



CIVIL AVIATION DIRECTIVE

GROUND HANDLING

GH – 2020

INITIAL ISSUE

INTRODUCTION

In exercise of the powers conferred by section 24O of the Civil Aviation Act 1969 [Act 3], the Chief Executive Officer makes this Civil Aviation Directive (“CAD”) – Ground Handling.

This Directive contains the standards, requirements and procedures pertaining to the provision for Ground Handling. The standards and requirements in this Directive are based mainly on standards and recommended practices (SARPs) stipulated in International Civil Aviation Organization (ICAO) Doc 10121 Manual on Ground Handling.

This Directive is published by the Chief Executive Officer under section 24O of the Civil Aviation Act 1969 [Act 3] and come into operation on 10 April 2020.

Non-compliance with this Directive

Any person who contravenes any provision in this Directive commits an offence and shall on conviction be liable to the punishment under section 24O of the Civil Aviation Act 1969 [Act 3].



(.....)

Chief Executive Officer
for Civil Aviation Authority of Malaysia

10 April 2020

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AMENDMENT RECORDS

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CIVIL AVIATION DIRECTIVE
GROUND HANDLING SERVICES REQUIREMENTS

1. Citation

- (a) This CAD may be cited as the Civil Aviation Directive - Ground Handling.

2. Application

- (a) The following person shall be subject to this CAD:
 - (i) Ground Handling Self-Handlers and Ground Handling Service Providers, and
 - (ii) Ground Handling Personnel.
- (b) This CAD shall apply to Self-Handler's and GHSP's prescribing the rules and technical requirements which provide ground handling services at Malaysian aerodrome.

Abbreviation

ATC	Air traffic control
CAAM	Civil Aviation Authority of Malaysia
CAD	Civil Aviation Directives
CEO	Chief Operating Officer
FOI	Flight operations inspector
FRMS	Fatigue risk management system
GHS	Ground Handling Services
GHSP	Ground Handling Service Provider
GHI	Ground Handling Inspector
GMO - GH	Guidance Material Operators - Ground Handling
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
ISAGO	IATA's Safety Audit of Ground Operations
JIG	Joint Inspection Group
MCAR	Malaysian Civil Aviation Regulation
NOTAM	Notice to airmen
PIC	Pilot-in-command
PM	Project Manager
POPS	Prospective operator's pre-assessment statement
SARPs	Standards and Recommended Practices
SMS	Safety management system
SOA	Safety oversight audit
SOP	Standard operating procedure
TAC	Ground Handling Technical Approval Certificate

Definitions

The following are definitions of terms used in this part:

Baggage - Such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort, or convenience in connection with the trip. Unless otherwise specified, it includes both checked and unchecked baggage.

CAAM GH - Civil Aviation Authority of Malaysia - Ground Handling Unit

Cargo - Any goods carried on an aircraft which are covered by an air waybill.

CEO - Chief Executive Officer.

Dangerous Goods - Articles or substances which are capable of posing a significant risk to health, safety or property when transported by air.

GHI - Ground Handling Inspector.

Ground Handling Services - Services gained from Self Handling or Ground Handling Service Provider, necessary for an aircraft's arrival at, and departure from, an airport, other than air traffic services.

Ground Handling Service Provider - A certified organization which scope of business is to perform ground handling functions. Ground Handling Service Provider is also referred to as Ground Handling Organization.

IATA - International Air Transport Association.

IATA Dangerous Goods Regulations - Published by the International Air Transport Association IATA. The globally accepted field source reference for companies shipping hazardous materials by air, as amended.

ICAO - International Civil Aviation Organization.

ICAO Dangerous Goods Regulations - Published by the International Civil Aviation Organization (ICAO). The globally accepted field source reference for companies shipping hazardous materials by air, as amended.

Load - Any item carried on an aircraft other than what is included in the basic operating weight.

Load Control - A function to ensure the optimum utilization of the aircraft capacity and distribution of load as dictated by safety and operational requirements.

MAVCOM - Malaysian Aviation Commission.

Safety Management System - A system for the management of safety of operations. It includes the organizational structure, responsibilities, procedures, processes and provisions for the implementation of safety policies by the organization. It provides for the control of safety within the organization and the safe use of facilities and equipment.

Self-Handlers - who provide ground handling services for their own operations only.

“the Authority” means the Civil Aviation Authority of Malaysia established under section 3 of Civil Aviation Authority of Malaysia Act 2017 [Act 788]

GROUND HANDLING

SECTION 1 – GENERAL

1.1 Introduction

1.1.1 This section prescribes the rules and technical requirements governing organizations which provide ground handling services at Malaysian aerodrome.

1.1.2 For the purposes of this section, a ground handling services includes any of the following:

- a) Category 1 - Ground administration and supervision.
- b) Category 2 - Passenger handling.
- c) Category 3 - Freight and mail handling, (Landside).
- d) Category 4 - Aircraft services.
- e) Category 5 - Aircraft maintenance.
- f) Category 6 - Flight operations and crew administration.
- g) Category 7 - Surface transport.
- h) Category 8 - Catering services.
- i) Category 9 - Baggage handling.
- j) Category 10 - Freight and mail handling.
- k) Category 11 - Ramp handling.
- l) Category 12 - Fuel and oil handling.

1.2 Requirement for Certification

1.2.1 No GHSP may be established and operated in Malaysia except in accordance with the provisions of the TAC issued under this section for each aerodrome at which the GHSP is operating.

1.2.2 All The Authority regulated entities operating in a certified aerodrome who provide ground services for their own operations only, hereinafter referred to as "self-handlers", do not require a TAC issued under this part provided their ground services (Ground Handling systems, procedures, programs, personnel, manuals, equipment and facilities) comply with the Ground Handling technical requirements. If the Authority determines that the ground services provided by the air operator do not provide an acceptable level of safety, The Authority may prohibit the air operator from providing its own ground handling services.

1.2.3 Organizations providing ground handling services as a subcontracted entity to a ground handling service provider certificated under this section must comply with Regulation 139 of MCAR.

1.3. Certification Procedure

1.3.1 The procedure for the application and granting of a TAC by The Authority will be organized in phases and will take the following sequence:

- a) Pre-application phase;
- b) Formal application phase;
- c) Document evaluation phase;
- d) Demonstration and inspection phase; and
- e) Certification phase.

1.3.2 Each of these phases is briefly introduced in the Guidance Material Operators – Ground Handling (GMO- GH).

1.4 Technical and Operational Standards for Ground Handling Services.

1.4.1 Ground handling services must be carried out, as applicable in accordance with the procedures, standards and training guidelines contained in:

- a) Ground Operations Manual (GOM);
 - b) Ground Handling Manual (GHM), including the technical safety requirements and standards for motorized and non-motorized ground support equipment;
 - c) IATA Safety Audit for Ground Operations (ISAGO);
 - d) Cargo Handling Manual (CHM), including live animal and perishable goods regulations;
 - e) ICAO Technical Instruction and IATA Dangerous Goods Regulations (DGR) and
 - f) ICAO Doc 9977 and 10121.
- 1.4.2 In conformity with the specifications, procedures and recommended practices contained in the Joint Inspection Group (JIG) standards for into-plane fueling services, airport depots and hydrants.
- 1.4.3 In accordance with the procedures, standards and recommended practices contained in the Food Act 1983, Food Hygiene Regulations 2009 and International Health Regulations 2005.
- 1.4.4 In conformity with the requirements of the applicable aerodrome operator.
- 1.4.5 In conformity with their customer's specific operating procedures and requirements, where applicable.
- 1.4.6 In conformity with the TAC holder's, manuals, policies, and procedures as accepted by the the Authority.
- 1.4.7 In cases where the procedures, standards and recommended practices contained in the documents referenced in this section contradict any requirements prescribed in this part or relevant CAAM regulatory and guidance material, this part or CAAM regulatory and guidance material shall prevail.

1.5 Ownership, Business Office and Operations Base

- 1.5.1 Each Self-Handler's and GHSP's must maintain a principal business office in Malaysia and operations base at the aerodrome at which services are provided. principal business office may be located at outside of the aerodrome if office space is unavailable with written notification by the aerodrome operator and efficient and effective ground handling operation is assured by Self-Handlers and GHSP.
- 1.5.2 Each Self-Handlers and GHSP must provide written notification to the Authority at least 30 calendar days before a change in the location of its principal business office or its operations base at the aerodrome.
- 1.5.3 Each Self-Handlers and GHSP must provide written notification to the Authority at least 30 calendar days after any change in the ownership structure of its business.

1.6 Subcontracted Activities

- 1.6.1 Subcontracted activities include all activities prescribed within the GHSP's TAC that can be performed by another certificated organization.
- 1.6.2 When the GHSP subcontracts any part of its activity to an organization, the subcontracted organization must work under the responsibility and quality assurance system of the Self-Handlers and GHSP.
- 1.6.3 The Self-Handlers and GHSP must ensure that when subcontracting or purchasing any part of its activity, the subcontracted or purchased service or product conforms to these part and applicable requirements and a contractual agreement between the two parties shall exists.
- 1.6.4 The Self-Handlers and GHSP must conduct a full audit of the subcontracted organization to the satisfaction of the Authority at least once every 12 months.
- 1.6.5 A subcontracted organization is not permitted to subcontract any of its services to a third party or organization.

1.7 Inspections

- 1.7.1 Each Self-Handlers and GHSP must allow the CAAM GH to inspect its operation, personnel, facilities, equipment, manuals, records and documents at any time to determine the Self-Handlers and GHSP compliance with this section.
- 1.7.2 Each Self-Handlers and GHSP shall at the request of a CAAM Ground Handling Inspector, allow the GHI and provide the equipment necessary to conduct any inspections, including unannounced inspections, or conduct tests of Ground Handling facilities, equipment or operating procedures at the aerodrome to determine compliance with applicable section of the CAD for the purpose of ensuring the safety of the operations.
- 1.7.3 Each Self-Handlers and GHSP must allow GHI access to any part of the Ground Handling facilities, equipment or records for the purposes of item 1.5.1 of this section.
- 1.7.4 Each Self-Handlers and GHSP shall allow the GHI to make special inspections to ensure aviation safety:
- a) as soon as practicable after any accident or incident;
 - b) during the period of construction or repair of Ground Handling facilities or equipment that is critical to the safety of Ground Handling operation and
 - c) of any other Ground Handling conditions that could affect aviation safety.
- 1.7.5 Subject to item 1.5.1 under this section, the Authority shall delegate GHI to conduct safety inspections or authorize approved persons to do so on its behalf.
- 1.7.6 The Authority:
- a) Shall give reasonable notice of any tests or inspections to be conducted to the Self-Handlers and GHSP; and
 - b) Shall carry out the tests or inspections within and at a reasonable time.

1.7.7 Where unannounced inspections are to be conducted by the GHI, item 1.7.6 (a) under this section does not apply.

1.7.8 The Audit/Inspection finding response format are specified in Attachment 4.

SECTION 2 - CERTIFICATIONS

2.1 Application for Certification

2.1.1 Each applicant for a TAC must apply in a manner prescribed by the CEO and include with the application:

- (a) The following manuals for the acceptance of the Authority:
 - i. The ground operations/handling manual;
 - ii. The training manual;
 - iii. The Safety Management System (SMS) manual, including but not limited to, the SMS implementation plan, maintenance of up-to-date incident/accident database, root cause analysis methodology for incidents/accidents, corrective and preventive action planning and a safety promotion plan incorporating a CAD prevention program.
 - iv. The emergency response plan (ERP) and consistent with the aerodrome emergency plan. The ERP must specify the actions of the GHSP in an emergency situation including, but not limited to, the emergency cases defined by the Authority.
- b) The ownership structure and organizational chart of the GHSP with the management designation.
- c) A compliance report showing that the GHSP meets each applicable requirement of this section.
- d) The names, knowledge and experience of the key management personnel for the acceptance of the Authority.
- e) A copy of the service level agreement between the GHSP and the aerodrome operator.
- f) A copy of audited financial statement.

- g) A copy of insurance certificate.
- h) A copy of the latest commissioning report or local authority approval for the GHSP under category 12.
- i) Pay all fees and charges as required under the Civil Aviation (Fees and Charges) Regulations 2016 and such other fees and charges as may be determined by the Minister.

2.1.2 The detailed instructions for certification process are given in GMO - GH.

2.1.3 The detailed requirements for GHSP application form are specified in Attachment 1.

2.2 Issue of TAC

2.2.1 The Authority may issue a TAC if the ground handling operation had satisfied the followings:

- (a) The applicant meets the requirements of this section;
- (b) The issue of the TAC is in the interests of aviation safety, the quality and comprehensiveness of the GHSP; and
- (c) The capabilities and the number of GHSP operating at an aerodrome is sufficient to handle the anticipated yearly volume of passengers and aircraft movements without raising operational concerns or congestion on the airside or exceeding the capacity of the aerodrome's infrastructure.

2.3 Contents of TAC

2.3.1 Each TAC holder must obtain the operations category containing all of the following:

- (a) The specific location of the TAC holder's operations bases and, if different, the address that will serve as the primary point of contact for correspondence between the Authority and the TAC holder.
- (b) The type(s) of ground service provided as defined in this CAD.
- (c) The aerodrome where the ground services are to be provided.

- (d) A listing of any authorized subcontracted activities and the corresponding subcontracted organizations.
- (e) The conditions and limitations under which each ground service is to be conducted, where applicable.
- (f) Any exemption granted from any requirement, where applicable.
- (g) Any other item that the Authority determines is necessary.

2.4 TAC Holders Duty to Maintain Operations Category

2.4.1 Each TAC holder must maintain a complete set of its operations category at its principal business office.

2.4.2 Each certificate holder must insert pertinent excerpts of, or references to, its operations category into its manuals and must:

- a) Clearly identify each such excerpt as a part of its operations specifications, and
- b) State that compliance with the operations specifications is mandatory.

2.4.3 Each TAC holder must keep each of its personnel and other persons used in its operations informed of the provisions of its operations category that apply to that person's duties and responsibilities.

2.5 Validity of TAC and Operations Category

2.5.1 The validity period of a TAC issued under this section is one (1) year unless prescribes a longer period not exceeding 5 years.

2.5.2 A TAC issued under this section is effective until:

- a) The TAC expires;
- b) The TAC holder surrenders it to the Authority, or
- c) the Authority suspends, revokes, or otherwise terminates the TAC.

2.5.3 The operations categories issued under this section are effective unless:

- a) The TAC issued under this section expires;
- b) The Authority suspends, revokes, or otherwise terminates the TAC;
- c) The operations category is amended; or
- d) The Authority suspends or revokes the operations category or any part of these.

2.5.4 Within 30 calendar days after a TAC holder terminates its operations, the TAC and operations category terms and conditions must be surrendered by the TAC holder to the Authority.

2.6 Amending a Certificate or Operations Category

2.6.1 The Authority may amend any TAC issued under this section if:

- a) The Authority determines that aviation safety or/and the public interest require the amendment or
- b) The TAC holder applies for the amendment and the Authority determines that the criteria as of Second Schedule in MAVCOM 2015 have been met.

2.6.2 When the Authority proposes to issue an order amending, suspending, or revoking all or part of any TAC.

2.6.3 When the certificate holder applies for an amendment of its certificate, the following procedure applies:

- a) The certificate holder must file an application to amend its certificate with the Authority at least 60 calendar days before the date proposed by the applicant for the amendment to become effective, unless the Authority approves filing within a shorter period.
- b) The application must be submitted in the form and manner prescribed by the Authority.

2.7 Application for the renewal of TAC

2.7.1 A holder of a TAC shall –

- (a) not less than 4 calendar months prior the certificate expires of a TAC, submit an application for renewal; and
- (b) Follow the manner prescribe by the Authority

2.7.2 Each applicant must submit the application for the renewal to the Authority not less than 4 calendar months before the certificate expires.

2.8 Display of Certificate & Policies

2.8.1 Each TAC holder must display the certificate at its operations base and in a place that is visible and normally accessible to the public.

2.8.2 The TAC must be made available for inspection upon request by the Authority.

2.8.3 The Safety, Security and Quality policy, or a combination of those, must be visible at the principle business office and at all ground stations of the certificate holder in places accessible to all staff.

SECTION 3 – PERSONNEL REQUIREMENTS

3.1 General

- 3.1.1 Each Self-Handlers and GHSP's must appoint an Accountable Manager, who has corporate authority for ensuring that all services required by customers can be financed and carried out to the standard required by this part.
- 3.1.2 Each Self-Handlers and GHSP's must have sufficient number of appropriately qualified staff, who possess adequate knowledge, experience and competence to ensure that all of the requirements of this part are met given the ground service provider's scope of operations and the expected work.
- 3.1.3 In addition to the key management personnel, each Self-Handlers and GHSP's must provide enough qualified personnel, who possess adequate knowledge, experience and competence to plan, supervise and perform the ground handling services authorized by the Authority.
- 3.1.4 Any personnel performing any of the ground handling service functions must hold a valid and appropriate ground handling services personnel work permit.
- 3.1.5 Each Self-Handlers and GHSP's must ensure that staff at all levels have been given appropriate authority to be able to discharge their allocated responsibilities.
- 3.1.6 Each Self-Handlers and GHSP's shall establish a flight safety document system for their operational personnel as part of its safety management system.
- 3.1.7 GHSP's shall submit the Accountable Manager (AM) and Nominated Post Holder (NPH) using the AM / NPH form as specified in Attachment 5.

SECTION 4 – MANUAL REQUIREMENTS

4.1 General

4.1.1 All Self-Handlers and GHSP's need to provide the following manuals:

- a) Ground Handling Manual (GHM) - The GHM is **policy** driven and focuses on “what to do”.
- b) Ground Operation Manual (GOM) - The GOM is **procedure** driven, focusing on “how to do”.
- c) Ground Training Manual (GTM).
- d) SMS Manual.
- e) ERP Manual - is a compulsory content that should be included in the SMS Manual.

4.1.2 Each Self-Handlers and GHSP's must develop and maintain a ground handling manual that:

- a) Is in a form easy to revise and organized in a manner helpful to the preparation, review and acceptance processes.
- b) Is in the English language and signed by the certificate holder's accountable executive;
- c) Revisions submitted are traceable and identifiable in the text.

4.1.3 The manuals, including any revision, is approved by the Authority.

4.1.4 Each Self-Handlers and GHSP's must keep its manuals current at all times and must provide to the Authority with a complete and most current copy of its approved manuals. List of mandatory manuals / documents as per Attachment 6.

SECTION 5 – TRAINING REQUIREMENTS

5.1 General

5.1.1 Each Self-Handlers and GHSP must deliver adequate training to all staff engaged in the provision of ground services, and at all levels.

5.1.2 Each Self-Handlers and GHSP must:

- (a) Establish and implement a training program that consists of initial and recurrent training, for all staff. Such training may be provided by the certificated organization or by an entity acceptable to the Authority.
- (b) Ensure that personnel employed or used by the ground handling service provider are adequately trained to perform assigned duties.
- (c) Provide adequate training facilities and properly qualified instructors approved by the Authority for the training required by this section.
- (d) Ensure that the training manual and training material keeps current with respect to the latest advances in the applicable technical and training standards.
- (e) Each ground handling service provider must verify, before any person is assigned to perform ground handling service functions, that all required training has been completed by the person and that the person has successfully passed an operational assessment and was found to be competent to exercise the responsibilities of the job function(s) authorized.
- (f) The List of ground handling mandatory and enhancement training/courses is specified GMO – GH.

5.1.3 The requirements for Ground Handling mandatory and functional training are specified in the training list in Attachment 3.

SECTION 6 – GROUND SUPPORT EQUIPMENT AND FACILITIES

6.1 Facilities

6.1.1 Each Self-Handlers and GHSP must:

- a) Provide facilities for its personnel to properly perform the ground services for which it is authorized in its operations category.
- b) Have suitable space and sufficient infrastructure for the staging, storage and protection of ground support equipment relevant to its operations and for the build-up and breakdown of ULDs, where applicable.
- c) The Self-Handlers and GHSP shall have a maintenance program and documented GSE maintenance control system including records of all maintenance and inspection.
- d) Segregate and appropriately identify unserviceable ground support equipment from serviceable equipment.
- e) Have the means and procedures in place for fire protection and prevention on the airside and for addressing spillage of fluids.

6.1.2 Facilities for personnel must include the following:

- a) Sufficient work space.
- b) Segregated work areas enabling environmentally hazardous or sensitive operations to be done properly and in a manner that does not adversely affect other activities.
- c) Ventilation, lighting, and control of temperature, humidity, and other climatic conditions sufficient to ensure personnel perform duties to the standards required.
- d) Ventilated rest areas for operational staff working on shift.

6.1.3 For all facilities operated by a ground service provider which are not provided by the aerodrome operator, the certificated organization must present evidence of the facility's certification or/and approval by the pertinent authority or aerodrome operator regarding its compliance with the applicable fire safety, health & safety, hygiene and security requirements.

SECTION 7 – FATIGUE MANAGEMENT

7.1 General

- 7.1.1 Each Self-Handlers and GHSP and its subcontractors must ensure that the risks due to fatigue of the ground service personnel are managed to an acceptable level.
- 7.1.2 In managing the risks due to fatigue, the ground service provider must consider the effects of the length and timing of the duty period and rest period.

7.2 Personnel Duty Period Limitations and Rest Requirements

- 7.2.1 Except as provided in paragraph (7.1.2) of this section, each certificate holder or subcontracted organization performing ground services for the certificate holder, must comply with the Malaysia Employment Act 1955.

SECTION 8 – QUALITY ASSURANCE

8.1 Quality Assurance System

- 8.1.1 Each Self-Handlers and GHSP must establish a quality assurance system to ensure compliance with, and the adequacy of, the procedures required under this part.
- 8.1.2 The quality assurance system must be described in a quality assurance policy acceptable to the Authority, which must include but not limited to:
 - a) Procedures to ensure the monitoring and continuing compliance of the Self-Handlers and GHSP and its subcontracted organizations with this section and to ensure the adequacy of operating procedures;
 - b) A procedure to ensure that quality indicators, including personnel and customer feedback, are established and monitored in order to identify existing problems within the organization.

- c) A procedure for identifying the root cause(s) and corrective action(s) to ensure existing problems that have been identified within the organization are corrected.
- d) A procedure for preventive action(s) to ensure that potential causes of problems that have been identified within the organization are remedied.
- e) An internal audit plan for the organization and all subcontracted entities to ensure conformity with the procedures in the manual and to achieve the goals set in the safety policy.
- f) Management review procedures, that should include the use of statistical analysis where appropriate, to ensure the continuing suitability and effectiveness of the quality assurance system in satisfying the requirements of this part, and
- g) Manual amendment procedure, including the notification of the the Authority for acceptance of revisions.

8.1.3 The procedure required under paragraph (8.1.2) (c) of this section for corrective action(s) must specify how:

- a) To conduct a root cause analysis for identified problems.
- b) To correct an existing quality problem.
- c) To follow up a corrective action to ensure the action is effective.
- d) To amend any procedure required under this part as a result of a corrective action, and
- e) Management will measure the effectiveness of any corrective action taken.

8.1.4 The procedure required under paragraph (8.1.2) (d) of this section for preventive action(s) must specify how:

- a) To correct a potential quality problem.
- b) To follow-up a preventive action to ensure the action is effective.
- c) To amend any procedure required under this part as a result of a preventive action, and
- d) Management will measure the effectiveness of any preventive action taken.

8.1.5 The internal audit program required under paragraph (8.1.2) (e) of this section must:

- a) Specify the frequency and location of the audits taking into account the nature of the activity to be audited;
- b) Measure the effectiveness of any preventative or corrective action(s) taken by the personnel responsible for the activity being audited since the last audit, and
- c) Require preventative or corrective action to be taken by the personnel responsible for the activity being audited if problems are identified from the audit.

8.1.6 The procedure for management review required under paragraph (8.1.2) (f) of this section must:

- a) Specify the frequency of management reviews of the quality assurance system, taking into account the need for the continuing effectiveness of the system and ensuring that they take place no less than once (1) per calendar year.
- b) Identify the senior person responsible for the management reviews referred to in paragraph (8.1.6) (a) of this section.

8.1.7 The quality post-holder appointed must:

- a) Ensure that the safety policy and the relevant procedures are understood, implemented, and maintained at all levels of the organization.
- b) Appoint at each aerodrome the ground service provider operates a person responsible for audits and inspections meeting the requirements and with a direct reporting line to the quality post-holder.
- c) Ensure that the audits are performed by trained auditing personnel and who are independent of those having direct responsibility for the activity being audited.
- d) Ensure that the results of the audits are reported to the personnel responsible for the activity being audited.
- e) Ensure that all corrective and preventative actions are followed up to review the effectiveness of those actions.

- f) Ensure that the results of the management review meetings are evaluated and recorded, and
- g) Report directly to the Accountable Manager and have direct access to all post-holders and personnel on matters affecting the quality of ground services provided under this part.

8.1.8 Ensure that the quality system is audited by the Authority Ground Handling Unit auditor at least once every 12 months.

8.1.9 The detailed requirements for Ground Handling compliance are specified in Compliance Checklist in Attachment 2.

SECTION 9 – RECORDS AND REPORTS

9.1 General

9.1.1 Each Self-Handlers and GHSP's must establish procedures to create, store, maintain and dispose the records prescribed in this section.

9.1.2 The procedures must ensure that:

- a) Personnel records are maintained.
- b) Training records are maintained.
- c) There is a record of each incident notified to the the Authority.
- d) There is a record of each internal quality assurance review of the Self-Handlers and GHSP's organization carried out under the procedures.
- e) All records are legible and of a permanent nature and shall be retained for five (5) years.

9.1.3 The records under this subpart must be stored in a manner that ensures protection from damage, alteration and theft.

9.1.4 The Self-Handlers and GHSP's shall store records for the periods as specified in table below:

9.2 Table of record retention:

GROUND PERSONNEL RECORD	RETENTION
Ground Training	As long as the personnel is exercising the privileges of the licence for the GHSP.
Dangerous good training	Until 12 months after the personnel has left the employment of the GHSP
Security training	Until 12 months after the personnel has left the employment of the GHSP
Proficiency and qualification checks	As long as the personnel is exercising the privileges of the licence for the GHSP
FORMS/ TRIP RECORDS	
Completed load manifest Mass and balance reports Dispatch releases Operational flight plan Passenger manifests Weather reports Fuel and oil records	3 months after the completion of the flight for easy excess and 5 years in archives
AIRCRAFT TECHNICAL LOGBOOK	
Journey records section	2 years
Maintenance records section	2 years
OTHER RECORDS	
Quality and Safety system records	5 years
Ground Operations system records	5 years
Finance system records	7 years
Dangerous goods transport document	6 months after the completion of the flight
Dangerous goods acceptance checklist	5 months after the completion of the flight

9.3 Training file content and arrangement

9.3.1 The requirement for training file content and arrangement shall be as follows:

- a) Biodata
- b) Employment Letter
- c) Job Specifications (Management only)
- d) Mandatory courses attended
- e) Training document:
 - Initial Type Rating/Differences Course
 - Others (related to ground operations staff)
 - Training/Courses Certificates
- f) License or Certificate:
 - Flight Dispatcher,
 - Loadmaster,
 - SMS,
 - Aircraft marshalling and towing,
 - Forklift driving
 - driving license – ramp staff and et cetera)
- g) Yearly Training Program

*Note – Courses are categories as but not limited to SMS, Human Factor, Ramp Safety Courses, DGR/DGA, etc.

SECTION 10 - SAFETY MANAGEMENT SYSTEM (SMS)

10.1 Introduction to SMS

10.1.1 The Safety Management System (SMS) is a framework of policies, processes, procedures and techniques for an organisation to monitor and continuously improve its safety performance by making informed decisions on the management of operational safety risks. Specifications for an SMS are derived from global standards as stipulated in ICAO Annex 19.

10.1.2 All Self-Handlers and GHSP's shall have an SMS. Refuelling agents are allowed to adopt a different safety framework e.g. Health, Safety, Security and Environment (HSSE), which serves the same purposes as an SMS.

10.2 Components of a Safety Management System

10.2.1 The ICAO Annex 19 SMS framework specifies four components that make up the basic structure of an SMS.

- a) Component 1 – Safety policy and objectives, which detail the organizational and administration aspects of the SMS, including the assignment of roles and responsibilities.
- b) Component 2 – Safety risk management, which details the method of collecting safety information (hazard identification), assessing the safety risks and determination of any necessary control measures.
- c) Component 3 – Safety assurance, which details the monitoring of safety performance, particularly those actions associated with the outcome of safety risk management, and any actions taken to improve safety performance.
- d) Component 4 – Safety promotion, which details the processes in place to handle and disseminate safety information and maintain safety competence and awareness in key personnel.

10.3 Human Factors

10.3.1 Human factors are a science that pays attention to physical, psychological, and other human attributes to ensure that tasks are completed safely and efficiently with minimal risk to personnel and equipment. Most apron accidents and incidents involve to a certain degree human error or violation of company policies, processes or procedures. Examples of human factors for consideration are:

- a) Safety culture;
- b) Human performance limitations;
- c) Environmental considerations;
- d) Procedures, information, tools and task sign-off practices;
- e) Procedural non-compliance;
- f) Planning for tasks and equipment;
- g) Injury prevention;
- h) Fatigue/alertness management;
- i) Shift and task turnover;
- j) Error prevention strategies.

10.3.2 Self-Handlers and GHSP's should incorporate human factors as part of the SMS.

10.4 Safety Culture

10.4.1 Organisational safety culture sets the boundaries for acceptable behaviour in the workplace by establishing the behavioural norms and limits. These cultures provide the cornerstone for managerial and employee decision making.

10.4.1 Having a safety culture reflects senior management's commitment to safety. Senior management's attitude towards safety influences the employee's positive approach to safety and shared beliefs, practices and attitudes. The tone for safety culture is set and driven by the words and actions of senior management during implementation of a "Just Culture" process, which ensures fairness and open reporting in dealing with human error.

10.4.2 A positive safety culture demonstrates the following attributes:

- a) Senior management visibly demonstrates their commitment to their Safety Management System;
- b) Those in senior positions consistently foster a climate in which there is encouragement towards, comments and feedback from all levels of the organisation on safety matters;
- c) There is an organizational policy regarding incident reporting (occupational and aviation safety) which encourages an open reporting culture where staff reports all safety events. There is a clear statement within the policy regarding management response to incidents, in particular whether it operates a just culture policy;
- d) It provides a clear distinction between what are acceptable and what are unacceptable behaviours, and people are treated accordingly;
- e) There is a requirement to communicate safety information at all levels of the organisation. A communication infrastructure is developed and implemented;
- f) There are policies and procedures documenting the identification of the hazards and assessment of risks associated with these hazards exist and are accessible;
- g) Personnel are trained and understand the safety event reporting policy within their organisation;
- h) Lessons learned from previous incidents are shared and included in training content to promote improvement of the safety programme;
- i) An employee feedback system is established as part of the safety management system.

10.4.3 All Self-Handlers and GHSP's should cultivate a safety culture as part of the SMS.



GROUND HANDLING UNIT
FLIGHT OPERATIONS DIVISION
NO 27 PERSIARAN PERDANA
LEVEL 2, PODIUM B, PRESCIENT 4
62618 PUTRAJAYA.
Tel: 603 88714000, Fax: 603 88714334
E Mail Address: zahari@caam.gov.my

ATTACHMENT 1
Initial Issue
10 April 2020

GROUND HANDLING PROVIDER APPLICATION
PERMOHONAN SEBAGAI PENGENDALI PENGENDALIAN DARAT

COMPANY INFORMATION <i>MAKLUMAT SYARIKAT</i>	
NAME AND ADDRESS OF COMPANY <i>NAMA DAN ALAMAT SYARIKAT</i>	
COMPANY REGN. NO <i>NO. PENDAFTARAN SYARIKAT</i>	
TEL. NO <i>NOMBOR TEL.</i>	
EMAIL ADD. <i>EMAIL</i>	
NAME OF ACCOUNTABLE PERSON Please attached resume NAMA ORANG BERTANGGONGJAWAB <i>Sila kepilkan resume</i>	

NAMES OF EMPLOYEE AND QUALIFICATION <i>NAMA PEKERJA DAN KELAYAKAN</i>		
SN	NAME	QUALIFICATION

1. Please attach resume for each personal. *Sila kepilkan biodata penuh pekerja.*
2. Please make attachment if required. *Sila kepilkan senarai jika perlu*



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TYPE OF SERVICE/S APPLIED Mark on space provided JENIS PERKHIDMATAN YANG DIPOHON Tanda diruangan yang disediakan		
CATEGORY 1 – GROUND ADMINISTRATION AND SUPERVISION		CATEGORY 2 – PASSENGER HANDLING
(a) Representation and liaison services with local authorities or any other entity disbursements on behalf of the airport user and provision of office space for its representatives; (b) Load control, messaging and telecommunications; (c) Handling, storage and administration of unit load devices; (d) Any other supervision services before, during or after the flight; and (e) Any other administrative service requested by the airport user		(a) Any kind of assistance to arriving, departing transfer or transit passengers, including checking tickets and travel documents, registering baggage and carrying it to the sorting area.
CATEGORY 3 – FREIGHT AND MAIL HANDLING, (LANDSIDE)		CATEGORY 4 – AIRCRAFT SERVICES
(a) For freight handling of related documents, customs procedures and the implementation of any security procedure agreed between the parties or required in the circumstances; (b) For mail handling of related documents and implementation of any security procedure between the parties or required by the circumstances.		(a) The external and internal cleaning of the aircraft, and the toilet and water services; (b) The cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft; (c) The rearrangement of the cabin with suitable cabin equipment, the storage of the equipment.
CATEGORY 5 – AIRCRAFT MAINTENANCE		CATEGORY 6 – FLIGHT OPERATIONS AND CREW ADMINISTRATION
(a) Routine services performed before flight; (b) Non-routine services requested by the airport user; (c) The provision and administration of spare parts and suitable equipment; (d) The request for or reservation of a suitable parking and/or hangar space.		(a) Preparation of the flight at the departure airport or at any other point; (b) In-flight assistance, including re-dispatching if needed; (c) Post-flight activities; (d) Crew administration.
CATEGORY 7 – SURFACE TRANSPORT		CATEGORY 8 – CATERING SERVICES
(a) The organization and execution of crew, passenger, baggage and freight; (b) Any special transport requested by the airport user.		(a) Liaison with suppliers and administrative management; (b) Storage of food and beverages and of the equipment needed for the preparation of food and beverages; (c) Cleaning of the equipment; (d) Preparation and delivery of equipment as well as of bar and food.
CATEGORY 9 – BAGGAGE HANDLING		CATEGORY 10 – FREIGHT AND MAIL HANDLING
(a) Handling baggage in the sorting area sorting it, preparing it for departure, loading it onto and unloading it from the devices designed to move it from the aircraft to the sorting area and vice versa, as well as transporting baggage from the sorting area to the reclaim area.		(a) Regard as the physical handling of freight and mail whether incoming, outgoing or being transferred, between the air terminal and the aircraft
CATEGORY 11 – RAMP HANDLING		CATEGORY 12 – FUEL AND OIL HANDLING
(a) Marshalling the aircraft on the ground at arrival and departure; (b) Assistance to aircraft parking and provision of suitable devices; (c) Communication between the aircraft and the air-side supplier of services; (d) The loading and unloading of the aircraft, including the provision and operation of suitable means, as well as the transport of crew and passengers between the aircraft and the terminal, and baggage transport between the aircraft and the terminal; (e) The provision and operation of appropriate units for engine starting; (f) The moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices; (g) The transport, loading on to and unloading from the aircraft of food and beverages.		(a) The organization and execution of fuelling and de-fuelling operations, including the storage of fuel and the control of the quality and quantity of fuel deliveries; (b) The replenishing of oil and other fluids



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62618 PUTRAJAYA.
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ATTACHMENT 1
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10 April 2020

RAMP/GROUND HANDLING EQUIPMENT PERALATAN GROUND HANDLING		
TYPE OF EQUIPMENT JENIS PERALATAN	CATEGORY KATEGORI	NO. JUMLAH
1.		
2.		
3.		
4.		
5.		
6.		
7.		

INSURANCE COVERAGE PERLINDUNGAN INSURAN		
NAME OF INSURANCE COMPANY NAMA SYARIKAT INSURAN		
POLICY NUMBER NOMBOR POLISI		
AMOUNT INSURED JUMLAH INSURAN	RM	NO. OF CATEGORY(S) JUMLAH KATEGORI

Note: Applicant who is successful on being issued a license to operate as a Ground Handler WILL ONLY BE OPERATIONAL when the provider present to CAAM the insurance coverage for their operations and the provider will be given a period of one (1) month from the date of license issued to present the insurance policy failing which, recommendation will be made to nullify the license issued.

PROVIDER'S STATEMENT PERNYATAAN PERMOHON
<p>I hereby declare that all statements made above and to the best of my knowledge are correct and I have not withheld any information or made any misleading statements. I understand that any false or misleading statements made above may cause my application to be rejected by the Civil Aviation Authority Malaysia. All operations will be conducted in accordance with the Ground Handling Manual and/or the approved Company Ground Operations Manual and any other related laws or rules currently in force.</p> <p><i>Bahawasanya saya mengaku segala maklumat yang di nyatakan di atas pada pengetahuan saya adalah benar dan saya tidak menyimpan atau memesongkan sebarang maklumat. Saya sedia maklum bahawa pernyataan serta maklumat palsu yang saya beri akan menjejaskan permohonan saya dan akan menyebabkan permohonan saya di tolak oleh Pihak Berkuasa Penerbangan Awam Malaysia. Segala operasi akan dijalankan mengikut keperluan sebagaimana yang terkandung didalam Ground Handling Manual dan/atau Ground Operations Manual Syarikat dan mana undang-undang dan peraturan yang sedang berkuatkuasa.</i></p> <p>..... Accountable Manager Pengurus Bertanggungjawab</p> <p>Date:</p>



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CAAM STATEMENT
PERNYATAAN CAAM

The above application has been checked and found satisfactory and recommended for technical evaluation.

Permohonan tersebut di atas telah disemak dan didapati memenuhi syarat dan di sokong untuk menjalani penilaian tenikal.

.....

Director
Flight Operations Division

Date:



* To be filled by applicant and submit together with Ground Handling Initial Application form for evaluation.

ACTIVITY NO. COMPANY		TA NO.		VENUE	
INSPECTOR/S			DATE OF INSPECTION		
REPORT COMPLETED Date		TOTAL NUMBER OF FINDINGS			
		TOTAL NO OF OBSERVATIONS			

BRIEF REPORT OF GROUND HANDLING PROVIDER	
Signature:	Date:
CAAM Inspector	

DESCRIPTION	YES	NO	N/A	COMPANY REFERENCE
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GHS 1. ORGANIZATION AND ACCOUNTABILITY

1.1 - DOES THE PROVIDER HAVE A MANAGEMENT SYSTEM THAT ENSURES :				COMP. REF
a) Policies, systems, programs, processes, procedures and/or plans of the provider are administered and/or implemented throughout the organization;				
b) Ground operations are supervised and controlled;				
c) Operations are conducted in accordance with applicable CAAM regulations and requirements.				
1.2 – DOES THE PROVIDER ENSURE THE MANAGEMENT SYSTEM :				COMP REF
a) Defines lines of accountability for operational safety and security throughout the organization, including direct accountability on the part of senior management?				
b) Assigns responsibilities for ensuring ground operations are provided with the necessary resources and conducted in accordance with standards of the provider, applicable CAAM regulations and requirements?				
1.3– DOES THE PROVIDER DESIGNATE AN INDIVIDUAL WITH THE AUTHORITY AND THE RESPONSIBILITY FOR :				COMP REF
a) Implementation of a station management system ensuring safety and security in station operations.				

GHS 2. MANAGEMENT COMMITMENT

2.1 - DOES THE PROVIDER MANAGEMENT COMMITMENT:				COMP REF
a) Have a policy that commits the organization to a culture that has safety and security as fundamental operational priorities.				



b) Have a policy that commits the organization to: I. Continuous improvement of the management system, as well as the levels of operational safety and security. II. Operational risk assessment; III. Equipment design and maintenance; IV. Training and competence of personnel; V. Continual improvement of processes and procedures.				
c) Have a policy that commits the organization to addressing environmental issues in ground operations in accordance with applicable laws, regulations and other requirements.				
d) Have a policy that commits the organization to the prevention of pollution in all locations where ground operations are conducted through implementation of an environmental management system (ems). e) Such system ensures: I. All activities, products and services that have the potential to significantly impact the environment are identified; II. Environmental compliance and continual improvement to the ems are set; III. Performance target 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 Environment Management System (EMS) is periodically reviewed by senior management to ensure ongoing effectiveness.				

GHS 3. COMMUNICATION

3.1 - DOES THE PROVIDER HAVE COMMUNICATION :	COMP REF			
a) 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 management system and in all location where ground operations are conducted.				
b) Have processes to ensure changes that affect operational responsibilities or performances are communicated as soon as feasible to applicable management and front line personnel.				

GHS 4. MANAGEMENT REVIEW

4.1 - DOES THE PROVIDER HAVE A MANAGEMENT SYSTEM THAT ENSURES :	COM REF			
a) A process to review the 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.				

GHS 5. PROVISION OF RESOURCES

5.1 - DOES THE PROVIDER HAVE PROVISION OF RESOURCES :	COM REF			
a) That ensures the existence of the facilities, workspace, equipment, supporting services, as well as work environment, necessary to satisfy management system and operational safety and security requirements.				



b) That ensures positions within the organization that affect operational safety and security are filled by personnel that possess the knowledge, skills, training, and experience appropriate for the position.				
c) That ensures personnel who perform operationally critical functions are required to maintain competence on the basis of continued education and training.				
d) That addresses the use of psychoactive substances by operational personnel, and ensures : I. The exercise of duties while under the influence of psychoactive substances is prohibited. II. Consequences for such behaviour are defined.				

GHS 6. RISK MANAGEMENT

6.1 - DOES THE PROVIDER HAVE RISK MANAGEMENT :				COM REF
a) The provider should have a risk management program that specifies processes that are implemented within the management system and in locations where ground operations are conducted to 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 operations, and are subsequently monitored to ensure risks are controlled. VI. Consequences for such behaviour are defined.				
b) The provider should have processes for setting performance measures to validate the effectiveness of risk controls in main base or station operations.				

GHS 7. OPERATIONAL PLANNING

7.1 - DOES THE PROVIDER HAVE AN OPERATIONAL PLANNING :				COMP REF
a) The provider shall ensure: I. The management system includes planning processes for ground operations that 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 airport authorities.				



GHS 8. DOCUMENTATION AND RECORD

8.1 - DOES THE PROVIDER HAVE DOCUMENTATION AND RECORD :				COMP REF
a)	A system for the management and control of documentation and/or data used directly in the conduct or support of ground operations, to include processes for : I. Identifying the version of operational documents; II. Distribution that ensures on-time availability of the current version of applicable operations and security manuals in appropriate areas of the organization; III. Review and revision as necessary to maintain the currency of information contained in documents retention of documents that permits easy reference and accessibility; IV. Identification and control of obsolete and/or reproduced documents; V. Retention and dissemination of documentation received from external sources, to include manuals and documents from regulatory authorities and customer airlines.			
b)	If the provider utilizes an electronic system for the management and control of any documentation and/or data used directly in the conduct of operations, the provider shall ensure the system provides for a scheduled generation of backup files for such documentation and/or data.			

GHS 9. OPERATIONAL MANUALS

9.1 - DOES THE PROVIDER HAVE OPERATIONAL MANUALS :				COMP REF
a)	Shall have policies and procedures manual (PPM) (or equivalent manual), which may be a collection of related manuals issued separately, that contains the operational policies, procedures, instructions and other guidance or information necessary for ground handling personnel to perform their duties and be in compliance with applicable regulations, laws, rules, requirements and standards.			
b)	A process to ensure the current edition of the PPM is accessible in a usable format at all stations.			
c)	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/Handling manual (GOM/GHM); II. The IATA or ICAO - TI Dangerous Goods regulations (DGR) and addenda, if applicable, or equivalent documentation; III. The emergency response plan (ERP) Main Base and Stations; IV. As applicable to station operations, the live animal regulations (LAR) and perishable cargo regulations (PCR); V. Safety Management System Manual; VI. Training Manual.			
d)	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.			



GHS 10. RECORD SYSTEM

10.1 - DOES THE PROVIDER HAVE A RECORD SYSTEM :				COMP REF
a) For the management and control of operational records to ensure the content and retention of such records is in accordance with applicable regulations and requirements and to ensure operational records are subjected to standardized processes for : i. Identification; ii. Legibility; iii. Maintenance; iv. Retrieval; v. Protection and security;				
b) Disposal, deletion (electronic records) and archiving.				
c) 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.				
d) The provider shall have a process to ensure records retained in accordance with the requirements of the customer or airline(s) are furnished to the operator(s) upon request, even when such customer or airline(s) may no longer be a customer.				

GHS 11.SAFETY & QUALITY MANAGEMENT

11.1 - DOES THE PROVIDER HAVE A SAFETY & QUALITY MANAGEMENT :				COMP REF
a) 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 of accidents and incidents; III. The reporting of accidents and incidents; IV. The investigation of irregularities or other non-routine operational occurrences that may be precursors of accidents or incidents; V. The identification and analysis of operational hazards and potentially hazardous conditions; VI. The production of analytical information, which may include recommendations, for use by operations managers in the prevention of operational accidents and incidents; VII. Ensuring significant issues arising from the station safety program are subject to regular review by senior management; VIII. The dissemination of safety information to appropriate management and operational personnel.				
b) Designate an individual with the authority to manage and be responsible for the development, implementation and maintenance of the safety program as specified.				
c) To ensure significant issues arising from the safety program as specified are subject to regular review by operations management.				
d) Have an 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 is in accordance with applicable regulations and requirements.				



e) Have a process in accordance with requirements of the operator(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 recorded in a standardized report format; III. Investigation reports are retained and submitted in accordance with applicable regulations and requirements of the customer airline(s).				
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GHS 12. QUALITY ASSURANCE PROGRAM

12.1 - DOES THE PROVIDER HAVE A QUALITY ASSURANCE PROGRAM :	COMP REF			
a) That provides for the auditing and evaluation of the management system and ground operations at all stations to ensure the provider is : I. Complying with applicable regulations and requirements; II. Satisfying stated operational needs; III. Delivering the desired levels of operational safety and security; IV. Identifying undesirable conditions and areas requiring improvement; V. Identifying hazards to operations; VI. Controlling operational risks.				
b) Designate an individual with the authority and independence (from operational management) to manage and be responsible for the development, implementation and maintenance of the quality assurance program as specified.				
c) Have a process for addressing findings that result from audits conducted under the quality assurance program as specified which ensures : I. A determination of root cause(s); II. Development of corrective action as appropriate to address findings; III. Implementation of corrective action in appropriate operational area(s); IV. Monitoring and evaluation of corrective action to determine effectiveness.				
d) Have a process to ensure significant issues arising from the quality assurance program as specified are subject to regular review by management.				
e) Have a means for disseminating information from the quality assurance program as specified as appropriate, to ensure an organizational awareness of compliance with applicable regulatory and other requirements.				



f) Have an audit planning process and sufficient resources to ensure audits are : I. Scheduled at intervals to meet regulatory and management system requirements; II. Completed within a specified time period. III. Ensure the audit planning process defines the scope of each audit, as appropriate, for the area being audited and also IV. Includes audit objectives that address ongoing compliance with regulatory requirements, provider standards and other applicable regulations, rules and requirements; V. Considers relevant operational safety or security events that have occurred; VI. Considers results from previous audits, including the effectiveness of corrective action that has been implemented.				
g) Ensure the quality assurance program utilizes auditors that : I. Have been trained and qualified; II. Are impartial and functionally independent from operational areas to be audited.				

GHS 13. OUTSOURCING QUALITY CONTROL PROGRAM

13.1 - DOES THE PROVIDER HAVE OUTSOURCING QUALITY CONTROL PROGRAM :	COMP REF			
a) If the provider outsources ground operations and/or associated functions to external ground service providers, the provider shall have a program that ensures a contract or agreement is executed with such external 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.				
b) If the provider outsources ground operations and/or associated functions to external ground service providers, the provider shall have processes for monitoring such external providers to ensure requirements that affect operational safety and security are being fulfilled by the external provider.				
c) The provider should utilize auditing as a method for the monitoring of external service providers				

GHS 14. PRODUCT QUALITY CONTROL PROGRAM

14.1 - DOES THE PROVIDER HAVE PRODUCT QUALITY CONTROL PROGRAM :	COMP REF			
The provider should have a program that ensures equipment or other operational products that are purchased or otherwise acquired from an external vendor or supplier meet the technical requirements of the provider prior to being used in the conduct of main base or station ground operations.				

GHS 15. EMERGENCY RESPONSE PLAN

15.1 - DOES THE PROVIDER HAVE AN EMERGENCY RESPONSE PLAN (ERP) :	COMP REF			
a) The provider shall have an emergency response plan (ERP) for the management and coordination of activities associated with the response to a major accident, incident or other disastrous occurrence at any location where ground operations are conducted. such plan shall be in accordance with : I. The airport ERP, if applicable; II. The requirements of each customer airline.				



b) 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 ERP.				
c) The provider shall have procedures and assigned responsibilities to ensure a coordinated execution of the ERP.				
d) The provider should ensure all personnel with responsibilities under the ERP are appropriately trained to execute applicable procedures.				

GHS 16. OTHER EVENT RESPONSE

16.1 - DOES THE PROVIDER HAVE OTHER EVENT RESPONSE :	COMP REF			
a) The provider shall have procedures in accordance with requirements of the airport(s) for responding to emergencies that require the evacuation of an aircraft during the conduct of station ground operations.				
b) The provider shall have procedures in accordance with applicable regulations and requirements for reporting dangerous goods accidents or incidents that occur during ground operations.				

GHS 17. TRAINING PROGRAM (GENERAL)

17.1 - DOES THE PROVIDER HAVE TRAINING PROGRAM (GENERAL) :	COMP REF			
a) The provider shall have a training program that ensures personnel who perform duties in functions within the scope of ground operations (hereinafter "ground handling personnel"), to include such personnel of external ground service providers that conduct outsourced ground operations for the provider, complete initial and recurrent training that includes: <ul style="list-style-type: none"> I. General and function-specific training prior to being assigned to perform operational duties; II. Recurrent training on a specified frequency to remain qualified to perform operational duties III. Periodic testing or assessment to ensure ongoing competency. 				
b) The provider shall ensure the training program as specified includes a requirement for recurrent training, except recurrent training in dangerous goods as specified, to be completed by ground handling personnel on a frequency in accordance with CAAM regulations or requirements, but not less than once during every 36-month period.				
c) The provider shall ensure the training program as specified, includes evaluation or testing by written, oral or practical means in order for ground handling personnel to demonstrate adequate knowledge, competency and/or proficiency to perform duties, execute procedures and/or operate equipment.				
d) The provider shall ensure the training program as specified and includes processes that require instructors (trainers) and evaluators who conduct training and evaluation for ground handling personnel to demonstrate they are competent, qualified and, where required, certified to conduct such training activities.				
e) The provider shall ensure the training program as specified, includes processes for the completion of all required training and evaluation by operational ground handling personnel, instructors (trainers) and evaluators to be documented in records, and such records retained for a period as specified by applicable CAAM regulations or requirements.				



f) The provider shall ensure the training program as specified in and includes processes for all aspects of the training program to be periodically reviewed and updated to remain operationally relevant and in accordance with CAAM regulations or requirements.				
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GHS 18. DANGEROUS GOODS TRAINING PROGRAM

18.1 - DOES THE PROVIDER HAVE DANGEROUS GOODS TRAINING PROGRAM :	COMP REF			
a) Shall have a dangerous goods training program that is in accordance with requirements of the customer airline(s), and ensures ground handling personnel at all stations complete initial and recurrent dangerous goods training with a curriculum appropriate to assigned operational functions or duties. Recurrent training in dangerous goods shall be completed on a frequency of not less than once within the 24-month period since the previous training in dangerous goods.				
b) Shall ensure the dangerous goods training program as specified, includes a process for instructors that conduct dangerous goods training to be evaluated for adequate instructional skills and, prior to delivering instruction, have completed a dangerous goods training program that provides the knowledge in subject areas consistent with the level of instruction to be delivered.				
c) Shall ensure the dangerous goods training program as specified and includes a process that requires instructors that conduct dangerous goods training, within every 24 months, to either: I. Conduct a minimum of one dangerous goods training course; or II. Attend recurrent dangerous goods				
d) If the provider outsources dangerous goods handling functions to external ground service providers at a 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 as specified.				
e) If the provider delivers cargo and mail handling services at any station, the provider shall ensure the dangerous goods training program as specified in and includes a process that requires personnel with duties and/or responsibilities in cargo and mail handling functions to complete initial and recurrent training, as well as testing and/or evaluation, in dangerous goods, as applicable to the assigned operational cargo handling function(s).				
f) If the provider delivers cargo and mail handling services at any station, the provider shall ensure the dangerous goods training program as specified and includes a process that requires evaluation and/or testing associated with dangerous goods training for personnel with assigned duties and/or responsibilities in dangerous goods acceptance to be accomplished by written means.				
g) If the provider delivers cargo and mail handling services at any station, the provider should ensure the dangerous goods training program as specified and includes a process that requires dangerous goods training for cargo handling personnel to be conducted by either : I. An IATA member airline; or II. An IATA accredited training school (ATS); or III. A person or organization approved by the relevant authorities in states where operations are conducted.				



h) If the provider delivers cargo and mail handling services at any station, and dangerous goods training for cargo handling personnel is conducted by persons or organizations other than those specified and the provider shall ensure the dangerous goods training program as specified and includes a process for the conduct of a review that verifies the adequacy of such dangerous goods training.				
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GHS 19. AIRSIDE SAFETY TRAINING PROGRAM

19.1 - DOES THE PROVIDER HAVE AIRSIDE SAFETY TRAINING PROGRAM :	COMP REF			
The provider shall have a program that ensures ground handling personnel at all stations with duties that require access to airside areas complete initial and recurrent airside safety training.				

GHS 20. AIRSIDE DRIVER TRAINING PROGRAM

20.1 - DOES THE PROVIDER HAVE AIRSIDE DRIVER TRAINING PROGRAM :	COMP REF			
a) The provider shall have a program that ensures personnel at all stations with duties that require the operation of vehicles and/or equipment in airside areas complete airside driver training and, as applicable : I. Complete the qualification process required by the relevant authority; II. Obtain an operating license in accordance with requirements of the relevant authority.				

GHS 21. GSE OPERATIONS TRAINING PROGRAM

21.1 - DOES THE PROVIDER HAVE GSE OPERATIONS TRAINING PROGRAM :	COMP REF			
a) The provider shall have a program that ensures all personnel with duties that require the operation of GSE : I. Complete training and evaluation in the operation of GSE as applicable to their assigned operational function(s); II. Are qualified and/or authorized to operate GSE in station operations.				

GHS 22. LOAD CONTROL TRAINING PROGRAM

22.1 - DOES THE PROVIDER HAVE LOAD CONTROL TRAINING PROGRAM :	COMP REF			
a) If the provider delivers load control services at any station, the provider shall have a program that ensures all personnel with duties and/or responsibilities in operational load control functions complete initial and recurrent training in : I. Operational subject areas as applicable to assigned load control function(s); II. Dangerous Goods.				

GHS 23. PASSENGER HANDLING TRAINING PROGRAM

23.1 - DOES THE PROVIDER HAVE PASSENGER HANDLING TRAINING PROGRAM:	COMP REF			
a) If the provider delivers passenger handling services at any station, the provider shall have a program that ensures all personnel with duties and/or responsibilities in operational passenger handling functions complete initial and recurrent training in passenger handling operations, which addresses: I. Operational subject areas as applicable to assigned passenger handling function(s); II. Dangerous Goods.				



GHS 24. BAGGAGE HANDLING TRAINING PROGRAM

24.1 - DOES THE PROVIDER HAVE BAGGAGE HANDLING TRAINING PROGRAM :				COMP REF
a) If the Provider delivers baggage handling services at any station, the Provider shall have a program that ensures all personnel with duties and/or responsibilities in operational baggage handling functions complete initial and recurrent training in baggage handling operations, which addresses:				
i. Operational subject areas as applicable to assigned baggage handling function(s);				
II. Dangerous goods				

GHS 25. AIRCRAFT HANDLING AND LOADING TRAINING PROGRAM

25.1 - DOES THE PROVIDER HAVE AIRCRAFT HANDLING AND LOADING TRAINING PROGRAM:				COMP REF
a) If the provider delivers aircraft handling and loading services at any station, the provider shall have a program that ensures all personnel with duties and/or responsibilities in aircraft handling and loading functions complete initial and recurrent training in aircraft handling and loading operations, which addresses :				
I. Operational subject areas as applicable to assigned aircraft handling and/or loading function(s);				
II. Dangerous Goods				
b) If the provider delivers aircraft handling and loading services, the provider shall ensure the aircraft handling and loading training program specified and includes a requirement for all personnel with duties that include the supervision of aircraft loading to complete the provider's load control training program as specified.				
c) If the provider delivers services that require the operation of aircraft access doors at any station; the provider shall have an aircraft access door training program that ensures all personnel with duties that include the operation of aircraft access doors :				
I. Complete training applicable to each type of access door operated at the station;				
II. Are qualified to operate aircraft access doors in accordance with requirements of the customer airline(s).				
d) If the provider delivers services that require the operation of passenger boarding bridges at any station, the provider shall have a passenger boarding bridge training program that ensures all personnel with duties that include the operation of passenger boarding bridges complete training and qualification applicable to each type of boarding bridge operated at the station.				

GHS 26. AIRCRAFT GROUND MOVEMENT TRAINING PROGRAM

26.1 - DOES THE PROVIDER HAVE AIRCRAFT GROUND MOVEMENT TRAINING PROGRAM :				COMP REF
a) If the provider delivers aircraft ground movement services at any station, the provider shall have a program that ensures all personnel with duties and/or responsibilities in aircraft ground movement functions complete initial and recurrent training in aircraft ground movement operations, as applicable to assigned aircraft ground movement function(s).				



GHS 27. CARGO AND MAIL TRAINING PROGRAM

27.1 - DOES THE PROVIDER HAVE CARGO AND MAIL TRAINING PROGRAM :				COMP REF
a)	If the provider delivers cargo and mail handling services at any station, the provider shall have a program that ensures all personnel with duties and/or responsibilities in cargo and mail handling functions complete initial and recurrent training, as well as evaluation, in cargo and mail handling operations. such training shall provide the knowledge necessary for cargo handling personnel to perform duties, execute procedures and operate equipment associated with specific cargo handling functions, and include :			
	I. Familiarization training on general provisions and regulations;			
	II. In-depth training on requirements, including policies, procedures and operating practices;			
	III. Safety training on associated operational hazards;			
	IV. Security training on required procedures and existing security threats;			
	V. Training in human factors principles.			

GHS 28. AIRCRAFT TURNAROUND COORDINATOR TRAINING PROGRAM

28.1 - DOES THE PROVIDER HAVE AIRCRAFT TURNAROUND COORDINATOR TRAINING PROGRAM :				COMP REF
a)	If the provider delivers aircraft turnaround coordination services at any station, the provider shall ensure all personnel with duties and/or responsibilities as aircraft turnaround coordinators complete initial and recurrent training in the coordination of turnaround operations. such training shall provide coordinator personnel with the knowledge necessary to :			
	I. regulations and requirements of the customer airline(s);			
	II. coordinate and direct operational activities within the turnaround ensure turnaround activities are in compliance with applicable period;			
	III. manage any disruptions to turnaround activities;			
	IV. ensure processes are delivered within standards for performance and compliance limits;			
	V. ensure the activity sequence is consistent with the station aircraft turnaround plan, and all activities are delivered within agreed times;			
	VI. liaise with and between teams, departments and suppliers to inhibit discrepancies in activity sequence or task performance;			
	VII. act as a central point of contact during turnaround operations;			
	VIII. acts as safety coordinator for the duration of turnaround activities.			



GHS 29. SECURITY TRAINING PROGRAM

29.1 - DOES THE PROVIDER HAVE A SECURITY TRAINING PROGRAM :				COMP REF
a) the provider shall have a security training program that is in accordance with the security program of the customer airline(s), requirements of the civil aviation security authority of states where ground operations are conducted, and requirements of the airport authority at stations where ground operations are conducted. such training program shall include initial and recurrent training, and have a balanced curriculum of theoretical and practical training to ensure :				
<ul style="list-style-type: none"> I. if personnel employed by the provider implement security controls, such personnel have the competence to perform their duties II. ground handling personnel are familiar and know how to comply with all relevant security requirements; III. ground handling personnel are able to prevent to the extent possible acts of unlawful interference and to act in the most appropriate manner to minimize the consequences of acts of unlawful interference, unauthorized interference, and/or disruptive passenger behaviour; IV. appropriate operational personnel, through security awareness training, are acquainted with preventative measures and techniques in relation to passengers, baggage, cargo, mail, equipment, stores and supplies intended for transport on aircraft, as applicable, so they may contribute to the prevention of acts of sabotage and other forms of unauthorized interference 				
b) if the provider outsources ground operations and/or associated functions to external ground service providers at any station, the provider shall have a process to ensure such external providers have a security training program in accordance with requirements of the provider's security training program.				
c) if the provider conducts security functions at any station, the provider shall ensure the security training program includes a process that requires personnel who perform such functions to complete : <ul style="list-style-type: none"> I. initial security training prior to being assigned to operational duties that involve security responsibilities; II. recurrent security training in accordance with the security program of the customer airline(s) and the civil aviation security program of states where operations are conducted 				
d) if the provider manages or operates a security screening system at any station, the provider shall ensure the security training program as specified and includes processes that require personnel who manage or operate the system : <ul style="list-style-type: none"> I. to be certified in accordance with requirements of the applicable civil aviation security authority, where such certification requirements exist; II. complete initial and recurrent training, which shall include training in the identification of explosives, weapons or other dangerous items or devices. 				



GHS 30. SECURITY MANAGEMENT (SECURITY PROGRAM)

30.1 - DOES THE PROVIDER HAVE A SECURITY MANAGEMENT (SECURITY PROGRAM) :				COMP REF
a) the provider shall have a security program that ensures security controls are implemented at stations in accordance with the security program of the customer airline(s) and the civil aviation security program of states where operations are conducted.				
b) 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 security program(s) as specified.				
c) the provider shall ensure the security program as specified and includes a requirement for security controls to be in place at all stations to prevent personnel and vehicles from unauthorized access into facilities and/or areas where the provider conducts ground operations for customer airlines.				
d) the provider shall ensure the security program as specified and includes procedures that require ground handling personnel performing functions in station airside areas to maintain awareness for unauthorized interference, and to request a verification of identity from any potentially unauthorized persons.				

GHS 31. SECURITY THREAT MANAGEMENT

31.1 - DOES THE PROVIDER HAVE A SECURITY THREAT MANAGEMENT :				COMP REF
a) shall ensure the security program as specified and includes a requirement for procedures to address security threats at stations, and such procedures : I. Provide for the assessment of associated risks and implementation of response measures.				

GHS 32. CONTINGENCY PLANNING SECURITY

32.1 - DOES THE PROVIDER HAVE A CONTINGENCY PLANNING SECURITY:				COMP REF
a) Shall have a station contingency plan in accordance with requirements of the customer airline(s) for responding to aviation security incidents.				
b) 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.				

GHS 33. SECURITY EQUIPMENT

33.1 - DOES THE PROVIDER HAVE A SECURITY EQUIPMENT :				COMP REF
If the provider operates equipment utilized for security screening or for the implementation of other security controls at the station, the provider shall have procedures for the testing and calibration of such equipment on a periodic basis.				

GHS 34. SECURITY SECTION 3 – PASSENGER HANDLING (PAX)

34.1 - DOES THE PROVIDER HAVE A SECURITY SECTION 3 – PASSENGER HANDLING (PAX) :				COMP REF
a) 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.				



b) 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.				
c) 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 : I. a bomb threat condition; II. an increased security threat condition				
d) 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;				

GHS 35. CARRIAGE OF WEAPONS

35.1 - DOES THE PROVIDER HAVE PROCEDURES ON CARRIAGE OF WEAPONS :	COMP REF			
a) 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 on board 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.				
b) if the provider handles passengers carrying weapons, 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 on-board the aircraft.				
c) 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 : i. an authorized and duly qualified person has determined any weapon to be boarded is not loaded; ii. the weapon is stowed in a place that is inaccessible to any unauthorized person during flight.				

GHS 36. SECURITY SECTION 4 – BAGGAGE HANDLING (BAG)

36.1 - DOES THE PROVIDER HAVE SECURITY – BAGGAGE HANDLING (BAG) PROCEDURES:	COMP REF			
a) 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 : i. the provider loads baggage into the aircraft, departure of the aircraft transporting the baggage; or II. the point at which the baggage is transferred to and accepted by another entity for further handling.				



b) 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 : i. individually identified as accompanied or unaccompanied baggage; II. subjected to appropriate security controls.				
c) 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.				
d) 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.				
e) 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.				
f) 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.				
g) 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.				

GHS 37. SECURITY SECTION 5 – AIRCRAFT HANDLING AND LOADING (HDL)

37.1 - DOES THE PROVIDER HAVE AIRCRAFT HANDLING AND LOADING PROCEDURES HDL) :	COMP REF			
a) 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.				
b) 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 on-board; II. aircraft are parked only in secure areas within an airport operating area; III. aircraft are parked under conditions that permit maximum security and protect.				
c) 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 vehicle.				
d) 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.				



e) 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.				
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GHS 38. SECURITY SECTION 7 – CARGO AND MAIL HANDLING (CGM)

38.1 - DOES THE PROVIDER HAVE CARGO AND MAIL HANDLING (CGM) PROCEDURES :	COMP REF			
a) 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.				
b) 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.				

GHS 39. GROUND SUPPORT EQUIPMENT (GSE) MANAGEMENT GSE FUNCTIONAL SPECIFICATIONS

39.1 - DOES THE PROVIDER HAVE GROUND SUPPORT EQUIPMENT (GSE) MANAGEMENT GSE FUNCTIONAL SPECIFICATIONS PROGRAM:	COMP REF			
a) The provider shall have a program that requires published functional specifications that govern the use of GSE in ground handling operations at each station. Such specifications shall state the GSE requirements applicable to the type(s) of ground handling functions performed at the station.				

GHS 40. GSE (GROUND SERVICE EQUIPMENT) MAINTENANCE

40.1 - DOES THE PROVIDER HAVE GSE(GROUND SERVICE EQUIPMENT) MAINTENANCE:	COMP REF			
a) if the provider maintains GSE at any station, the provider shall have a program that ensures such equipment, at the applicable stations : i. is maintained in accordance with instructions and/or guidance from the GSE manufacturer; ii. is serviceable and in good mechanical condition prior to being used in ground operations iii. when found to be defective, is reported and evaluated for removal from service.				
b) if the provider maintains GSE at any station the provider shall have procedures that ensure such maintenance is documented in records, and such records are retained for a period as specified by the provider, applicable regulations and/or the customer airline(s).				

GHS 41. GSE OPERATION

41.1 - DOES THE PROVIDER HAVE GSE OPERATION PROGRAM :	COMP REF			
a) the provider shall have a program for the operation of GSE, which includes standard operating procedures, as well as appropriate training and evaluation, to ensure personnel at all stations are qualified and authorized to operate GSE : i. in a manner that prevents damage to aircraft and injury to personnel; ii. in accordance with applicable regulations and/or requirements of the customer airline(s).				
b) the provider shall ensure the GSE operation program as specified and includes a procedure for GSE to be subjected to a pre-movement inspection prior to being utilized in operations.				



c) the provider shall ensure the GSE operation program as specified and includes a procedure for GSE, except equipment necessary for aircraft ground movement for departure, to be positioned and remain behind ramp safety lines during aircraft departure and arrival movement operations.				
d) the provider shall ensure the GSE operation program as specified and includes procedures for GSE to be parked : I. only in designated 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.				
e) the provider shall ensure the GSE operation program as specified and includes procedures that do not permit GSE, including the passenger boarding bridge, 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.				
f) the provider shall ensure the GSE operation program as specified in and includes procedures that require the parking brake to be applied, with the gear lever in "park" or "neutral," when GSE is parked in airside areas.				
g) the provider shall ensure the GSE operation program as specified and includes procedures that prevent GSE from being moved into or driven across the path of : i. taxiing aircraft; II. embarking or disembarking passengers on the ramp.				
h) the provider shall ensure the GSE operation program as specified d includes procedures that prevent GSE from being driven with elevating equipment in the elevated position, except during final positioning of the equipment to the aircraft.				
i) the provider shall ensure the GSE operation program as specified and includes procedures that require loaded dollies or transporters to 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.				
j) the provider shall ensure the GSE operation program as specified and includes procedures that require unserviceable GSE to be : I. tagged as "out of service" and not utilized in airside operations; II. removed from operations for repair or maintenance.				

GHS 42. UNIT LOAD DEVICE (ULD) MANAGEMENT ULD - AIRWORTHINESS AND SERVICEABILITY

42.1 - DOES THE PROVIDER HAVE UNIT LOAD DEVICE (ULD) MANAGEMENT ULD AIRWORTHINESS AND SERVICEABILITY :	COMP REF			
a) if the provider handles ULD's at the station, the provider shall have procedures in accordance with requirements of the customer airline(s) to ensure ULD's 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.				



GHS 43. ULD LOADING

43.1 - DOES THE PROVIDER HAVE ULD LOADING PROCEDURES:				COMP REF
a) if the provider handles ULD at the station, the provider shall have procedures in accordance with requirements of the customer airline(s) to ensure loaded ULD's, whether received or loaded by the provider, are in compliance with applicable requirements pertaining to ULD loading and load securing.				
b) if the provider handles ULD at the station, the provider shall have a program that includes procedures in accordance with requirements of the customer airline(s) to ensure ULD are identified by exterior tags that display information relevant to the ULD and its contents prior to being released for loading into the aircraft.				

GHS 44. ULD HANDLING AND STORAGE

44.1 - DOES THE PROVIDER HAVE ULD HANDLING AND STORAGE PROCEDURES :				COMP REF
a) if the provider handles ULD's at the station, the provider shall have procedures in accordance with requirements of the customer airline(s) to ensure ULD's are handled and stored in a manner that minimizes or eliminates the possibility of damage or loss.				
b) if the provider handles ULD's at the station, the provider shall have procedures in accordance with requirements of the customer airline(s) to ensure ULD's 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.				

GHS 45. STATION AIRSIDE SUPERVISION AND SAFETY SUPERVISION

45.1 - DOES THE PROVIDER HAVE STATION AIRSIDE SUPERVISION AND SAFETY SUPERVISION PROCESS:				COMP REF
a) 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.				
b) the provider shall have processes to ensure station personnel that provide oversight of operational activities as specified 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.				

GHS 46. AIRSIDE SAFETY COMMITTEE

46.1 - DOES THE PROVIDER HAVE AIRSIDE SAFETY COMMITTEE :				COMP REF
a) 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.				

GHS 47. AIRSIDE FIRE SAFETY

47.1 - DOES THE PROVIDER HAVE AIRSIDE FIRE SAFETY PROCEDURES :				COMP REF
a) 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. for controlling and reporting fires.				

GHS 48 AIRSIDE CLEANLINESS

48.1 - DOES THE PROVIDER HAVE AIRSIDE CLEANLINESS PROCEDURES :	COMP REF			
a) the provider shall have procedures to address the spillage of fluids and other materials in station airside areas of operations.				
b) 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.				

GHS 49 AIRSIDE SEVERE WEATHER PLAN

49.1 - DOES THE PROVIDER HAVE AIRSIDE SEVERE WEATHER PLAN :	COMP REF			
a) 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.				

GHS 50. PASSENGER SAFETY

50.1 - DOES THE PROVIDER HAVE PASSENGER SAFETY PROCEDURES :	COMP REF			
a) 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.				

GHS 51. PERSONNEL SAFETY

51.1 - DOES THE PROVIDER HAVE PERSONNEL SAFETY PROCEDURES :	COMP REF			
a) 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.				

GHS 52 LOCAL BAGGAGE COMMITTEE (LBC)

52.1 - DOES THE PROVIDER HAVE LOCAL BAGGAGE COMMITTEE (LBC) PROCEDURES :	COMP REF			
a) if a local baggage committee (LBC) has been established at the station, the provider shall have a process to ensure participation in committee deliberations, 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.				



GHS 53. AIRCRAFT TURNAROUND COORDINATION

53.1 - DOES THE PROVIDER HAVE AIRCRAFT TURNAROUND COORDINATION PROCEDURES				COMP REF
a) 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).				

GHS 54. INFLIGHT CATERING

54.1 - DOES THE PROVIDER HAVE PROCEDURES TO ENSURE FOOD CATERING MEETS THE REQUIREMENT OF MOH :				COMP REF
a) if the provider delivers food to the aircraft for the consumption of passengers and crews, the provider shall:				
i. received qualification and certification from the health authorities;				
ii. provide proper security during up-lifting of food into the aircraft;				
iii. comply with applicable regulations and requirements (halal certification) of the customer airline(s) if the provider is providing halal food				

GHS 55. INSURANCE

- DOES THE PROVIDER HAVE INSURANCE COVERAGE ON ALL GROUND HANDLINGS CARRIED OUT :				COMP REF
a) the provider when providing services for the customer airlines shall have insurance coverage on all services rendered to the customer airline(s)				
b) the provider shall ensure that the insurance coverage is sufficient to cover cost in the event of any untoward incidents/accidents to the customer airline(s).				

GHSP Training

Type	Course	Validity (Years)	GH CATEGORY											
			1	2	3	4	5	6	7	8	9	10	11	12
Mandatory <i>(To be completed within 6 months from date of employment)</i>	SMS AWARENESS	2	x	x	x	x	x	x	x	x	x	x	x	x
	AVSEC AWARENESS	3	x	x	x	x	x	x	x	x	x	x	x	x
	HUFAC	2	x	x	x	x	x	x	x	x	x	x	x	x
	AIRSIDE SAFETY	2	x	x	x	x	x	x	x	x	x	x	x	x
	ERP	2	x	x	x	x	x	x	x	x	x	x	x	x

*Note: It is sufficient for a staff member to take the course **once**, for Ground Handling of various categories within 6 months from date of employment.

Type	Courses (According to category)	Initial & Recurrent	Validity of 2 years
Functional	Cat 1 – Ground administration & supervision	<p>Training matrix and training program shall be determined by GHSP in their Training Manual which is approved by CAAM.</p> <p>All training may be conducted online or in a classroom.</p> <p>All Trainer shall require approval from CAAM before he/she can conduct training. Approval validity of 3 years. Trainer evaluation can be made on actual class or simulation class.</p>	
	Cat 2 – Passenger handling		
	Cat 3 – Freight & mail handling (documentation)		
	Cat 4 – Aircraft services		
	Cat 5 – Aircraft maintenance		
	Cat 6 – Flight operations & crew administration		
	Cat 7 – Surface transport		
	Cat 8 – Catering services		
	Cat 9 – Baggage handling		
	Cat 10 – Freight & mail handling		
	Cat 11 – Ramp handling		
	Cat 12 – Fuel & oil handling		

Training record shall be retained for period of 5 years. It can be retained in softcopy or hardcopy version.

**OPERATOR'S GROUND HANDLING
AUDIT RESPONSE FORMAT**

OPERATOR	TA CERTIFICATE NO:	AUDIT DATE:

CODE	FINDING/OBSERVATION	REMARKS

OPERATORS FEEDBACK

<u>IMMEDIATE CORRECTIVE ACTION</u>
<u>ROOT CAUSE ANALYSIS</u>
<u>ROOT CAUSE CORRECTION</u>
<u>FOLLOW UP</u>
<u>CLOSURE</u>

NAME:

DESIGNATION:

DATE:

Signature:

REMARKS BY CAAM (TO BE COMPLETED BY PRINCIPAL OPERATIONS INSPECTOR AFTER REVIEWING OPERATOR'S FEEDBACK)	
The corrective action has been reviewed, verified and found to be: <div style="text-align: center;">ACCEPTABLE / UNACCEPTABLE</div>	
If UNACCEPTABLE , the reason for rejecting the corrective action: 	
Name: Date:	Signature

NOTE: OPERATOR RESPONSES TO FINDINGS

- (a) With regards to the responses to the CAAM findings, the operator should respond to non-compliances using the following five point closure plan:
- (1) **IMMEDIATE CORRECTIVE ACTION**
Action taken by the responsible manager has in the short term at least contained the non-compliance and stopped it from continuing.
 - (2) **ROOT CAUSE ANALYSIS**
Sufficient root cause analysis by the responsible person to identify the origin of the finding.
 - (3) **ROOT CAUSE CORRECTION**
Sufficient root cause correction by the responsible person that should significantly reduce or eliminate the chance of recurrence.
 - (4) **FOLLOW UP**
Timely follow up by line management or the quality assurance programme to verify the effectiveness of the corrective action taken.
 - (5) **CLOSURE**
A statement from the Head of Quality Assurance/Quality Manager or equivalent stating his/her reasons for acceptance of the corrective actions taken.

CIVIL AVIATION AUTHORITY MALAYSIA

APPLICATION FOR NOMINATION OF AN ACCOUNTABLE MANAGER FOR THE PURPOSE OF GROUND HANDLING TECHNICAL CERTIFICATION AND SUPERVISION

Note: The operator must have nominated an Accountable Manager, approved by the CAAM who has corporate authority for ensuring that all operations activities can be financed and carried out to the standard required by the CAAM.

1	Name of Organisation:	
2	Address:	
3	Name of Executive Chairman/ Accountable Manager:	
4	Telephone No:	
5	Facsimile No:	
6	Email:	

Names of Senior Member(s) delegated by Executive Chairman/Accountable Manager if any:

	Name of Senior Member	Designation
1		
2		
3		

Signed:

Date:

(Executive Chairman/Accountable Manager)

Company Stamp:

FOR CAAM USE ONLY

Approved for the position of.....

Signed:

Date:

CAAM Stamp:

Note: The Director of Flight Operations, Civil Aviation Authority of Malaysia must be given at least 10 days prior notice of a proposed change of an Accountable Manager.

CIVIL AVIATION AUTHORITY MALAYSIA

**APPLICATION FOR NOMINATION OF POST HOLDERS FOR THE PURPOSE OF GROUND HANDLING
TECHNICAL CERTIFICATION AND SUPERVISION**

Note: The operator must have Nominated Post Holders, approved by the CAAM, who are responsible to the Accountable Manager for Ground Operations, Training and Safety. Nomination for the following posts is required:

- (a) Ground Handling Manager or equivalent.
- (b) Ground Training Manager or equivalent.
- (c) Safety Manager or equivalent.
- (d) Others (as required by the CAAM)

BIOGRAPHICAL DETAILS (This form must be completed in duplicate)

1	Organisation:	
2	Address:	
3	Position Nominated:	
4	Full Name of Person Nominated:	
5	Date of Birth:	

Please attach with this application giving details in date sequence the following:

- (1) General education and technical qualifications.
- (2) Full details of employment with positions held during the past ten years.

Signed:
(Executive Chairman/Accountable Manager)

Date:
Company Stamp:

FOR CAAM USE ONLY

Approved for the position of.....

Signed:

Date:
CAAM Stamp:

Note: The Director of Flight Operations, Civil Aviation Authority of Malaysia must be given at least 14 days prior notice of a proposed change of a Nominated Post Holder.

LIST OF MANDATORY MANUALS/DOCUMENTS

No		Main Base	Hub	Station	Notes	Remarks
REGULATORY						
1	Civil Aviation Regulation (CAR 2016)	X	X	X	S	Latest Update
2	Malaysia AIP	X	X	X	S	GH Category 6
3	Malaysia FOD or Notices	X	X	X	S	All GH Category
4	Foreign AIP	X	X		S	GH Category 6 Foreign Customer
5	Foreign AIC	X	X	X	S	Foreign Customer
6	Relevant Local AIP	X	X	X	S	GH Category 6
7	Relevant Local AIC	X	X	X	S	GH Category 6
8	Relevant Local Civil Aviation Regulations	X	X	X	H/S	Link address
9	Dangerous Goods Handbook (Emergency Response Guidance)	X	X	X	H/S	GH Cat 2, 3, 9 and 10
10	Dangerous Goods Regulations(IATA)	X	X	X	H/S	GH Cat 2, 3, 9 and 10
11	Live Animal Regulations (IATA)	X	X	X	H/S	GH Cat 2, 3, 9 and 10
12	Perishable Cargo Regulations	X	X	X	H/S	GH Cat 2, 3, 9 and 10
13	Annex 1-19	X			H/S	
CERTIFICATES						
1	Malaysia GH TA Certificate and TC	X	X	X	H	Certified True Copy
2	Foreign TA and TC Validation	X	X	X	H	If applicable
GROUND HANDLING						
1	Ground Operations Manual Category applied/Cargo/Security Programme	X	X	X	H/S	GH Category Applied
2	Ground Training Manual	X	X	X	H/S	GH Category Applied
3	SMS Manual	X	X	X	H/S	
4	Corporate Emergency Operations Manual Station Emergency Response Plan	X	X	X	H/S	
5	Local Airport Emergency Plan/Manual	X	X	X	H/S	
6	Aircraft Weight and Balance Manual	X	X	X	H/S	GH Category Applied
7	Flight Dispatch Manual	X	X	X	H/S	GH Category Applied
OTHERS						
1	First Aid - Booklet/Poster/References	X	X	X	H	
2	Emergency Telephone List	X	X	X	H	
3	Station Head Handbook			X	H	