaged.

iii) Has handrails deployed in the raised position or fall protection is utilized in accordance with local requirements.

5.3.9 The Provider shall ensure GSE that interfaces with aircraft cabin access doors: has platforms of sufficient width to allow the aircraft door to open and close when the equipment is in position at the aircraft and the safety rails are deployed.

5.3.10 The Provider shall have procedures to ensure GSE attachment fittings, transfer bridges or platforms are correctly deployed when the equipment is in position at the aircraft access door.

5.3.11 The Provider shall have procedures to ensure GSE, when positioned at the aircraft, does not:

i) obstruct the evacuation of persons from the aircraft in an emergency;

ii) Prevent or obstruct the movement of a fueling vehicle away from the aircraft;

iii) Unnecessarily impede the accomplishment of other aircraft handling operations in progress.

5.3.12 The Provider shall have procedures in accordance with applicable regulations and requirements of the Customer Airline(s) to ensure, when passengers are onboard, or embarking or disembarking from, an aircraft being fueled:

i) Ground handling personnel are aware of the aircraft exits that have been designated for emergency evacuation;

ii) The area beneath such exits is kept clear of GSE and/or other obstructions.

5.3.13 The Provider shall have procedures to ensure GSE is positioned at the aircraft with the protective rubber bumpers compressed against the fuselage.

5.3.14 The Provider shall have procedures to ensure GSE is not removed from a cabin access door unless either:

i) The cabin access door has been closed by an authorized person; or

ii) A safety device and /or a safety net has been placed across the door opening

5.4 Passenger Boarding Bridge and Stairs

5.4.1 The Provider shall have procedures to ensure the walking surfaces of passenger boarding bridges and/or stairs are inspected and free from conditions that could cause injury to passengers or ground handling personnel.

5.4.2 The Provider shall have procedures to ensure the passenger boarding bridge is parked in the fully retracted position:

i) Prior to aircraft arrival;

ii) Prior to aircraft departure movement.

5.4.3 The Provider shall have procedures to ensure personnel, equipment and vehicles are clear of the bridge movement path prior to movement of the bridge.

5.4.4 The Provider shall have procedures to ensure, during the positioning of the passenger boarding bridge:

i) Only the bridge operator is in the bridgehead;

ii) Other personnel remain at a specified distance outside the bridgehead.

5.4.5 The Provider shall have procedures to ensure the passenger boarding bridge is moved slowly to the aircraft cabin access doorsill:

i) Until the bridge safety bar just touches the aircraft;

ii) In a manner that prevents damage to aircraft components protruding from the fuselage.

5.4.6 The Provider shall have procedures to ensure the passenger boarding bridge and/or stairs are positioned to the cabin access door in a manner that:

i) Minimizes or eliminates gaps in the walking surfaces of the aircraft and equipment;

ii) Precludes any gap that would allow a person or large piece of equipment to fall to the ramp surface below.

5.4.7 The Provider shall have procedures to ensure, once the passenger boarding bridge is in position at the cabin access door, bridge safety systems are engaged.

5.4.8 The Provider shall have procedures to ensure the passenger boarding bridge, when an operator is not at the controls, is configured to prevent operation by unauthorized persons.

5.4.9 The Provider shall have procedures to ensure a safety device is placed across the forward opening of the passenger boarding bridge platform when the bridge is removed from the cabin access door.

5.4.10 The Provider shall have procedures to ensure passenger boarding bridge malfunctions are reported to the appropriate authority.

5.5 Aircraft Servicing

5.5.1 The Provider shall have practices and procedures for implementation by ground handling personnel during aircraft fueling operations, which address:

i) Aircraft protection;
ii) Fuel safety zone;
iii) Fuel hose safety;
iv) Fuel spillage;
v) Ground Support Equipment;
vi) Notification of persons onboard the aircraft;
vii) Aircraft evacuation.

5.5.2 If the Provider conducts aircraft toilet servicing operations, the Provider shall have procedures for such operations that address:

i) Operation of aircraft access panels or doors;
ii) Operation of aircraft servicing controls;
iii) Equipment-to-aircraft interface;
iv) Clean-up and leakage check.

5.5.3 If the Provider conducts aircraft potable water servicing operations, the Provider shall have procedures for such operations that address:

i) Operation of aircraft access panels or doors;
ii) Operation of aircraft servicing controls;
iii) Equipment-to-aircraft interface;
iv) Clean-up and leakage check.

5.5.4 If the Provider conducts aircraft potable water servicing operations, the Provider shall have procedures for the application of water quality standards in the preparation, handling and inspection of aircraft potable water to ensure no contamination when loaded into the aircraft.

5.5.5 If the Provider conducts aircraft potable water servicing operations, the Provider shall have procedures for the operation of aircraft potable water servicing equipment to ensure such equipment is operated and positioned in a manner that will prevent contamination of potable water to be loaded into the aircraft.

5.6 Aircraft Loading Operations

5.6.1 Loading Management

5.6.1.1 The Provider shall have procedures to ensure aircraft are loaded:

i) In accordance with written Loading Instructions;
ii) In a manner that satisfies Weight and Balance requirements;

iii) In a manner that prevents damage to the aircraft and injuries to personnel;
iv) In a manner that prevents movement or spillage during flight.

5.6.1.2 The Provider shall have procedures to ensure a qualified person is designated as loading Supervisor for all aircraft loading and off-loading operations with the responsibility for ensuring the aircraft is loaded or off-loaded in accordance with applicable loading procedures and instructions.

5.6.1.3 The Provider shall have procedures to ensure, prior to being loaded into an aircraft, ULDs and other items are inspected for damage or leakage and, if found damaged or leaking, are not loaded into the aircraft.

5.6.1.4 The Provider shall have procedures to ensure ULDs to be loaded into an aircraft are crosschecked by unit number with the Loading Instructions.

5.6.1.5 The Provider shall have procedures for ensuring, once an aircraft has been loaded, a Loading Report is:
i) Completed and certified by the Supervisor responsible for aircraft loading;
ii) Communicated to Load Control.

5.6.1.6 If the Provider conducts aircraft handling operations for a passenger airline that does not accept cargo, mail or stores for consumption for transport, the Provider shall have procedures to ensure such items are prevented from being loaded into any aircraft operated by that Customer Airline.

5.6.2 Load Positioning

5.6.2.1 The Provider shall have procedures to ensure the ground stability of an aircraft during loading and unloading operations.

5.6.2.2 If the Provider loads Cargo, Mail or Stores (supplies) onto a passenger aircraft for transport in cabin passenger seats, the Provider shall have procedures to ensure such cargo:
i) Is properly secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions;
ii) Is packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;
iii) Does not impose any load on the seats that exceeds the load limitation for the seats;
iv) Does not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin;
v) Does not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.

5.6.3 Dangerous Goods

5.6.3.1 The Provider shall have procedures for aircraft loading to ensure Dangerous Goods are handled and secured or stowed in a manner that:
i) Prevents damage to packages and containers during aircraft loading and unloading;
ii) Provides for separation and segregation of packages on the aircraft to prevent interaction in the event of leakage;
iii) Prevents movement that could change the orientation of packages on the aircraft.

5.6.3.2 The Provider shall have procedures that address a Dangerous Goods package or shipment that appears to be damaged or leaking, which ensure:

i) Such package or shipment is prevented from being loaded into an aircraft;
ii) If already loaded, the package or shipment is removed from an aircraft;
iii) In the case of leakage, the conduct of an evaluation to identify and prevent from transport any other cargo, baggage or transport devices that have become contaminated by the leakage of Dangerous Goods;
iv) Immediate notification of the Customer Airline and relevant authority.

5.6.3.3 The Provider shall have procedures to address the contamination of an aircraft caused by a shipment of damaged or leaking Dangerous Goods, which ensure:

i) The removal of hazardous contamination from the aircraft without delay;
ii) Immediate notification of the Customer Airline and relevant authority.

5.6.3.4 The Provider shall have procedures to ensure shipments labeled Cargo Aircraft Only are not loaded into a passenger aircraft.

5.6.3.5 The Provider shall have procedures to ensure Dangerous Goods are not loaded onto an aircraft for transport on the flight deck or in the cabin occupied by passengers, except in accordance with limited restrictions specified by the Authority.

5.6.4 Loading Equipment

5.6.4.1 The Provider shall have procedures to ensure ground loading equipment is positioned at the aircraft with adequate clearance between the aircraft and the equipment to allow for vertical movement of the aircraft during loading or unloading operations.

5.6.4.2 The Provider shall have procedures to ensure, once aircraft loading operations have been completed, ground loading equipment is moved to a position well clear of the aircraft.

5.6.4.3 The Provider shall have procedures to ensure the guides and safety rails on ground loading equipment are properly deployed for loading and unloading operations.

5.6.5 In-Plane Loading

5.6.5.1 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for operation of the in-plane loading system(s).

5.6.5.2 The Provider shall have procedures to ensure ULDs, when loaded into an aircraft:

i) Are guided into position by side rails and/or stops, locks or guides;
ii) Have an unobstructed path into the desired position;
iii) Are prevented from high-speed impact with locks or stops;
iv) Have a width and height that will allow clearance without damaging the aircraft door opening or the interior of the aircraft (hold or cargo compartment); and
v) Are secured by aircraft floor locks.

5.6.5.3 The Provider shall have a procedure to ensure any components of the in-plane loading system found to be missing or unserviceable (e.g. locks, nets) are reported to the Customer Airline that operates the aircraft.

6. AIRCRAFT GROUND MOVEMENT OPERATIONS

6.1 General

6.1.1 The Provider shall have procedures to ensure the equipment utilized for aircraft ground movement is suitable for the specific operation to be conducted, and takes into account:

i) Type and weight of the aircraft;
ii) Weather conditions;
iii) Surface conditions.

6.1.2 The Provider shall have procedures to ensure, prior to commencement of an aircraft ground movement operation, personnel involved in the operation understand and are in agreement with how:

i) Communication will be performed;
ii) The aircraft will be maneuvered.

6.1.3 The Provider shall ensure, for each departure or arrival aircraft ground movement operation, a person is assigned responsibility for the safe performance of the operation, and such responsibility includes ensuring:

i) The responsible person is known to all personnel involved in the operation;
ii) Personnel involved in the operation are briefed of their individual responsibilities;
iii) Only persons required to perform operating functions are in the operating area and involved in the operation;
iv) Standard hand signals are used for non-verbal communication;
v) Personnel involved in the operation are positioned away from hazard zones;
vi) The general area of the operation is clear of Ground Support Equipment and other obstacles.

6.1.4 The Provider shall have procedures for an inspection of the aircraft exterior and adjacent airside areas prior to aircraft departure or arrival ground movement to verify:

i) The ramp surface condition is adequate for movement operations;
ii) The ramp surface is clear of items that might cause aircraft foreign object damage (FOD);
iii) For movement from parking, aircraft servicing doors and panels are closed and secure;
iv) For movement from parking, power cables and loading bridge are detached;
v) Equipment and vehicles are positioned clear of the movement path;
vi) Adequate clearance exists between the aircraft and facilities or fixed obstacles along the movement path;
vii) For movement from parking, chocks are removed from all wheels.

6.1.5 The Provider shall have procedures for making an assessment of the parking and surrounding areas prior to any aircraft departure or arrival ground movement to ensure an assignment of personnel necessary for safe movement operations. Such assessment shall take into account, relative to the type of aircraft movement:

i) Aircraft type;
ii) Infrastructure;
iii) Ground support equipment utilized.

6.1.6 The Provider shall ensure personnel that perform marshalling or wing-walking functions during aircraft ground movement operations utilize:

i) Wands or paddles of a high visibility color during daytime conditions;
ii) Lighted wands during low visibility or night conditions.

6.2 Aircraft Arrival and Parking (Power-in)

6.2.1 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for aircraft arrival and parking that address, as a minimum:

i) Pre-arrival planning and preparation;
ii) Use of the aircraft parking guidance system, if applicable;
iii) Aircraft marshalling;
iv) Aircraft movement assistance;
v) Need to transition to towing;
vi) Aircraft parking;
vii) Aircraft engine shutdown;
viii) Ground-to-flight deck communication;
ix) Aircraft chocking;
x) Release of aircraft parking brake;
xi) Application of Ground Support Equipment;
xii) Placement of aircraft marker cones.

6.3 Aircraft Departure (Power-out)

6.3.1 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for aircraft power-out from parking that address, as a minimum:

i) Pre-departure planning and preparation;
ii) Ground to flight deck communication;
iii) Removal of Ground Support Equipment;
iv) Removal of aircraft marker cones;
v) Aircraft engine start;
vi) Removal of chocks;
vii) Aircraft marshalling;
viii) Aircraft movement assistance;
ix) Transition to towing;
x) Transition from marshalling to taxiing.

6.4 Aircraft Marshalling

6.4.1 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for the conduct of aircraft marshalling operations, to include, as applicable to the type(s) of aircraft ground movement operations conducted:

i) Nose gear-controlled pushback and towing;
ii) Main gear-controlled pushback;
iii) Power back;
iv) Power-in;
v) Power-out.

6.4.2 The Provider shall ensure personnel that perform the marshalling function during aircraft ground movement operations:

i) Provide standard marshalling signals in a clear and precise manner;
ii) If applicable, are approved to perform marshalling functions by the relevant authority;

iii) Wear a distinctive fluorescent identification vest or jacket to permit positive identification by the flight crew.

6.5 Aircraft Ground Movement Assistance

6.5.1 The Provider shall have procedures for use by personnel when providing assistance functions during aircraft ground movement operations.

6.5.2 The Provider shall ensure personnel that perform assistance functions during aircraft ground movement operations:

i) Utilize standard hand signals in a clear and precise manner;

ii) Wear a distinctive fluorescent identification vest or jacket to permit positive identification by the flight crew.

6.6 Aircraft Chocking

6.6.1 The Provider shall have a process to ensure aircraft chocks used in operations meet recognized specifications for safety.

6.6.2 The Provider shall have procedures to ensure personnel, when positioning or removing chocks, are aware of and remain clear of aircraft protrusions that could cause injury.

6.6.3 The Provider shall have procedures in accordance with requirements of the Customer Airline(s) for aircraft chocking.

6.6.4 The Provider shall have procedures to ensure chocks, after removal from under the aircraft, are stored in designated areas that are:

i) Dedicated for such storage;

ii) Clear of the aircraft movement areas.

6.7 Aircraft Nose Gear-controlled Pushback and Towing Operation Procedures

6.7.1 The Provider shall have procedures for aircraft pushback or towing that are in accordance with requirements of the Customer Airline(s) and/or recommendations of the aircraft manufacturer for each type of aircraft, and such procedures shall ensure maximum nose gear turn limits are not exceeded.

6.7.2 The Provider shall have procedures to ensure, during aircraft pushback or towing operations, verbal communication between ground handling personnel and the flight deck is conducted using common phraseology that has been agreed to in advance.

6.7.3 The Provider shall have procedures for aircraft pushback or towing to ensure chocks are not removed from the aircraft main gear until the:

i) Tractor and tow bar are connected to the aircraft nose gear;

ii) Parking brake of the tractor is engaged

6.7.4 The Provider shall have procedures for aircraft pushback or towing to ensure, for aircraft fitted with a nose gear steering by-pass system, the by-pass pin:

i) Is correctly installed prior to connecting the tow bar or tow barless tractor to the aircraft nose gear;

ii) Is removed after the tow bar or tow barless tractor has been disconnected from the nose gear.

6.7.5 The Provider shall have procedures for aircraft pushback or towing to ensure, for aircraft not fitted with a nose gear steering by-pass system, the steering hydraulic system is depressurized or the nose gear steering torque links are disconnected (as applicable).

6.7.6 If the Provider conducts aircraft pushback or towing utilizing a tractor and tow bar, the Provider shall have procedures that provide instructions for connecting the tow bar to the aircraft nose gear and to the tractor.

6.7.7 The Provider shall have procedures for aircraft pushback or towing operations to ensure, when a tow barless tractor is connected to the aircraft nose gear, there is verification that the aircraft nose wheels are safely locked in the tractor locking mechanism.

6.7.8 The Provider shall have procedures for aircraft pushback or towing operations to ensure the aircraft nose wheels secured to a tow barless tractor are lifted to a height above the ground that will preclude any contact between the nose wheels and the ground during the entire pushback or towing operation.

6.7.9 The Provider shall have procedures for aircraft pushback or towing to ensure a tractor connected to the aircraft is not left unattended with the engine running.

6.7.10 The Provider shall have procedures for aircraft pushback or towing to ensure, prior to the commencement of movement, the tractor operator verifies:

i) If feasible, the tractor is in line with the centerline of the aircraft;
ii) The wheels on the tow bar, if applicable, are fully retracted;
iii) The tractor is in the appropriate drive mode.

6.7.11 The Provider shall have procedures for aircraft pushback or towing to ensure, prior to the commencement of movement, the tractor operator has confirmation that the aircraft parking brake is released.

6.7.12 The Provider shall have procedures for aircraft pushback or towing to ensure the tractor operator, when stopping or slowing aircraft movement during the operation, makes a gentle brake application.

6.7.13 The Provider shall have procedures for aircraft pushback operations to ensure, prior to lifting the aircraft nose wheels with a tow barless tractor:

i) Ground Support Equipment, including the passenger boarding bridge, is removed from the aircraft;
ii) The flight deck is notified.

6.7.14 The Provider shall have procedures for aircraft pushback operations to ensure, when the pushback operation is in progress, ground handling personnel do not attempt to step across or over the tow bar.

6.7.15 The Provider shall have procedures to ensure, during aircraft pushback operations:

i) Communication with the flight deck is conducted in a manner that eliminates the need for personnel to walk in close proximity to the aircraft nose gear, tow bar or tractor;
ii) A backup method of communication between ground handling personnel and the flight deck is in place for implementation should the primary method fail;
iii) The flight deck is notified immediately in the event any connection between the tractor and the aircraft is lost during the operation.

6.7.16 The Provider shall have procedures to ensure, when aircraft pushback operations are conducted in poor surface or weather conditions, aircraft movement is limited to a slower speed than in normal conditions.

6.7.17 The Provider shall have procedures for aircraft pushback to ensure, when movement has been stopped and prior to disconnecting the tow bar or tow barless tractor from the aircraft nose gear, the flight deck is instructed to set the aircraft parking brake and to hold the existing position until receipt of visual signals for final clearance to taxi. Procedures shall ensure confirmation is received by ground handling personnel that the parking brake is set.

6.7.18 The Provider shall have procedures for aircraft pushback operations to ensure, when the pushback movement has been stopped and prior to disconnecting the tow bar from the aircraft nose gear, tension is released from the tow bar.

6.7.19 The Provider shall have procedures for aircraft pushback to ensure, after the tow barless tractor has been disconnected from the nose gear, but prior to removal of the nose gear steering by-pass pin, the tractor is positioned so it is visible from the flight deck.

6.7.20 The Provider shall have procedures for aircraft pushback to ensure, prior to the aircraft commencing taxi under its own power, ground handling personnel:

i) Provide a final clearance signal to the flight deck;
ii) If applicable, display the by-pass pin to the flight deck;
iii) Receive acknowledgement from the flight deck.

6.7.21 The Provider shall have procedures for aircraft towing to ensure:

i) Prior to commencement of a towing operation, communication is established between the tractor operator and the flight deck;
ii) Aircraft hydraulic brake system pressure is available during the towing operation;
iii) When communication is lost during a towing operation, movement is immediately stopped.

6.7.22 The Provider shall have procedures for aircraft towing to ensure, if the aircraft is about to overtake the tractor, the tractor operator notifies the flight deck immediately to stop movement using gentle brake application.

6.7.23 The Provider shall have procedures for aircraft towing to ensure, when towing on a "down slope," the tractor operator maintains a very low speed to prevent the aircraft from overtaking the tractor.

6.7.24 The Provider shall have procedures for aircraft towing to ensure, when towing in low visibility or night conditions, the aircraft is illuminated so it can be seen.

6.7.25 The Provider shall have procedures for aircraft towing to ensure, when the towing movement has been stopped and prior to disconnecting the tow bar or the tow barless tug from the aircraft nose gear, a chock is placed behind the aircraft main wheels.

6.8 Aircraft Main Gear-controlled Pushback Operation Procedures

6.8.1 The Provider shall have procedures for aircraft pushback to ensure, prior to connection of a tractor to the aircraft main gear, a check of the remote control system is made, at a normal operating distance, to verify the system is functional.

6.8.2 The Provider shall have procedures for aircraft pushback to ensure, while positioning a main gear tractor for connection to the aircraft, ground handling personnel verify the tractor unit is appropriately configured for the aircraft type.

6.8.3 The Provider shall have procedures for aircraft pushback to ensure the main gear tractor operator uses standard terminology to communicate instructions to the flight deck for steering the aircraft along the desired rearward pushback path. (GM) Receive acknowledgement from the flight deck.

6.8.4 The Provider shall have procedures for aircraft pushback to ensure the main gear tractor operator notifies the flight deck immediately in the event of an equipment malfunction during the operation.

6.8.5 The Provider shall have procedures for aircraft pushback to ensure the main gear tractor operator observes the unit indicator lights to verify the tractor rollers are fully open before giving an all clear signal to the flight deck.

6.8.6 The Provider shall have procedures for aircraft pushback to ensure, in the event an emergency passenger evacuation is required during the pushback operation, ground handling personnel remove the main gear tractor if it is in a position that interferes with the evacuation process.

6.9 Aircraft Power back Operation Procedures

6.9.1 The Provider shall ensure aircraft power back operations are conducted in accordance with the approval and limitations of relevant authorities.

6.9.2 The Provider shall ensure aircraft power back operations are conducted with a ground handling crew that comprises, as a minimum, one Marshaller and two wing walkers; the Marshaller is assigned responsibility for the safe performance of the operation.

6.9.3 The Provider shall have procedures for aircraft power back to ensure wireless communication is the primary method of communication between the Marshaller and the flight deck.

6.9.4 The Provider shall have procedures for aircraft power back to ensure the Marshaller wear protective goggles in addition to normal personal protective equipment.

6.9.5 The Provider shall have procedures to ensure aircraft power back operations are not conducted when:

i) The departure gate is not approved for such operations;
ii) The entire area of the operation is not adequately lighted;
iii) Visibility is restricted due to weather conditions;
iv) An accumulation of ice, snow or slush is on the movement surface;
v) Verbal agreement is not reached between the Marshaller and the flight deck;
vi) Any member of the ground handling crew is not properly protected.

6.9.6 The Provider shall have procedures for aircraft power back to ensure the Marshaller:

i) Terminates the rearward movement of the aircraft with a “come straight ahead” signal;
ii) Provides a stop signal only after the aircraft has achieved forward movement.

7. AIRCRAFT CARGO/MAIL ACCEPTANCE AND HANDLING

7.1 General

7.1.1 The Provider shall have communication procedures for the transfer of information and data to the Load Control office to ensure all Cargo, Mail and Stores (supplies) loaded into the aircraft are accounted for in the Load Control process.

7.1.2 The Provider shall have procedures to ensure Cargo and/or Mail for air transport is accepted and handled in accordance with applicable regulations and requirements of the Customer Airline(s).

7.1.3 The Provider shall have procedures to address cargo that is found to be damaged, to ensure:

i) An assessment of the damage is conducted to determine whether such cargo is fit to be transported on an aircraft;
ii) If determined not fit for transport, such cargo is removed from the aircraft, ULD, the shipment, or normal storage area, as applicable;
iii) Damage is documented;
iv) The Customer Airline is notified

7.1.4 If the Provider utilizes scales to determine the weight of cargo, the Provider shall have a process to ensure scales utilized to determine the weight of cargo intended for air transport are periodically checked and calibrated, and such actions are recorded and retained in accordance with applicable regulations and/or requirements of the Customer Airline(s).

7.1.5 The Provider shall ensure cargo handling facilities have specifically configured areas appropriate for the storage of Special Cargo.

7.2 Dangerous Goods

7.2.1 Where Dangerous Goods are accepted for air transport, the Provider shall have procedures in accordance with requirements of the Customer Airline(s), to include the use of a Dangerous Goods Acceptance Checklist, to verify Dangerous Goods shipments are accepted in accordance with all applicable requirements for transportation on an aircraft. Procedures shall ensure, as applicable to specific Dangerous Goods shipments:

i) Documentation is in accordance with requirements for shipments of radioactive and non-radioactive material;
ii) The quantity of Dangerous Goods per package is within applicable limits;
iii) The marking of packages, over packs, freight containers or Unit Load Devices (ULDs) are visible and in agreement with the accompanying Shipper's Declaration of Dangerous Goods;
iv) The packaging specification marking indicates a packing group that is appropriate for the Dangerous Goods contained within the package;
v) Proper shipping names, UN numbers, ID numbers, hazard and handling labels on interior packages of an over pack are visible or reproduced on the outside of the over pack;
vi) Labeling and marking of packages, over packs, freight containers and ULDs are in accordance with requirements for radioactive and non- radioactive material;
vii) The outer packaging of a package is of the type stated on the accompanying Shipper's Declaration of Dangerous Goods and is permitted by the applicable packing instruction;

viii) Packages or over packs do not contain different Dangerous Goods that require segregation;
ix) Packages, over packs, freight containers and/or ULDs are not leaking and there is no indication the integrity has been compromised;
x) Over packs do not contain packages bearing a "Cargo Aircraft Only" label unless in accordance with specified exceptions.

7.2.2 Where Dangerous Goods are accepted for air transport, the Provider shall have procedures to ensure documentation associated with the acceptance and handling of Dangerous Goods is retained in accordance with requirements of the Customer Airline(s) and Regulations of the State in which the cargo is accepted. Such documentation shall include, as a minimum:
i) The Dangerous Goods Acceptance Checklist;
ii) The Shipper's Declaration of Dangerous Goods, if applicable;
iii) The NOTOC and, when used, the NOTOC Summary.

7.2.3 The Provider shall have procedures in accordance with the Customer Airline(s) to ensure English, in addition to the language required by the State of Origin, is used for markings and transport documents related to the shipment of Dangerous Goods.

7.2.4 The Provider shall have procedures to ensure ULDs containing Dangerous Goods have a Dangerous Goods ULD tag that is marked with the class or division number(s) of the Dangerous Goods contained therein, and, if the ULD contains packages bearing a "Cargo Aircraft Only" label, the tag indicates the ULD can only be loaded onto a cargo aircraft.

7.2.5 The Provider shall have procedures to ensure any Dangerous Goods shipment that appears to be damaged or leaking:
i) Is not to be loaded into an ULD or delivered to an aircraft;
ii) Is safely removed from the ULD (other transport device) by the Provider or other relevant authority, and safe disposal arranged;
iii) In the case of leakage, an evaluation is conducted to ensure the remainder of the shipment is in proper condition for transport by air and that no other package, cargo, ULD, other transport device has been contaminated or damaged.

7.2.6 The Provider shall have a process to ensure, when Dangerous Goods hazard and handling labels are discovered to be lost, illegible or detached from Dangerous Goods shipments subsequent to the time of acceptance, such labels are replaced in accordance with the information provided on
the Shippers Declaration for Dangerous Goods. Such requirement for the replacement of labels shall not apply where labels are found to be missing or illegible at the time of acceptance.

7.2.7 The Provider shall have procedures to ensure Dangerous Goods are separated from other cargo or incompatible materials in accordance with published category restrictions.

7.2.8 The Provider shall ensure notices providing information about the transportation of Dangerous Goods are prominently displayed at cargo acceptance locations.

7.2.9 The Provider shall have procedures to ensure packages or over packs containing Dangerous Goods and labeled "Cargo Aircraft Only" are loaded only onto a cargo aircraft, and are loaded either:
i) In a class C aircraft cargo compartment, or

ii) In an ULD equipped with a fire detection/suppression system equivalent to that required by the certification requirements of a Class C aircraft cargo compartment as determined by the applicable Authority, or

iii) In such a manner that in the event of an emergency involving such packages or over packs, a crew member or other authorized person can access those packages or over packs, and can handle and, where size and weight permit, separate such packages from other cargo.

7.2.10 The Provider shall have a process to ensure applicable information associated with Dangerous Goods to be loaded onto an aircraft is communicated to the Load Control office.

7.3 Live Animals and Perishables

7.3.1 Where Live Animals are accepted, the Provider shall have a process to ensure such shipments are accepted and handled in accordance with the IATA Live Animal Regulations (LAR) and requirements of the Customer Airline(s).

7.3.2 Where Live Animals are accepted, the Provider shall have a process to ensure utilization of the IATA Live Animals Acceptance Checklist, or equivalent.

7.3.3 Where perishable shipments, to include time- and temperature-sensitive goods, are accepted, the Provider shall have a process to ensure the acceptance and handling of such shipments is in accordance with the IATA Perishable Cargo Regulations (PCR), as well as applicable regulations and requirements of the Customer Airline(s).

7.3.4 If the Customer Airline accepts live animal shipments, the Provider shall have a process to ensure such shipments are accompanied by the shipper's certification or equivalent, as well as other relevant documents.

7.4 Other Special Cargo

7.4.1 Where special cargo shipments are accepted, the Provider shall have a process to ensure such shipments are accepted and handled in accordance with requirements of the Customer Airline(s).

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PART B - Requirements for Issue of Certificate for Self Ground Handling Arrangements, Facilities and / or Services to Aircraft

GENERAL

Introduction

Section 126 (2) (d) of the Civil Aviation Act No. 14 of 2010 provides the right to continue approvals obtained prior to issuance of Civil Aviation Act No. 14 of 2010 unless otherwise cancelled or rendered invalid,

a) The purpose of this Implementing Standard Part-B is to specify, requirements for Issue/ Renew of Certificate for Self Ground Handling Arrangements, Facilities and / or Services to Aircraft and for operational and support areas in order to ensure all Self Ground Handling operations and activities are conducted in accordance with the regulatory authority requirements.

b) The requirements contained in this Implementing Standard-Part B are based on industry best practices and operational experience. Holder of Self Ground Handling Certificate shall ensure that all employees shall be familiar with the requirements relevant to their functions in the performance of their duties.

c) Any misuse or deviation of Company Operational Safety Standards shall be treated as a violation.

d) Holders of Certificate issued by the DGCA for Self Ground Handling arrangements, Facilities and / or Services to Aircraft shall comply with the requirements published in this Implementing Standard-Part B and are hereby instructed to forward to the DGCA a "Declaration of Conformance" which indicates the degree of compliance with each item detailed in the document.

Applicability

The Implementing Standards SLCAIS-046 Part B is applicable only to AOC holders providing Ground Handling services to its own aircraft operating international flights and who have been approved for such ground handling operations prior to the enactment of the Civil Aviation Act, No. 14 of 2010.

1. MANAGEMENT AND CONTROL

Any AOC holder / Self Ground Handling provider applying for issue / renewal of Certificate for Self Ground Handling Services at any aerodrome in Sri Lanka shall obtain a Certificate to that effect from the Civil Aviation Authority of Sri Lanka.

1.1 Application for Self Ground Handling Certificate

1.1.1 An applicant shall apply to the Director General of Civil Aviation & CEO for Self Ground Handling Certificate requesting to authorize the applicant at the place (s) specified in the application as Self Ground Handler.

1.1.2 The application must be in the form prescribed by the Director General of Civil Aviation & CEO in Appendix 2.

1.2 Issue / Renewal of Self Ground Handling Certificate

1.2.1 Subject to the satisfactory performance of the provisions in this IS the Director General of Civil Aviation & CEO may approve the application and issue / renew Self Ground Handling Certificate to the applicant.

1.3 Duration of Self Ground Handling Certificate

The Self Ground Handling Certificate shall remain in force for 2 years or until it is suspended or cancelled, whichever is earlier.

1.4 Organization and Accountability

1.4.1 The Self Ground Handler shall have a policy that commits the station organization to a culture that has safety, security and quality of services as fundamental operational priorities.

1.4.2 The Self Ground Handler shall have a policy that commits the organization to ensuring the health and safety of personnel engaged in the conduct of station Self Ground Handling operations, and which takes into account and addresses:

i) Operational risk assessment;
ii) Equipment design and maintenance;
iii) Training and competence of personnel;
iv) Continual improvement of processes and procedures.

1.4.3 The Self Ground Handler shall have a policy that commits the organization to addressing environmental issues in all Self Ground Handling operations in accordance with applicable laws, regulations and other requirements of the country.

1.4.4 The Self Ground Handler shall have a policy that ensures positions that affect operational safety and security are filled by personnel that possess the knowledge, skills, training, and experience appropriate for the position.

1.4.5 The Self Ground Handler shall have a policy that ensures operational station personnel who perform Self Ground Handling functions are required to maintain competence on the basis of continued education and training.

1.4.6 The Self Ground Handler shall have a policy that addresses the use of psychoactive substances by operational station personnel, and ensures:

i) The exercise of duties while under the influence of psychoactive substances is prohibited;

ii) Consequences for such behavior are defined.

1.4.7 The Self Ground Handler shall have a policy that commits the station organization to the prevention of pollution in all Self Ground Handling operations through implementation of an Environmental Management System (EMS). Such system ensures:

i) All activities, products and services that have the potential to significantly impact the environment are identified;

ii) Performance targets and objectives for pollution prevention, environmental compliance and continual improvement to the EMS are set;

iii) Performance targets and objectives are achieved through training and the implementation of work instructions and practices;

iv) Metrics are established for measuring the effectiveness of the EMS in meeting targets and objectives;

v) The EMS is periodically reviewed by senior management to ensure ongoing effectiveness.

1.4.8 The Self Ground Handler shall have processes to ensure changes that affect operational responsibilities or performance are communicated as soon as feasible to applicable management and front line personnel.

1.4.9 The Self Ground Handler shall have a process to review the airport management system at intervals not exceeding one year to ensure its continuing suitability, adequacy and effectiveness in the management and control of Self Ground Handling operations. A review shall include assessing opportunities for improvement and the need for changes to the system, including, but not limited to, organizational structure, reporting lines, authorities, responsibilities, policies, processes, procedures and the allocation of resources.

1.4.10 The Provider shall have an airport management system that ensures:

i) Policies, systems, programmes, processes, procedures and/or plans of the Self Ground Handler are administered and/or implemented through a Procedure manual signed by the Accountable Manager & approved by the DGCA confirming to the standard stipulated in this Implementing Standard Part B;

ii) All Self Ground Handling operations are supervised and controlled;

iii) Operations are conducted in accordance with applicable regulations and requirements of the Airline.

1.4.11 The Self Ground Handler shall designate an individual with the authority to manage the station and be responsible for:

i) Implementation of an airport management system;

ii) Ensuring safety and security in airport operations.

1.4.12 The Self Ground Handler shall have an open reporting system that permits station personnel to report operational hazards and deficiencies to management.

1.4.13 The Self Ground Handler shall have a communication system that enables and ensures an exchange of information that is relevant to the conduct of Self Ground Handling operations, and ensures such exchange of information occurs throughout the airport

management system and in all airports where Self Ground handling operations are conducted.

1.4.14 The Self Ground Handler shall ensure the existence of the airport facilities, workspace, equipment, supporting services, as well as work environment, necessary to satisfy operational safety and security requirements.

1.4.15 The Self Ground Handler shall ensure the management system includes planning processes for Self Ground Handling operations that:

i) Define desired operational safety and security outcomes;
ii) Address operational resource allocation requirements;
iii) Take into account requirements originating from applicable external sources including, but not limited to, regulatory authorities and the airport authority.

1.4.16 The Self Ground Handler shall have processes for setting performance measures to validate the effectiveness of risk controls in airport operations.

1.4.17 The Self Ground Handler shall have airport risk management processes that ensure:

i) Hazards with the potential to affect operational safety or security are identified;
ii) Threats with the potential to affect security are identified;
iii) Hazards are analyzed to determine risks;
iv) Risks are assessed to determine the need for control actions;
v) Risk control actions are developed and implemented in airport operations, and are subsequently monitored to ensure risks are controlled.

1.5 Documentation and Records

1.5.1 Documentation

1.5.1.1 The Self Ground Handler shall have a process to ensure documentation and/or data used directly in the conduct or support of airport Self Ground Handling operations are managed and controlled.

1.5.1.2 The Self Ground Handler shall have a process to ensure the current edition of the Self Ground Handling manual is accessible in a usable format at the airport for all personnel engaged in Self Ground Handling operations.

1.5.1.3 The Self Ground Handler shall have processes to ensure the current version of required operational documentation is accessible in a usable format in all airports where operations are conducted. Such required documentation shall include:

i) The IATA Dangerous Goods Regulations (DGR) and Addendum, if applicable, or equivalent documentation;
ii) The Emergency Response Plan (ERP);
iii) As applicable to airport operations, the Live Animal Regulations (LAR) and Perishable Cargo Regulations (PCR).

1.5.1.4 If the Self Ground Handler outsources ground operations and/or associated functions to an External Ground Service Provider, such outsourced Ground Operations and/or associated functions shall be kept informed to the CAASL.

1.5.1.5 If the Self Ground Handler utilizes an electronic system for the management and control of any documentation and/or data used directly in the conduct of airport operations, the Self Ground Handler shall ensure the system provides for a scheduled generation of backup files for such documentation and/or data.

1.5.2 Records

1.5.2.1 If the Self Ground Handler utilizes an electronic system for the management and control of records, the Self Ground Handler shall have a process that ensures the system provides for a scheduled generation of backup record files.

1.5.2.2 The Provider shall have a process to ensure records retained and secured as per company policy and shall be readily available for inspection by CAASL.

1.5.2.3 The Provider shall have a system for the management and control of station operational records to ensure the content and retention of such records are in accordance with company policy and to ensure operational records are subjected to standardized processes for:

i) Identification;
ii) Legibility;
iii) Maintenance;
iv) Retrieval;
v) Protection and security;
vi) Disposal, deletion (electronic records) and archiving.

1.6 Safety and Quality Management

1.6.1 Safety Programme

1.6.1.1 The Self Ground Handler shall have a process to ensure significant issues arising from the station safety programme as specified in 1.6.1.5 are subject to regular review by:

i) Station operations management;
ii) Management of the Self Ground Handler safety programme.

1.6.1.2 The Self Ground Handler shall have a process for the conduct of airside accident and incident investigations, and for ensuring, in the event such an investigation:

i) Relevant authorities are notified of the accident or incident;
ii) Factual information associated with the investigation is accurate
iii) Investigation reports are retained and submitted in accordance with applicable regulations.

1.6.1.3 The Self Ground Handler shall designate an individual with the authority to manage and be responsible for the development, implementation and maintenance of the ~~station~~ airport safety programme as specified in 1.6.1.5

1.6.1.4 The Self Ground Handler shall have a station operational reporting system that:

i) Encourages and facilitates feedback from personnel to identify deficiencies, expose hazards and raise concerns over issues that have the potential to threaten the safety or security of aircraft, passengers, personnel, facilities, systems or equipment;

ii) Includes analysis and management action to address operational deficiencies, hazards and concerns identified through the reporting system

1.6.1.5 The Self Ground Handler shall have a station safety programme for the purpose of preventing accidents and incidents, which includes processes for:

i) Personnel to report operational hazards, deficiencies and areas of concern;
ii) The investigation and reporting of accidents and incidents;
iii) The investigation of irregularities or other non-routine operational occurrences that may be precursors of accidents or incidents;
iv) The identification and analysis of operational hazards and potentially hazardous conditions;
v) The production of analytical information, which could include recommendations, for use by operations managers in the prevention of operational accidents and incidents;
vi) Ensuring significant issues arising from the station safety programme are subject to regular review by station management;

The dissemination of safety information to appropriate airport management and operational personnel.

1.6.2 Quality Control Programme

1.6.2.1 The Self Ground Handler shall have a station quality control programme that provides for scheduled and unscheduled inspections and/or evaluations of Self Ground Handling operations at the airport for the purpose of:

i) Ensuring compliance with standards of the Self Ground Handler and applicable regulations
ii) Identifying operational hazards for the application of risk assessment and control.

1.6.2.2 The Self Ground Handler shall designate an individual with the authority to manage and be responsible for the development, implementation and maintenance of the airport quality control programme as specified in 1.6.2.1.

1.6.2.3 The Self Ground Handler shall have processes for addressing findings that result from inspections and/or evaluations conducted under the airport quality control programme as specified in 1.6.2.1 which ensure:

i) Determination of root cause(s);
ii) Development of corrective and preventive action as appropriate to address findings;
iii) Implementation of corrective and preventive action in appropriate operational area(s);
iv) Evaluation of corrective and preventive action to determine effectiveness.

1.6.2.4 The Self Ground Handler shall have a process to ensure significant issues arising from the station quality control programme as specified in 1.6.2.1 are subject to review by:

i) Station management;
ii) Management of the Self Ground Handler's quality assurance programme.

1.6.2.5 The Self Ground Handler shall have a process for the dissemination of information from the station quality control programme as specified in 1.6.2.1 to ensure personnel are aware of compliance issues at the airport.

1.6.2.6 If the Self Ground Handler outsources ground operations and/or associated functions to external ground service providers, the Self Ground Handler shall have a process to ensure a contract or agreement is executed with such external service providers. The contract or agreement shall identify measurable specifications that can be monitored by

the Self Ground Handler to ensure requirements that affect operational safety and/or security are being fulfilled by the external provider.

1.6.2.7 If the Self Ground Handler outsources ground operations and/or associated functions to external ground service providers, the Self Ground Handler shall have an auditing process for monitoring such external providers to ensure requirements that affect operational safety and security are being fulfilled by the external provider.

1.6.2.8 The Self Ground Handler shall utilize auditing as a method for the monitoring of external Service providers as specified in 1.6.2.7.

1.6.2.9 The Self Ground Handler shall have processes that ensure equipment or other operational products that are purchased or otherwise acquired from an external vendor or supplier meet the technical requirements of the Self Ground Handler prior to being used in the conduct of Self Ground Handling operations at the station.

1.7 Emergency Response

1.7.1 Emergency Response Plan

1.7.1.1 The Self Ground Handler shall have a station Emergency Response Plan (ERP) for the management and coordination of activities associated with the response to a major accident, incident, crisis or other disastrous occurrence. Such plan shall be in accordance with the airport ERP.

1.7.1.2 The Self Ground Handler shall designate an individual that has the qualifications and is delegated the authority to manage and be responsible for the development, implementation and maintenance of the station ERP.

1.7.1.3 The Self Ground Handler shall have procedures and assigned responsibilities to ensure a coordinated execution of the station ERP.

1.7.1.4 The Self Ground Handler shall ensure all personnel with responsibilities under the station ERP are appropriately trained to execute applicable procedures.

1.7.1.5 The Self Ground Handler shall ensure all Self Ground Handling personnel with responsibilities under the station ERP are detailed on a daily basis to perform and act for a sudden emergency if declared.

1.7.1.6 The Self Ground Handler shall have procedures in accordance with requirements of the Airline for responding to emergencies that require the evacuation of an aircraft during the conduct of station Self Ground Operations.

1.7.1.7 The Self Ground Handler shall have procedures in accordance with applicable regulations for reporting Dangerous Goods accidents or incidents that occur during Self Ground Operations.

1.8 Training and Qualification

1.8.1 Functional Training Programme

1.8.1.1 The Self Ground Handler shall have a process to ensure self handling personnel with duties and/or responsibilities in self ground handling operations complete initial and

recurrent training as applicable to their individually assigned operational function(s) at the airport, Such training shall be in accordance with the Self Ground Handler's general training programme and function-specific training programmes as applicable, to include the:

i) Load Control training programmes;
ii) Passenger handling training programmes;
iii) Baggage handling training programmes;
iv) Aircraft handling and loading training programmes;
v) Aircraft ground movement training programmes;
vi) Cargo and Mail handling training programmes.

1.8.1.1.1 The Self Ground Handler shall have a process to ensure current and updated Training records are retained and secured as per the company policy and shall be readily available for inspection by CAASL

1.8.1.2 If the Self Ground Handler outsources ground operations and/or associated functions to external ground service providers at the station, the Self Handler shall have a process to ensure the operational personnel of such external providers complete initial and recurrent training in accordance with requirements of the Self Ground Handler's general and function specific training programmes, as applicable to the operational functions conducted by the external provider.

1.8.1.3 If the Self Ground Handler delivers aircraft access door operation, the Self Ground Handler shall have a process to ensure station Self Ground Handling personnel with duties that include the operation of aircraft access doors complete training and qualification in accordance with the Self Ground Handler's aircraft access door training programme as applicable to each type of access door operated at the station.

1.8.1.4 If the Self Ground Handler delivers passenger boarding bridges operation, the Self Ground Handler shall have a process to ensure station personnel with duties that include the operation of passenger boarding bridges complete training and qualification in accordance with the Self Ground Handler's passenger boarding bridge training programme as applicable to each type of boarding bridge operated at the station.

1.8.2 Dangerous Goods Training Programme

1.8.2.1 The Self Ground Handler shall have a process to ensure station personnel with duties and/or responsibilities in operational ground handling functions complete initial and recurrent Dangerous Goods training as applicable to individually assigned operational functions at the station. Such training shall be in accordance with the Self Ground Handler's dangerous goods training programme.

1.8.2.2 If the Self Ground Handler outsources dangerous goods handling functions to external ground service providers at the station, the Self Ground Handler shall have a process to ensure such external providers have a Dangerous Goods training programme in accordance with requirements of the Self Ground Handler's Dangerous Goods training programme.

1.8.2.3 If the Self Ground Handler delivers cargo and mail handling services at the station, the Self Ground Handler shall have a process to ensure personnel with duties and/or responsibilities in cargo and mail handling functions complete initial and recurrent training, as well as testing and/or evaluation, in Dangerous Goods in accordance with the Self Ground Handler's Dangerous Goods training programme.

1.8.3 Airside Safety Training Programme

1.8.3.1 The Self Ground Handler shall have a process to ensure station personnel with duties that require access to airside areas complete initial and recurrent training in accordance with the Self Ground Handler's airside safety training programme.

1.8.4 Airside Driver Training Programme

1.8.4.1 The Self Ground Handler shall have a process to ensure station personnel with duties that require the operation of vehicles and/or equipment in airside areas complete training and qualification and if applicable, obtain an operating licence, in accordance with the Self Ground Handler's airside driver training programme.

1.8.5 GSE Operations Training Programme

1.8.5.1 The Self Ground Handler shall have a process to ensure station personnel with duties that require the operation of GSE, complete training and qualification in accordance with the Self Ground Handler's GSE operations training programme.

1.9 Ground Support Equipment (GSE) Management

1.9.1 If the Self Ground Handler operates GSE at the station, the Self Ground Handler shall have functional specifications that govern the use of GSE in station Self Ground Handling operations. Such specifications shall state the GSE requirements applicable to the type(s) of ground handling functions performed at the station.

1.9.2 If the Self Ground Handler maintains GSE at the station, the Self Ground Handler shall have a programme to ensure such equipment is maintained in accordance with the Self Ground Handler's GSE maintenance programme.

1.9.3 If the Self Ground Handler maintains GSE at the station in accordance with 1.9.2, the Self Ground Handler shall have procedures to ensure such maintenance is documented in records, and such records are retained for a period in accordance with the Self Ground Handler's GSE maintenance programme.

1.9.4 If the Self Ground Handler operates GSE at the station, the Self Ground Handler shall have procedures for the operation of each type of GSE utilized in station Self Ground Operations to ensure such equipment is operated in accordance with the Self Ground Handler's GSE operation programme.

1.9.5 If the Self Ground Handler operates GSE at the station The Self Ground Handler shall have procedures that ensure GSE is subjected to a pre-movement inspection prior to being utilized in operations.

1.9.6 If the Self Ground Handler operates GSE at the station The Self Ground Handler shall have procedures that ensure GSE, except equipment necessary for aircraft ground movement for departure, is positioned and remains behind ramp safety lines during aircraft departure and arrival movement operations.

1.9.7 The Self Ground Handler shall have procedures that ensure GSE is parked:

i) Only in designated station airside equipment parking areas when not in use;
ii) In a manner that does not obstruct access to firefighting equipment;

iii) In a manner that does not obstruct access to the fuel hydrant emergency stop switch.

1.9.8 If the Self Ground Handler operates GSE at the station, the Self Ground Handler shall have procedures that ensure GSE, including the passenger boarding bridge, is never permitted to move toward an aircraft unless:

i) The aircraft has come to a complete stop;
ii) Chocks and cones are positioned;
iii) Engines are shut down;
iv) Anti-collision beacons are off;
v) Ground-to-flight deck communication is established and
vi) Thumbs-up signal for clearance is given by the Ground Engineer/Certified Technician.

1.9.9 If the Self Ground Handler operates GSE at the station, the Self Ground Handler shall have procedures that ensure the parking brake is applied, with the gear lever in "park" or "neutral," when a vehicle or GSE is parked in airside areas.

1.9.10 If the Self Ground Handler operates GSE at the station, the Self Ground Handler shall have procedures that ensure GSE is not moved into or driven across the path of:

i) Taxiing aircraft;
ii) Embarking or disembarking passengers on the ramp.

1.9.11 If the Self Ground Handler operates GSE at the station, the Self Ground Handler shall have procedures that ensure GSE is not driven with elevating equipment in the elevated position, except during final positioning of the equipment to the aircraft.

1.9.12 If the Self Ground Handler operates GSE at the station, the Self Ground Handler shall have procedures that ensure loaded dollies or transporters have the load secured from movement by the use of locks, stops, rails, or straps at all times, except when the load is being transferred onto or off the equipment.

1.9.13 If the Self Ground Handler operates GSE at the station, the Self Ground Handler shall have procedures that ensure unserviceable GSE is:

i) Tagged as "Out of Service" and not utilized in airside operations;
ii) Removed from operations for repair or maintenance.

1.10 Unit Load Device (ULD) Management

1.10.1 ULD Airworthiness and Serviceability

1.10.1.1 If the Self Ground Handler handles ULDs at the station, the Self Ground Handler shall have procedures to ensure ULDs are inspected to identify damage, and to determine airworthiness and serviceability:

i) When received or accepted;
ii) Prior to being released for loading into an aircraft.

1.10.2 ULD Loading

1.10.2.1 If the Self Ground Handler handles ULDs at the station, the Self Ground Handler shall have procedures to ensure loaded ULDs, whether received or loaded by the Self Ground Handler, are in compliance with applicable requirements pertaining to ULD loading and load securing.

1.10.2.2 If the Self Ground Handler handles ULDs at the station, the Self Ground Handler shall have procedures to ensure ULDs are identified by exterior tags that display information relevant to the ULD and its contents prior to being released for loading into the aircraft.

1.10.3 ULD Loading and Storage

1.10.3.1 If the Self Ground Handler handles ULDs at the station, the Self Ground Handler shall have procedures to ensure ULDs are handled and stored in a manner that minimizes or eliminates the possibility of damage or loss.

1.10.3.2 If the Self Ground Handler handles ULDs at the station, the Self Ground Handler shall have procedures to ensure ULDs that have been identified as being damaged or not airworthy are tagged and stored in a designated location that prevents usage for the transport of cargo, mail or baggage.

1.11 Airside Supervision and Safety

1.11.1 The Self Ground Handler shall have a process to ensure all airport operational activities, including, if applicable, those outsourced to external ground service providers, are conducted under the direct oversight of supervisory personnel.

1.11.2 The Self Ground Handler shall have processes to ensure station personnel that provide oversight of operational activities as specified in 1.11.1, including, if applicable, personnel of external ground service providers that conduct outsourced ground operations for the Self Ground Handler, complete training and are qualified to supervise ground operations.

1.11.3 If an Airside Safety Committee has been established at the station, the Self Ground Handler shall have a process to ensure participation in the deliberations of the Committee, and in a manner consistent with the Terms of Reference of the Committee.

1.11.4 The Self Ground Handler shall have procedures for fire protection and prevention in Self Ground Operations conducted in station airside areas, which address:

i) Identification and elimination of conditions that could lead to a fire;
ii) Availability, access and use of firefighting equipment;
iii) Emergency procedures, including alerting personnel on board the aircraft;
iv) Procedures for controlling and reporting fires.

1.11.5 The Self Ground Handler shall have procedures to address the spillage of fluids and other materials in station airside areas of operations.

1.11.6 The Self Ground Handler shall have a FOD prevention programme for implementation in station airside areas where the Self Ground Handler conducts aircraft handling.

1.11.7 The Self Ground Handler shall have a station severe weather operations plan that provides for the protection for aircraft, passengers, operational personnel, baggage, cargo and equipment when severe weather conditions are a threat to operations.

1.11.8 If the Self Ground Handler conducts Self Ground Operations at the station that utilize the ramp surface for passenger embarkation and disembarkation, the Self Ground Handler

shall have procedures or other measures that provide for the protection of passengers moving between the aircraft and a terminal building or ground transportation vehicle.

1.11.9 The Self Ground Handler shall have a requirement and procedures that ensure station Self Ground Handling personnel wear appropriate protective clothing or personal protective equipment (PPE) when performing functions in airside operations.

1.12 Aircraft Turnaround Coordination

1.12.1 If the Self Ground Handler delivers aircraft turnaround coordination services at the station, the Self Ground Handler shall have an aircraft turnaround plan, which ensures, for all applicable aircraft turnaround operations:

i) Appointment of a qualified aircraft turnaround coordinator;
ii) Management of safety and security in all activities.

2. LOAD CONTROL PROCESS

2.1 General

2.1.1 The Provider shall have procedures to ensure any verbal exchange of load information or data that could affect aircraft Weight and Balance calculations is:

i) Manually or electronically documented;
ii) Confirmed prior to flight departure

2.1.2 The Self Ground Handler shall have procedures to ensure, in the event of a potential discrepancy associated with the accuracy of Weight and Balance figures for a flight, Relevant or requested information is provided to the Pilot-in-Command (PIC) without delay.

2.1.3 The Self Ground Handler shall have a process to ensure operational Load Control records are retained to include:

i) Training and qualification records for personnel that perform Load Control functions;
ii) Load files for each flight.

2.1.4 The Self Ground Handler shall have a process to ensure Weight and Balance records are retained for a period not less than three months.

2.1.5 The Self Ground Handler shall ensure the Load Control process includes a standard scheme that identifies specific loading positions within each aircraft type for the purpose of planning and positioning the load in the aircraft.

2.1.6 The Self Ground Handler shall ensure the Load Control process includes a coding scheme for presenting load information in load documents, reports and messages for each flight.

2.1.7 The Self Ground Handler shall have procedures to identify and address Special Loads that do not comply with conventional aircraft loading weight allowances.

2.2 Load Planning

2.2.1 The Self Ground Handler shall have a procedure for load planning that produces instructions to ensure aircraft are loaded in accordance with all applicable requirements.

2.3 Weight and Balance Calculation

2.3.1 The Self Ground Handler shall have procedures for calculating the aircraft Weight and Balance to ensure, for each flight, production of:

i) When applicable, a Weight and Balance pre-calculation;
ii) A weight calculation that does not exceed the structural limits of the aircraft type;
iii) An accurate balance calculation that results in a center of gravity within fore and aft balance limits for the aircraft type.

2.3.2 The Self Ground Handler shall have a process to ensure Weight and Balance calculations:

i) Are based on current aircraft Weight and Balance data;
ii) Consider limitations defined by the manufacturer
iii) Take into account the previously planned load.

2.3.3 The Self Ground Handler shall have procedures to ensure the load control process utilizes passenger and baggage weights for Weight and Balance calculations.

2.3.4 The Self Ground Handler shall have procedures to ensure aircraft Weight and Balance calculations for each flight account for persons traveling on crew seats.

2.3.4.1 The Self Ground Handler shall have procedures to ensure aircraft Weight and Balance calculations for each flight account for seat baggage occupying passenger seats.

2.3.5 The Self Ground Handler shall have control procedures to ensure aircraft Weight and Balance calculations for each flight are based on an accurate weight of the load, to include:

i) Bulk load;
ii) ULDs;
iii) Transfer ULDs.

2.3.6 The Self Ground Handler shall have procedures to ensure Weight and Balance calculations for each passenger flight account for the individual or cumulative weights of:

i) Hold baggage that exceeds normal allowances;
ii) Gate delivery items that exceed normal allowances;
iii) Other non-normal load items.

2.3.7 The Self Ground Handler shall have procedures for the application and use of ballast when necessary to bring the aircraft center of gravity within operational limits.

2.4 Loading Instruction Report

2.4.1 The Self Ground Handler shall have a procedure to produce and issue a Loading Instruction Report (LIR), which includes:

i) Loading instructions;
ii) Transit load, off-load, re-load and unload instructions;
iii) Loading report, with space to record deviations from instructions;
iv) Loading certification;
v) Summary of Special Loads;
vi) Loading positions for specific holds.

2.4.2 The Self Ground Handler shall have a procedure to produce and issue an off-loading Instruction/Report when required for transit flights, which includes:

i) Instructions for transit load and off-load;
ii) Off-loading report, to include space to record items in transit or for off- load;
iii) Off-loading certification;
iv) Summary of special loads;
v) A representation of all loading positions for that specific hold version.

2.4.3 If the Self Ground Handler issues a manual LIR, the Self Ground Handler shall have a procedure to ensure the accuracy of manual calculations is verified prior to flight departure.

2.5 Notification to Captain (NOTOC)

2.5.1 The Self Ground Handler shall have a process to provide the PIC, as soon as practicable prior to departure of the aircraft, with a notification that contains accurate and legible written or printed information concerning dangerous goods onboard the aircraft. Such notification shall include Dangerous Goods that have been loaded on the aircraft at a previous departure point and that are to be carried on a subsequent flight.

2.6 Load Sheet

2.6.1 The Self Ground Handler shall have procedures to produce and issue to the PIC prior to flight departure a manually or electronically generated Load sheet that:

i) Has been cross checked against the LIR and other information relative to the actual aircraft load;
ii) Presents accurate load information, to include weight data and distribution of the load within the aircraft.

2.6.2 The Self Ground Handler shall have procedures to ensure the Load Sheet, prior to issuance to the Pilot-in-Command, is checked to verify information on the Load Sheet corresponds with the actual load on the aircraft.

2.6.3 The Self Ground Handler shall have a procedure to adjust the Load Sheet to account for Last Minute Changes (LMC) to the weight of the load or distribution of the load on the aircraft.

2.6.4 The Self Ground Handler shall ensure the Load Sheet, when transmitted to the aircraft via ACARS, is in a standard format.

2.7 Departure Control System (DCS)

2.7.1 The Provider shall have procedures when the automated Departure Control System (DCS) is not available, the process of computing the Manual Load Sheet documentation;

i) Guidance material/ documentation are available in preparation of Manual Load Sheets
ii) Manual Weight & Balance documentation to be produced by competent staff.
iii) Records are be maintained for each staff member computing manual Load sheets.

2.8 Reports and Messages

2.8.1 The Self Ground Handler shall have procedures for the manual or automatic production of a report or message that contains the information and data associated with the ULDs and total bulk load onboard each flight.

2.8.2 The Self Ground Handler shall have procedures for the production and transmission of a load message (LDM) in a standard format for each applicable flight.

2.8.2.1 The shall have procedures for the production and transmission of a Load Distribution Message (LDM) effecting all Last Minute Changes in a standard format within the stipulated time for each applicable flight ensuring the online station receives accurate Load Information before flight arrival.

2.8.3 The Self Ground Handler shall have a procedure for the production and transmission of a ULD Control Message (UCM) in a standard format for each applicable flight.

2.8.4 The shall have a procedure for the production and transmission of a Container/Pallet Distribution Message (CPM) in a standard format for each applicable flight in aircraft equipped with ULDs.

2.8.5 The Self Ground Handler shall have procedures for the production and transmission of the following messages in a standard format:

i) Aircraft Movement Message (MVT);
ii) Aircraft Diversion Message (DIV);
iv) ULD Stock Check Message (SCM).

3. PASSENGER HANDLING OPERATION

3.1 General

3.1.1 The Self Ground Handler shall have procedures for the transfer of information and data to the Load Control office to ensure passengers, carry-on baggage and other items loaded onto the aircraft as part of passenger handling operations are accounted for in the Load Control process.

3.2 Passenger Check-in Procedure

3.2.1 The Self Ground Handler shall have a procedure to ensure,

i. All passengers and their checked and cabin baggage are subjected to appropriate Security screening prior to being checked-in for a flight. Checks for Security Stickers /Labels to be monitored to ensure passengers are security cleared for the flight.
ii. A mandatory Passport check is carried out in order to establish Passenger's identity during check-in process;
iii. A Boarding pass containing the passenger's name, is issued to each seated passenger during check-in process.

3.2.2 The Self Ground Handler shall have procedures to ensure, when receiving baggage during passenger check-in operations: All baggage have a passenger identity tag or label; Baggage is tagged to the final destination as indicated on the ticket; Old baggage tags and/or labels are removed or obliterated, as applicable; Bags not suitable for secure carriage (damaged, oversized, not properly packed) as checked baggage are refused.

3.2.3 The Self Ground Handler shall have procedures for the check-in of heavy or overweight baggage, and to ensure such baggage is accounted for in the Load Control process.

3.2.4 The Self Ground Handler shall have procedures to ensure cabin baggage is in compliance with size, weight and quantity limits as specified in applicable regulations.

3.2.5 If the Self Ground Handler utilizes scales to determine the weight of baggage during the passenger check-in process, the Self Ground Handler shall have a process to ensure such scales are periodically checked and calibrated.

3.2.5.1 If the Self Ground Handler utilizes scales to determine the weight of baggage during passenger check-in process, the Self Ground Handler shall have a procedure to ensure, all scales are checked using standard weights on a daily basis for accuracy and if identified as faulty, to report to the concerned Authority and to avoid using them until they are fully rectified.

3.2.6 The Self Ground Handler shall have a procedure to ensure duty-free goods or other items that are removed from a passenger during the check-in and/or boarding process are loaded into the aircraft hold:

i) Have a baggage tag and/or label that indicates the final destination;
ii) Accounted for in the Load Control process as checked baggage.

3.2.7 The Self Ground Handler shall have a procedure to address prior to flight departure, passengers that are suspected of having a communicable disease.

3.3 Dangerous Goods

3.3.1 The Self Ground Handler shall have procedures to detect and identify Dangerous Goods that are not permitted to be carried on board the aircraft by passengers.

3.3.2 The Self Ground Handler shall have a procedure to ensure, when it is known that unapproved Dangerous Goods have been detected being carried by a passenger, or in passenger baggage, a report is submitted to the Civil Aviation Authority.

3.3.2.1 The Self Ground Handler shall have procedures in the event a passenger Ticket being purchased via Internet Booking Engine (IBE) and check-in has been performed On-line, KIOSK and/or through a mobile device, a list of forbidden Dangerous Goods items not allowed to transport on board an aircraft as passenger cabin and/or checked baggage being notified to the passenger and check-in shall not be possible and a Boarding pass shall not be printed until the passenger accepts and understands the requirements. (by clicking an icon shown in the device screen).

3.4 Special Category Passengers

3.4.1 The Self Ground Handler shall have procedures for the notification of the Pilot-in-command, prior to flight departure, of passengers onboard that are persons required to travel because they have been the subject of judicial or administrative proceedings.

3.4.2 The Self Ground Handler shall have procedures for the handling of potentially disruptive passengers, and for ensuring such passengers: Pose no danger or security risk to the flight.

3.4.3 The Self Ground Handler shall have procedures for handling of Unaccompanied Minors (UMs).

3.4.4 The Self Ground Handler shall have procedures for accepting and handling incapacitated passengers and Persons with Reduced Mobility (PRM).

3.4.5 The Self Ground Handler shall have procedures to deny the boarding of persons that appear to be intoxicated, or demonstrate by manner or physical indications that they are under the influence of drugs or alcohol.

4. BAGGAGE HANDLING OPERATIONS

4.1 General

4.1.1 The Self Ground Handler shall have procedures for the transfer of information and data to the Load Control office to ensure all baggage loaded onto the aircraft are accounted for in the Load Control process.

4.1.2 If the Self Ground Handler utilizes scales to determine the weight of baggage in the baggage handling process, the Self Ground Handler shall ensure such scales are periodically checked and calibrated, and such action is recorded and retained in accordance with applicable regulations.

4.1.3 The Self Ground Handler shall have procedures for the handling of special baggage items, to include, as applicable: Items that have been removed from the possession of a passenger by security personnel that are conditionally acceptable for carriage in the aircraft hold; Duty-Free goods that require loading into the aircraft hold; Other items removed from a passenger after the check-in process that require loading into the aircraft hold.

4.1.4 The Self Ground Handler shall have procedures for the handling and reporting of undeclared weapons discovered in checked baggage.

4.2 Dangerous Goods

4.2.1 The Self Ground Handler shall have procedures to ensure hold baggage and/or equipment, prior to release for loading into the aircraft, is inspected for signs of substance leakage, and, if leakage of Dangerous Goods is found, such baggage and/or equipment is prevented from release for loading into the aircraft and: An evaluation is conducted to identify and prevent from transport any other baggage or equipment that has become contaminated by such leakage; A notification is made to the applicable Authority.

4.2.2 The Self Ground Handler shall have a procedure to ensure, when Dangerous Goods not permitted for carriage onboard the aircraft are discovered in passenger baggage, a report is made to the appropriate authority of the state of occurrence.

4.2.3 The Self Ground Handler shall have procedures for the acceptance and handling of battery-operated mobility aids for transport as checked baggage to ensure such devices are: Subjected to applicable Dangerous Goods handling and loading requirements; counted for in the Load Control process.

4.3 Liquids, Aerosols and Gels (LAGs)

4.3.1 The Self Ground Handler shall have procedures for Restrictions on the carriage of Liquids, Aerosols and Gels (LAGs) in hand baggage of passengers and crew in order to ensure the safety and security of passengers, crew and the aircraft.

5. AIRCRAFT HANDLING AND SERVICING OPERATIONS

5.1 General

5.1.1 The Self Ground Handler shall have procedures that ensure aircraft loading information and data, to include the Load Instruction/Report (LIR), are accurately transferred to the Load Control office.

5.2 Aircraft Access

5.2.1 The Self Ground Handler shall have procedures for the operation of aircraft access doors, applicable to each type of aircraft operated by them.

5.2.2 The Self Ground Handler shall have procedures that ensure the operation of electrically, hydraulically or pneumatically actuated aircraft access doors is performed only by personnel that have received applicable training in accordance with the Self Ground Handler's aircraft access door training programme, and are authorized to operate such doors.

5.2.3 The Self Ground Handler shall have procedures for opening aircraft cabin access doors, applicable to each type of door operated, to ensure:

i) Doors are operated in accordance with the technical specifications of the aircraft original equipment manufacturer (OEM)
ii) When a door is to be opened from inside the aircraft, communicate a confirmation to personnel onboard the aircraft utilizing non-verbal signals that indicate exterior equipment is in proper position;
iii) Personnel retreat to a safe position before the door is opened.

5.2.4 The Self Ground Handler shall have procedures for closing an aircraft cabin access door, applicable to each type of door operated, to ensure Self Ground Handling personnel:

i) Operate the door in accordance with the technical specifications of the aircraft original equipment manufacturer (OEM)
ii) Before the door is closed, conduct an exterior inspection for obstructions that could hinder door closure;
iii) Assist the cabin crew member, as necessary, in initiating the door closing movement;
iv) Observe the door after closure to confirm it is fully closed.

5.2.5 The Self Ground Handler shall have procedures for re-opening an aircraft cabin access door after it has been closed, applicable to each type of door operated, to ensure Self Ground Handling personnel do not commence the process to re-open a door unless specifically authorized by the Pilot-in-Command (PIC) of the aircraft.

5.2.6 The Self Ground Handler shall have procedures that operates the aircraft for the placement of a safety device across the opening of a cabin access door that is open without GSE in position at the door.

5.3 Ground Support Equipment (GSE)

5.3.1 The Self Ground Handler shall have procedures in accordance with requirements for the positioning of marker cones around specific parts of an aircraft for the purpose of preventing damage from the movement of vehicles or GSE.

5.3.2 The Self Ground Handler shall have procedures to ensure the movement of GSE operated in close proximity to the aircraft, when the vision of the GSE operator is or might be restricted, is directed by one or more guide persons and:

i) Marshalling signals are utilized by the guide person(s);
ii) The guide person(s) is(are) positioned so that clearance from the aircraft, other equipment, vehicles or facilities can be accurately judged, and signals can be visually communicated to the GSE operator;
iii) If visual contact with the guide person(s) is lost, the GSE operator stops movement of the GSE immediately.

5.3.3 The Self Ground Handler shall have procedures to ensure the operator of GSE drives no faster than walking speed when the equipment is approaching or moving away from the aircraft.

5.3.4 The Self Ground Handler shall have procedures to ensure the operator of motorized GSE being driven toward the aircraft makes a full stop as a brake check:

i) Before entering the equipment restraint area;
ii) Again before reaching the aircraft side.

5.3.5 The Self Ground Handler shall have procedures to ensure GSE that is being towed to a position at or near the aircraft, where possible:

i) Is driven along a path that does not require sharp turns;
ii) Approaches the aircraft on a path parallel to the side of the aircraft fuselage;
iii) Is parked in the parallel position.

5.3.6 The Self Ground Handler shall have procedures to ensure unattended vehicles or motorized GSE, when positioned at or near the aircraft, except as specified in 5.3.7, have the parking brake applied with the gear selector in park or neutral, and, if equipped, wheel chocks installed.

5.3.7 The Self Ground Handler shall have procedures to ensure the operator of electrical or motorized GSE that is positioned at or near the aircraft, and is being utilized in the operating mode:

i) Remains in a position within easy reach of the emergency controls;
ii) If the equipment is not fitted with external emergency controls, remains in the operating position and in control of the equipment.

5.3.8 The Self Ground Handler shall have procedures to ensure GSE, when positioned at the aircraft:

i) If fitted with stabilizers, has the stabilizers deployed;
ii) If fitted with an auto-leveling system, has auto-leveling engaged.
iii) Has handrails deployed in the raised position or fall protection is utilized in accordance with local requirements.

5.3.9 The Self Ground Handler shall ensure GSE that interfaces with aircraft cabin access doors: has platforms of sufficient width to allow the aircraft door to open and close when the equipment is in position at the aircraft and the safety rails are deployed.

5.3.10 The Self Ground Handler shall have procedures to ensure GSE attachment fittings, transfer bridges or platforms are correctly deployed when the equipment is in position at the aircraft access door.

5.3.11 The Self Ground Handler shall have procedures to ensure GSE, when positioned at the aircraft, does not:

i) obstruct the evacuation of persons from the aircraft in an emergency;
ii) Prevent or obstruct the movement of a fueling vehicle away from the aircraft;
iii) Unnecessarily impede the accomplishment of other aircraft handling operations in progress.

5.3.12 The Self Ground Handler shall have procedures to ensure, when passengers are onboard, or embarking or disembarking from, an aircraft being fueled:

i) Ground handling personnel are aware of the aircraft exits that have been designated for emergency evacuation;
ii) The area beneath such exits is kept clear of GSE and/or other obstructions.

5.3.13 The Self Ground Handler shall have procedures to ensure GSE is positioned at the aircraft with the protective rubber bumpers compressed against the fuselage.

5.3.14 The Self Ground Handler shall have procedures to ensure GSE is not removed from a cabin access door unless either:

i) The cabin access door has been closed by an authorized person; or
ii) A safety device and /or a safety net has been placed across the door opening

5.4 Passenger Boarding Bridge and Stairs

5.4.1 The Self Ground Handler shall have procedures to ensure the walking surfaces of passenger boarding bridges and/or stairs are inspected and free from conditions that could cause injury to passengers or handling personnel.

5.4.2 The Self Ground Handler shall have procedures to ensure the passenger boarding bridge is parked in the fully retracted position:

i) Prior to aircraft arrival;
ii) Prior to aircraft departure movement.

5.4.3 The Self Ground Handler shall have procedures to ensure personnel, equipment and vehicles are clear of the bridge movement path prior to movement of the bridge.

5.4.4 The Self Ground Handler shall have procedures to ensure, during the positioning of the passenger boarding bridge:

i) Only the bridge operator is in the bridgehead;
ii) Other personnel remain at a specified distance outside the bridgehead.

5.4.5 The Self Ground Handler shall have procedures to ensure the passenger boarding bridge is moved slowly to the aircraft cabin access doorsill:

i) Until the bridge safety bar just touches the aircraft;
ii) In a manner that prevents damage to aircraft components protruding from the fuselage.

5.4.6 The Self Ground Handler shall have procedures to ensure the passenger boarding bridge and/or stairs are positioned to the cabin access door in a manner that:

i) Minimizes or eliminates gaps in the walking surfaces of the aircraft and equipment;
ii) Precludes any gap that would allow a person or large piece of equipment to fall to the ramp surface below.

5.4.7 The Self Ground Handler shall have procedures to ensure, once the passenger boarding bridge is in position at the cabin access door, bridge safety systems are engaged.

5.4.8 The Self Ground Handler shall have procedures to ensure the passenger boarding bridge, when an operator is not at the controls, is configured to prevent operation by unauthorized persons.

5.4.9 The Self Ground Handler shall have procedures to ensure a safety device is placed across the forward opening of the passenger boarding bridge platform when the bridge is removed from the cabin access door.

5.4.10 The Self Ground Handler shall have procedures to ensure passenger boarding bridge malfunctions are reported to the appropriate authority.

5.5 Aircraft Servicing

5.5.1 The Self Ground Handler shall have practices and procedures for implementation by handling personnel during aircraft fueling operations, which address:
i) Aircraft protection;
ii) Fuel safety zone;
iii) Fuel hose safety;
iv) Fuel spillage;
v) Ground Support Equipment;
vi) Notification of persons onboard the aircraft;
vii) Aircraft evacuation.

5.5.2 If the Self Ground Handler conducts aircraft toilet servicing operations, the Self Ground Handler shall have procedures for such operations that address:
i) Operation of aircraft access panels or doors;
ii) Operation of aircraft servicing controls;
iii) Equipment-to-aircraft interface;
iv) Clean-up and leakage check.

5.5.3 If the Self Ground Handler conducts aircraft potable water servicing operations, the Self Ground Handler shall have procedures for such operations that address:
i) Operation of aircraft access panels or doors;
ii) Operation of aircraft servicing controls;
iii) Equipment-to-aircraft interface;
iv) Clean-up and leakage check.

5.5.4 If the Self Ground Handler conducts aircraft potable water servicing operations, the Self Ground Handler shall have procedures for the application of water quality standards in the preparation, handling and inspection of aircraft potable water to ensure no contamination when loaded into the aircraft.

5.5.5 If the Self Ground Handler conducts aircraft potable water servicing operations, the Self Ground Handler shall have procedures for the operation of aircraft potable water

servicing equipment to ensure such equipment is operated and positioned in a manner that will prevent contamination of potable water to be loaded into the aircraft.

5.6 Aircraft Loading Operations

5.6.1 Loading Management

5.6.1.1 The Self Ground Handler shall have procedures to ensure aircraft are loaded:

i) In accordance with written Loading Instructions;
ii) In a manner that satisfies Weight and Balance requirements;
iii) In a manner that prevents damage to the aircraft and injuries to personnel;
iv) In a manner that prevents movement or spillage during flight.

5.6.1.2 The Self Ground Handler shall have procedures to ensure a qualified person is designated as loading Supervisor for all aircraft loading and off-loading operations with the responsibility for ensuring the aircraft is loaded or off-loaded in accordance with applicable loading procedures and instructions.

5.6.1.3 The Self Ground Handler shall have procedures to ensure, prior to being loaded into an aircraft, ULDs and other items are inspected for damage or leakage and, if found damaged or leaking, are not loaded into the aircraft.

5.6.1.4 The Self Ground Handler shall have procedures to ensure ULDs to be loaded into an aircraft are crosschecked by unit number with the Loading Instructions.

5.6.1.5 The Self Ground Handler shall have procedures for ensuring, once an aircraft has been loaded, a Loading Report is:

i) Completed and certified by the Supervisor responsible for aircraft loading;
ii) Communicated to Load Control.

5.6.1.6 If the Self Handler conducts aircraft handling operations for a passenger aircraft that does not accept cargo, mail or stores for consumption for transport, the Self ground Handler shall have procedures to ensure such items are prevented from being loaded into that aircraft.

5.6.2 Load Positioning

5.6.2.1 The Self Ground Handler shall have procedures to ensure the ground stability of an aircraft during loading and unloading operations.

5.6.2.2 If the Self Ground Handler loads Cargo, Mail or Stores (supplies) onto a passenger aircraft for transport in cabin passenger seats, the Provider shall have procedures to ensure such cargo:

i) Is properly secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions;
ii) Is packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;
iii) Does not impose any load on the seats that exceeds the load limitation for the seats;
iv) Does not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin;

v) Does not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.

5.6.3 Dangerous Goods

5.6.3.1 The Self Ground Handler shall have procedures for aircraft loading to ensure Dangerous Goods are handled and secured or stowed in a manner that:

i) Prevents damage to packages and containers during aircraft loading and unloading;
ii) Provides for separation and segregation of packages on the aircraft to prevent interaction in the event of leakage;
iii) Prevents movement that could change the orientation of packages on the aircraft.

5.6.3.2 The Self Ground Handler shall have procedures that address a Dangerous Goods package or shipment that appears to be damaged or leaking, which ensure:

i) Such package or shipment is prevented from being loaded into an aircraft;
ii) If already loaded, the package or shipment is removed from an aircraft;
iii) In the case of leakage, the conduct of an evaluation to identify and prevent from transport any other cargo, baggage or transport devices that have become contaminated by the leakage of Dangerous Goods;
iv) Immediate notification to the relevant authority.

5.6.3.3 The Self Ground Handler shall have procedures to address the contamination of an aircraft caused by a shipment of damaged or leaking Dangerous Goods, which ensure:

i) The removal of hazardous contamination from the aircraft without delay;
ii) Immediate notification to the relevant authority.

5.6.3.4 The Self Ground Handler shall have procedures to ensure shipments labeled Cargo Aircraft Only are not loaded into a passenger aircraft.

5.6.3.5 The Self Ground Handler shall have procedures to ensure Dangerous Goods are not loaded onto an aircraft for transport on the flight deck or in the cabin occupied by passengers, except in accordance with limited restrictions specified by the Authority.

5.6.4 Loading Equipment

5.6.4.1 The Self Ground Handler shall have procedures to ensure ground loading equipment is positioned at the aircraft with adequate clearance between the aircraft and the equipment to allow for vertical movement of the aircraft during loading or unloading operations.

5.6.4.2 The Self Ground Handler shall have procedures to ensure, once aircraft loading operations have been completed, ground loading equipment is moved to a position well clear of the aircraft.

5.6.4.3 The Self Ground Handler shall have procedures to ensure the guides and safety rails on ground loading equipment are properly deployed for loading and unloading operations.

5.6.5 In-Plane Loading

5.6.5.1 The Self Ground Handler shall have procedures for operation of the in-plane loading system(s).

5.6.5.2 The Self Ground Handler shall have procedures to ensure ULDs, when loaded into an aircraft:

i) Are guided into position by side rails and/or stops, locks or guides;
ii) Have an unobstructed path into the desired position;
iii) Are prevented from high-speed impact with locks or stops;
iv) Have a width and height that will allow clearance without damaging the aircraft door opening or the interior of the aircraft (hold or cargo compartment); and
v) Are secured by aircraft floor locks.

6. AIRCRAFT GROUND MOVEMENT OPERATIONS

6.1 General

6.1.1 The Self Ground Handler shall have procedures to ensure the equipment utilized for aircraft ground movement is suitable for the specific operation to be conducted, and takes into account:

i) Type and weight of the aircraft;
ii) Weather conditions;
iii) Surface conditions.

6.1.2 The Self Ground Handler shall have procedures to ensure, prior to commencement of an aircraft ground movement operation, personnel involved in the operation understand and are in agreement with how:

i) Communication will be performed;
ii) The aircraft will be maneuvered.

6.1.3 The Self Ground Handler shall ensure, for each departure or arrival aircraft ground movement operation, a person is assigned responsibility for the safe performance of the operation, and such responsibility includes ensuring:

i) The responsible person is known to all personnel involved in the operation;
ii) Personnel involved in the operation are briefed of their individual responsibilities;
iii) Only persons required to perform operating functions are in the operating area and involved in the operation;
iv) Standard hand signals are used for non-verbal communication;
v) Personnel involved in the operation are positioned away from hazard zones;
vi) The general area of the operation is clear of Ground Support Equipment and other obstacles.

6.1.4 The Self Ground Handler shall have procedures for an inspection of the aircraft exterior and adjacent airside areas prior to aircraft departure or arrival ground movement to verify:

i) The ramp surface condition is adequate for movement operations;
ii) The ramp surface is clear of items that might cause aircraft Foreign Object Damage (FOD);
iii) For movement from parking, aircraft servicing doors and panels are closed and secure;
iv) For movement from parking, power cables and loading bridge are detached;
v) Equipment and vehicles are positioned clear of the movement path;
vi) Adequate clearance exists between the aircraft and facilities or fixed obstacles along the movement path;
vii) For movement from parking, chocks are removed from all wheels.

6.1.5 The Self Ground Handler shall have procedures for making an assessment of the parking and surrounding areas prior to any aircraft departure or arrival ground movement to ensure an assignment of personnel necessary for safe movement operations. Such assessment shall take into account, relative to the type of aircraft movement:

i) Aircraft type;
ii) Infrastructure;
iii) Ground support equipment utilized.

6.1.6 The Self Ground Handler shall ensure personnel that perform marshalling or wing-walking functions during aircraft ground movement operations utilize:

i) Wands or paddles of a high visibility color during daytime conditions;
ii) Lighted wands during low visibility or night conditions.

6.2 Aircraft Arrival and Parking (Power-in)

6.2.1 The Self Ground Handler shall have procedures for aircraft arrival and parking that address, as a minimum:

i) Pre-arrival planning and preparation;
ii) Use of the aircraft parking guidance system, if applicable;
iii) Aircraft marshalling;
iv) Aircraft movement assistance;
v) Need to transition to towing;
vi) Aircraft parking;
vii) Aircraft engine shutdown;
viii) Ground-to-flight deck communication;
ix) Aircraft chocking;
x) Release of aircraft parking brake;
xi) Application of Ground Support Equipment;
xii) Placement of aircraft marker cones.

6.3 Aircraft Departure (Power-out)

6.3.1 The Self Ground Handler shall have procedures for aircraft power-out from parking that address, as a minimum:

i) Pre-departure planning and preparation;
ii) Ground to flight deck communication;
iii) Removal of Ground Support Equipment;
iv) Removal of aircraft marker cones;
v) Aircraft engine start;
vi) Removal of chocks;
vii) Aircraft marshalling;
viii) Aircraft movement assistance;
ix) Transition to towing;
x) Transition from marshalling to taxiing.

6.4 Aircraft Marshalling

6.4.1 The Self Ground Handler shall have procedures for the conduct of aircraft marshalling operations, to include, as applicable to the type(s) of aircraft ground movement operations conducted:

i) Nose gear-controlled pushback and towing;
ii) Main gear-controlled pushback;

iii) Power back;
iv) Power-in;
v) Power-out.

6.4.2 The Self Ground Handler shall ensure personnel that perform the marshalling function during aircraft ground movement operations:
i) Provide standard marshalling signals in a clear and precise manner;
ii) If applicable, are approved to perform marshalling functions by the relevant authority;
iii) Wear a distinctive fluorescent identification vest or jacket to permit positive identification by the flight crew.

6.5 Aircraft Ground Movement Assistance

6.5.1 The Self Ground Handler shall have procedures for use by personnel when providing assistance functions during aircraft ground movement operations.

6.5.2 The Self Ground Handler shall ensure personnel that perform assistance functions during aircraft ground movement operations:
i) Utilize standard hand signals in a clear and precise manner;
ii) Wear a distinctive fluorescent identification vest or jacket to permit positive identification by the flight crew.

6.6 Aircraft Chocking

6.6.1 The Self Ground Handler shall have a process to ensure aircraft chocks used in operations meet recognized specifications for safety.

6.6.2 The Self Ground Handler shall have procedures to ensure personnel, when positioning or removing chocks, are aware of and remain clear of aircraft protrusions that could cause injury.

6.6.3 The Self Ground Handler shall have procedures for aircraft chocking.

6.6.4 The Self Ground Handler shall have procedures to ensure chocks, after removal from under the aircraft, are stored in designated areas that are:
i) Dedicated for such storage;
ii) Clear of the aircraft movement areas.

6.7 Aircraft Nose Gear-controlled Pushback and Towing Operation Procedures

6.7.1 The Self Ground Handler shall have procedures for aircraft pushback or towing that are in accordance with recommendations of the aircraft manufacturer for each type of aircraft, and such procedures shall ensure maximum nose gear turn limits are not exceeded.

6.7.2 The Self Ground Handler shall have procedures to ensure, during aircraft pushback or towing operations, verbal communication between ground handling personnel and the flight deck is conducted using common phraseology that has been agreed to in advance.

6.7.3 The Self Ground Handler shall have procedures for aircraft pushback or towing to ensure chocks are not removed from the aircraft main gear until the:

i) Tractor and tow bar are connected to the aircraft nose gear;
ii) Parking brake of the tractor is engaged

6.7.4 The Self Ground Handler shall have procedures for aircraft pushback or towing to ensure, for aircraft fitted with a nose gear steering by-pass system, the by-pass pin:
i) Is correctly installed prior to connecting the tow bar or tow barless tractor to the aircraft nose gear;
ii) Is removed after the tow bar or tow barless tractor has been disconnected from the nose gear.

6.7.5 The Self Ground Handler shall have procedures for aircraft pushback or towing to ensure, for aircraft not fitted with a nose gear steering by-pass system, the steering hydraulic system is depressurized or the nose gear steering torque links are disconnected (as applicable).

6.7.6 If the Self Ground Handler conducts aircraft pushback or towing utilizing a tractor and tow bar, the Self Ground Handler shall have procedures that provide instructions for connecting the tow bar to the aircraft nose gear and to the tractor.

6.7.7 The Self Ground Handler shall have procedures for aircraft pushback or towing operations to ensure, when a tow barless tractor is connected to the aircraft nose gear, there is verification that the aircraft nose wheels are safely locked in the tractor locking mechanism.

6.7.8 The Self Ground Handler shall have procedures for aircraft pushback or towing operations to ensure the aircraft nose wheels secured to a tow barless tractor are lifted to a height above the ground that will preclude any contact between the nose wheels and the ground during the entire pushback or towing operation.

6.7.9 Self Ground Handler shall have procedures for aircraft pushback or towing to ensure a tractor connected to the aircraft is not left unattended with the engine running.

6.7.10 The Self Ground Handler shall have procedures for aircraft pushback or towing to ensure, prior to the commencement of movement, the tractor operator verifies:
i) If feasible, the tractor is in line with the centerline of the aircraft;
ii) The wheels on the tow bar, if applicable, are fully retracted;
iii) The tractor is in the appropriate drive mode.

6.7.11 The Self Ground Handler shall have procedures for aircraft pushback or towing to ensure, prior to the commencement of movement, the tractor operator has confirmation that the aircraft parking brake is released.

6.7.12 The Self Ground Handler shall have procedures for aircraft pushback or towing to ensure the tractor operator, when stopping or slowing aircraft movement during the operation, makes a gentle brake application.

6.7.13 The Self Ground Handler shall have procedures for aircraft pushback operations to ensure, prior to lifting the aircraft nose wheels with a tow barless tractor:
i) Ground Support Equipment, including the passenger boarding bridge, is removed from the aircraft;
ii) The flight deck is notified.

6.7.14 The Self Ground Handler shall have procedures for aircraft pushback operations to ensure, when the pushback operation is in progress, ground handling personnel do not attempt to step across or over the tow bar.

6.7.15 The Self Ground Handler shall have procedures to ensure, during aircraft pushback operations:

i) Communication with the flight deck is conducted in a manner that eliminates the need for personnel to walk in close proximity to the aircraft nose gear, tow bar or tractor;

ii) A backup method of communication between ground handling personnel and the flight deck is in place for implementation should the primary method fail;

iii) The flight deck is notified immediately in the event any connection between the tractor and the aircraft is lost during the operation.

6.7.16 The Self Ground Handler shall have procedures to ensure, when aircraft pushback operations are conducted in poor surface or weather conditions, aircraft movement is limited to a slower speed than in normal conditions.

6.7.17 The Self Ground Handler shall have procedures for aircraft pushback to ensure, when movement has been stopped and prior to disconnecting the tow bar or tow Self Ground Handler tractor from the aircraft nose gear, the flight deck is instructed to set the aircraft parking brake and to hold the existing position until receipt of visual signals for final clearance to taxi. Procedures shall ensure confirmation is received by ground handling personnel that the parking brake is set.

6.7.18 The Self Ground Handler shall have procedures for aircraft pushback operations to ensure, when the pushback movement has been stopped and prior to disconnecting the tow bar from the aircraft nose gear, tension is released from the tow bar.

6.7.19 The Self Ground Handler shall have procedures for aircraft pushback to ensure, after the tow barless tractor has been disconnected from the nose gear, but prior to removal of the nose gear steering by-pass pin, the tractor is positioned so it is visible from the flight deck.

6.7.20 The Self Ground Handler shall have procedures for aircraft pushback to ensure, prior to the aircraft commencing taxi under its own power, ground handling personnel:

i) Provide a final clearance signal to the flight deck;

ii) If applicable, display the by-pass pin to the flight deck;

iii) Receive acknowledgement from the flight deck.

6.7.21 The Self Ground Handler shall have procedures for aircraft towing to ensure:

i) Prior to commencement of a towing operation, communication is established between the tractor operator and the flight deck;

ii) Aircraft hydraulic brake system pressure is available during the towing operation;

iii) When communication is lost during a towing operation, movement is immediately stopped.

6.7.22 The Self Ground Handler shall have procedures for aircraft towing to ensure, if the aircraft is about to overtake the tractor, the tractor operator notifies the flight deck immediately to stop movement using gentle brake application.

6.7.23 The Self Ground Handler shall have procedures for aircraft towing to ensure, when towing on a "down slope," the tractor operator maintains a very low speed to prevent the aircraft from overtaking the tractor.

6.7.24 The Self Ground Handler shall have procedures for aircraft towing to ensure, when towing in low visibility or night conditions, the aircraft is illuminated so it can be seen.

6.7.25 The Self Ground Handler shall have procedures for aircraft towing to ensure, when the towing movement has been stopped and prior to disconnecting the tow bar or the tow barless tug from the aircraft nose gear, a chock is placed behind the aircraft main wheels.

6.8 Aircraft Main Gear-controlled Pushback Operation Procedures

6.8.1 The Self Ground Handler shall have procedures for aircraft pushback to ensure, prior to connection of a tractor to the aircraft main gear, a check of the remote control system is made, at a normal operating distance, to verify the system is functional.

6.8.2 The Self Ground Handler shall have procedures for aircraft pushback to ensure, while positioning a main gear tractor for connection to the aircraft, ground handling personnel verify the tractor unit is appropriately configured for the aircraft type.

6.8.3 The Self Ground Handler shall have procedures for aircraft pushback to ensure the main gear tractor operator uses standard terminology to communicate instructions to the flight deck for steering the aircraft along the desired rearward pushback path. (GM) Receive acknowledgement from the flight deck.

6.8.4 The Self Ground Handler shall have procedures for aircraft pushback to ensure the main gear tractor operator notifies the flight deck immediately in the event of an equipment malfunction during the operation.

6.8.5 The Self Ground Handler shall have procedures for aircraft pushback to ensure the main gear tractor operator observes the unit indicator lights to verify the tractor rollers are fully open before giving an all clear signal to the flight deck.

6.8.6 The Self Ground Handler shall have procedures for aircraft pushback to ensure, in the event an emergency passenger evacuation is required during the pushback operation, ground handling personnel remove the main gear tractor if it is in a position that interferes with the evacuation process.

6.9 Aircraft Power back Operation Procedures

6.9.1 The Self Ground Handler shall ensure aircraft power back operations are conducted in accordance with the approval and limitations of relevant authorities.

6.9.2 The Self Ground Handler shall ensure aircraft power back operations are conducted with a ground handling crew that comprises, as a minimum, one Marshaller and two wing walkers; the Marshaller is assigned responsibility for the safe performance of the operation.

6.9.3 The Self Ground Handler shall have procedures for aircraft power back to ensure wireless communication is the primary method of communication between the Marshaller and the flight deck.

6.9.4 The Self Ground Handler shall have procedures for aircraft power back to ensure the Marshaller wear protective goggles in addition to normal personal protective equipment.

6.9.5 The Self Ground Handler shall have procedures to ensure aircraft power back operations are not conducted when:

i) The departure gate is not approved for such operations;
ii) The entire area of the operation is not adequately lighted;
iii) Visibility is restricted due to weather conditions;
v) Verbal agreement is not reached between the Marshaller and the flight deck;
vi) Any member of the ground handling crew is not properly protected.

6.9.6 The Self Ground Handler shall have procedures for aircraft power back to ensure the Marshaller:

i) Terminates the rearward movement of the aircraft with a "come straight ahead" signal;
ii) Provides a stop signal only after the aircraft has achieved forward movement.

7. AIRCRAFT CARGO/MAIL ACCEPTANCE AND HANDLING

7.1 General

7.1.1 The Self Ground Handler shall have communication procedures for the transfer of information and data to the Load Control office to ensure all Cargo, Mail and Stores (supplies) loaded into the aircraft are accounted for in the Load Control process.

7.1.2 The Self Ground Handler shall have procedures to ensure Cargo and/or Mail for air transport is accepted and handled in accordance with applicable regulations.

7.1.3 The Self Ground Handler shall have procedures to address cargo that is found to be damaged, to ensure:

i) An assessment of the damage is conducted to determine whether such cargo is fit to be transported on an aircraft;
ii) If determined not fit for transport, such cargo is removed from the aircraft, ULD, the shipment, or normal storage area, as applicable;
iii) Damage is documented;

7.1.4 If the Self Ground Handler utilizes scales to determine the weight of cargo, the Self Ground Handler shall have a process to ensure scales utilized to determine the weight of cargo intended for air transport are periodically checked and calibrated, and such actions are recorded and retained in accordance with company policy.

7.1.5 The Self Ground Handler shall ensure cargo handling facilities have specifically configured areas appropriate for the storage of Special Cargo.

7.2 Dangerous Goods

7.2.1 Where Dangerous Goods are accepted for air transport, the Self Ground Handler shall have to include the use of a Dangerous Goods Acceptance Checklist, to verify Dangerous Goods shipments are accepted in accordance with all applicable requirements for transportation on an aircraft. Procedures shall ensure, as applicable to specific Dangerous Goods shipments:

i) Documentation is in accordance with requirements for shipments of radioactive and non-radioactive material;
ii) The quantity of Dangerous Goods per package is within applicable limits;

iii) The marking of packages, over packs, freight containers or Unit Load Devices (ULDs) are visible and in agreement with the accompanying Shipper's Declaration of Dangerous Goods;
iv) The packaging specification marking indicates a packing group that is appropriate for the Dangerous Goods contained within the package;
v) Proper shipping names, UN numbers, ID numbers, hazard and handling labels on interior packages of an over pack are visible or reproduced on the outside of the over pack;
vi) Labeling and marking of packages, over packs, freight containers and ULDs are in accordance with requirements for radioactive and non- radioactive material;
vii) The outer packaging of a package is of the type stated on the accompanying Shipper's Declaration of Dangerous Goods and is permitted by the applicable packing instruction;
viii) Packages or over packs do not contain different Dangerous Goods that require segregation;
ix) Packages, over packs, freight containers and/or ULDs are not leaking and there is no indication the integrity has been compromised;
x) Over packs do not contain packages bearing a "Cargo Aircraft Only" label unless in accordance with specified exceptions.

7.2.2 Where Dangerous Goods are accepted for air transport, the Self Ground Handler shall have procedures to ensure documentation associated with the acceptance and handling of Dangerous Goods is retained in accordance with Regulations of the State in which the cargo is accepted. Such documentation shall include, as a minimum:
i) The Dangerous Goods Acceptance Checklist;
ii) The Shipper's Declaration of Dangerous Goods, if applicable;
iii) The NOTOC and, when used, the NOTOC Summary.

7.2.3 The Self Ground Handler shall have procedures to ensure English, in addition to the language required by the State of Origin, is used for markings and transport documents related to the shipment of Dangerous Goods.

7.2.4 The Self Ground Handler shall have procedures to ensure ULDs containing Dangerous Goods have a Dangerous Goods ULD tag that is marked with the class or division number(s) of the Dangerous Goods contained therein, and, if the ULD contains packages bearing a "Cargo Aircraft Only" label, the tag indicates the ULD can only be loaded onto a cargo aircraft.

7.2.5 The Self Ground Handler shall have procedures to ensure any Dangerous Goods shipment that appears to be damaged or leaking:
i) Is not to be loaded into an ULD or delivered to an aircraft;
ii) Is safely removed from the ULD (other transport device) by the Handler or other relevant authority, and safe disposal arranged;
iii) In the case of leakage, an evaluation is conducted to ensure the remainder of the shipment is in proper condition for transport by air and that no other package, cargo, ULD, other transport device has been contaminated or damaged.

7.2.6 The Self Ground Handler shall have a process to ensure, when Dangerous Goods hazard and handling labels are discovered to be lost, illegible or detached from Dangerous Goods shipments subsequent to the time of acceptance, such labels are replaced in accordance with the information provided on the Shippers Declaration for Dangerous Goods. Such requirement for the replacement of labels shall not apply where labels are found to be missing or illegible at the time of acceptance.

7.2.7 The Self Ground Handler shall have procedures to ensure Dangerous Goods are separated from other cargo or incompatible materials in accordance with published category restrictions.

7.2.8 The Self Ground Handler shall ensure notices providing information about the transportation of Dangerous Goods are prominently displayed at cargo acceptance locations.

7.2.9 The Self Ground Handler shall have procedures to ensure packages or over packs containing Dangerous Goods and labeled "Cargo Aircraft Only" are loaded only onto a cargo aircraft, and are loaded either:

i) In a class C aircraft cargo compartment, or

ii) In an ULD equipped with a fire detection/suppression system equivalent to that required by the certification requirements of a Class C aircraft cargo compartment as determined by the applicable Authority, or

iii) In such a manner that in the event of an emergency involving such packages or over packs, a crew member or other authorized person can access those packages or over packs, and can handle and, where size and weight permit, separate such packages from other cargo.

7.2.10 The Self Ground Handler shall have a process to ensure applicable information associated with Dangerous Goods to be loaded onto an aircraft is communicated to the Load Control office.

7.3 Live Animals and Perishables

7.3.1 Where Live Animals are accepted, the Self Ground Handler shall have a process to ensure such shipments are accepted and handled in accordance with the IATA Live Animal Regulations (LAR).

7.3.2 Where Live Animals are accepted, the Self Ground Handler shall have a process to ensure utilization of the IATA Live Animals Acceptance Checklist, or equivalent.

7.3.3 Where perishable shipments, to include time and temperature sensitive goods, are accepted, the Self Ground Handler shall have a process to ensure the acceptance and handling of such shipments is in accordance with the IATA Perishable Cargo Regulations (PCR).

7.4 Other Special Cargo

7.4.1 Where special cargo shipments are accepted, the Self Ground Handler shall have a process to ensure such shipments are accepted and handled in accordance with company policy.

7.5 Cargo Security

7.5.1 Facilities

7.5.1.1 The Provider shall have procedures to ensure cargo that is stored until it can be forwarded or delivered is retained in secure storage areas within cargo terminals or other cargo handling facilities.

Appendices

Appendix 1 - INSPECTORS FINAL REPORT

Name of Provider : ……....

Place of service : ……

S- Satisfactory U - Unsatisfactory

Index	Description	Ref.	S/U	Remarks
01	Management and Control			
02	Load Control Process			
03	Passenger Handling Operation			
04	Baggage Handling Operation			
05	Aircraft Handling and Servicing Operation			
06	Aircraft Ground Movement Operation			
07	Aircraft Cargo/Mail Acceptance and Handling			
08	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, Civil Aviation Regulations, Civil Aviation Implementing Standards, Civil Aviation Directives and Civil Aviation Implementing Instructions that relate to safety including Provisions about the competence of persons to perform Ground Handling functions / Self Ground Handling Functions that is covered by the Ground Handling Licence / Self Ground Handling Certificate.

I recommend that: ……..

Signature: …….. Date: …….

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

Appendix 2 - Application for Issuance / Renewal of License for Ground Handling Arrangements, Facilities and / or Services to Aircraft.

1. Name of the Operator:-

2. Name of the Chief Executive Officer:-

3. Postal Address:-

4. Place of Operation:

5. Nominee for the Ground Handling Manual:-

   (Person within the Operator 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 Operator prepared a Ground Handling Manual? :- (Please attach a copy thereof)

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

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

9. If the Operator has not prepared its own Training Programmes, specify as to how the Operator intends training its staff in Ground Handling.

10. Nature of services that the Operator wish to provide in compliance to the Ground Handling Manual.

Signature of the Chief Executive Officer:

Name:

Official Stamp:

Date: