



NOTICE OF PROPOSED AMENDMENT 2019-07

Issue 01

Date of issue: 05 December 2019

SUBJECT:

CAAP 46 – CIVIL AVIATION ADVISORY PUBLICATION - GROUND OPERATIONS

REFERENCE PUBLICATIONS:

CAAP 46

REASON:

Ground Operations remains a concerns for aviation. Based on the recently published UAE State Safety Programme, ground collision and ground handling events have been selected as part of UAE safety priorities.

Ground Operations involve the preparation of aircraft for departure and must be done in such a way that the subsequent flight will be safe; for example, correct loading of cargo and baggage, sufficient and verified fuel of adequate quantity and quality and the correct use of Aircraft Ground De/Anti-Icing facilities, where appropriate.

The purpose of this NPA is to propose enhancements to CAAP 46, based on safety oversight activities conducted by the GCAA and other best practices.

SUBMISSION OF COMMENTS:

This NPA is published to announce to the public the proposed revision to the CAAP and to entitle all concerned parties to:

- Review the attached proposed new regulation;
- Agree on the date of applicability for this CAAP which is set for 01st May 2020; and
- Submit comments through the GCAA website by 31st January 2020.

Comments must be submitted through the GCAA Website – E-Publication – Notice of Proposed Amendment, using the Action of “Submit NPA Feedback Request”. Any comments submitted using other means will not be considered.

Comments and Responses may be viewed in the Comments Response Document CRD pertaining to this NPA on the GCAA website.

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CIVIL AVIATION ADVISORY PUBLICATION

CAAP 46

GROUND OPERATIONS

**GUIDANCE INFORMATION REGARDING GROUND OPERATIONS ACTIVITIES RELATED TO FLIGHT
OPERATION**



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2. INTRODUCTION

The purpose of this CAAP is to provide the requirements on aviation ground operations associated to flight operations. The ground activities related flight operations are those listed in Appendix 1 to CAR OPS 1/3.1045 paragraph 8.2 which includes fuelling procedures, pre and post flight documentation, aircraft, passenger and cargo handling, loading, parking, flight planning, weight and balance, procedures for refusal of embarkation, de-icing and anti-icing and any other ground operations including cargo handling activities necessary to ensure the safe handling of its flights.

The requirements detailed in this CAAP (which are over and above CAR OPS requirements) are applicable if the ground operations & cargo handling activities are performed by the operator or its contractor. Operators may also establish other means by which they comply with the requirements of this CAAP if equivalent safety level can be demonstrated.

Note: The following have the following meaning when used throughout the CAAP

Operators: UAE AOC/POC holders

Contractors: Organisations that provide ground operations activities to UAE operators



3. STATUS OF THIS CAAP

This is the issue 02 of CAAP 46 on Ground Operations. It will remain current until withdrawn or superseded.

It is imperative that operators' Ground Operations Manuals contents are in compliance with this revision. Compliance or equivalent safety, on the applicable requirements, shall be demonstrated by operators before the date of applicability of this new issue.

4. APPLICABILITY

This CAAP applies to all UAE Operators intending to operate in or outside the UAE territory. It must be noted that outside the UAE territory, Operators shall also conform to the destination State applicable regulations.

5. REFERENCES

This CAAP should be read in conjunction with:

- a) CAR-OPS 1/3.140 Information on ground
- b) CAR-OPS 1/3.175 (m) Ground Handling facilities
- c) CAR-OPS 1/3.205 Competence of operations personnel
- d) CAR OPS 1/3.260 Carriage of persons with Reduced Mobility
- e) CAR OPS 1/3.265 Carriage of inadmissible passengers, deportees or persons in custody
- f) CAR OPS 1/3.280 Passenger seating
- g) CAR OPS 1/3.290 Flight Preparation
- h) CAR-OPS 1/3.305 Refuelling/defueling with passengers
- i) CAR-OPS 1/3.345 Ice and other contaminants
- j) CAR OPS 1/3.1060 Operational Flight Plan
- k) CAR OPS 1/3SUB PART J. Mass and Balance
- l) CAAP 47 Call-sign
- m) CAR OPS 1/3.308 Pushback and Towing
- n) CAR OPS 1/3.1145/ 1.1215/1.1065 Dangerous Goods

As per **CAR-OPS 1.175 General rules for Air Operator Certification/Authorisation**, an AOC/POC holder must:



- a) arrange appropriate ground handling facilities to ensure the safe handling of its flights.
- b) appoint Ground Operations Post-Holder responsible for ensuring that the Operator meets the required standard.
- c) possess an Operations Manual containing all instructions, procedures and information necessary for personnel to perform their duties related to ground operations.

Note: The ground operations activities can be part of the operator's Operation Manual Part A paragraph 8.2 or can be issued as a separate volume or volumes. In the event an operator chooses the option for a separate manual or manuals, its existence shall be explained in the Operations Manual Part A under paragraph 0 – Administration and Control of Operations manual. The operator should also ensure that the Operations Manual or Ground Operations Manual or manuals contain the contents and follows the format as shown in Appendix 1 to this CAAP. The contents shall be presented in a form in which they can be used without difficulty and should comply with this CAAP.

6. PROCESS, PROCEDURES AND IMPLEMENTATION OF GROUND OPERATIONS

The Ground operations consist of the following elements:

- a) Organisation and Management control
- b) Load control
- c) Passenger handling
- d) Baggage handling
- e) Aircraft handling and loading
- f) Aircraft ground movement
- g) Fuelling
- h) De-icing
- i) Cargo Handling

An AOC/POC is issued on the basis that the Operator can ensure safe operations which includes Ground Operations. Ground Operations elements and procedures shall be acceptable to the GCAA and shall remain in compliance with existing regulatory requirements. Operators are encouraged to adopt Ground Operations procedures and instructions based on the latest technical data and best practices.



6.1 Organisation and Management

Operators should demonstrate and implement the following requirements if applicable:

- (a) Necessary facilities, workspace, equipment and supporting services, as well as work environment, are available to satisfy operational safety and security requirements;
- (b) Lines of accountability for operational safety and security are defined throughout the operator organisation;
- (c) Management and non-management positions within the organisation that are required to perform functions relevant to the safety or security of aircraft operations:
 - i. Are filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position;
 - ii. Maintain their competence on the basis of continued education and training and, if applicable for a specific position, continue to satisfy any mandatory technical competency requirements;
- (d) Processes and procedures to ensure safe and secure conduct or support of operations;
- (e) Process for the delegation of duties within the management system for ground handling operations that ensures managerial continuity is maintained when operational managers are absent from the workplace;
- (f) Communication system that enables an effective exchange of information relevant to the conduct of ground handling operations throughout the management system for ground handling operations and in areas where ground handling operations are conducted;
- (g) Ensure the current edition of the Operations Manual and/or its volume(s) containing Ground Handling processes and procedures is available in a usable format at each location where ground handling operations are conducted;
- (h) Ensure compliance with chapter 2 of CAR PART VI for any Dangerous Good related requirements;
- (i) Ensure compliance with CAR PART VII for aviation security related requirements;
- (j) System for the management and control of documentation and/or data used directly in the conduct or support of ground handling operations. Such system shall meet the requirements of CAR OPS 1.1045. As a minimum, such system should:
 - i. Contain legible and accurate information;
 - ii. Be presented in a format that is appropriate for use by ground handling personnel;
 - iii. If applicable, be accepted or approved by GCAA;
- (k) System for the management and control of operational records to ensure the content and retention of such records is in accordance with requirements of CAR OPS Subpart P;
- (l) Safety Management System of the operator shall cover Ground Handling functions;



- (m) Ensure that ground handling agents contracted by the operator are provided with mechanisms for operational and management personnel to report incidents, accidents, risks and hazards directly to the operator and ensure such reporting tools are used and are effective;
- (n) Quality assurance program that provides for the auditing and evaluation of the management system, and of operations and maintenance functions;
- (o) Processes to ensure equipment or other operational products relevant to the safety or security of aircraft operations that are purchased or otherwise acquired from an external vendor or supplier meet the product technical requirements specified by the Operator prior to being used in the conduct of operations or aircraft maintenance;
- (p) A process to ensure a contract or agreement is implemented with external service providers. Such contracts or agreements should identify the application of measurable specifications that can be monitored by the Operator to ensure requirements that affect the safety and/or security of ground handling operations are being fulfilled by the service provider;
- (q) Processes for setting performance measures in ground handling operations as a mean to monitor the safety performance of ground handling operations and to validate the effectiveness of risk controls in accordance with CAR X 2.3.1; and
- (r) A policy that addresses the use of psychoactive substances by operational personnel and ensures:
 - i. The exercise of duties while under influence of psychoactive substances is prohibited;
 - ii. Consequences for such behaviour are defined.

6.2 Load control

The following systems, processes and procedures should be demonstrated and implemented by operators if applicable

- (a) Procedures to ensure aircraft weight and balance conditions that are correct and within limits;
- (b) Procedures to ensure aircraft loaded in accordance with applicable regulations and specific loading instructions for the flight;
- (c) Procedures to ensure dissemination of dangerous goods and other special load information applicable to each flight;
- (d) Procedures to ensure Information, to include last minute changes, that is in agreement with the actual load on the aircraft and presented on a final load sheet;
- (e) Process to ensure aircraft weight and balance data: take into account limitations of the manufacturer and Operator;
- (f) Process to ensure aircraft weight and balance data are current and accurate;
- (g) Procedures to ensure any verbal exchange of load information or data that could affect aircraft weight and balance calculations is manually or electronically documented and confirmed prior to flight departure;



- (h) Procedures to ensure, in the event of a potential discrepancy associated with the accuracy of weight and balance figures for a flight, the relevant or requested information is provided to the pilot-in-command (PIC) without delay and the discrepancy is reported;
- (i) Process to ensure operational load control records are retained in accordance with regulatory requirements;
- (j) Load control process to include a standard scheme that identifies specific loading positions within each aircraft type for the purpose of planning and positioning the load in the aircraft;
- (k) Procedure for load planning that produces instructions to ensure aircraft are loaded in accordance with all applicable requirements;
- (l) Procedures for calculating the aircraft mass and balance in accordance with regulatory requirements;
- (m) Process to ensure mass and balance calculations are based on current aircraft weight and balance data, consider limitations defined by the manufacturer and take into account the previously planned load;
- (n) Procedures to ensure the load control process utilises passenger and baggage weights for mass and balance calculations that are in accordance with regulatory requirements;
- (o) Procedure to produce and issue a Loading Instruction/Report (LIR);
- (p) Procedure to produce and issue an Off-loading Instruction/Report when required for transit flights;
- (q) If the operator issues a manual LIR, the operator is required to have a procedure to ensure the accuracy of manual calculations is verified prior to flight departure;
- (r) Process to provide the PIC, as soon as practicable prior to departure of the aircraft, with a notification that contains accurate and legible written or printed information concerning dangerous goods on-board the aircraft;
- (s) Procedures to issue to the PIC prior to flight departure a manually or electronically generated Load sheet that has been crosschecked against the LIR and other information relative to the actual aircraft load and presents accurate load information, to include weight data and distribution of the load within the aircraft;
- (t) Procedures to ensure the Load sheet, prior to issuance to the pilot-in-command, is checked to verify information on the Load sheet corresponds with the actual load on the aircraft;
- (u) Procedure to adjust the Load sheet to account for last minute changes (LMC);
- (v) Load sheet, when transmitted to the aircraft via ACARS, is in a standard format;
- (w) If an automated Departure Control System (DCS) is utilised, the operator is required to have a process to accept the DCS;
- (x) Procedures for the production and transmission of a load message (LDM), container/pallet distribution message and ULD Control Message (UCM);
- (y) Process to provide the pilot-in-command (PIC), as soon as practicable prior to departure of the aircraft, with accurate and legible written information pertaining to dangerous goods on board the aircraft to be transported as cargo. Such notification shall be in accordance with CAR OPS 1.135;



- (z) Procedures to identify and address passenger loads that do not comply with conventional aircraft loading weight allowances; and
- (aa) Procedures for identification and communication to Load Control of:
 - i. Hold baggage, individual or cumulative weights, that exceed normal allowances;
 - ii. Gate delivery items, including individual or cumulative weights that exceed normal allowances;
 - iii. Other non-normal items that must be considered in the load control process.

6.3 Passenger handling

The following systems, processes and procedures should be demonstrated and implemented by operators if applicable

- (a) Procedures for the transfer of information and data to the load control office to ensure passengers, carry-on baggage and other items loaded onto the aircraft as part of passenger handling operations are accounted for in the load control process;
- (b) Procedures in accordance with requirements to ensure a boarding pass containing the passenger name is issued to each seated passenger during the check-in process;
- (c) Procedures to ensure, when receiving baggage during passenger check-in operations;
- (d) Procedures in accordance with requirements for the check-in of heavy or overweight baggage, and to ensure such baggage is accounted for in the load control process;
- (e) Procedures to ensure cabin baggage is in compliance with size, weight and quantity limits as specified in applicable regulations;
- (f) If the operator utilises scales to determine the weight of baggage during the passenger check-in process, the operator is required to have a process to ensure such scales are periodically checked and calibrated;
- (g) Procedure to address, prior to flight departure, passengers that are suspected of having a communicable disease;
- (h) Procedures to detect and identify dangerous goods that are not permitted to be carried on board the aircraft by passengers. If the Operator conducts passenger flights, the Operator shall have a notification system that ensures information on the types of dangerous goods forbidden for transport on board an aircraft is communicated to all passengers. Such system shall ensure the following:
 - i. The requisite information is provided to passengers:
 - 1) At the point of ticket purchase or, where that is not practical, prior to issuance of a boarding pass;
 - 2) At issuance of a boarding pass, or when no boarding pass is issued, prior to boarding the aircraft;



- ii. Where ticket purchase and/or boarding pass issuance can be completed by passengers without the involvement of another person, the passenger is required to acknowledge that the requisite information has been presented;
 - iii. Information is provided at each of the places at an airport where tickets and/or boarding passes are issued, and in baggage drop and aircraft boarding areas;
- (i) Procedure to ensure, when it is known that unapproved dangerous goods have been detected being carried by a passenger, or in passenger baggage, a report is submitted to the authorities;
 - (j) Process to ensure all passengers and their cabin baggage has been subjected to appropriate security screening prior to being permitted to board the aircraft;
 - (k) Procedures for the handling of passengers and their cabin baggage in the event of a bomb threat condition; and an increased security threat condition;
 - (l) Procedures for the notification of the pilot-in-command, prior to flight departure, of passengers on-board that are persons required to travel because they have been the subject of judicial or administrative proceedings;
 - (m) Process to ensure originating passengers and their cabin baggage are subjected to screening prior to boarding a passenger aircraft;
 - (n) Process to ensure transfer and transit passengers and their cabin baggage are subjected to screening prior to boarding a passenger aircraft or have been screened to an appropriate level at the point of origin and subsequently protected from unauthorized interference from the point of screening at the originating airport to the departing aircraft at the transfer or transit airport;
 - (o) Process to ensure passengers and their cabin baggage, which have already been subjected to screening, are protected from unauthorized interference from the point of screening until they board a passenger aircraft and are subjected to re-screening if the potential for unauthorized interference has been determined to exist;
 - (p) Procedures to refuse transportation to any person that does not consent to a search of his or her person or property in accordance with approved operator security program;
 - (q) Process that incorporates risk assessment measures to ensure procedures are in place for the transport of potentially disruptive passengers who are obliged to travel because they have been the subject of judicial or administrative proceedings. Such procedures should be designed to take into consideration the assurance of the safety of the aircraft during the flight;
 - (r) Procedures for the pre-flight acceptance and handling of passengers that require special handling by ground passenger handling personnel. Such procedures should as a minimum, address:
 - i. Unruly or potentially unruly passengers;
 - ii. Passengers with disabilities or reduced mobility;
 - iii. Passengers with injuries or illness;
 - iv. Infants and unaccompanied children;



- v. Inadmissible passengers;
- vi. Deportees;
- vii. Passengers in custody.

6.4 Baggage handling

The following systems, processes and procedures should be demonstrated and implemented by operators if applicable.

- (a) Procedures for the transfer of information and data to the load control office to ensure passengers, carry-on baggage and other items loaded onto the aircraft as part of passenger handling operations are accounted for in the load control process;
- (b) Procedures for identification and communication to Load Control of:
 - i. Hold baggage, individual or cumulative weights, that exceed normal allowances;
 - ii. Gate delivery items, including individual or cumulative weights that exceed normal allowances;
 - iii. Other non-normal items that must be considered in the load control process;
- (c) If the operator utilises scales to determine the weight of baggage in the baggage handling process, the operator is required to ensure such scales are periodically checked and calibrated;
- (d) Procedures for the handling of special baggage items, to include items that have been removed from the possession of a passenger by security personnel that are conditionally acceptable for carriage in the aircraft hold, duty-free goods that require loading into the aircraft hold and other items removed from a passenger after the check-in process that require loading into the aircraft hold;
- (e) If the carriage of weapons in hold baggage on board an aircraft for a passenger flight is approved by the Operator, the Operator shall have procedures for the carriage of such weapons to ensure:
 - i. If the weapon is a firearm or capable of discharging a projectile, an authorized and duly qualified person has declared the weapon to be not loaded;
 - ii. The weapon is stowed in a place that is inaccessible to any unauthorized person during flight;
 - iii. The carriage of a weapon is legally permitted by all state(s) involved, including the State and state(s) of flight departure, transit and arrival;
- (f) Procedures for the handling and reporting of undeclared dangerous goods, weapons and other special loads discovered in checked baggage;
- (g) Procedures to ensure hold baggage and/or equipment, prior to release for loading into the aircraft, is inspected for signs of substance leakage, and, if leakage of dangerous goods is found, such baggage and/or equipment is prevented from release for loading into the aircraft;



- (h) A procedure to ensure, when dangerous goods not permitted for carriage on-board the aircraft are discovered in passenger baggage, a report is made to the appropriate authority of the state of occurrence;
- (i) Procedures for the acceptance and handling of battery-operated mobility aids for transport as checked baggage to ensure such devices are subjected to applicable dangerous goods handling and loading requirements and accounted for in the load control process;
- (j) Procedures to ensure baggage is protected from unauthorised interference from the point at which it is accepted or screened, whichever is earlier, until either the operator loads baggage into the aircraft, departure of the aircraft transporting the baggage; or the point at which the baggage is transferred to and accepted by another entity for further handling;
- (k) A process to ensure items of originating hold baggage, prior to release for loading into the aircraft, have been individually identified as accompanied or unaccompanied baggage and subjected to appropriate security controls.;
- (l) Process to ensure originating hold baggage, prior to release for loading into the aircraft, has been subjected to appropriate security controls;
- (m) Process to ensure transfer and transit hold baggage, prior to release for loading into the aircraft, has been subjected to appropriate security controls;
- (n) A process 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;
- (o) The operator should have a process to ensure the reconciliation of hold baggage including mishandled baggage and
- (p) Procedures for the handling of hold baggage in the event of an increased security threat condition.

6.5 Aircraft Handling and Loading

The following systems, processes and procedures should be demonstrated and implemented by operators if applicable

- (a) General
 - i. Procedures that ensure aircraft loading information and data, to include the Load Instruction/Report (LIR), are accurately transferred to the load control office;
 - ii. Processes that ensure an assignment of responsibility for the supervision of all of its airside operational activities;
 - iii. Safety procedures that are implemented during the conduct of all of its airside operational activities including arrival, departure and aircraft ground movement operations;
 - iv. Procedures for an inspection of the aircraft exterior and adjacent airside areas as appropriate prior to aircraft arrival and departure ground movement operations; and



- v. Procedures for an inspection of the aircraft immediately prior to departure for the purpose of identifying, documenting and, as applicable, reporting external aircraft damage.

(b) Aircraft Access

- i. Procedures for the operation of aircraft access doors, applicable to each type of aircraft, at the station;
- ii. Procedures that ensure the operation of electrically, hydraulically or pneumatically actuated aircraft access doors is performed only by personnel that have received applicable training in accordance with the Provider's aircraft access door training program, and are authorised to operate such doors;
- iii. Procedures for opening aircraft cabin access doors, applicable to each type of door operated, to ensure:
 - 1) Doors are operated in accordance with the technical specifications of the aircraft original equipment manufacturer (OEM);
 - 2) When a door is to be opened from inside the aircraft, communicate a confirmation to personnel on-board the aircraft utilizing non-verbal signals that indicate exterior equipment is in proper position;
 - 3) Personnel retreat to a safe position before the door is opened;
 - 4) Doors are operated in accordance with the technical specifications of the aircraft original equipment manufacturer (OEM);
- iv. When a door is to be opened from inside the aircraft, communicate a confirmation to personnel on-board the aircraft utilizing non-verbal signals that indicate exterior equipment is in proper position;
- v. Personnel retreat to a safe position before the door is opened;
- vi. Procedures for re-opening an aircraft cabin access door after it has been closed, applicable to each type of door operated, to ensure ground handling personnel do not commence the process to re-open a door unless specifically authorised by the pilot-in-command (PIC) of the aircraft;
- vii. The Operator should have procedures for the opening and closing of aircraft cabin access doors, which require that GSE or a passenger boarding bridge:
 - 1) Is positioned at a cabin access door prior to door opening;
 - 2) Remains positioned at a cabin access door at all times when such door is open unless an appropriate fall prevention device is placed across the open door;
 - 3) Is removed from a cabin access door immediately after such door is closed;

(c) Ground Support Equipment

- i. Procedures are in place for the operation of ground support equipment used in aircraft handling operations that assure such equipment is operated in a manner that prevents damage to the aircraft and injury to personnel;



- ii. Procedures to ensure a program is in place for the maintenance of ground support equipment, which assures:
 - 4) A preventive maintenance program plan for each type of equipment;
 - 5) Maintenance completed on such equipment is recorded;
 - 6) Such equipment remains serviceable and in good mechanical condition;
- iii. Procedures to ensure only qualified and authorized personnel are permitted to operate ground support equipment;
- iv. Procedures for the positioning of marker cones around specific parts of an aircraft for the purpose of preventing damage from the movement of vehicles or GSE;
- v. Procedures to ensure the movement of GSE operated in close proximity to the aircraft, when the vision of the GSE operator is or might be restricted, is directed by one or more guide persons;
- vi. Procedures to ensure the operator of GSE drives no faster than walking speed when the equipment is approaching or moving away from the aircraft;
- vii. Procedures to ensure the operator of motorised GSE being driven toward the aircraft makes a full stop as a brake check:
 - 1) Before entering the equipment restraint area;
 - 2) Again before reaching the aircraft side;
- viii. Procedures to ensure GSE that is being towed to a position at or near the aircraft, where possible:
 - 1) Is driven along a path that does not require sharp turns;
 - 2) Approaches the aircraft on a path parallel to the side of the aircraft fuselage;
 - 3) Is parked in the parallel position;
- ix. Procedures to ensure unattended vehicles or motorised GSE, when positioned at or near the aircraft:
 - 1) have the parking brake applied with the gear selector in park or neutral;
 - 2) If equipped, wheel chocks installed.
- x. Procedures to ensure the operator of electrical or motorised GSE that is positioned at or near the aircraft, and is being utilised in the operating mode:
 - 1) Remains in a position within easy reach of the emergency controls;
 - 2) If the equipment is not fitted with external emergency controls, remains in the operating position and in control of the equipment;
- xi. Procedures to ensure GSE, when positioned at the aircraft:
 - 1) If fitted with stabilizers, has the stabilizers deployed;
 - 2) If fitted with an auto-levelling system, has auto-levelling engaged;



- 3) Has handrails deployed in the raised position or fall protection is utilised in accordance with local requirements;
 - 4) GSE that interfaces with aircraft cabin access doors: has a platform of sufficient width to allow the aircraft door to open and close when the equipment is in position at the aircraft and the safety rails are deployed;
- xii. Procedures to ensure GSE attachment fittings, transfer bridges or platforms are correctly deployed when the equipment is in position at the aircraft access door;
 - xiii. Procedures to ensure GSE, when positioned at the aircraft, does not:
 - 1) Obstruct the evacuation of persons from the aircraft in an emergency;
 - 2) Prevent or obstruct the movement of a fuelling vehicle away from the aircraft;
 - 3) Unnecessarily impede the accomplishment of other aircraft handling operations in progress;
 - xiv. Procedures to ensure, when passengers are on-board, or embarking or disembarking from, an aircraft being fuelled:
 - 1) Ground handling personnel are aware of the aircraft exits that have been designated for emergency evacuation;
 - 2) The area beneath such exits is kept clear of GSE and/or other obstructions;
 - xv. Procedures to ensure GSE is not positioned at the aircraft with the protective rubber bumpers compressed against the fuselage;
 - xvi. Procedures to ensure GSE is not removed from a cabin access door unless either:
 - 1) The cabin access door has been closed by an authorised person;
 - 2) A safety device has been placed across the door opening;
- (d) Passenger Boarding Bridge and Stairs
- i. Procedures to ensure the walking surfaces of passenger boarding bridges and/or stairs are inspected and free from conditions that could cause injury to passengers or ground handling personnel;
 - ii. Procedures for opening and closing of aircraft access doors, which require that a passenger boarding bridge is:
 - 1) Is positioned at a cabin access door prior to door opening;
 - 2) Remains positioned at a cabin access door at all times when such door is open unless an appropriate fall prevention device is placed across the open door;
 - 3) Is removed from a cabin access door immediately after such door is closed;
 - iii. Procedures to ensure the passenger boarding bridge is parked in the fully retracted position:
 - 1) Prior to aircraft arrival;



- 2) Prior to aircraft departure movement;
 - iv. Procedures to ensure personnel, equipment and vehicles are clear of the bridge movement path prior to movement of the bridge;
 - v. Procedures to ensure, during the positioning of the passenger boarding bridge:
 - 1) Only the bridge operator is in the bridgehead;
 - 2) Other personnel remain at a specified distance outside the bridgehead;
 - vi. Procedures to ensure the passenger boarding bridge is moved slowly to the aircraft cabin access doorsill:
 - 1) Until the bridge safety bar just touches the aircraft;
 - 2) In a manner that prevents damage to aircraft components protruding from the fuselage;
 - vii. Procedures to ensure the passenger boarding bridge and/or stairs are positioned to the cabin access door in a manner that:
 - 1) Minimises or eliminates gaps in the walking surfaces of the aircraft and equipment;
 - 2) Precludes any gap that would allow a person or large piece of equipment to fall to the ramp surface below;
 - viii. Procedures to ensure, once the passenger boarding bridge is in position at the cabin access door, bridge safety systems are engaged;
 - ix. Procedures to ensure the passenger boarding bridge, when an operator is not at the controls, are configured to prevent operation by unauthorised persons;
 - x. Procedures to ensure a safety device is placed across the forward opening of the passenger boarding bridge platform when the bridge is removed from the cabin access door;
 - xi. Procedures to ensure passenger boarding bridge malfunctions are reported to the appropriate authority;
- (e) Aircraft Servicing
- i. Practices and procedures for implementation by ground handling personnel during aircraft fuelling operations, which address:
 - 1) Aircraft protection;
 - 2) Fuel safety zone;
 - 3) Fuel hose safety;
 - 4) Fuel spillage;
 - 5) Ground support equipment;
 - 6) Notification of persons on-board the aircraft;
 - 7) Aircraft evacuation;
 - ii. Aircraft toilet servicing operations procedures that address:



- 1) Operation of aircraft access panels or doors;
 - 2) Operation of aircraft servicing controls;
 - 3) Equipment-to-aircraft interface;
 - 4) Clean-up and leakage check;
 - 5) Hygiene conditions;
- iii. If aircraft potable water servicing operations are conducted, the operator should have procedures for the application of water quality standards in the preparation, handling and inspection of aircraft potable water to ensure no contamination and adequate level of disinfectant when loaded into the aircraft;

(f) Aircraft Security

- i. Procedures for securing an aircraft for overnight or layover:
 - 1) The aircraft is searched after parking to verify no persons are on-board;
 - 2) Aircraft are parked only in secure areas within an airport operating area;
 - 3) Aircraft are parked under conditions that permit maximum security and protection;
- ii. Procedures 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 vehicles;
- iii. Procedures 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;
- iv. Procedures for ensuring aircraft are guarded or otherwise secured during conditions of elevated security threat;

(g) Aircraft Loading Management

- i. Procedures to ensure aircraft are loaded:
 - 1) In accordance with written loading instructions;
 - 2) In a manner that satisfies weight and balance requirements;
 - 3) In a manner that prevents damage to the aircraft and injuries to personnel;
 - 4) In a manner that prevents movement or spillage during flight;
- ii. Procedures to ensure a qualified person is designated as loading supervisor for all aircraft loading and off-loading operations with the responsibility for ensuring the aircraft is loaded or off-loaded in accordance with applicable loading procedures and instructions;
- iii. Procedures to ensure, prior to being loaded into an aircraft, ULDs and other items are inspected for damage or leakage and, if found damaged or leaking, are not loaded into the aircraft;



- iv. Procedures to ensure ULDs to be loaded into an aircraft are crosschecked by unit number with the Loading Instructions;
- v. Procedures for ensuring, once an aircraft has been loaded, a Loading Report is:
 - 1) Completed and certified by the supervisor responsible for aircraft loading;
 - 2) Communicated to Load Control;

(h) Loading Positioning

- i. Procedures to ensure the ground stability of an aircraft during loading and unloading operations;
- ii. If the operator loads cargo, mail or stores (supplies) onto a passenger aircraft for transport in cabin passenger seats, the operator should have procedures to ensure such cargo:
 - 1) Is properly secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions;
 - 2) Is packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;
 - 3) Does not impose any load on the seats that exceeds the load limitation for the seats;
 - 4) Does not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin;
 - 5) Does not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign;

(i) Loading Equipment

- i. Procedures to ensure ground loading equipment is positioned at the aircraft with adequate clearance between the aircraft and the equipment to allow for vertical movement of the aircraft during loading or unloading operations;
- ii. Procedures to ensure, once aircraft loading operations have been completed, ground loading equipment is moved to a position well clear of the aircraft;
- iii. Procedures to ensure the guides and safety rails on ground loading equipment are properly deployed for loading and unloading operations;

(j) In-plane loading

- i. Procedures for operation of the in-plane loading system(s);
- ii. Procedure to ensure any components of the in-plane loading system found to be missing or unserviceable (e.g. locks, nets) are reported; and

Procedures to ensure maximum loading heights are observed.

6.6 Aircraft Ground Movement



- (a) Procedures, if applicable, to ensure the equipment utilised for aircraft ground movement is suitable for the specific operation to be conducted, and takes into account:
- i. Type and weight of the aircraft;
 - ii. Weather conditions;
 - iii. Surface conditions;
- (b) Procedures, if applicable, to ensure, prior to commencement of an aircraft ground movement operation, personnel involved in the operation understand and are in agreement with how:
- i. Communication will be performed;
 - ii. The aircraft will be maneuvered;
- (c) The Operator should ensure, for each departure or arrival aircraft ground movement operation, a person is assigned responsibility for the safe performance of the operation, and such responsibility includes ensuring:
- i. The responsible person is known to all personnel involved in the operation;
 - ii. Personnel involved in the operation are briefed of their individual responsibilities;
 - iii. Only persons required to perform operating functions are in the operating area and involved in the operation;
 - iv. Standard hand signals are used for non-verbal communication;
 - v. Personnel involved in the operation are positioned away from hazard zones;
 - vi. The general area of the operation is clear of ground support equipment and other obstacles;
- (d) Procedures, if applicable, for an inspection of the aircraft exterior and adjacent airside areas prior to aircraft departure or arrival ground movement to verify:
- i. The ramp surface condition is adequate for movement operations; The ramp surface is clear of items that might cause aircraft foreign object damage (FOD);
 - ii. For movement from parking, aircraft servicing doors and panels are closed and secure;
 - iii. For movement from parking, power cables and loading bridge are detached;
 - iv. Equipment and vehicles are positioned clear of the movement path;
 - v. Adequate clearance exists between the aircraft and facilities or fixed obstacles along the movement path;
 - vi. For movement from parking, chocks are removed from all wheels;
- (e) Procedures, if applicable, for making an assessment of the parking and surrounding areas prior to any aircraft departure or arrival ground movement to ensure an assignment of personnel necessary for safe movement operations. Such assessment should take into account, relative to the type of aircraft movement:
- i. Aircraft type;



- ii. Infrastructure;
 - iii. Ground support equipment utilised;
- (f) Personnel that perform marshalling or wing-walking functions during aircraft ground movement operations utilise:
- i. Wands or paddles of a high visibility colour during daytime conditions;
 - ii. Lighted wands during low visibility or night conditions;
- (g) Procedures, if applicable, for aircraft arrival and parking that address, as a minimum:
- i. Pre-arrival planning and preparation;
 - ii. Use of the aircraft parking guidance system, if applicable;
 - iii. Aircraft marshalling;
 - iv. Aircraft movement assistance;
 - v. Need to transition to towing;
 - vi. Aircraft parking;
 - vii. Aircraft engine shutdown;
 - viii. Ground-to-flight deck communication;
 - ix. Aircraft chocking;
 - x. Release of aircraft parking brake;
 - xi. Application of ground support equipment;
 - xii. Placement of aircraft marker cones;
- (h) Procedures, if applicable, for the conduct of aircraft marshalling operations, to include, as applicable to the type(s) of aircraft ground movement operations conducted:
- i. Nose gear-controlled pushback and towing;
 - ii. Main gear-controlled pushback;
 - iii. Power-back;
 - iv. Power-in;
 - v. Power-out;
- (i) Personnel that perform the marshalling function during aircraft ground movement operations:
- i. Provide standard marshalling signals in a clear and precise manner;
 - ii. if applicable, are approved to perform marshalling functions by the relevant authority;
 - iii. Wear a distinctive fluorescent identification vest or jacket to permit positive identification by the flight crew;



- (j) Procedures, if applicable, for use by personnel when providing assistance functions during aircraft ground movement operations;
- (k) Personnel that perform assistance functions during aircraft ground movement operations:
 - i. Utilise standard hand signals in a clear and precise manner;
 - ii. Wear a distinctive fluorescent identification vest or jacket to permit positive identification by the flight crew;
- (l) Process to ensure aircraft chocks used in operations meet recognised specifications for safety;
- (m) Procedures, if applicable, to ensure personnel, when positioning or removing chocks, are aware of and remain clear of aircraft protrusions that could cause injury;
- (n) Procedures for aircraft chocking;
- (o) Procedures, if applicable, to ensure chocks, after removal from under the aircraft, are stored in designated areas that are:
 - i. Dedicated for such storage;
 - ii. Clear of the aircraft movement areas;
- (p) Procedures, if applicable, for aircraft pushback or towing and/or recommendations of the aircraft manufacturer for each type of aircraft, and such procedures should ensure maximum nose gear turn limits are not exceeded;
- (q) Procedures, if applicable, to ensure, during aircraft pushback or towing operations, verbal communication between ground handling personnel and the flight deck is conducted using common phraseology that has been agreed to in advance;
- (r) Procedures, if applicable, for aircraft pushback or towing to ensure chocks are not removed from the aircraft main gear until the:
 - i. Parking brake of the tractor is engaged;
 - ii. Tractor and tow bar are connected to the aircraft nose gear;
- (s) Procedures, if applicable, for aircraft pushback or towing to ensure, for aircraft fitted with a nose gear steering by-pass system, the by-pass pin:
 - i. Is correctly installed prior to connecting the tow bar or towbarless tractor to the aircraft nose gear;
 - ii. Is removed after the tow bar or towbarless tractor has been disconnected from the nose gear;
- (t) Procedures, if applicable, for aircraft pushback or towing to ensure, for aircraft not fitted with a nose gear steering by-pass system, the steering hydraulic system is depressurised or the nose gear steering torque links are disconnected;
- (u) If the operator conducts aircraft pushback or towing utilizing a tractor and tow bar, the operator should have procedures that provide instructions for connecting the tow bar to the aircraft nose gear and to the tractor;



- (v) Procedures, if applicable, for aircraft pushback or towing operations to ensure, when a towbarless tractor is connected to the aircraft nose gear, there is verification that the aircraft nose wheels are safely locked in the tractor locking mechanism;
- (w) Procedures, if applicable, for aircraft pushback or towing operations to ensure the aircraft nose wheels secured to a towbarless tractor are lifted to a height above the ground that will preclude any contact between the nose wheels and the ground during the entire pushback or towing operation;
- (x) Procedures, if applicable, for aircraft pushback or towing to ensure a tractor connected to the aircraft is not left unattended with the engine running;
- (y) Procedures, if applicable, for aircraft pushback or towing to ensure, prior to the commencement of movement, the tractor operator verifies:
 - i. If feasible, the tractor is in line with the centreline of the aircraft;
 - ii. The wheels on the tow bar, if applicable, are fully retracted;
 - iii. The tractor is in the appropriate drive mode;
- (z) Procedures, if applicable, for aircraft pushback or towing to ensure, prior to the commencement of movement, the tractor operator has confirmation that the aircraft parking brake is released;
- (aa) Procedures, if applicable, for aircraft pushback or towing to ensure the tractor operator, when stopping or slowing aircraft movement during the operations, make a gentle brake application;
- (bb) Procedures, if applicable, for aircraft pushback operations to ensure, prior to lifting the aircraft nose wheels with a towbarless tractor;
 - i. Ground support equipment, including the passenger boarding bridge, is removed from the aircraft;
 - ii. The flight deck is notified;
- (cc) Procedures, if applicable, for aircraft pushback operations to ensure, when the pushback operation is in progress, ground handling personnel do not attempt to step across or over the tow bar;
- (dd) Procedures, if applicable, to ensure, during aircraft pushback operations:
 - i. Communication with the flight deck is conducted in a manner that eliminates the need for personnel to walk in close proximity to the aircraft;
 - ii. A backup method of communication between ground handling personnel and the flight deck is in place for implementation should the primary method fail;
 - iii. The flight deck is notified immediately in the event any connection between the tractor and the aircraft is lost during the operation;
- (ee) Procedures, if applicable, to ensure, when aircraft pushback operations are conducted in poor surface or weather conditions, aircraft movement is limited to a slower speed than in normal conditions;
- (ff) Procedures, if applicable, for aircraft pushback to ensure, when movement has been stopped and prior to disconnecting the tow bar or towbarless tractor from the aircraft nose gear, the flight deck is



- instructed to set the aircraft parking brake and to hold the existing position until receipt of visual signals for final clearance to taxi. Procedures should ensure confirmation is received by ground handling personnel that the parking brake is set;
- (gg) Procedures, if applicable, for aircraft pushback operations to ensure, when the pushback movement has been stopped and prior to disconnecting the tow bar from the aircraft nose gear, tension is released from the tow bar;
- (hh) Procedures, if applicable, for aircraft pushback to ensure, after the towbarless tractor has been disconnected from the nose gear, but prior to removal of the nose gear steering by-pass pin, the tractor is positioned so it is visible from the flight deck;
- (ii) Procedures, if applicable, for aircraft pushback to ensure, prior to the aircraft commencing taxi under its own power, ground handling personnel:
- i. Provide a final clearance signal to the flight deck;
 - ii. If applicable, display the by-pass pin to the flight deck;
 - iii. Receive acknowledgement from the flight deck;
- (jj) Procedures, if applicable, for aircraft towing to ensure:
- i. Prior to commencement of a towing operation, communication is established between the tractor operator and the flight deck;
 - ii. Aircraft hydraulic brake system pressure is available during the towing operation;
 - iii. When communication is lost during a towing operation, movement is immediately stopped;
- (kk) Procedures, if applicable, for aircraft towing to ensure, if the aircraft is about to overtake the tractor, the tractor operator notifies the flight deck immediately to stop movement using gentle brake application;
- (ll) Procedures, if applicable, for aircraft towing to ensure, when towing on ice or snow, the tractor operator:
- i. Avoids stopping movement in a turn, to the extent possible;
 - ii. Maintains a reduced towing speed, particularly before entering a turn;
- (mm) Procedures, if applicable, for aircraft towing to ensure, when towing on a “down slope,” the tractor operator maintains a very low speed to prevent the aircraft from overtaking the tractor;
- (nn) Procedures, if applicable, for aircraft towing to ensure, when towing in low visibility or night conditions, the aircraft is illuminated so it can be seen;
- (oo) Procedures, if applicable, for aircraft towing to ensure, when the towing movement has been stopped and prior to disconnecting the tow bar or the towbarless tug from the aircraft nose gear, a chock is placed behind the aircraft main wheels;



- (pp) Procedures, if applicable, for aircraft pushback to ensure, prior to connection of a tractor to the aircraft main gear, a check of the remote control system is made, at a normal operating distance, to verify the system is functional;
- (qq) Procedures, if applicable, for aircraft pushback to ensure, while positioning a main gear tractor for connection to the aircraft, ground handling personnel verify the tractor unit is appropriately configured for the aircraft type;
- (rr) Procedures, if applicable, for aircraft pushback to ensure the main gear tractor operator use standard terminology to communicate instructions to the flight deck for steering the aircraft along the desired rearward pushback path. Receive acknowledgement from the flight deck;
- (ss) Procedures, if applicable, for aircraft pushback to ensure the main gear tractor operator notifies the flight deck immediately in the event of an equipment malfunction during the operation;
- (tt) Procedures, if applicable, for aircraft pushback to ensure the main gear tractor operator observes the unit indicator lights to verify the tractor rollers are fully open before giving an all clear signal to the flight deck;
- (uu) Procedures, if applicable, for aircraft pushback to ensure, in the event an emergency passenger evacuation is required during the pushback operation, ground handling personnel remove the main gear tractor if it is in a position that interferes with the evacuation process;
- (vv) Aircraft power-back operations are conducted with a ground handling crew that comprises, as a minimum, one marshalled and two wing walkers; the marshalled is assigned responsibility for the safe performance of the operation;
- (ww) Procedures, if applicable, for aircraft power-back to ensure wireless communication are the primary method of communication between the marshalled and the flight deck;
- (xx) Procedures, if applicable for aircraft power-back to ensure the marshalled wear protective goggles in addition to normal personal protective equipment;
- (yy) Procedures, if applicable, to ensure aircraft power-back operations are not conducted when:
- i. The departure gate is not approved for such operations;
 - ii. The entire area of the operation is not adequately lighted;
 - iii. Visibility is restricted due to weather conditions;
 - iv. An accumulation of ice, snow or slush is on the movement surface;
 - v. Verbal agreement is not reached between the marshalled and the flight deck;
 - vi. Any member of the ground handling crew is not properly protected;
- (zz) Procedures, if applicable, for aircraft power-back to ensure the marshalled:
- i. Terminates the rearward movement of the aircraft with a “come straight ahead” signal;
 - ii. Provides a stop signal only after the aircraft has achieved forward movement.



6.7 Cargo Handling

The following systems, processes and procedures should be demonstrated and implemented by operators if the operators transport cargo and / or dangerous goods, special loads as applicable:

- (a) Process to ensure shipments accepted for transport:
 - i. If revenue cargo, are in compliance with standards in the Operations Manual or Manuals as applicable;
 - ii. If interline cargo, are in compliance with industry interline cargo requirements;
 - iii. If non-revenue cargo, are in compliance with the Operations Manual or Manuals or equivalent documentation;
- (b) Process to ensure, where scales are utilized to determine the weight of cargo, all such scales are periodically checked and calibrated, and such actions are recorded and retained in accordance with applicable regulations;
- (c) Process to ensure cargo terminals are equipped with facilities appropriate for storage of dangerous goods and other special cargo adequate for the type of operation;
- (d) If the Operator transports dangerous goods as revenue or non-revenue cargo, the Operator should have:
 - i. Dangerous Goods Acceptance Checklist that:
 - 1) Reflects applicable requirements contained in the current the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air or equivalent documentation;
 - 2) Once completed, contains information that identifies the person(s) that performed the acceptance check;
 - 3) Package(s), over pack(s) or freight containers, as applicable, are correctly marked and labelled;
 - 4) The Shipper's Declaration for Dangerous Goods, if required, or other documentation complies with the requirements of the current edition of ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air or equivalent documentation;
 - ii. Process to ensure the following records are retain for the period specified by the operator but not less than 3 months after the flight on which the dangerous goods were transported:
 - 1) Completed Dangerous Goods Acceptance Checklist;
 - 2) Shipper documentation, to include, if required, the Shipper's Declaration for Dangerous Goods;
 - 3) Information provided to the pilot-in-command (PIC);
 - 4) Applicable documentation when a dangerous goods consignment does not pass the acceptance check due to errors or omissions by the shipper;
 - iii. Procedures to ensure any package, over pack, freight container, or ULD containing dangerous goods is inspected and is not accepted, unless:



- 1) Properly marked and labelled;
 - 2) There is no leakage;
 - 3) Its integrity has not been compromised;
- iv. Procedures to ensure ULDs containing dangerous goods, which require a hazard label, have a dangerous goods tag that:
- 4) Contains information that is visible and legible and, if placed in a protective tag holder, such information remains visible and legible;
 - 5) Is marked with the class or division number(s) of such dangerous goods;
 - 6) If a ULD contains packages bearing a "Cargo Aircraft Only" label, indicates the ULD can only be loaded onto a cargo aircraft;
- v. Process to ensure, when dangerous goods hazard labels are found to be missing, illegible or detached from shipments subsequent to the time of acceptance, such labels are replaced in accordance with the information provided on the Shippers Declaration for Dangerous Goods. Such requirement for the replacement of labels should not apply where labels are found to be missing or illegible at the time of acceptance;
- vi. For Dangerous Goods transported on international flights, the Operator should have procedures for such flights that ensure English, in addition to the language required by the State of Origin, is used for markings and transport documents related to the shipment of dangerous goods;
- vii. Procedures that ensure information on dangerous goods to be loaded on a flight is communicated to the appropriate person(s) responsible for load control;
- (e) Means to ensure cargo terminals at locations where the operator accepts cargo shipments, notices providing information about dangerous goods transportation are prominently displayed and contain visual examples of dangerous goods, including batteries;
- (f) Process to ensure a dangerous goods report is made to the GCAA in accordance with CAR Part VI and the State of Condition Origin:
- i. When undeclared or mis-declared dangerous goods have been discovered in cargo;
 - ii. If the Operator transports dangerous goods as cargo, when dangerous goods are discovered to have been carried when not loaded, segregated, separated and/or secured in accordance with provisions of ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air or equivalent documentation;
 - iii. If the Operator transports dangerous goods as cargo, when dangerous goods are discovered to have been carried as cargo without information as specified in CAR Part VI having been provided to the PIC;
- (g) If the Operator transports live animal and/or perishable cargo shipments, the Operator should have:
- i. Procedures that ensure live animal and/or perishable cargo shipments are accepted and handled in accordance with requirements specified in the Operations Manual or Manuals;
 - ii. Procedures for acceptance and handling of live animals is in accordance with requirements of the UAE authority and IATA Live Animal Regulations;



- iii. Procedures to ensure the IATA Live Animals Acceptance Check List, or equivalent, is utilized for the acceptance of live animal shipments;
 - iv. Procedures that ensure live animal shipments are accompanied by the shipper's certification or equivalent, as well as other required documents;
 - v. Procedures that ensure acceptance and handling of perishable cargo shipments is in accordance with requirements of the UAE and Perishable Cargo Regulations (PCR) as well as other applicable regulations of the transit and destination jurisdictions;
- (h) If the Operator transports special cargo shipments such as human remains, valuable cargo, fragile goods, oversized cargo and heavy cargo, the Operator should have procedures that ensure such special cargo shipments are accepted and handled in accordance with standards specified in the Operations Manual or Manuals;
- (i) If the Operator transports time and temperature-sensitive healthcare products (e.g. pharmaceuticals), the Operator should have procedures that ensure acceptance and handling of such shipments is in accordance with the UAE regulations, requirements of the Temperature Control Regulations (TCR) and other applicable regulations; and
- (j) If the Operator transports cargo utilizing ULDs, the Operator should have:
- i. procedures to ensure ULD-related operations, including, but not limited to, ULD build-up / breakdown, transportation, storage and handling, whether performed on or off the airport, are conducted in accordance with the Operations Manual or Manuals, and with requirements of the ULD Regulations (ULDR) and / or other means acceptable to the Authority;
 - ii. procedures that ensure ULDs, when accepted and/or loaded for transport, meet safety requirements pertaining to the loading and securing of cargo.

6.7 Fuelling

Operators to meet the requirements of CAR OPS1 and 3 and in addition to develop:

- (a) Procedures to ensure fuel suppliers are maintaining standards of fuel safety and quality acceptable to the Operator and fuel delivered and loaded onto aircraft is:
- i. Of the correct grade and specification for each aircraft type;
 - ii. Free from contamination;
- (b) Procedures to ensure, when passengers are on-board, or embarking or disembarking from, an aircraft being fuelled:
- i. The ground area beneath aircraft exit doors that have been designated for rapid deplaning or emergency evacuation is kept clear of obstructions;
 - ii. Where a boarding bridge is in use, an interior access path is maintained from the aircraft to the terminal;



- iii. Where a passenger boarding bridge is not in use, aircraft passenger steps or an alternate means of emergency evacuation is in place;
- (c) Procedures to ensure, during fuelling operations with passengers or crew on board the aircraft, procedures are in place that provide for the designation of a person with responsibility for fuelling operations and specify the method(s) by which that responsible person:
- i. Communicates with the flight crew or other qualified persons on board the aircraft;
 - ii. Provides notification to the flight crew or other qualified personnel on board the aircraft and/or other appropriate personnel engaged in aircraft ground handling activities when fuelling is about to begin and has been completed unless an equivalent procedural means has been established to ensure the flight and/or cabin crew are aware of fuelling operations and are in a position to effect an expeditious evacuation of the aircraft, if necessary;
 - iii. Provides notification to the flight crew or other qualified personnel on board the aircraft when a hazardous condition or situation has been determined to exist;
- (d) Procedures in place for fuelling operations with passengers or crew on board the aircraft that provide for, in the event of a fuel spill, immediate and follow-up actions to assure:
- i. Fuelling is stopped;
 - ii. Appropriate ground response personnel or airport fire service is summoned, as applicable;
 - iii. Notification of the flight crew or other qualified persons on board the aircraft;
- (e) Procedures to ensure, during fuelling operations with passengers or crew on board the aircraft, procedures are in place that establish a fuelling safety zone and specify restrictions and limitations for the use of devices, conduct of activities and operation of vehicles and ground support equipment within the safety zone;
- (f) Procedures associated with aircraft fuelling operations are in place that assure, during fuelling operations with passengers or crew on board the aircraft:
- i. Establishment of a bonding connection between the fuelling vehicle and aircraft to provide for dissipation of electrical energy that may develop;
 - ii. Prohibition from connecting or disconnecting electrical equipment to the aircraft;
 - iii. Prevention of damage to the fuel hose;
 - iv. Cessation of aircraft fuelling when it is determined lightning is a threat;
- (g) Procedures are in place for summoning the rescue and firefighting service in the event of a fire or major fuel spill;
- (h) Procedures to ensure fuel suppliers are maintaining standards of fuel safety and quality acceptable to the Operator and fuel delivered and loaded onto aircraft is:
- i. Of the correct grade and specification for each aircraft type;
 - ii. Free from contamination.



6.8 De-icing

Operators to meet the requirements of CAR OPS1 and 3 and in addition to develop for operators conducting flights from any airport when conditions are conducive to ground aircraft icing, the Operator should have:

- (a) a de-/Anti-icing Program, which, if applicable, is approved by the Authority and, as a minimum:
 - i. Ensures adherence to the Clean Aircraft Concept;
 - ii. Defines responsibilities within the Program;
 - iii. Addresses applicable locations within the route network;
 - iv. Defines areas of responsibility;
 - v. Specifies technical and operational requirements;
 - vi. Specifies training and qualification requirements;
 - vii. Is applicable to external service providers that perform de-/anti-icing functions for the Operator;

Note: *The specifications of this provision are applicable to both commercial and non-commercial operations.*

- (b) a process to ensure the availability and use of adequate facilities and equipment for aircraft de-/anti-icing operations at applicable locations;
- (c) procedures are in place for ground handling personnel to communicate with the flight crew to assure:
 - i. The aircraft is properly configured prior to beginning the de-/anti-icing process;
 - ii. The flight crew receives all necessary information relevant to fluid(s) applied to the aircraft surfaces;
 - iii. The flight crew receives confirmation of a clean aircraft;
 - iv. The flight crew receives an “all clear” signal at the completion of the de-/anti-icing process and prior to aircraft movement;

Note: Use of hand signals is not recommended except for the final ‘all clear’ signal.

- (d) procedures to ensure Global Aircraft De-icing Standard is adhered to in the following areas:
 - i. Aircraft Ground De-icing/Anti-Icing Processes
 - ii. Storage and handling of fluids;
 - iii. Training and Qualification Program for De-icing/Anti-icing of Aircraft on the Ground;
 - iv. Communication and Phraseology;
 - v. Aircraft Ground De-icing/Anti-icing Quality Management; and
- (e) mechanism to ensure that personnel engaged in communication relevant to provision of de-icing / anti-icing service including post anti-icing inspection for the operator can demonstrate the command of English language at ICAO Level 4 or higher.



6.9 Training

The operators should demonstrate and implement the following requirements as applicable considering the nature of operation and whether operators transport passengers, cargo, dangerous goods etc.:

- (a) Process to ensure personnel that perform operational duties in functions within the scope of ground & cargo handling operations for the Operator, to include personnel of external service providers, complete:
 - i. Initial training prior to being assigned to perform such operational duties;
 - ii. Recurrent training on a frequency in accordance with requirements of the regulatory authority but not less than once during every 36-month period, except for recurrent training in dangerous goods (Globally) and Aviation Security for personnel performing functions within the UAE. Recurrent training in Dangerous Goods and Aviation Security (for UAE based personnel) should be conducted once in every 24 months;
- (b) Process to ensure training programs completed by cargo operations personnel in accordance with item (a) provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific cargo functions and responsibilities. Such programs should include:
 - i. Familiarization training on applicable regulations;
 - ii. In-depth training on requirements, including policies, procedures and operating practices;
 - iii. Training in human factors principles;
 - iv. Safety training on associated operational hazards;
- (c) Dangerous Goods training relevant to the function performed by personnel in accordance with ICAO Technical Instructions should be completed by personnel that perform operational duties in the following functions within the scope of ground handling operations:
 - i. Passenger handling;
 - ii. Baggage handling;
 - iii. Aircraft loading;
 - iv. Load control.
 - v. Acceptance of cargo;
 - vi. Handling, storage and build-up of cargo;
 - vii. Provision of required information to load planning;
- (d) Process to ensure initial and recurrent training completed by applicable ground and / or cargo handling personnel in accordance with item (a) addresses the following areas of operations, as applicable to duties or function(s) performed:
 - i. Airside Driving;
 - ii. Load control;



- iii. Passenger Handling;
 - iv. Baggage handling;
 - v. Aircraft Handling and Loading;
 - vi. Passenger Boarding Bridge;
 - vii. Aircraft Loading Supervision;
 - viii. Aircraft Ground Movement;
 - ix. Cargo and Mail handling;
 - x. Fuelling Operations;
 - xi. De/Anti-Icing Operations;
 - xii. Other areas of operations as specified by the Operator;
- (e) Process to ensure training for personnel that perform operational duties in functions within the scope of ground & cargo handling operations for the Operator:
- i. Includes testing or evaluation by written, oral or practical means, as applicable;
 - ii. Requires a demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate equipment;
- (f) Process to ensure the training programs completed by ground & cargo handling operations personnel is reviewed and updated to remain relevant and current; and
- (g) Process to ensure its ground & cargo handling operations personnel are trained and competent to perform SMS duties. The scope of such training should be in accordance with CAR PART X and appropriate to each individual's involvement in the SMS and as a minimum includes reporting.

6.10 OTHER GROUND OPERATIONS SERVICES

Ground operations are not limited to those listed above. The following are the additional services that need to be controlled and managed:

- (a) Preparation and submission of Air Traffic Service (ATS) Flight Plan;
- (b) Preparation of Operational Flight Plan;
- (c) Compilation and supply of weather report and NOTAM;
- (d) Flight dispatch and flight watch including ETOPS/EDTO (Extended Diversion Time Operations) and AWO;
- (e) Obtaining over flight clearances and landing permissions; and
- (f) Other authorisations when specified.



7. OPERATOR'S RESPONSIBILITIES

When all or part of the functions and tasks related to ground operations / ground handling has been contracted to a service provider, the Operator should ensure that its ground handling activity responsibilities is permanently maintained.

Additionally, Operators should, when contracting a service provider, ensure that:

- (a) A written contract or service level agreement with the contractor is established prior to obtaining ground operations / handling services. The contract should contain elements and requirements on operator's ground operations;
- (b) The service provider, if registered in the UAE, has been assigned an ICAO radio designator or three letter telephony to the GCAA. Refer to CAAP 47 for information and instruction;
- (c) Personnel are aware and familiar with the Operator's ground operations procedures, a copy of the operator's relevant Ground Operations Section or Manual shall be issued to the relevant personnel;
- (d) Proper standards are established for personnel of the contractor by supervisory means that include training, checking and monitoring programs acceptable to the GCAA;
- (e) All licensed and authorised personnel from the contractor are trained, qualified to perform the required activities;
- (f) Individual training records of all contractors' personnel are properly kept and are made available to operator and GCAA on request;
- (g) Flight dispatcher when performing flight dispatch function holds a valid and current UAE license or equivalent authorisation. Other personnel who requires company authorisation to hold appropriate operator's certificate;
- (h) A contractor providing ground operations to a UAE operator is audited every 24 months. Audit is also required during initial, renewal or significant variation of ground operations activities;
- (i) The ground operations activities contracted are part of the operator's quality audit program and listed in the operators' quality manual;
- (j) Contractors have access to the relevant section of the UAE CAR (www.gcaa.gov.ae) and the operator's relevant part of the Operations manual;
- (k) Pre and post flight records and documentation are retained and kept in accordance with GCAA regulations;
- (l) GCAA is granted access and rights to audit, inspect and examine all safety aspects of the services or operations;
- (m) Under certain exigency, an operator may be permitted to use specific ground operations services available at an airport provided the operational standard have been evaluated by the aircraft commander to be equivalent to the relevant part of the operator's Operations Manual; and



- (n) The GCAA shall be granted access to audit records, including findings and corrective actions, operational records as well as training records for operators' and service providers' personnel performing operational duties within the scope of this CAAP for the operator.



APPENDIX 1- Sample of Ground Operations manuals contents

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2. ORGANISATION MANAGEMENT

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3. DOCUMENTATION AND RECORD

- 3.1 Documentation System
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- 4.1 Safety Program
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5. GROUND HANDLING INSTRUCTIONS/PROCEDURES

- 5.1 Passengers and baggage handling procedures related to safety
- 5.2 Cargo handling procedures related to safety
- 5.3 De-icing / Anti icing of Aircraft
- 5.4 Aircraft Fuelling / defueling
- 5.5 Other procedures on the ground operations required.

6. TRAINING AND QUALIFICATION

- 6.1 Functional and inductions Training Program



6.2 Other training such as Security, Dangerous Goods, Airside Safety, Airside Driver, GSE Operations, Load Control, Passenger Handling, Baggage Handling, Aircraft Handling and Loading Training Program.

7. SECURITY MANAGEMENT

Detail of Security Policy, Control, management, Training & Personnel awareness related to handling agent.

8. GROUND SUPPORT EQUIPMENT (GSE) MANAGEMENT

Detail of GSE Operations and Maintenance

9. AIRCRAFT MONITORING COORDINATION

Describes how coordination's, monitoring position, distribution of communications between aircraft and operations.

Note:

1. Activities not covered by the organisation may carry a statement not applicable; however, the format and numbering should remain the same.
2. An applicant may vary their manuals contents, however, the evaluations time required may increase.