



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: ops.gh@caam.gov.my

ATTACHMENT 1
 Issue 1, Revision 1
 1 July 2020

TYPE OF SERVICE/S APPLIED Mark on space provided JENIS PERKHIDMATAN YANG DIPOHON <i>Tanda diruangan yang disediakan</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; 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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RAMP/GROUND HANDLING EQUIPMENT <i>PERALATAN GROUND HANDLING</i>		
TYPE OF EQUIPMENT <i>JENIS PERALATAN</i>	CATEGORY <i>KATAGORI</i>	NO. <i>JUMLAH</i>
1.		
2.		
3.		
4.		
5.		
6.		
1. Please make attachment if required. (<i>Sila kepilkan lampiran jika perlu</i>)		

INSURANCE COVERAGE & AUDITED FINANCIAL STATEMENT <i>PERLINDUNGAN INSURAN & PENYATA KEWANGAN YANG DIAUDIT</i>		
NAME OF INSURANCE COMPANY <i>NAMA SYARIKAT INSURAN</i>		
POLICY NUMBER <i>NOMBOR POLISI</i>		
AMOUNT INSURED <i>JUMLAH INSURAN</i>	RM	NO. OF CATEGORY(S) <i>JUMLAH KATAGORI</i>

Note:

1. Applicant who is successful on being issued a license to operate as a Ground Handler WILL ONLY BE OPERATIONAL when the provider presents to CAAM the insurance coverage and 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.
2. Application without latest audited financial statement will not be processed.

PROVIDER'S STATEMENT <i>PERNYATAAN PERMOHON</i>
<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 of 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>Bahawasa nya 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 <i>Pengurus Bertanggungjawab</i></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.

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Director

Flight Operations Division

Date: