

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: Requirements for Issue of License for Ground Handling Arrangements,
Facilities and / or Services to Aircraft**

Reference No. : CA-IS-2016-OPS-001

SLCAIS : 046

Date: 08th November 2016

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 giving effect to Section 6, 10, 11 & 31(K) of the CA Act and by the Gazette Extraordinary No.1797/27 on 15th February 2013 on Requirements for Issue of License for Ground Handling Arrangements, Facilities and / or Services to Aircraft as mentioned in the Attachment hereto (**CA-IS-2016-OPS-001**), elaborating the requirements to be satisfied for the issue / renew of a license in line with industry best practices, for the effective implementation of the generic provisions on the same matter contained in Annex-6 "Aircraft Operations" to the Convention and Civil Aviation Act No 14 of 2010.

This Implementing Standard shall be applicable to any person / organization providing 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.01

Table of Contents

Table of Contents	1 -3
GENERAL	4
Introduction	4
Applicability	4
1. MANAGEMENT AND CONTROL	
1.1 Application for Ground Handling License	5
1.2 Issue / Renewal of Ground Handling License.	5
1.3 Duration of Ground Handling License	5
1.4 Organization and Accountability	5-7
1.5 Documentation and Records	7
1.5.1 Documentation	7-8
1.5.2 Records	8
1.6 Safety and Quality Management	8
1.6.1 Safety Programme	8-9
1.6.2 Quality Control Programme	9 -10
1.7 Emergency Response	10
1.7.1 Emergency Response Plan	10
1.8 Training and Qualification	11
1.8.1 Functional Training Programme	11
1.8.2 Security Training Programme	11-12
1.8.3 Dangerous Goods Training Programme	12
1.8.4 Airside Safety Training Programme	12
1.8.5 Airside Driver Training Programme	12
1.8.6 GSE Operations Training Programme	12
1.9 Security Management	13
1.9.1 Security Controls	13
1.9.2 Security Threat Management	13
1.9.3 Contingency Planning	13
1.9.4 Security Equipment	13
1.10 Ground Support Equipment (GSE) Management	13-14
1.11 Unit Load Device (ULD) Management	14
1.11.1 ULD Airworthiness and Serviceability	14-15
1.11.2 ULD Loading	15
1.11.3 ULD Loading and Storage	15
1.12 Station Airside Supervision and Safety	15-16
1.13 Aircraft Turnaround Coordination	16
2. LOAD CONTROL PROCESS	
2.1 General	16-17
2.2 Load Planning	17
2.3 Weight and Balance Calculation	17
2.4 Loading Instructions/Report	18
2.5 Notification to Captain (NOTOC)	18
2.6 Load Sheet	18
2.7 Departure control System (DCS)	19

2.8	Reports and Messages	19
3.	PASSENGER HANDLING OPERATION	
3.1	General	19
3.2	Passenger Check-in Procedure	19
3.3	Dangerous Goods	20
3.4	Security	20
3.5	Carriage of Weapons	20
3.6	Special Category Passengers	21
4.	BAGGAGE HANDLING OPERATIONS	
4.1	General	21
4.2	Dangerous Goods	22
4.3	Security	22-23
5.	AIRCRAFT HANDLING AND SERVICING OPERATIONS	
5.1	General	23
5.2	Aircraft Access	23-24
5.3	Ground Support Equipment (GSE)	24-25
5.4	Passenger Boarding Bridge and Stairs	25-26
5.5	Aircraft Servicing	26-27
5.6	Aircraft Security	27
5.7	Aircraft Loading Operations	27
5.7.1	Loading Management	27-28
5.7.2	Load Positioning	28
5.7.3	Dangerous Goods	28-29
5.7.4	Loading Equipment	29
5.7.5	In-Plane Loading	29
6.	AIRCRAFT GROUND MOVEMENT OPERATIONS	
6.1	General	29-30
6.2	Aircraft Arrival and Parking (Power-in)	30
6.3	Aircraft Departure (Power-out)	31
6.4	Aircraft Marshalling	31
6.5	Aircraft Ground Movement Assistance	31
6.6	Aircraft Chocking	31-32
6.7	Aircraft Nose Gear-controlled Pushback and Towing Operations	32
6.7.1	Procedures	32-34
6.8	Aircraft Main Gear-controlled Pushback Operations	34
6.8.1	Procedures	34-35
6.9	Aircraft Power back Operations	35
6.9.1	Procedures	35
7.	AIRCRAFT CARGO/MAIL ACCEPTANCE AND HANDLING	
7.1	General	36
7.2	Dangerous Goods	36-38

7.3	Live Animals and Perishables	38
7.4	Other Special Cargo	38
7.5	Cargo Security	38
7.5.1	Facilities	38
7.6	Operations	38-39

Attachment 1

AIR OPERATOR STATION FACILITY INSPECTION CHECKLIST/REPORT	40
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Attachment 2

AUDIT CHECKLIST DANGEROUS GOODS	41-45
---------------------------------	-------

Attachment 3

AIR OPERATOR GROUND HANDLING CHECKLIST	46-50
--	-------

Attachment 4

AIR OPERATOR PASSENGER HANDLING INSPECTION REPORT	51
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Attachment 5

INSPECTORS FINAL REPORT	52
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Attachment 6

Application for Licence	53
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Implementing Standards

Title: Requirements for Issue of License for Ground Handling Arrangements, Facilities and / or Services to Aircraft

GENERAL

Introduction

The section 10, of the CA Act No. 14 of 2010 requires any service provider providing aeronautical services stipulated under section (31) to obtain a license 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 License for Ground Handling Arrangements, Facilities and / or Services to Aircraft 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 License shall ensure that all employees shall be familiar with the requirements relevant to their functions in the performance of their duties.
- c) The specific sections describe the detailed procedures to be followed by employees while performing the ground handling functions for self-handling and customer airlines. Any misuse or deviation of Company Operational Safety Standards shall be treated as a violation.
- d) Holders of license 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 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 license for ground Handling Services at any aerodrome in Sri Lanka shall obtain a license to that effect from the Civil Aviation Authority of Sri Lanka.

1.1 Application for Ground Handling License

1.1.1 An applicant shall apply to the Director General of Civil Aviation & CEO for Ground Handling License 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 1.

1.2 Issue / Renewal of Ground Handling License.

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 Ground Handling License to the applicant.

1.3 Duration of Ground Handling License

The Ground Handling License shall remain in force for 1 year or until it is suspended or cancelled, 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 operationally critical 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, programs, 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 is 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.

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 Addenda, 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, 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 program as specified in 1.3.1.5 are subject to regular review by:

- i) Station operations management;
- ii) Management of the Provider's safety program.

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 accurately
- 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 program as specified in 1.3.1.5

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 program 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 program are subject to regular review by station management;

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 program 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 program as specified in 1.3.2.1.

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 program as specified in 1.3.2, 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 program as specified in 1.3.2.1 are subject to review by:

- i) Station management;
- ii) Management of the Provider's quality assurance program.

- 1.6.2.5** The Provider shall have a process for the dissemination of information from the station quality control program as specified in 1.3.2.1 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 auditing, the Provider shall have a 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 should utilize auditing as a method for the monitoring of external Service providers as specified in 1.3.2.6.
- 1.6.2.9** The Provider should 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 should ensure all personnel with responsibilities under the station ERP are appropriately trained to execute applicable procedures.
- 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 program and function-specific training programs as applicable, to include the:

- i) Load control training program;
- ii) Passenger handling training program;
- iii) Baggage handling training program;
- iv) Aircraft handling and loading training program;
- v) Aircraft ground movement training program;
- vi) Cargo and mail handling training program.

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 programs, 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 supervision of aircraft loading complete training in accordance with the Provider's load control training program.

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 program 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 program as applicable to each type of boarding bridge operated at the station.

1.8.2 Security Training Programme

1.8.2.1 The Provider shall have a process to ensure station personnel complete initial and recurrent security training as applicable to individually assigned operational functions at the station, and such training is in accordance with the Provider's security training program and the Security Program of the customer airline(s).

1.8.2.2 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 such subcontractors have a security training program in accordance with requirements of the Provider's security training program.

1.8.2.3 If the Provider conducts security functions at the station, the Provider shall have a process to ensure personnel who perform such functions complete initial and recurrent training in accordance with the Provider's security training program.

1.8.2.4 If the Provider manages or operates a security screening system at the station, the Provider shall have a process to ensure personnel who manage or operate the system complete initial and recurrent training, and, if applicable, are certified, in accordance with the Provider's security training program.

1.8.3 Dangerous Goods Training Programme

1.8.3.1 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 program and requirements of the customer airline(s).

1.8.3.2 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 program in accordance with requirements of the Provider's dangerous goods training program.

1.8.3.3 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 program approved by the CAASL.

1.8.4 Airside Safety Training Programme

1.8.4.1 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 program.

1.8.5 Airside Driver Training Programme

1.8.5.1 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 license, in accordance with the Provider's airside driver training program.

1.8.6 GSE Operations Training Program

1.8.6.1 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 program.

1.9 Security Management

1.9.1 Security Controls

- 1.9.1.1** The Provider shall have a process to ensure security controls are in place to prevent personnel and vehicles from unauthorized access into station facilities and areas where the Provider conducts ground operations for customer airlines.
- 1.9.1.2** The Provider shall have procedures that ensure ground handling personnel performing functions in station airside areas are required to maintain awareness for unauthorized interference, and to request a verification of identity from any potentially unauthorized persons.

1.9.2 Security Threat Management

- 1.9.2.1** The Provider shall have procedures in accordance with the Provider's security antiprogram for addressing security threats at the station.

1.9.3 Contingency Planning

- 1.9.3.1** The Provider shall have a station contingency plan in accordance with the Security Program of the customer airline(s) for responding to aviation security incidents.
- 1.9.3.2** The Provider shall have procedures in accordance with the Security Program of the customer airline(s) that ensure notification of the relevant civil aviation security authorities when unlawful interference against a customer airline has occurred at the station.

1.9.4 Security Equipment

- 1.9.4.1** If the Provider operates equipment utilized for security screening or for the implementation of other security controls at any station, the Provider shall ensure the testing calibration of such equipment on a periodic basis.

1.10 Ground Support Equipment (GSE) Management

- 1.10.1** 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.
- 1.10.2** If the Provider maintains GSE at the station, the Provider shall have a program to ensure such equipment is maintained in accordance with the Provider's GSE maintenance program.
- 1.10.3** If the Provider maintains GSE at the station in accordance with 1.6.2, 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 program.
- 1.10.4** 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 program.
- 1.10.5** 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.

1.10.6 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.

1.10.7 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.

1.10.8 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) If applicable, engines are shut down;
- iv) If applicable, anti-collision beacons are off;
- v) Ground-to-flight deck communication is established, if applicable.

1.10.9 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.

1.10.10 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.

1.10.11 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.

1.10.12 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.

1.10.13 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.

1.11 Unit Load Device (ULD) Management

1.11.1 ULD Airworthiness and Serviceability

1.11.1.1 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.

1.11.2 ULD Loading

1.11.2.1 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.

1.11.2.2 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.

1.11.3 ULD Loading and Storage

1.11.3.1 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.

1.11.3.2 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.

1.12 Station Airside Supervision and Safety

1.12.1 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.

1.12.2 The Provider shall have processes to ensure station personnel that provide oversight of operational activities as specified in 1.8.1, 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.

1.12.3 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.

1.12.4 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.

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

1.12.6 The Provider shall have a FOD prevention program for implementation in station airside areas where the Provider conducts aircraft handling or aircraft ground movement operations for customer airlines.

1.12.7 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.

1.12.8 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.

1.12.9 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.

1.13 Aircraft Turnaround Coordination

1.13.1 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.

2.3.5 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 Instructions/Report

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 crosschecked 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.

2.8 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.
- 2.8.3** 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 in accordance with requirements of the customer airline(s) for the production and transmission of a container/pallet distribution message 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 procedures in accordance with requirements of the customer airline(s) to ensure a boarding pass containing the passenger name is issued to each seated passenger during the check-in process.
- 3.2.2** The Provider shall have procedures to ensure, when receiving baggage during passenger check-in operations: All bags 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 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.
- 3.2.6** The Provider shall have a procedure to ensure duty-free goods or other items that are removed from a passenger during the check-in process and loaded into the aircraft hold:
Have a baggage tag and/or label that indicates the final destination;
Are counted 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.

3.4 Security

- 3.4.1** The Provider shall have a process in accordance with applicable regulations and/or requirements of the customer airline(s) to ensure all passengers and their cabin baggage have been subjected to appropriate security screening prior to being permitted to board the aircraft.
- 3.4.2** The Provider shall have procedures in accordance with requirements of the customer airline(s) to ensure the security of boarding passes, transit cards and baggage tags.
- 3.4.3** The Provider shall have procedures in accordance with applicable regulations and requirements of the customer airline(s) for the handling of passengers and their cabin baggage in the event of: A bomb threat condition; an increased security threat condition.
- 3.4.4** The Provider shall have procedures in accordance with applicable regulations and requirements of the customer airline(s) to address security threats, to include, as appropriate to the threat received: The handling of passengers and their baggage; required notifications.

3.5 Carriage of Weapons

- 3.5.1** If the Provider, in accordance with requirements of the customer airline(s), handles passengers that are law enforcement officers or other persons authorized to carry weapons onboard the aircraft in the performance of their duties, the Provider shall have procedures in accordance

with applicable laws and/or requirements of the customer airline(s) for the check-in, handling and boarding of such passengers carrying weapons.

3.5.2 If the Provider handles passengers carrying weapons as specified in 3.5.1, the Provider shall have procedures in accordance with applicable laws and requirements of the customer airline(s) to ensure the pilot-in-command is notified as soon as feasible prior to flight departure, and, if permitted by applicable laws involved, such notification shall include the number and seat locations of the authorized armed persons onboard the aircraft.

3.5.3 If the Provider, in accordance with requirements of the customer airline(s), handles weapons that are transported on the aircraft with, but are not in the possession of, passengers that are law enforcement officers or other authorized persons in the performance of their duty, the Provider shall have procedures in accordance with applicable laws and requirements of the customer airline(s) for the check-in, handling and boarding of such weapons, to ensure, as a minimum: An authorized and duly qualified person has determined any weapon to be boarded is not loaded; The weapon is stowed in a place that is inaccessible to any unauthorized person during flight.

3.6 Special Category Passengers

3.6.1 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.

3.6.2 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.

3.6.3 The Provider shall have procedures in accordance with requirements of the customer airline(s) for the handling of unaccompanied minors (children).

3.6.4 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).

3.6.5 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 is 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 Security

4.3.1 The Provider shall have procedures to ensure baggage is protected from unauthorized interference from the point at which it is accepted or screened, whichever is earlier, until either: The Provider loads baggage into the aircraft, departure of the aircraft transporting the baggage; or

The point at which the baggage is transferred to and accepted by another entity for further handling.

4.3.2 The Provider shall have a process in accordance with applicable regulations and/or requirements of the customer airline(s) to ensure items of originating hold baggage, prior to release for loading into the aircraft, have been: Individually identified as accompanied or unaccompanied baggage; Subjected to appropriate security controls.

4.3.3 If required by applicable regulations or requirements of the customer airline(s), the Provider shall have a procedure in accordance with requirements of the customer airline(s) to provide a record of hold baggage that has been subjected to and satisfied the specifications contained in 4.3.2.

- 4.3.4** The Provider shall have a process in accordance with applicable regulations and/or requirements of the customer airline(s) to ensure transfer hold baggage, prior to release for loading into the aircraft, has been subjected to appropriate security controls.
- 4.3.5** The Provider shall have a process in accordance with applicable regulations and/or requirements of the customer airline(s) to ensure, prior to release for loading into the aircraft, consignments checked in as baggage by courier services for air transport have been subjected to appropriate security screening.
- 4.3.6** The Provider shall have a process in accordance with applicable regulations and requirements of the customer airline(s) to ensure the reconciliation of hold baggage.
- 4.3.7** The Provider shall have procedures in accordance with applicable regulations and requirements of the customer airline(s) for the handling of hold baggage in the event of an increased security threat condition.

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 program, 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 airline 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 customer airlines 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 should 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 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 Security

5.6.1 The Provider shall have procedures to ensure, when an aircraft is parked unattended or with no one on board, doors are closed, locked and sealed, and any steps are removed.

5.6.2 If the Provider conducts aircraft security operations, the Provider shall have procedures in accordance with requirements of the customer airline for securing an aircraft for overnight or layover, to ensure, as applicable to each customer airline:

- i) The aircraft is searched after parking to verify no persons are onboard;
- ii) Aircraft are parked only in secure areas within an airport operating area;
- iii) Aircraft are parked under conditions that permit maximum security and Protection.

5.6.3 If the Provider conducts aircraft security operations, the Provider shall have procedures in accordance with requirements of the customer airline(s) to ensure an adequate level of available outside lighting is utilized during hours of darkness to dissuade and detect unauthorized intrusions to properties, parked aircraft and vehicles.

5.6.4 If the Provider conducts aircraft security operations, the Provider shall have procedures in accordance with requirements of the customer airline(s) for conducting an aircraft search prior passenger boarding and immediately after passenger deplaning, and suspicious articles found are brought to the attention of the relevant authority.

5.6.5 If the Provider conducts aircraft security operations, the Provider shall have procedures in accordance with requirements of the customer airline(s) for ensuring aircraft are guarded or otherwise secured during conditions of elevated security threat.

5.7 Aircraft Loading Operations

5.7.1 Loading Management

5.7.1.1 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.

5.7.1.2 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.

5.7.1.3 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.

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

5.7.1.5 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.

5.7.1.6 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.

5.7.2 Load Positioning

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

5.7.2.2 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.

5.7.3 Dangerous Goods

5.7.3.1 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.

5.7.3.2 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.

5.7.3.3 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.

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

5.7.3.5 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.

5.7.4 Loading Equipment

5.7.4.1 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.

5.7.4.2 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.

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

5.7.5 In-Plane Loading

5.7.5.1 The Provider shall have procedures in accordance with requirements of the customer airline(s) for operation of the in-plane loading system(s).

5.7.5.2 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.

5.7.5.3 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;
- iv) Removal of ground support equipment;
- v) Removal of aircraft marker cones;
- vi) Aircraft engine start;
- vii) Removal of chocks;
- viii) Aircraft marshalling;
- viii) Aircraft movement assistance;
- ix) Transition to towing;
- ix) 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 Operations

6.7.1 Procedures

- 6.7.1.1** 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.
- 6.7.1.2** 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.
- 6.7.1.3** 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
- 6.7.1.4** 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 braless tractor to the aircraft nose gear;
 - ii) Is removed after the tow bar or tow braless tractor has been disconnected from the nose gear.
- 6.7.1.5** 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).
- 6.7.1.6** 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.
- 6.7.1.7** The Provider shall have procedures for aircraft pushback or towing operations to ensure, when a tow braless tractor is connected to the aircraft nose gear, there is verification that the aircraft nose wheels are safely locked in the tractor locking mechanism.

- 6.7.1.8** The Provider shall have procedures for aircraft pushback or towing operations to ensure the aircraft nose wheels secured to a tow braless 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.
- 6.7.1.9** 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.
- 6.7.1.10** 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.
- 6.7.1.11** 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.
- 6.7.1.12** 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.
- 6.7.1.13** The Provider shall have procedures for aircraft pushback operations to ensure, prior to lifting the aircraft nose wheels with a tow braless tractor:
- i) Ground support equipment, including the passenger boarding bridge, is removed from the aircraft;
 - ii) The flight deck is notified.
- 6.7.1.14** 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.
- 6.7.1.15** 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.
- 6.7.1.16** 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.
- 6.7.1.17** The Provider shall have procedures for aircraft pushback to ensure, when movement has been stopped and prior to disconnecting the tow bar or tow braless 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.

- 6.7.1.18** 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.
- 6.7.1.19** The Provider shall have procedures for aircraft pushback to ensure, after the tow braless 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.
- 6.7.1.20** 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.
- 6.7.1.21** 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.
- 6.7.1.22** 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.
- 6.7.1.23** The Provider shall have procedures for aircraft towing to ensure, when towing on ice or snow, the tractor operator:
- i) Maintains a reduced towing speed, particularly before entering a turn;
 - ii) Avoids stopping movement in a turn, to the extent possible.
- 6.7.1.24** 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.
- 6.7.1.25** 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.
- 6.7.1.26** 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 braless tug from the aircraft nose gear, a chock is placed behind the aircraft main wheels.

6.8 Aircraft Main Gear-controlled Pushback Operations

6.8.1 Procedures

- 6.8.1.1** 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.
- 6.8.1.2** 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.

6.8.1.3 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.

6.8.1.4 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.

6.8.1.5 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.

6.8.1.6 The Provider shall have procedures for aircraft pushback to ensure, in the event a 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 Operations

6.9.1 Procedures

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

6.9.1.2 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.

6.9.1.3 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.

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

6.9.1.5 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.

6.9.1.6 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 onto the aircraft is 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 should 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) is 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 is 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 a 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 a 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).

7.5 Cargo Security

7.5.1 Facilities

7.5.1.1 The Provider shall have a process in accordance with the Provider's security program to ensure security controls are in place to prevent personnel and vehicles from unauthorized access into station facilities and areas where the Provider conducts cargo handling operations for customer airlines.

7.5.1.2 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.

7.6 Operations

7.6.1 The Provider shall ensure security controls are applied to cargo and mail consignments accepted for transport on a commercial passenger flight, and such controls are in accordance with the applicable state civil aviation security program and requirements of the customer airline(s).

7.6.2 The Provider shall ensure cargo and mail consignments accepted for transport on an all-cargo flight are subjected to the security requirements of the applicable state(s) and/or controls commensurate with the security threat as determined by risk assessment.

- 7.6.3** The Provider shall have procedures to ensure cargo and mail is protected from unauthorized interference from the point security controls are applied until departure of the aircraft.
- 7.6.4** The Provider shall ensure cargo and mail intended for transport on a commercial passenger aircraft, and which is moved about or stored at the airport prior to being loaded into an aircraft, remains inaccessible from unauthorized interference.
- 7.6.5** If the Provider accepts and handles stores and supplies, to include catering supplies, intended for transport on commercial passenger aircraft of customer airlines, the Provider shall have a process to ensure such stores and supplies are subjected to security controls in accordance with the applicable civil aviation security program, and thereafter protected until loaded onto an aircraft.
- 7.6.6** The Provider shall have a process to ensure known cargo consignments presented for transport on a commercial passenger aircraft are:
- i) Delivered for transport by an employee or nominated person of a regulated agent, known shipper/consignor, or customer airline;
 - ii) Free from any signs of unauthorized tampering;

Attachment 1

AIR OPERATOR STATION FACILITY INSPECTION CHECKLIST/REPORT

Remarks legend: S – Satisfactory | U – Unsatisfactory | N/O – Not Observed | N/A- Not Applicable

A	Personnel	Re		D	Training		2	Logbook/MEL Entries	
1	Adequacy of Staffing			1	Duties and Responsibilities		3	Fueling	
2	Competence			2	Hazardous Materials		4	Oil/Hydraulic Services	
				3	Passenger Handling		5	Potable water Services	
B	Manuals			4	Load Planning		6	Deicing	
1	Available			5	Aircraft Servicing		7	Marshalling	
2	Current			6	First Aid and Emergency		8	Chocks/Mooring	
3	Adequate Information			7	Communication				
3.1	Refueling Procedures						I	Management	
3.2	Aircraft Towing &			E	Facility Equipment and Surface		1	Communication	
3.3	Weight and Balance			1	Ramp Area		2	Contract Services	
3.4	Operation of GSE			2	Passenger Movement		3	Contingency Planning	
3.5	AFM and Performance			3	Lighting				
3.6	Training Requirement			4	Hazards/Obstructions		J	Security	
3.7	Emergency Phone List						1	Passenger Screening	
3.8	Accident/Incident			F	Conformance		2	Baggage and Cargo	
3.9	Security			1	CAR's		3	Limited Access Areas	
3.10	Server Weather			2	Operator's Directives				
3.11	Carry- on Baggage						K	Aerodrome	
3.12	Hazardous Material			G	Flight Control		1	Fire Fighting Equipment	
3.13	Contract Services			1	Flight Planning		2	Medical Services	
3.14	Trip Records Disposition			2	Load Planning		3	Ramp	
				3	Weather				
C	Records			4	NOTAMs				
1	Trip								
2	Crew and Duty Time			H	Servicing				
3	Communications			1	Loading				

Remarks:

.....
Name of the Inspector

.....
Signature

.....
Date

Attachment 2

AUDIT CHECKLIST DANGEROUS GOODS

Ref	Item	Ref	S/NA/U	Remarks
1	PRE – INSPECTION			
1.1	Identify any outstanding Audit Findings respecting the last audit.			
1.2	Determine the current type of operator service and identify any changes since the last audit.			
1.3	Review prior company records to establish compliance history			
1.4	Review dangerous occurrence reports, where applicable			
1.5	Determine if the company currently has any exemptions			
1.6	Review manual and determine if there has been any amendments to the dangerous goods operations manual/other manuals.			
1.7	Determine if the company has an approval for the transport of dangerous goods on main deck cargo compartments of passenger aircraft			
1.8	Determine if the company has an approved dangerous goods training program.			
1.9	Determine if the training program reflects all regulatory or operational amendments.			
	SITE – INSPECTION			
1	ADMINISTRATION			
1.1	Determine if internal audits on the Dangerous Goods Manual, DG Training, DG Acceptance / Handling / Loading Processes and DG Document Control are conducted.			
1.2	Determine who has the authority to amend and issue the Dangerous Goods Manual, the system for distribution and control of the manual and the system for keeping the manual up to date: <ul style="list-style-type: none"> ➤ Responsibility / Authority (Who) ➤ Date of amendment (When) ➤ Distribution process (How) 			

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

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

3.8	Determine that the company has procedures for loading and stowing a wheelchair for a passenger. (including notification to the pilot in command)			
3.9	Determine if the operator's employees including those agencies employed to act on the operator's behalf are adequately trained.			
4.	PASSENGER CHECK-IN			
4.1	Determine if there is a documented policy or process concerning dangerous goods carried by passengers or crew.			
4.2	Determine that the company is in compliance with the requirements for provision of information passengers and crew. Verify notices in place and information provided with passenger ticket or in another manner.			
4.3	Determine that passenger check-in procedures are in compliance with the regulation.			
4.4	Determine if the operator's employees including those agencies employed to act on the operator's behalf are adequately trained.			
5.	REPORTING OF DANGEROUS GOODS			
5.1	Verify the company has the proper dangerous occurrence procedures in place, in case of an aircraft accident or incident.			
5.2	Determine if a reporting system exists to report DG accidents and incidents to the State of operator and state where accident or incident occurred.			
5.3	Determine if a reporting system exists to identify undeclared or misdeclared dangerous goods. Arrangements between operator / handling agents and operator / security staff to ensure reporting to the State.			
5.4	Determine that pilots have been supplied with appropriate information concerning his responsibility to inform appropriate air traffic services in case of in-flight emergency.			
5.5	Determine that pilots have been supplied with appropriate information regarding emergency response.			

Remarks:

.....
Name of Inspector

.....
Signature

.....
Date

Attachment 3

AIR OPERATOR GROUND HANDLING CHECKLIST

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

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

6.9	If service providers were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?			
7	Aircraft Overnight Parking			
7.1	Were adequate guidance and procedure manuals available for the persons performing this function?			
7.2	Were qualified personnel available to accomplish this function for each flight?			
7.3	Was the aircraft properly lighted and identifiable as required for the parking location?			
7.4	Was the aircraft “guarded” by assigned persons at all times?			
7.5	If a service provider were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?			
8	Mass, Balance & Performance Computations			
8.1	Were adequate guidance and procedure manuals available for the persons performing this function?			
8.2	Were qualified personnel available to accomplish this function for each flight?			
8.3	Were the correct procedures for passenger loading, count and communication of the positioning followed?			
8.4	Were specific passenger seat assignments used to ensure a safe C.G. for flight?			
8.5	Were the correct procedures for cargo loading, and communication of positioning followed?			
8.6	Were the correct procedures for dangerous goods loading, and communication of positioning (e.g. NOTOC) followed?			
8.7	Were the mass and balance calculations & procedures satisfactory?			
8.8	Were the last-minute mass and balance revisions due to passengers or cargo handled correctly?			
8.9	Were the takeoff and landing performance calculations performed correctly?			

8.10	If a service provider were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?			
9	Flight Planning			
9.1	Were adequate guidance and procedure manuals available for the persons performing this function?			
9.2	Were qualified personnel available to accomplish this function for each flight?			
9.3	Was the weather acquisition (including selection of alternates) and briefing of crews performed correctly?			
9.4	Was the NOTAM acquisition and briefing of crews performed correctly?			
9.5	Was the operational flight plan (including fuel loading) calculations and procedures performed correctly?			
9.6	If a service provider were used to perform one or more of these functions, were the arrangements, guidance and qualification of personnel acceptable?			
10	Communications			
10.1	Were adequate guidance and procedure manuals available for the persons performing this function?			
10.2	Were qualified personnel available to accomplish this function for each flight? Was there adequate communications capability with main base operations and maintenance functions, including relay of information			
10.3	Was there adequate communications capability with main base operations and maintenance functions, including relay of information?			
10.4	Were flight following procedures performed correctly?			
10.5	Were emergency response procedures performed correctly?			
10.6	Were accident/incident procedures performed correctly?			
10.7	Were the correct numbers for telephone and/or fax notifications associated with emergency response available?			
10.8	If a service provider were used to perform one or more of these functions, were the arrangements,			

	guidance and qualification of personnel acceptable?			
11	Records Retention & Accuracy			
11.1	Were the flight preparation and other official records up-to-date and correctly filed?			
11.2	Was there adequate file retention security for official records?			

Remarks:

.....
Name of the Inspector

.....
Signature

.....
Date

Attachment 4

AIR OPERATOR PASSENGER HANDLING INSPECTION REPORT

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

Attachment 5

INSPECTORS FINAL REPORT

Name of Provider :

Place of service :

Index	Description	Ref.	S/NA/U	Remarks
01	Station Certification on Ground Handling			
02	Management and Control			
03	Load Control Process			
04	Passenger Handling Operation			
05	Baggage Handling Operation			
06	Aircraft Handling and Servicing Operation			
07	Aircraft Ground Movement Operation			
08	Aircraft Cargo/Mail Acceptance and Handling			
09	Audit Checklist Dangerous Goods			
10	Air Operator Station Facility Inspection Checklist/Report			
11	Air Operator Ground Handling Checklist/Report			
12	Air Operator Passenger Handling Inspection Report			
13	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 the Civil Aviation Directives that relate to safety including Provisions about the competence of persons to do anything that is covered by the Airline Licence.

I recommended that:

Signature:

Date:

Name of the Team Leader(Aircraft Operations):

Attachment 6

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: