



**CIVIL AVIATION AUTHORITY OF MALAYSIA
FLIGHT OPERATIONS DIVISION
GROUND HANDLING UNIT**

CAAM/BOP/GH/01

**GROUND HANDLING PROVIDER
APPLICATION / RENEWAL FORM**

| TYPE OF SERVICE/S APPLIED <i>Mark on space provided</i> | | | |
|--|--|---|--|
| 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; (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 organisation 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 | |



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| 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 organisation 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 |

| RAMP / GROUND HANDLING EQUIPMENT | | |
|-------------------------------------|----------|-----|
| TYPE OF EQUIPMENT | CATEGORY | NO. |
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |
| Please make attachment if required. | | |

| LIST OF AERODROMES |
|--|
| <input type="checkbox"/> KUL <input type="checkbox"/> PEN <input type="checkbox"/> LGK <input type="checkbox"/> KCH <input type="checkbox"/> BKI <input type="checkbox"/> MKZ <input type="checkbox"/> JHB <input type="checkbox"/> AOR <input type="checkbox"/> IPH <input type="checkbox"/> SZB <input type="checkbox"/> KBR <input type="checkbox"/> TGG <input type="checkbox"/> KUA <input type="checkbox"/> SBW <input type="checkbox"/> BTU <input type="checkbox"/> MYY <input type="checkbox"/> LBU <input type="checkbox"/> SDK <input type="checkbox"/> TWU <input type="checkbox"/> LDU Others: _____ |

| | | |
|---|--|--------------------------------------|
|  | <p align="center">CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT</p> <p align="center">GROUND HANDLING PROVIDER APPLICATION / RENEWAL FORM</p> | <p align="center">CAAM/BOP/GH/01</p> |
|---|--|--------------------------------------|

| INSURANCE COVERAGE & AUDITED FINANCIAL STATEMENT | | |
|--|----|-------------------------------|
| NAME OF INSURANCE COMPANY | | |
| POLICY NUMBER | | |
| AMOUNT INSURED | RM | NO. OF CATEGORY(S) |

Note. –

1. Applicant who is successful on being issued a Technical Approval Certificate (TAC) to operate as a Ground Handler WILL ONLY BE OPERATIONAL when the provider presents to CAAM the insurance coverage for their operations and the provider will be given a period of one (1) month from the date of TAC issued to present the insurance policy failing which, recommendation will be made to nullify the TAC issued.
2. Application must be accompanied by the following documents failure with the application will not be processed:
 - a. Payment in full for fees and charges
 - b. Latest audited financial statement
 - c. List of company director(s)
 - d. List of shareholder(s)
 - e. A copy of Conditional Approval (CA) for new application / a copy of Ground Handling License for renewal
 - f. A copy of valid Technical Approval Certificate (TAC) for renewal.



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PROVIDER'S STATEMENT

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.

.....
Accountable Manager

Date:

CAAM STATEMENT

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

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Senior Director
Flight Operations Division

Date: