	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
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*To be filled by applicant and submit together with Ground Handling Application form for evaluation.

ACTIVITY NO. COMPANY		TAC NO.		VENUE	
INSPECTOR/S		DATE OF INSPECTION			
REPORT COMPLETED DATE		TOTAL NO. 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. ORGANISATION AND ACCOUNTABILITY

1.1 - DOES THE PROVIDER HAVE A MANAGEMENT SYSTEM THAT ENSURES:	COMP. REF			
a) Policies, systems, programmes, processes, procedures and/or plans of the provider are administered and/or implemented throughout the organisation;				
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 organisation, 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.				


	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
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GHS 2. MANAGEMENT COMMITMENT

2.1 - DOES THE PROVIDER MANAGEMENT COMMITMENT:	COMP REF			
a) Have a policy that commits the organisation to a culture that has safety and security as fundamental operational priorities.				
b) Have a policy that commits the organisation to: <ul style="list-style-type: none"> 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 organisation to addressing environmental issues in ground operations in accordance with applicable laws, regulations and other requirements.				
d) Have a policy that commits the organisation 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: <ul style="list-style-type: none"> 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.				


	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
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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, organisational 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 organisation 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: <ul style="list-style-type: none"> i. The exercise of duties while under the influence of psychoactive substances is prohibited. ii. Consequences for such behaviour are defined. 				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
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GHS 6. RISK MANAGEMENT


6.1 - DOES THE PROVIDER HAVE RISK MANAGEMENT:				COM REF
a) The provider should have a risk management programme that specifies processes that are implemented within the management system and in locations where ground operations are conducted to ensure: <ul style="list-style-type: none"> 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 analysed 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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 organisation; 				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

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 utilises 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: <ul style="list-style-type: none"> 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.				


	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

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 standardised processes for: <ul style="list-style-type: none"> i. Identification; ii. Legibility; iii. Maintenance; iv. Retrieval; v. Protection and security; b) Disposal, deletion (electronic records) and archiving.				
c) If the provider utilises 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: <ul style="list-style-type: none"> 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 programme 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 programme, as specified.				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

c) To ensure significant issues arising from the safety programme as specified are subject to regular review by operations management.				
d) Have an operational reporting system that: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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 standardised report format; iii. Investigation reports are retained and submitted in accordance with applicable regulations and requirements of the customer airline(s). 				

GHS 12. QUALITY ASSURANCE PROGRAMME


12.1 - DOES THE PROVIDER HAVE A QUALITY ASSURANCE PROGRAMME:	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: <ul style="list-style-type: none"> 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 programme as specified.				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

c) Have a process for addressing findings that result from audits conducted under the quality assurance programme as specified which ensures: <ul style="list-style-type: none"> 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 programme as specified are subject to regular review by management.				
e) Have a means for disseminating information from the quality assurance programme as specified as appropriate, to ensure an organisational awareness of compliance with applicable regulatory and other requirements.				
f) Have an audit planning process and sufficient resources to ensure audits are: <ul style="list-style-type: none"> 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 programme utilises auditors that: <ul style="list-style-type: none"> i. Have been trained and qualified; ii. Are impartial and functionally independent from operational areas to be audited. 				

GHS 13. OUTSOURCING QUALITY CONTROL PROGRAMME

13.1 - DOES THE PROVIDER HAVE OUTSOURCING QUALITY CONTROL PROGRAMME:	COMP REF			
a) If the provider outsources ground operations and/or associated functions to external ground service providers, the provider shall have a programme 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.				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

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 utilise auditing as a method for the monitoring of external service providers				

GHS 14. PRODUCT QUALITY CONTROL PROGRAMME


14.1 - DOES THE PROVIDER HAVE PRODUCT QUALITY CONTROL PROGRAMME:	COMP REF			
The provider should have a programme 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: <ul style="list-style-type: none"> 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.				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
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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.				
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GHS 17. TRAINING PROGRAMME (GENERAL)


17.1 - DOES THE PROVIDER HAVE TRAINING PROGRAMME (GENERAL):	COMP REF			
a) The provider shall have a training programme 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 programme 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 programme 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 programme 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 programme 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.				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
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f) The provider shall ensure the training programme as specified in and includes processes for all aspects of the training programme 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 PROGRAMME

18.1 - DOES THE PROVIDER HAVE DANGEROUS GOODS TRAINING PROGRAMME:	COMP REF			
a) Shall have a dangerous goods training programme 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 programme 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 programme that provides the knowledge in subject areas consistent with the level of instruction to be delivered.				
c) Shall ensure the dangerous goods training programme 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 programme in accordance with requirements of the provider's dangerous goods training programme as specified.				
e) If the provider delivers cargo and mail handling services at any station, the provider shall ensure the dangerous goods training programme 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).				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------


f) If the provider delivers cargo and mail handling services at any station, the provider shall ensure the dangerous goods training programme 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 programme as specified and includes a process that requires dangerous goods training for cargo handling personnel to be conducted by either: <ul style="list-style-type: none"> i. An IATA member airline; or ii. An IATA accredited training school (ATS); or iii. A person or organisation 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 organisations other than those specified and the provider shall ensure the dangerous goods training programme as specified and includes a process for the conduct of a review that verifies the adequacy of such dangerous goods training.				

GHS 19. AIRSIDE SAFETY TRAINING PROGRAMME

19.1 - DOES THE PROVIDER HAVE AIRSIDE SAFETY TRAINING PROGRAMME:	COMP REF			
The provider shall have a programme 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 PROGRAMME

20.1 - DOES THE PROVIDER HAVE AIRSIDE DRIVER TRAINING PROGRAMME:	COMP REF			
a) The provider shall have a programme 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: <ul style="list-style-type: none"> I. Complete the qualification process required by the relevant authority; II. Obtain an operating license in accordance with requirements of the relevant authority. 				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

GHS 21. GSE OPERATIONS TRAINING PROGRAMME

21.1 - DOES THE PROVIDER HAVE GSE OPERATIONS TRAINING PROGRAMME:	COMP REF		
a) The provider shall have a programme that ensures all personnel with duties that require the operation of GSE: <ul style="list-style-type: none"> i. Complete training and evaluation in the operation of GSE as applicable to their assigned operational function(s); ii. Are qualified and/or authorised to operate GSE in station operations. 			

GHS 22. LOAD CONTROL TRAINING PROGRAMME


22.1 - DOES THE PROVIDER HAVE LOAD CONTROL TRAINING PROGRAMME:	COMP REF		
a) If the provider delivers load control services at any station, the provider shall have a programme that ensures all personnel with duties and/or responsibilities in operational load control functions complete initial and recurrent training in: <ul style="list-style-type: none"> i. Operational subject areas as applicable to assigned load control function(s); ii. Dangerous Goods. 			

GHS 23. PASSENGER HANDLING TRAINING PROGRAMME

23.1 - DOES THE PROVIDER HAVE PASSENGER HANDLING TRAINING PROGRAMME:	COMP REF		
a) If the provider delivers passenger handling services at any station, the provider shall have a programme 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: <ul style="list-style-type: none"> i. Operational subject areas as applicable to assigned passenger handling function(s); ii. Dangerous Goods. 			

GHS 24. BAGGAGE HANDLING TRAINING PROGRAMME

24.1 - DOES THE PROVIDER HAVE BAGGAGE HANDLING TRAINING PROGRAMME:	COMP REF		
a) If the Provider delivers baggage handling services at any station, the Provider shall have a programme 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: <ul style="list-style-type: none"> i. Operational subject areas as applicable to assigned baggage handling function(s) ii. Dangerous goods 			

	<p align="center">CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT</p> <p align="center">GROUND HANDLING COMPLIANCE CHECKLIST</p>	<p align="center">CAAM/BOP/GH/02</p>
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GHS 25. AIRCRAFT HANDLING AND LOADING TRAINING PROGRAMME

25.1 - DOES THE PROVIDER HAVE AIRCRAFT HANDLING AND LOADING TRAINING PROGRAMME:	COMP REF			
a) If the provider delivers aircraft handling and loading services at any station, the provider shall have a programme 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: <ul style="list-style-type: none"> 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 programme 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 programme 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 programme that ensures all personnel with duties that include the operation of aircraft access doors: <ul style="list-style-type: none"> 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 programme 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 PROGRAMME

26.1 - DOES THE PROVIDER HAVE AIRCRAFT GROUND MOVEMENT TRAINING PROGRAMME:	COMP REF			
a) If the provider delivers aircraft ground movement services at any station, the provider shall have a programme 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 PROGRAMME

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

27.1 - DOES THE PROVIDER HAVE CARGO AND MAIL TRAINING PROGRAMME:	COMP REF
<p>a) If the provider delivers cargo and mail handling services at any station, the provider shall have a programme 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:</p> <ul style="list-style-type: none"> i. Familiarisation 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 PROGRAMME

28.1 - DOES THE PROVIDER HAVE AIRCRAFT TURNAROUND COORDINATOR TRAINING PROGRAMME:	COMP REF
<p>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:</p> <ul style="list-style-type: none"> 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. 	

	<p align="center">CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT</p> <p align="center">GROUND HANDLING COMPLIANCE CHECKLIST</p>	<p align="center">CAAM/BOP/GH/02</p>
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GHS 29. SECURITY TRAINING PROGRAMME

29.1 - DOES THE PROVIDER HAVE A SECURITY TRAINING PROGRAMME:	COMP REF			
<p>a) the provider shall have a security training programme that is in accordance with the security programme 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 programme shall include initial and recurrent training, and have a balanced curriculum of theoretical and practical training to ensure:</p> <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 minimise the consequences of acts of unlawful interference, unauthorised 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 unauthorised interference 				
<p>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 programme in accordance with requirements of the provider's security training programme.</p>				
<p>c) if the provider conducts security functions at any station, the provider shall ensure the security training programme includes a process that requires personnel who perform such functions to complete:</p> <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 programme of the customer airline(s) and the civil aviation security 				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
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programme 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 programme 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 PROGRAMME)

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

GHS 31. SECURITY THREAT MANAGEMENT

31.1 - DOES THE PROVIDER HAVE A SECURITY THREAT MANAGEMENT:	COMP REF			
a) shall ensure the security programme as specified and includes a requirement for procedures to address security threats at stations, and such procedures: <ul style="list-style-type: none"> i. Provide for the assessment of associated risks and implementation of response measures. 				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
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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 programme 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 utilised 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;				


	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

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 authorised 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 authorised 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 authorised 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: <ul style="list-style-type: none"> i. an authorised 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 unauthorised 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 unauthorised interference from the point at which it is accepted or screened, whichever is earlier, until either: <ul style="list-style-type: none"> 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. 				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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. 				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

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 utilised during hours of darkness to dissuade and detect unauthorised 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.				

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 programme to ensure security controls are in place to prevent personnel and vehicles from unauthorised 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 PROGRAMME:	COMP REF			
a) The provider shall have a programme 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 programme that ensures such equipment, at the applicable stations: <ul style="list-style-type: none"> i. is maintained in accordance with instructions and/or guidance from the GSE manufacturer; 				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

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 PROGRAMME:	COMP REF			
a) the provider shall have a programme 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 authorised to operate GSE: <ul style="list-style-type: none"> 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 programme as specified and includes a procedure for GSE to be subjected to a pre-movement inspection prior to being utilised in operations.				
c) the provider shall ensure the GSE operation programme 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 programme as specified and includes procedures for GSE to be parked: <ul style="list-style-type: none"> 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 programme as specified and includes procedures that do not permit GSE, including the passenger boarding bridge, to move toward an aircraft unless: <ul style="list-style-type: none"> 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. 				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------


f) the provider shall ensure the GSE operation programme 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 programme as specified and includes procedures that prevent GSE from being moved into or driven across the path of: <ul style="list-style-type: none"> i. taxiing aircraft; ii. embarking or disembarking passengers on the ramp. 				
h) the provider shall ensure the GSE operation programme 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 programme 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 programme as specified and includes procedures that require unserviceable GSE to be: <ul style="list-style-type: none"> i. tagged as "out of service" and not utilised 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: <ul style="list-style-type: none"> 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.				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

b) if the provider handles ULD at the station, the provider shall have a programme 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.				
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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 minimises 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.				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
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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: <ul style="list-style-type: none"> 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 programme 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 utilise 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.				

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
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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: <ul style="list-style-type: none"> 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). 	

	CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION GROUND HANDLING UNIT GROUND HANDLING COMPLIANCE CHECKLIST	CAAM/BOP/GH/02
---	---	----------------

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: <ul style="list-style-type: none"> 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

55.1 - 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).				