

রেজিস্টার্ড নং ডি এ-১

বাংলাদেশ



গেজেট

অতিরিক্ত সংখ্যা

কর্তৃপক্ষ কর্তৃক প্রকাশিত

বৃহস্পতিবার, এপ্রিল ১২, ২০১৮

[বেসরকারি ব্যক্তি এবং কর্পোরেশন কর্তৃক অর্থের বিনিময়ে জারীকৃত বিজ্ঞাপন ও নোটিশসমূহ]

Civil Aviation Authority of Bangladesh Gazette

Dhaka, Chaitra, 1424/ March, 2018

No. CAAB/101/1-30/FSR/ANO-30-01/2018-69—In exercise of the power conferred by Section 47, read with Sections 10 and 14, of the Civil Aviation Act, 2017 (Act No. 18 of 2017), hereinafter referred as the ‘Act’, the Chairman of the Civil Aviation Authority of Bangladesh is pleased to issue the following Air Navigation Order (ANO).

2. It shall come into force immediately.

Air Vice Marshal M Naim Hassan

BBP, OSP, afwc, psc

Chairman

Civil Aviation Authority of Bangladesh.

(৪১৭১)

মূল্য : টাকা ৬৪.০০

AIR NAVIGATION ORDER ON GROUND HANDLING SERVICE**1. SHORT TITLE AND COMMENCEMENT**

This Air Navigation Order (ANO) may be called the ANO on ground handling service, 2018 and referred herein as the “CAAB/101/1-30/FSR/ANO-30-01/2018-69”. This ANO shall be effective immediately upon being published in the official Gazette. As soon as may be after the commencement of this ANO, all of the previous ANO(s) related to ground handling services shall stand repealed.

2. DEFINITIONS

Following terms, when used in this ANO, have the meanings assigned to them. Any term used hereunder but not defined, shall have the same meaning as given in Civil Aviation Authority Act, 2017 and Civil Aviation Act, 2017 and relevant Annexes of the ICAO.

- 2.1 **AERODROME:** a defined area on land or water (including any buildings, installations and equipment) intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.
- 2.2 **AIRPORT:** means an aerodrome at which facilities have, in the opinion of the Federal Government, been sufficiently developed to be of importance to civil aviation.
- 2.3 **AIRSIDE:** The movement area of an aerodrome, adjacent terrain and buildings or portions thereof, access to which is controlled.
- 2.4 **APRON:** A defined area, on a land aerodrome, intended to accommodate aircraft for purposes of loading or unloading passengers, mail or cargo, fuelling, parking or maintenance.
- 2.5 **AEROPLANE:** A power-driven heavier-than-air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on surfaces which remain fixed under given conditions of flight.
- 2.6 **AIR TRANSPORT SERVICE:** A service of aircraft for the purpose of effecting public transport for passengers, goods, mails and other things.
- 2.7 **AIRCRAFT:** Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth’s surface.
- 2.8 **AIRCRAFT OPERATOR:** A person, organization or enterprise engaged in or offering to engage in an aircraft operation.

- 2.9 GROUND HANDLING: means:
- 2.9.1 Ramp handling which shall include the activities of aircraft handling, aircraft servicing, aircraft cleaning, loading and unloading, cargo handling, fueling, catering, ground service equipment handling & security;
 - 2.9.2 Traffic handling which shall include the activities of passenger handling, terminal services, flight operations, surface transport, representational services, security screening; and
 - 2.9.3 Any other activity specified by the Chairman, Civil Aviation Authority of Bangladesh to be a part of either ramp handling or traffic handling.
- 2.10 GROUND HANDLING SERVICE PROVIDER: A person, company, provider, airlines, organization or enterprise engaged in or offering to engage in ground handling of aircraft operation in accordance with the requirements of Civil Aviation Authority of Bangladesh.
- 2.11 AIRCRAFT SECURITY CHECK: An inspection of the interior of an aircraft to which passengers may have had access and an inspection of the hold for the purposes of discovering suspicious objects, weapons, explosives or other dangerous devices, articles and substances.
- 2.12 AIRCRAFT SECURITY SEARCH: A thorough inspection of the interior and exterior of the aircraft for the purpose of discovering suspicious objects, weapons, explosives or other dangerous devices, articles or substances.
- 2.13 APPROVAL: means approval by the Chairman, Civil Aviation Authority of Bangladesh.
- 2.14 AUDIT: An in-depth inspection of an operator, their handling and associated elements of operations to verify conformance with the regulations in force.
- 2.15 AUTHORITY: Authority means the Civil Aviation Authority of Bangladesh established under Civil Aviation Authority Act, 2017.
- 2.16 CIVIL AVIATION INSPECTOR: means an individual, designated by the Chairman, Civil Aviation Authority of Bangladesh, who is charged with the inspection of the safety, security or related aspects of ground handling operations as directed by the appropriate authority.
- 2.17 COMMERCIAL FLIGHT OPERATION: Commercial Flight Operations means a flight operation other than a private operation.

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- 2.18 COMPLIANCE: The state of conforming to specified requirements of civil aviation related Laws, regulations, ANOs and Safety Directives.
- 2.19 DANGEROUS GOODS: Any articles or substances which are capable of posing a significant risk to health, safety, or property when transported by air and which are included in the classes of dangerous goods specified in the ICAO Technical Instructions for the safe transport of dangerous goods by Air (ICAO Doc 9284–AN/905) as amended from time to time, hereafter referred to as Technical Instructions.
- 2.20 EXEMPTION: An authorization, granted by an appropriate National Authority providing relief from the provisions of Civil Aviation Rules, Operating Regulations, ANO and Technical Instructions.
- 2.21 INSPECTION: Systematic search for and documentation of facts relevant to an occurrence or suspected violation, from which a decision to take appropriate action can be made.
- 2.22 INVESTIGATION: A process conducted for the purpose of accident prevention which includes the gathering and analysis of information, the drawing of conclusions, including the determination of causes and/or contributing factors and, when appropriate, the making of safety recommendations.
- 2.23 MONITORING: Supervising activities in progress to ensure they are in accordance with the provisions of the applicable Law, Civil Aviation Rules, Operating Regulations, prescribed procedures and are meeting the safety objectives and performance targets.
- 2.24 OPERATIONAL PERSONNEL: Personnel involved in aviation activities who are in a position to report safety information.
- 2.25 Note:- Such personnel include, but are not limited to: flight crews; air traffic controllers; aeronautical station operators; maintenance technicians; personnel of aircraft design and manufacturing organizations; cabin crews; flight dispatchers, apron personnel and ground handling personnel.
- 2.26 AIRCRAFT OPERATOR: A person, organization or enterprise engaged in or offering to engage in an aircraft operation.
- 2.27 SAFETY: The state, in which risks associated with aviation activities, related to, or in direct support of the operation of aircraft, are reduced and controlled to an acceptable level.

- 2.28 SAFETY MANAGEMENT SYSTEM (SMS): A systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures.
- 2.29 SECURITY: Safeguarding civil aviation against acts of unlawful interference.
- 2.30 UNIT LOAD DEVICE: Any type of freight container, aircraft container, aircraft pallet with a net, or aircraft pallet with a net over an igloo used to load freight for its air transportation.

3. INTRODUCTION

- 3.1 Section 10 of the Civil Aviation Act, 2017 requires obtaining a license issued by the Civil Aviation Authority of Bangladesh for providing Ground Handling Services to Aircraft(s) in different airports in Bangladesh.
- 3.2 The purpose of this Air Navigation Order is to specify requirements for Issue/Renew of License for Ground Handling Service Provider responsible for Arrangements, Facilities and/or Services to Aircraft for operational and support areas in order to ensure all Ground handling operations and activities are conducted in accordance with the regulatory authority requirements and international standards.
- 3.3 The requirements contained in this Air Navigation Order are based on industry best practices and operational experience. Holder of Ground Handling Service Provider (GHSP) License shall ensure that all employees shall be familiar with the requirements relevant to their functions in the performance of their duties.
- 3.4 The specific articles describe the detailed procedures to be followed by employees while performing the ground handling functions for self-handling and customer airlines. Any misuse or deviation of Company Operational Safety Standards shall be treated as a violation.
- 3.5 Holders of license issued by the Civil Aviation Authority of Bangladesh for Ground Handling arrangements, Facilities and/or Services to Aircraft shall comply with the requirements published in this ANO and are hereby instructed to forward to the CAAB a “Declaration of Conformance” which indicates the degree of compliance with each item detailed in the document.
- 3.6 Contravention of these requirements shall be treated as punishable offence in accordance with the Civil Aviation Act, 2017.
- 3.7 Section 11 (3) & (4) of the Civil Aviation Act, 2017 allows any applicant for review and appeal in case of denial or refusal of issuance of the aforesaid license.

4. APPLICABILITY

- 4.1 This Air Navigation Order is applicable to any service provider intends to provide Ground Handling Services at any airport(s) in Bangladesh which is, hereinafter referred to as the GHSP.
- 4.2 Issuance of license shall be dependent upon the GHSP's satisfactory demonstration on adequate ground handling arrangements consistent with the nature and extent of the operations.
- 4.3 The scope of the GHSP License holder shall be Limited within airside and terminal areas except cargo village of each of the airport.
- 4.4 Safety oversight shall be carried out by Civil Aviation Authority of Bangladesh to the license holder for its ground handling arrangements and operations during issuance & renewal of license and validation of the company/provider/airline's continued conformance.

5. LICENSE PROCEDURE

- 5.1 The procedure for the application and granting of a license by CAAB for Ground Handling Service will be organized in phases and will take the following sequence:
 - a) pre-application phase;
 - b) formal application phase;
 - c) document evaluation phase;
 - d) demonstration and inspection phase; and
 - e) license phase.
- 5.2 Each of these phases is briefly introduced below and each will be dealt with in greater detail as per this ANO.

6. PRE-APPLICATION PHASE

- 6.1 A prospective applicant who intends to apply for a GHSP license shall enter into preliminary discussions with CAAB and will be provided with complete information concerning the type of operations which may be authorized, the data to be provided by the applicant and the procedures which will be followed in the processing of the application. It is essential that the applicant has, in this pre-application phase, a clear understanding of the form, content and documents required for the formal application. A standard information package has been developed to provide information to applicants and is available for download from CAAB website. The applicant shall also be informed of the means to obtain related regulations and guidance material.

- 6.2 CAAB will advise the prospective applicant on the approximate period of time that will be required to conduct the license process, subsequent to the receipt of a complete and properly executed application. This advice is of particular importance in the case of new applicant(s) so that such applicant(s) may avoid undue financial outlays during the license period.
- 6.3 The importance of a thorough and careful preliminary assessment of the application cannot be overemphasized. The more thoroughly the applicant's competence is established at this stage, the less likelihood there will be of having serious problems in the document evaluation and the demonstration and inspection phases preceding license or during the course of subsequent operations. Analysis of the application will indicate either that it is acceptable on a preliminary basis or that it is unacceptable.
- 6.4 If the application is acceptable to CAAB on the basis of the preliminary assessment, the applicant should be encouraged to proceed with preparations for the commencement of operations on the basis that a GHSP license will be issued subject to satisfactory completion of the remainder of the license procedure.
- 6.5 The pre-application phase will also include a parallel assessment of the financial, economic and legal status of the applicant and the proposed operation. The financial viability of the operation may be one of the most critical factors in reaching a decision on whether or not the applicant's application will be taken further and there would be a chance to issue a GHSP license. The determination of the financial resources of the applicant is usually based on an audit of the applicant's assets and liabilities and a thorough evaluation of all technical, financial information and other pertinent data such as proposed arrangements for the purchase or lease of major equipment and expertise.

7. FORMAL APPLICATION PHASE

- 7.1 Upon completion of the assessment concerning the financial, economic and legal aspects of the application and after any deficiencies have been corrected; a provisional determination shall be made regarding the general feasibility of the operation. If the operation is found to be provisionally acceptable, the second phase of the license process, the formal application phase, can be undertaken.

- 7.2 The formal application for a GHSP license (Form is attached with this ANO as Appendix-B and C), accompanied by the required documentation, and shall be furnished as per this ANO.
- 7.3 The submission of a formal application is interpreted by CAAB to mean that the applicant is aware of the regulations applicable to the proposed operation, is prepared to show the method of compliance and is prepared for an in-depth evaluation, demonstration and inspection.
- 7.4 Detailed procedure and further interpretation of this ANO shall be specified in civil aviation procedure document (CPD) and/or Guidance Material on ground handling for the formal application and subsequent operations, as applicable.

8. DOCUMENT EVALUATION PHASE

- 8.1 The document evaluation phase involves the detailed examination of all documentation provided by the applicant to establish that every aspect required by the regulations is included and adequately covered.
- 8.2 In order to facilitate this phase of the license process, the applicant shall coordinate all aspects of the development of the required documentation with CAAB Ground Handling Oversight & Evaluation Committee (hereinafter referred as the 'Oversight & Evaluation Committee'), prior to submission of the formal application.
- 8.3 The Oversight & Evaluation Committee members will evaluate all the documents submitted by the applicant and after evaluation of the aforesaid documents, a written report shall be submitted to the Head of the Oversight & Evaluation Committee (HOEC).
- 8.4 The HOEC may seek clarification of the submitted report and if any discrepancies found on the report, the HOEC may review the said evaluation report and/or may instruct for re-evaluation.
- 8.5 After receiving the report, the HOEC shall be at the sole discretion either to accept or reject the application.

9. DEMONSTRATION AND INSPECTION PHASE

- 9.1 Inspections in this phase will involve the inspections of the required facilities of the applicant.
- 9.2 HOEC shall select an inspection team comprising of one member from Aerodrome, one member from Air Transport Section, one member from Air Traffic Services or any other member(s) co-opted time to time for carrying out the smooth and consonant audit/inspection.

- 9.3 The aforesaid audit/inspection team shall be liable to submit an audit/inspection report to the HOEC and if any discrepancies found on the report the HOEC may review the audit report and/or may instruct to audit/inspect further and submit another report within a certain timeline.
- 9.4 Demonstrations will involve demonstration of the operational control system etc.

10. LICENSE PHASE

- 10.1 The license phase is the conclusion of the license process when CAAB Ground Handling Oversight & Evaluation Committee has determined that all license requirements, such as operational, technical and economic, have been completed in a satisfactory manner and that the applicant will comply with the applicable regulations and is fully capable of fulfilling its responsibilities and conducting a safe operation. However, the HOEC shall possess the sole discretionary power either to accept or reject the application. The HOEC will recommend for approval/disapproval of the application and considering the recommendations of HOEC, the Chairman will grant the final approval/ disapproval of the said application.
- 10.2 The culmination of this phase is the issuance of the GHSP license and its associated operations specifications authorizing the conduct of the specified operations.
- 10.3 Subsequent to the issuance of a GHSP license, CAAB staff will be responsible for continued surveillance and for conducting periodic inspections, to ensure the operator's continued compliance with CAAB regulations, authorizations, limitations and provisions of its GHSP license and operations specifications.

11. CATEGORY OF LICENSE

11.1 Category-A (International & Domestic)

Ground Handling Service to any international and domestic airlines operating to and from Bangladesh.

11.2 Category-B (Domestic)

Ground Handling Service to any domestic airlines operating within Bangladesh.

11.3 Category-C (Self Handling)

This license is limited to Bangladeshi AOC holders to provide ground handling service for the aircrafts operated under their AOC.

12. FINANCIAL QUALIFICATION

12.1 The intended GHSP must have a minimum Paid up Capital as follows:

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|-----------------|-------------------------|
| For Category-A: | BDT. 200 Crore. |
| For Category-B: | BDT. 50 Crore. |
| For Category-C: | As per AOC requirement. |

12.2 The intended GHSP must have adequate financial resources to meet its daily operation and must keep adequate reserve for maintenance of its equipment to continue uninterrupted operation.

12.3 The fees and charges for GHSP license is attached with this ANO as Appendix-A and is applicable as per approval of the Government and/or as amended time to time.

13. ADMINISTRATIVE QUALIFICATION

13.1 The intended GHSP must be registered in the Registrar of Joint Stock Companies & Firms (RJSC) in Bangladesh as per company law.

13.2 In case of interested foreign companies, a Joint Venture is required where a minimum of 51% shares must be held by Bangladeshi person(s). In the joint venture company, the Chairman or the Managing Director has to be a Bangladeshi national throughout the tenure of their operation as a GHSP.

13.3 Basic Qualification for application:

13.3.1 For Category-A, intended GHSP must possess minimum 2 (two) years' experience in providing ground handling service as Category-B in any international airport or 4 (four) years' experience in providing ground handling service as Category-C in any international airport.

13.3.2 For Category-B, intended GHSP must possess minimum 2 (two) years' experience as Ground Handling Service Provider to any domestic/international airport as Category-C.

13.4 Basic qualification for application involving foreign entity:

13.4.1 In case of Category-A, interested foreign company must have minimum 05 (five) years of experience as Ground Handling Service Provider to at least 3 (three) international airports of minimum 2 (two) different countries with a minimum capability to provide ground handling services for 30 aircrafts (minimum weight 64,000 kg each) per day.

13.4.2 For Category-B, only the foreign allied company must have minimum 03 (three) years of experience as Ground Handling Service Provider to at least 3 (three) international airports with a minimum capability to provide ground handling services for 20 aircrafts (minimum weight 19,505 kg each) per day.

13.5 In case of Joint Venture with foreign company, the foreign allied company's qualification shall be treated as minimum qualification for GHSP and assessed as per the requirements under the purview of this ANO. Moreover, personnel appointed by the foreign allied company must have valid work permit and complete all formalities as per government requirements. Any foreign entity willing to get the GHSP license in Bangladesh shall fall under this provision.

13.6 Adequate insurance coverage covering third party liabilities (damage of any infrastructure, other moveable or immovable properties, equipment, lives and any public property within and outside airport premises on which the license issued) must be ensured by GHSP.

14. FEES FOR ISSUANCE, RENEWAL OF LICENSE AND OTHER CHARGES & ROYALTY

14.1 License holder shall pay all fees for issuance & renewal of License and other applicable fees/charges & Royalty as prescribed by the Government.

14.2 All Fees/Charges & Royalty shall be deposited to the accounts of Chairman, CAAB.

15. OBLIGATION OF THE LICENSE HOLDER

15.1 The financial accounts of the license holder shall be properly maintained and duly audited every year by competent Chartered Accountant and a copy in duplicate of the Annual Accounts and Auditor's Report shall be submitted to the Chairman, CAAB.

15.2 All CAAB facilities (Hangar, Space, Building and equipment) to be rented as per existing rental price and agreement with CAAB.

15.3 The GHSP shall ensure compliance to laws and regulations pertaining to safety and security at the airport and shall take the necessary measures to ensure respect of the rights of workers and protection of the environment.

15.4 GHSP License holders shall require to comply with the audit measures administered by the CAAB in order to maintain their GHSP and continue conducting the services at its approved operation base.

16. ISSUE / RENEWAL OF GROUND HANDLING LICENSE

- 16.1 Subject to the satisfactory performance of the provisions in this ANO, the Chairman, Civil Aviation Authority of Bangladesh may approve the application and issue/renew Ground Handling License to the applicant.
- 16.2 Renewal will be granted subject to satisfactory performance and renewal audit carried out by CAAB prior to expiry of the license. Every year CAAB will carry out audit on the operations of GHSP. Renewal process must be completed 3 (three) months prior to expiry of the License.
- 16.3 All facilities and equipment to be used for Ground Handling Operation must be physically inspected and accepted by CAAB prior to engage them in operation.

17. MANAGEMENT AND CONTROL

Any GHSP applicant applying for issue or renewal of license for Ground Handling Services at any aerodrome in Bangladesh shall obtain a license to that effect from the Civil Aviation Authority of Bangladesh.

17.1 Documents and Manuals to be submitted by the applicant:

- 17.1.1 Applicant is required to provide following information/ documents for its evaluation to determine capability for the award of License as requested:

An Exposition Manual of the GHSP, which shall, not limited to, at least cover the following elements:

- a) Brief description of the GHSP;
- b) Statement of compliance;
- c) Aviation experience of the applicant;
- d) Category of License (as per para-3 of Part-A of this ANO);
- e) Arrangement of Adequate financial resources
- f) Compliance of minimum ground handling equipment list as appropriate to the type of aircraft expected to be handled by the applicant;
- g) Details of type of equipment (with serial # & quantity) whether owned or to be loaned or on sharing basis etc. including evidence to this affect;

- h) Organizational structure (including duties & responsibilities) of officers and staff; Management and Operating personnel résumés providing qualifications and operating experience;
- i) Working hours for their officers/staff/operators with respect to their task for Airside/Ramp operation, Airport offices and landside; and
- j) Aircraft handling specifications;

17.1.2 Applicant is required to provide following documents for its evaluation to determine capability:

- a) Ground Handling Manual;
- b) Training manual for operations and ground personnel;
- c) Training on Dangerous Goods handling to the concerned officials;
- d) Training facilities;
- e) Fire Prevention/Fighting arrangements within their area of operation;
- f) Maintenance programme including maintenance schedule of the equipment;
- g) Plan for emergency evacuation and demonstration;
- h) Procedure for retention of maintenance record of apron vehicles etc.;
- i) Medical records of operators of Ramp Vehicles;
- j) Maintenance procedure & schedule of apron vehicles equipment;
- k) Internal inspection/audit programme of apron vehicles/equipment and its complete system;
- l) Emergency Response Plan;
- m) SMS Manual; and
- n) Security Programme Manual

** In case the applicant fails to provide or needs a specific time period for developing/modification of the required documents as indicated above, the applicant has to provide specific justification as to why the required documents cannot be provided and the time period sought.

17.1.3 All manuals are to be provided with procedures for the development, control and distribution of manual, the means to keep the manual up to date and the means for the publication and distribution of amendments.

17.1.4 Manuals will require appropriate revision and amendment when new requirements, operations or equipment are introduced.

17.2. Ground Handling Oversight & Evaluation Committee:

17.2.1 The CAAB Ground Handling Oversight & Evaluation Committee headed by the Director looks after the regulatory affairs (currently Director of Flight Safety & Regulations (DFSR)) along with one member from Legal, one member from Aerodrome and one member from Air Transport Section. Any other team member including Inspector(s) as required and co-opted by DFSR, shall evaluate the request of the applicant and process the approval and/or renewal of License for fitness or otherwise along with oversight of the GHSPs.

17.2.2 The CAAB Ground Handling Oversight & Evaluation Committee shall ensure that the GHSP and/or applicant:

- a) meets the financial, administrative, legal and operational requirements for the intended Category of Ground Handling Service operations;
- b) is fully conversant with the handling of the aircraft, safety and security regulations;
- c) has adequately trained staff and equipment for the handling of intended types of aircraft.
- d) continued validity needed and safety ensured.

17.3 Validity of Ground Handling License

The Ground Handling License shall remain valid for 5 (five) years or until it is suspended or cancelled, whichever is earlier. CAAB reserves full rights to cancel, suspend or revoke the license without any reason in case of emergency.

17.4 Organization and Accountability

17.4.1 The GHSP shall have a policy that commits the station organization to a culture that has safety, security and quality of services as fundamental operational priorities.

- 17.4.2 The GHSP shall have a policy that commits the organization to ensuring the health and safety of personnel engaged in the conduct of station ground operations, and which takes into account and addresses:
- Operational risk assessment;
 - Equipment design and maintenance;
 - Training and competence of personnel;
 - Continual improvement of processes and procedures.
- 17.4.3 The GHSP shall have a policy that commits the organization to addressing environmental issues in all ground operations in accordance with applicable laws, regulations and other requirements of the country.
- 17.4.4 The GHSP shall have a policy that ensures positions that affect operational safety and security are filled by personnel that possess the knowledge, skills, training, and experience appropriate for the position.
- 17.4.5 The GHSP shall have a policy that ensures station personnel who perform operationally critical functions are required to maintain competence on the basis of continued education and training.
- 17.4.6 The GHSP shall have a policy that addresses the use of psychoactive substances by operational station personnel, and ensures:
- The exercise of duties while under the influence of psychoactive substances is prohibited;
 - Consequences for such behavior are defined.
- 17.4.7 The GHSP shall have a policy that commits the station organization to the prevention of pollution in all ground operations through implementation of an environmental management system (EMS). Such system ensures:
- All activities, products and services that have the potential to significantly impact the environment are identified;
 - Performance targets and objectives for pollution prevention, environmental compliance and continual improvement to the EMS are set;

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- c) Performance targets and objectives are achieved through training and the implementation of work instructions and practices;
 - d) Metrics are established for measuring the effectiveness of the EMS in meeting targets and objectives;
 - e) The EMS is periodically reviewed by senior management to ensure ongoing effectiveness.
- 17.4.8 The GHSP shall have processes to ensure changes that affect operational responsibilities or performance is communicated as soon as feasible to applicable station management and front-line personnel.
- 17.4.9 The GHSP shall have a process to review the station management system at intervals not exceeding one year to ensure its continuing suitability, adequacy and effectiveness in the management and control of ground operations. A review shall include assessing opportunities for improvement and the need for changes to the system, including, but not limited to, organizational structure, reporting lines, authorities, responsibilities, policies, processes, procedures and the allocation of resources.
- 17.4.10 The GHSP shall have a station management system that ensures:
- a) Policies, systems, programs, processes, procedures and/or plans of the Provider are administered and/or implemented through a Procedure manual signed by the Accountable Manager & approved by the CAAB confirming to the standard stipulated in this ANO;
 - b) All ground operations are supervised and controlled;
 - c) Operations are conducted in accordance with applicable regulations and requirements of the customer airline(s).
- 17.4.11 The GHSP shall designate an individual with the authority to manage the station and be responsible for:
- a) Implementation of a station management system;
 - b) Ensuring safety and security in station operations.

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- 17.4.12 The GHSP shall have an open reporting system that permits station personnel to report operational hazards and deficiencies to management.
- 17.4.13 The GHSP shall have a communication system 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 station management system and in all station locations where ground operations are conducted.
- 17.4.14 The GHSP shall ensure the existence of the station facilities, workspace, equipment, supporting services, as well as work environment, necessary to satisfy operational safety and security requirements.
- 17.4.15 The GHSP shall ensure the management system includes planning processes for ground operations that:
- a) Define desired operational safety and security outcomes;
 - b) Address operational resource allocation requirements;
 - c) Take into account requirements originating from applicable external sources including, but not limited to, the customer airline(s), regulatory authorities and the airport authority.
- 17.4.16 The GHSP shall have processes for setting performance measures to validate the effectiveness of risk controls in station operations.
- 17.4.17 The GHSP shall have station risk management processes that ensure:
- a) Hazards with the potential to affect operational safety or security are identified;
 - b) Threats with the potential to affect security are identified;
 - c) Hazards are analyzed to determine risks;
 - d) Risks are assessed to determine the need for control actions;
 - e) Risk control actions are developed and implemented in station operations and are subsequently monitored to ensure risks are controlled.

17.5 Documentation and Records

17.5.1 Documentation

17.5.1.1 The GHSP shall have a process to ensure documentation and/or data used directly in the conduct or support of station ground operations is managed and controlled.

17.5.1.2 The GHSP shall possess the CAAB approved Ground Handling manual and ensure its accessibility in a usable format at the station for all concerns.

17.5.1.3 The GHSP shall have processes to ensure the current version of required operational documentation is accessible in a usable format in all station locations where operations are conducted. Such required documentation shall include :

- i) The Ground Operations Manual (GOM) of the customer airline(s);
- ii) The IATA Dangerous Goods Regulations (DGR) and Addenda, if applicable, or equivalent documentation;
- iii) The Emergency Response Plan (ERP);

17.5.1.4 If the GHSP utilizes an electronic system for the management and control of any documentation and/or data used directly in the conduct of station operations, the GHSP shall ensure the system provides for a scheduled generation of backup files for such documentation and/or data.

17.5.2 Records

17.5.2.1 If the GHSP utilizes an electronic system for the management and control of records, the GHSP shall have a process that ensures the system provides for a scheduled generation of backup record files.

17.5.2.2 The GHSP shall have a process to ensure records retained in accordance with the requirements of the customer airline(s) are furnished to the individual airline(s) upon request, even when such airline(s) may no longer be a customer.

17.5.2.3 The GHSP shall have a system for the management and control of station operational records to ensure the content and retention of such records is in accordance with applicable regulations and requirements of the customer airline(s), and to ensure operational records are subjected to standardized processes for :

- i) Identification;
- ii) Legibility;
- iii) Maintenance;
- iv) Retrieval;
- v) Protection and security;
- vi) Disposal, deletion (electronic records) and archiving.

17.6 Safety and Quality Management

17.6.1 Safety Programme

17.6.1.1 The GHSP shall have a process to ensure significant issues arising from the station safety program are subject to regular review by :

- i) Station operations management;
- ii) Management of the Provider's safety program.

17.6.1.2 The GHSP shall have a process in accordance with requirements of the customer airline(s) for the conduct of station airside accident and incident investigations, and for ensuring, in the event such an investigation:

- i) The customer airline(s) and relevant authorities are notified of the accident or incident;
- ii) Factual information associated with the investigation is accurately;
- iii) Investigation reports are retained and submitted in accordance with applicable regulations and requirements of the customer airline(s).

17.6.1.3 The GHSP shall designate an individual with the authority to manage and be responsible for the development, implementation and maintenance of the station safety program.

17.6.1.4 The GHSP shall have a station operational reporting system that :

- i) Encourages and facilitates feedback from personnel to identify deficiencies, expose hazards and raise concerns over issues that have the potential to threaten the safety or security of aircraft, passengers, personnel, facilities, systems or equipment;
- ii) Includes analysis and management action to address operational deficiencies, hazards and concerns identified through the reporting system;
- iii) Is in accordance with applicable regulations and requirements of the customer airline(s).

17.6.1.5 The GHSP shall have a station safety program for the purpose of preventing accidents and incidents, which includes processes for :

- i) Personnel to report operational hazards, deficiencies and areas of concern;
- ii) The investigation and reporting of accidents and incidents;
- iii) The investigation of irregularities or other non-routine operational occurrences that may be precursors of accidents or incidents;
- iv) The identification and analysis of operational hazards and potentially hazardous conditions;
- v) The production of analytical information, which could include recommendations, for use by operations managers in the prevention of operational accidents and incidents;
- vi) Ensuring significant issues arising from the station safety program are subject to regular review by station management;
- vii) The dissemination of safety information to appropriate station management and operational personnel.

17.7 Quality Control Programme

- 17.7.1 The GHSP shall have a station quality control program that provides for scheduled and unscheduled inspections and/or evaluations of ground operations at the station for the purpose of:
- i) Ensuring compliance with standards of the Provider, applicable regulations and requirements of the customer airline(s);
 - ii) Identifying operational hazards for the application of risk assessment and control.
- 17.7.2 The GHSP shall designate an individual with the authority to manage and be responsible for the development, implementation and maintenance of the station quality control program as specified in 1.6.2.1.
- 17.7.3 The GHSP shall have processes for addressing findings that result from inspections and/or evaluations conducted under the station quality control program as specified in 1.6.2.1, which ensure :
- i) Determination of root cause(s);
 - ii) Development of corrective and preventive action as appropriate to address findings;
 - iii) Implementation of corrective and preventive action in appropriate operational area(s);
 - iv) Evaluation of corrective and preventive action to determine effectiveness.
- 17.7.4 The Provider shall have a process to ensure significant issues arising from the station quality control program as specified in 1.6.2.1 are subject to review by :
- i) Station management;
 - ii) Management of the Provider's quality assurance program.
- 17.7.5 The GHSP shall have a process for the dissemination of information from the station quality control program as specified in 1.6.2.1 to ensure personnel are aware of compliance issues at the station.
- 17.7.6 The GHSP should have processes that ensure equipment or other operational products that are purchased or otherwise acquired from an external vendor or supplier meet the technical requirements of the Provider and the customer airline(s) prior to being used in the conduct of ground operations at the station.

17.8 Emergency Response

17.8.1 Emergency Response Plan

17.8.1.1 The GHSP shall have a station emergency response plan (ERP) for the management and coordination of activities associated with the response to a major accident, incident, crisis or other disastrous occurrence. Such plan shall be in accordance with :

- i) The GHSP' ERP;
- ii) The airport ERP, if applicable;
- iii) Requirements of each customer airline.

17.8.1.2 The GHSP 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 station ERP.

17.8.1.3 The GHSP shall have procedures and assigned responsibilities to ensure a coordinated execution of the station ERP.

17.8.1.4 The GHSP should ensure all personnel with responsibilities under the station ERP are appropriately trained to execute applicable procedures.

17.8.1.5 The GHSP shall have procedures in accordance with requirements of the customer airline(s) for responding to emergencies that require the evacuation of an aircraft during the conduct of station ground operations.

17.8.1.6 The GHSP shall have procedures in accordance with applicable regulations and requirements of the customer airline(s) for reporting dangerous goods accidents or incidents that occur during station ground operations.

17.9 Training and Qualification

17.9.1 Functional Training Programme

17.9.1.1 The GHSP shall have a process to ensure station personnel with duties and/or responsibilities in ground handling operations complete initial and recurrent training on Ground Handling as applicable to their individually assigned operational function(s) at the station. Such training shall be approved by CAAB and in accordance with the company/provider/airline's general training program and function-specific training programs as applicable, to include the :

- i) Load control training program;
- ii) Passenger handling training program;
- iii) Baggage handling training program;
- iv) Aircraft handling and loading training program;
- v) Aircraft ground movement training program;
- vi) Cargo and mail handling training program.

17.9.1.2 If the GHSP delivers aircraft handling and loading services at the station, the Provider shall have a process to ensure station personnel with duties that include the supervision of aircraft loading complete training in accordance with the Provider's load control training program.

17.9.1.3 If the GHSP delivers aircraft handling and loading services at the station, and such services include the operation of aircraft access doors, the Provider shall have a process to ensure station personnel with duties that include the operation of aircraft access doors complete training and qualification in accordance with the Provider's aircraft access door training program as applicable to each type of access door operated at the station.

17.9.1.4 If the GHSP delivers aircraft handling and loading services at the station, and such services include the operation passenger boarding bridges, the Provider shall have a process to ensure station personnel with duties that include the operation of passenger boarding bridges complete training and qualification in accordance with the Provider's passenger boarding bridge training program as applicable to each type of boarding bridge operated at the station.

17.9.2 Security Training Programme

17.9.2.1 The GHSP shall have a process to ensure station personnel complete initial and recurrent security training as applicable to individually assigned operational functions at the station, and such training is in accordance with the CAAB approved security training program and the Security Program of the customer airline(s).

17.9.2.2 If the GHSP conducts security functions at the station, the Provider shall have a process to ensure personnel who perform such functions complete initial and recurrent training in accordance with the CAAB approved security training program.

17.9.2.3 If the GHSP manages or operates a security screening system at the station, the GHSP shall have a process to ensure personnel who manage or operate the system complete initial and recurrent training, and, if applicable, are certified, in accordance with the CAAB approved security training program.

17.9.3 Dangerous Goods Training Programme

17.9.3.1 The GHSP shall have a process to ensure station personnel with duties and/or responsibilities in operational ground handling functions complete initial and recurrent dangerous goods training as applicable to individually assigned operational functions at the station. Such training shall be in accordance with the company/provider/airline's dangerous goods training program approved by CAAB and requirements of the customer airline(s).

17.9.3.2 If the GHSP delivers cargo and mail handling services at the station, the GHSP shall have a process to ensure personnel with duties and/or responsibilities in cargo and mail handling functions complete initial and recurrent training, as well as testing and/or evaluation, in dangerous goods in accordance with the company/provider/airline's dangerous goods training program approved by the CAAB.

17.9.4 Airside Safety Training Programme

The GHSP shall have a process to ensure station personnel with duties that require access to airside areas complete initial and recurrent training in accordance with the CAAB approved airside safety training program.

17.9.5 Airside Driver Training Programme

The GHSP shall have a process to ensure station personnel with duties that require the operation of vehicles and/or equipment in airside areas complete training and qualification, and, if applicable, obtain an operating license, in accordance with the CAAB approved airside driver training program.

17.9.6 GSE Operations Training Program

The GHSP shall have a process to ensure station personnel with duties that require the operation of GSE complete training and qualification in accordance with the company/provider/airline's GSE operations training program.

17.10 Security Management**17.10.1 Security Controls**

17.10.1.1 The GHSP shall have a process to ensure security controls are in place to prevent personnel and vehicles from unauthorized access into station facilities and areas where the GHSP conducts ground operations for customer airlines.

17.10.1.2 The GHSP shall have procedures that ensure ground handling personnel performing functions in station airside areas are required to maintain awareness for unauthorized interference, and to request a verification of identity from any potentially unauthorized persons.

17.10.2 Security Threat Management

The GHSP shall have procedures in accordance with the company/provider/airline's security anti program for addressing security threats at the station.

17.10.3 Contingency Planning

17.10.3.1 The GHSP shall have a station contingency plan in accordance with the Security Program of the customer airline(s) for responding to aviation security incidents.

17.10.3.2 The GHSP shall have procedures in accordance with the Security Program of the customer airline(s) that ensure notification of the relevant civil aviation security authorities when unlawful interference against a customer airline has occurred at the station.

17.10.4 Security Equipment

If the GHSP operates equipment utilized for security screening or for the implementation of other security controls at any station, the GHSP shall ensure the testing calibration of such equipment on a periodic basis.

17.11 Ground Support Equipment (GSE) Management

- 17.11.1 If the GHSP operates GSE at the station, the GHSP shall have functional specifications that govern the use of GSE in station ground handling operations. Such specifications shall state the GSE requirements applicable to the type(s) of ground handling functions performed at the station.
- 17.11.2 If the GHSP maintains GSE at the station, the GHSP shall have a program to ensure such equipment is maintained in accordance with the company/provider/airline's GSE maintenance program.
- 17.11.3 If the GHSP maintains GSE at the station in accordance with 1.10.3, the GHSP shall have procedures to ensure such maintenance is documented in records, and such records are retained for a period in accordance with the company/provider/airline's GSE maintenance program.
- 17.11.4 If the GHSP operates GSE at the station, the GHSP shall have procedures for the operation of each type of GSE utilized in station ground operations to ensure such equipment is operated in accordance with the company/provider/airline's GSE operation program.
- 17.11.5 If the GHSP operates GSE at the station, the GHSP shall have procedures that ensure GSE is subjected to a pre-movement inspection prior to being utilized in operations.
- 17.11.6 If the GHSP operates GSE at the station, the GHSP shall have procedures that ensure GSE, except equipment necessary for aircraft ground movement for departure, is positioned and remains behind ramp safety lines during aircraft departure and arrival movement operations.
- 17.11.7 The GHSP shall have procedures that ensure GSE is parked:
- i) Only in designated station 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.

- 17.11.8 If the GHSP operates GSE at the station, the GHSP shall have procedures that ensure GSE, including the passenger boarding bridge, is never permitted to move toward an aircraft unless:
- i) The aircraft has come to a complete stop;
 - ii) Chocks and cones are positioned;
 - iii) If applicable, engines are shut down;
 - iv) If applicable, anti-collision beacons are off;
 - v) Ground-to-flight deck communication is established, if applicable.
- 17.11.9 If the GHSP operates GSE at the station, the GHSP shall have procedures that ensure the parking brake is applied, with the gear lever in “park” or “neutral”, when a vehicle or GSE is parked in airside areas.
- 17.11.10 If the GHSP operates GSE at the station, the GHSP shall have procedures that ensure GSE is not moved into or driven across the path of :
- i) Taxiing aircraft;
 - ii) Embarking or disembarking passengers on the ramp.
- 17.11.11 If the GHSP operates GSE at the station, the GHSP shall have procedures that ensure GSE is not driven with elevating equipment in the elevated position, except during final positioning of the equipment to the aircraft.
- 17.11.12 If the GHSP operates GSE at the station, the GHSP shall have procedures that ensure loaded dollies or transporters 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.
- 17.11.13 If the GHSP operates GSE at the station, the GHSP shall have procedures that ensure unserviceable GSE is:
- i) Tagged as “Out of Service” and not utilized in airside operations;
 - ii) Removed from operations for repair or maintenance.

17.12 Unit Load Device (ULD) Management

17.12.1 ULD Airworthiness and Serviceability

17.12.1.1 If the GHSP handles ULDs at the station, the GHSP shall have procedures in accordance with requirements of the customer airline(s) to ensure ULDs are inspected to identify damage, and to determine airworthiness and serviceability:

- i) When received or accepted;
- ii) Prior to being released for loading into an aircraft.

17.12.2 ULD Loading

17.12.2.1 If the GHSP handles ULDs at the station, the GHSP shall have procedures in accordance with requirements of the customer airline(s) to ensure loaded ULDs, whether received or loaded by the GHSP, are in compliance with applicable requirements pertaining to ULD loading and load securing.

17.12.2.2 If the GHSP handles ULDs at the station, the GHSP shall have procedures in accordance with requirements of the customer airline(s) to ensure ULDs are identified by exterior tags that display information relevant to the ULD and its contents prior to being released for loading into the aircraft.

17.12.3 ULD Loading and Storage

17.12.3.1 If the GHSP handles ULDs at the station, the GHSP shall have procedures in accordance with requirements of the customer airline(s) to ensure ULDs are handled and stored in a manner that minimizes or eliminates the possibility of damage or loss.

17.12.3.2 If the GHSP handles ULDs at the station, the GHSP shall have procedures in accordance with requirements of the customer airline(s) to ensure ULDs 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.

17.13 Station Airside Supervision and Safety

- 17.13.1 The GHSP shall have a process to ensure all station operational activities are conducted under the direct oversight of supervisory personnel.
- 17.13.2 The GHSP shall have processes to ensure station personnel that provide oversight of operational activities are qualified to supervise ground operations.
- 17.13.3 If an Airside Safety Committee has been established at the station, the GHSP 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.
- 17.13.4 The GHSP shall have procedures for fire protection and prevention in ground operations conducted in station airside areas, which address:
- i) Identification and elimination of conditions that could lead to a fire;
 - ii) Availability, access and use of firefighting equipment;
 - iii) Emergency procedures, including alerting personnel on board the aircraft;
 - iv) Procedures for controlling and reporting fires.
- 17.13.5 The GHSP shall have procedures to address the spillage of fluid and other materials in station airside areas of operations.
- 17.13.6 The GHSP shall have a FOD prevention program for implementation in station airside areas where the GHSP conducts aircraft handling or aircraft ground movement operations for customer airlines.
- 17.13.7 The GHSP 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.

- 17.13.8 If the GHSP conducts ground operations at the station that utilize the ramp surface for passenger embarkation and disembarkation, the GHSP 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.
- 17.13.9 The GHSP 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.

17.14 Aircraft Turnaround Coordination

If the GHSP delivers aircraft turnaround coordination services at the station, the GHSP shall have an aircraft turnaround plan, which ensures, for all applicable aircraft turnaround operations :

- i) Appointment of a qualified aircraft turnaround coordinator;
- ii) Management of safety and security in all activities;
- iii) Compliance with applicable regulations and requirements of the customer airline(s).

18. LOAD CONTROL PROCESS

18.1 General

- 18.1.1 The GHSP shall have procedures to ensure any verbal exchange of load information or data that could affect aircraft weight and balance calculations is :
- i) Manually or electronically documented;
 - ii) Confirmed prior to flight departure.
- 18.1.2 The GHSP shall have procedures to ensure, in the event of a potential discrepancy associated with the accuracy of weight and balance figures for a flight :
- i) Relevant or requested information is provided to the pilot-in-command (PIC) without delay;
 - ii) The discrepancy is reported to the customer airline.
- 18.1.3 The GHSP shall have a process to ensure operational load control records are retained in accordance with requirements of the customer airline(s), to include :
- i) Training and qualification records for personnel that perform load control functions;
 - ii) Load files for each flight in accordance with requirements of the customer airline(s).

- 18.1.4 The GHSP shall have a process to ensure weight and balance records are retained for a period in accordance with applicable regulations and/or requirements of the customer airline(s), but no less than a period of three months.
- 18.1.5 The GHSP shall ensure the load control process includes a standard scheme in accordance with requirements of the customer airline(s) that identifies specific loading positions within each aircraft type for the purpose of planning and positioning the load in the aircraft.
- 18.1.6 The GHSP shall ensure the load control process includes a coding scheme in accordance with requirements of the customer airline(s) for presenting load information in load documents, reports and messages for each flight.
- 18.1.7 The GHSP shall have procedures to identify and address special loads that do not comply with conventional aircraft loading weight allowances.

18.2 Load Planning

The GHSP shall have a procedure for load planning that produces instructions to ensure aircraft are loaded in accordance with all applicable requirements.

18.3 Weight and Balance Calculation

- 18.3.1 The GHSP shall have procedures for calculating the aircraft weight and balance in accordance with requirements of the customer airline(s) to ensure, for each flight, production of :
- i) When applicable, a weight and balance pre-calculation;
 - ii) A weight calculation that does not exceed the structural limits of the aircraft type;
 - iii) An accurate balance calculation that results in a center of gravity within fore and aft balance limits for the aircraft type.
- 18.3.2 The GHSP shall have a process to ensure weight and balance calculations :
- i) Are based on current aircraft weight and balance data;
 - ii) Consider limitations defined by the manufacturer and/or imposed by the customer airline;
 - iii) Take into account the previously planned load.

- 18.3.3 The GHSP shall have procedures to ensure the load control process utilizes passenger and baggage weights for weight and balance calculations that are in accordance with requirements of the customer airline(s).
- 18.3.4 The GHSP shall have procedures in accordance with requirements of the customer airline(s) to ensure aircraft weight and balance calculations for each flight account for persons traveling on crew seats.
- 18.3.5 The GHSP shall have control procedures in accordance with requirements of the customer airline(s) to ensure aircraft weight and balance calculations for each flight are based on an accurate weight of the load, to include :
- i) Bulk load;
 - ii) ULDs;
 - iii) Transfer ULDs.
- 18.3.6 The GHSP shall have procedures to ensure weight and balance calculations for each passenger flight account for the individual or cumulative weights of :
- i) Hold baggage that exceeds normal allowances;
 - ii) Gate delivery items that exceed normal allowances;
 - iii) Other non-normal load items.
- 18.3.7 The GHSP shall have procedures in accordance with requirements of the customer airline(s) for the application and use of ballast when necessary to bring the aircraft center of gravity within operational limits.

18.4 Loading Instructions/Report

- 18.4.1 The GHSP shall have a procedure in accordance with requirements of the customer airline(s) to produce and issue a Loading Instruction/Report (LIR), which includes :
- i) Loading instructions;
 - ii) Transit load, off-load, re-load and unload instructions;
 - iii) Loading report, with space to record deviations from instructions;
 - iv) Loading certification;
 - v) Summary of special loads;
 - vi) Loading positions for specific holds.

18.4.2 The GHSP shall have a procedure in accordance with requirements of the customer airline(s) to produce and issue an Off-loading Instruction/Report when required for transit flights, which includes:

- i) Instructions for transit load and off-load;
- ii) Off-loading report, to include space to record items in transit or for off- load;
- iii) Off-loading certification;
- iv) Summary of special loads;
- v) A representation of all loading positions for that specific hold version.

18.4.3 If the GHSP issues a manual LIR, the GHSP shall have a procedure to ensure the accuracy of manual calculations is verified prior to flight departure.

18.5 Notification to Captain (NOTOC)

The GHSP shall have a 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 onboard the aircraft. Such notification shall include dangerous goods that have been loaded on the aircraft at a previous departure point and that are to be carried on a subsequent flight.

18.6 Load Sheet

18.6.1 The GHSP shall have procedures in accordance with requirements of the customer airline(s) to produce and issue to the PIC prior to flight departure a manually or electronically generated Load sheet that:

- i) Has been crosschecked against the LIR and other information relative to the actual aircraft load;
- ii) Presents accurate load information, to include weight data and distribution of the load within the aircraft.

18.6.2 The GHSP shall have 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.

18.6.3 The GHSP shall have a procedure to adjust the Load sheet to account for last minute changes (LMC) to the weight of the load or distribution of the load on the aircraft.

18.6.4 The GHSP shall ensure the Load sheet, when transmitted to the aircraft via ACARS, is in a standard format that is in accordance with requirements of the customer airline(s).

18.7 Departure control System (DCS)

18.7.1 If an automated Departure Control System (DCS) is utilized, the GHSP shall have a process to ensure the DCS is approved by the customer airline(s).

18.7.2 If an automated DCS is utilized, the GHSP should have a process to coordinate and exchange information with customer airlines and/or relevant vendors to ensure the DCS is maintained and updated.

18.8 Reports and Messages

18.8.1 The GHSP shall have procedures in accordance with requirements of the customer airline(s) for the manual or automatic production of a report or message that contains the information and data associated with the ULDs and total bulk load onboard each flight.

18.8.2 The GHSP shall have procedures in accordance with requirements of the customer airline(s) for the production and transmission of a load message (LDM) in a standard format for each applicable flight.

18.8.3 The GHSP shall have a procedure in accordance with requirements of the customer airline(s) for the production and transmission of a ULD Control Message (UCM) in a standard format for each applicable flight.

18.8.4 The GHSP shall have a procedure in accordance with requirements of the customer airline(s) for the production and transmission of a container/pallet distribution message in a standard format for each applicable flight in aircraft equipped with ULDs.

18.8.5 The GHSP shall have procedures in accordance with requirements of the customer airline(s) for the production and transmission of the following messages in a standard format:

- i) Aircraft Movement Message (MVT);
- ii) Aircraft Diversion Message (DIV);
- iii) ULD Stock Check Message (SCM).

19. PASSENGER HANDLING OPERATION

19.1 General

The GHSP shall have 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.

19.2 Passenger Check-in Procedure

19.2.1 The GHSP shall have procedures in accordance with requirements of the customer airline(s) to ensure a boarding pass containing the passenger name is issued to each seated passenger during the check-in process.

19.2.2 The GHSP shall have procedures to ensure, when receiving baggage during passenger check-in operations: All bags have a passenger identity tag or label; Baggage is tagged to the final destination as indicated on the ticket; Old baggage tags and/or labels are removed or obliterated, as applicable; Bags not suitable for secure carriage as checked baggage are refused.

19.2.3 The GHSP shall have procedures in accordance with requirements of the customer airline(s) for the check-in of heavy or overweight baggage, and to ensure such baggage is accounted for in the load control process.

19.2.4 The GHSP shall have procedures to ensure cabin baggage is in compliance with size, weight and quantity limits as specified in applicable regulations and/or by the customer airline(s).

19.2.5 If the GHSP utilizes scales to determine the weight of baggage during the passenger check-in process, the GHSP shall have a process to ensure such scales are periodically checked and calibrated.

- 19.2.6 The GHSP shall have a procedure to ensure duty-free goods or other items that are removed from a passenger during the check-in process and loaded into the aircraft hold: Have a baggage tag and/or label that indicates the final destination; Are counted for in the load control process as checked baggage.
- 19.2.7 The GHSP shall have a procedure in accordance with requirements of the customer airline(s) to address, prior to flight departure, passengers that are suspected of having a communicable disease.

19.3 Dangerous Goods

- 19.3.1 The GHSP shall have procedures in accordance with requirements of the customer airline(s) to detect and identify dangerous goods that are not permitted to be carried on board the aircraft by passengers.
- 19.3.2 The GHSP shall have a procedure in accordance with requirements of the customer airline(s) 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 applicable customer airline.

19.4 Security

- 19.4.1 The GHSP 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.
- 19.4.2 The GHSP shall have procedures in accordance with requirements of the customer airline(s) to ensure the security of boarding passes, transit cards and baggage tags.
- 19.4.3 The GHSP 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: A bomb threat condition; an increased security threat condition.

19.4.4 The GHSP 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; required notifications.

19.5 Carriage of Weapons

19.5.1 If the GHSP, in accordance with requirements of the customer airline(s), handles passengers that are law enforcement officers or other persons authorized to carry weapons on board the aircraft in the performance of their duties, the GHSP 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.

19.5.2 If the GHSP handles passengers carrying weapons as specified in 3.5.1, the GHSP shall have procedures in accordance with applicable laws and requirements of the customer airline(s) to ensure the pilot-in-command is notified as soon as feasible prior to flight departure, and, if permitted by applicable laws involved, such notification shall include the number and seat locations of the authorized armed persons on board the aircraft.

19.5.3 If the GHSP, in accordance with requirements of the customer airline(s), handles weapons that are transported on the aircraft with, but are not in the possession of, passengers that are law enforcement officers or other authorized persons in the performance of their duty, the GHSP 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: An authorized and duly qualified person has determined any weapon to be boarded is not loaded; The weapon is stowed in a place that is inaccessible to any unauthorized person during flight.

19.6 Special Category Passengers

19.6.1 The GHSP shall have procedures in accordance with requirements of the customer airline(s) for the notification of the pilot-in-command, prior to flight departure, of passengers onboard that are persons required to travel because they have been the subject of judicial or administrative proceedings.

- 19.6.2 The GHSP shall have procedures in accordance with requirements of the customer airline(s) for the handling of potentially disruptive passengers, and for ensuring such passengers: Pose no danger or security risk to the flight; are reported to the customer airline.
- 19.6.3 The GHSP shall have procedures in accordance with requirements of the customer airline(s) for the handling of unaccompanied minors (children).
- 19.6.4 The GHSP shall have procedures in accordance with applicable regulations and requirements of the customer airline(s) for accepting and handling incapacitated passengers and persons with reduced mobility (PRM).
- 19.6.5 The GHSP shall have procedures in accordance with applicable regulations and requirements of the customer airline(s) to deny the boarding of persons that appear to be intoxicated, or demonstrate by manner or physical indications that they are under the influence of drugs or alcohol.

20. BAGGAGE HANDLING OPERATIONS

20.1 General

- 20.1.1 The GHSP shall have procedures for the transfer of information and data to the load control office to ensure all baggage loaded onto the aircraft is accounted for in the load control process.
- 20.1.2 If the GHSP utilizes scales to determine the weight of baggage in the baggage handling process, the Provider shall ensure such scales are periodically checked and calibrated, and such action is recorded and retained in accordance with applicable regulations and/or requirements of the customer airline(s).
- 20.1.3 The GHSP shall have procedures in accordance with applicable regulations and requirements of the customer airline(s) for the handling of special baggage items, to include, as applicable: 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; Other items removed from a passenger after the check-in process that require loading into the aircraft hold.

20.1.4 The GHSP shall have procedures in accordance with applicable regulations and requirements of the customer airline(s) for the handling and reporting of undeclared weapons discovered in checked baggage.

20.2 Dangerous Goods

20.2.1 The GHSP shall have 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 and: An evaluation is conducted to identify and prevent from transport any other baggage or equipment that has become contaminated by such leakage; A notification is made to the applicable authority and customer airline.

20.2.2 The GHSP shall have a procedure in accordance with requirements of the customer airline(s) to ensure, when dangerous goods not permitted for carriage onboard the aircraft are discovered in passenger baggage, a report is made to the appropriate authority of the state of occurrence and the customer airline.

20.2.3 The GHSP shall have procedures in accordance with requirements of the customer airline(s) 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; counted for in the load control process.

20.3 Security

20.3.1 The GHSP shall have procedures to ensure baggage is protected from unauthorized interference from the point at which it is accepted or screened, whichever is earlier, until either: The Provider 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.

- 20.3.2 The GHSP 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: Individually identified as accompanied or unaccompanied baggage; Subjected to appropriate security controls.
- 20.3.3 If required by applicable regulations or requirements of the customer airline(s), the GHSP shall have a procedure in accordance with requirements of the customer airline(s) to provide a record of hold baggage that has been subjected to and satisfied the specifications contained in 4.3.2.
- 20.3.4 The GHSP 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.
- 20.3.5 The GHSP 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.
- 20.3.6 The GHSP shall have a process in accordance with applicable regulations and requirements of the customer airline(s) to ensure the reconciliation of hold baggage.
- 20.3.7 The GHSP 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.

21. AIRCRAFT HANDLING AND SERVICING OPERATIONS

21.1 General

- 21.1.1 The GHSP shall have procedures that ensure aircraft loading information and data, to include the Load Instruction/Report (LIR), are accurately transferred to the load control office.

21.2 Aircraft Access

- 21.2.1 The GHSP shall have procedures for the operation of aircraft access doors, applicable to each type of aircraft operated by the customer airline(s) at the station.
- 21.2.2 The GHSP shall have 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 authorized to operate such doors.
- 21.2.3 The GHSP shall have procedures for opening aircraft cabin access doors, applicable to each type of door operated, to ensure: i) Doors are operated in accordance with the technical specifications of the aircraft original equipment manufacturer (OEM) and/or the customer airline; ii) When a door is to be opened from inside the aircraft, communicate a confirmation to personnel onboard the aircraft utilizing non-verbal signals that indicate exterior equipment is in proper position; iii) Personnel retreat to a safe position before the door is opened.
- 21.2.4 The GHSP shall have procedures for closing an aircraft cabin access door, applicable to each type of door operated, to ensure ground handling personnel:
- i) Operate the door in accordance with the technical specifications of the aircraft original equipment manufacturer (OEM) and/or the customer airline;
 - ii) Before the door is closed, conduct an exterior inspection for obstructions that could hinder door closure;
 - iii) Assist the cabin crew member, as necessary, in initiating the door closing movement;
 - iv) Observe the door after closure to confirm it is fully closed.
- 21.2.5 The GHSP shall have 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 authorized by the pilot-in-command (PIC) of the aircraft.

21.2.6 The GHSP shall have procedures in accordance with requirements of the customer airline that operates the aircraft for the placement of a safety device across the opening of a cabin access door that is open without GSE in position at the door.

21.3 Ground Support Equipment (GSE)

21.3.1 The GHSP shall have procedures in accordance with requirements of customer airlines 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.

21.3.2 The GHSP shall have 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 and:

- i) Marshaling signals are utilized by the guide person(s);
- ii) The guide person(s) is(are) positioned so that clearance from the aircraft, other equipment, vehicles or facilities can be accurately judged, and signals can be visually communicated to the GSE operator;
- iii) If visual contact with the guide person(s) is lost, the GSE operator stops movement of the GSE immediately.

21.3.3 The GHSP shall have procedures to ensure the operator of GSE drives no faster than walking speed when the equipment is approaching or moving away from the aircraft.

21.3.4 The GHSP shall have procedures to ensure the operator of motorized GSE being driven toward the aircraft makes a full stop as a brake check:

- i) Before entering the equipment restraint area;
- ii) Again before reaching the aircraft side.

21.3.5 The GHSP shall have procedures to ensure GSE that is being towed to a position at or near the aircraft, where possible:

- i) Is driven along a path that does not require sharp turns;
- ii) Approaches the aircraft on a path parallel to the side of the aircraft fuselage;
- iii) Is parked in the parallel position.

- 21.3.6 The GHSP shall have procedures to ensure unattended vehicles or motorized GSE, when positioned at or near the aircraft, except as specified in 5.3.7, have the parking brake applied with the gear selector in park or neutral, and, if equipped, wheel chocks installed.
- 21.3.7 The GHSP shall have procedures to ensure the operator of electrical or motorized GSE that is positioned at or near the aircraft, and is being utilized in the operating mode:
- i) Remains in a position within easy reach of the emergency controls;
 - ii) If the equipment is not fitted with external emergency controls, remains in the operating position and in control of the equipment.
- 21.3.8 The GHSP shall have procedures to ensure GSE, when positioned at the aircraft:
- i) If fitted with stabilizers, has the stabilizers deployed;
 - ii) If fitted with an auto-leveling system, has auto-leveling engaged
 - iii) Has handrails deployed in the raised position or fall protection is utilized in accordance with requirements.
- 21.3.9 The GHSP should ensure GSE that interfaces with aircraft cabin access doors: has platforms 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.
- 21.3.10 The GHSP shall have procedures to ensure GSE attachment fittings, transfer bridges or platforms are correctly deployed when the equipment is in position at the aircraft access door.
- 21.3.11 The GHSP shall have procedures to ensure GSE, when positioned at the aircraft, does not:
- i) Obstruct the evacuation of persons from the aircraft in an emergency;
 - ii) Prevent or obstruct the movement of a fueling vehicle away from the aircraft;
 - iii) Unnecessarily impede the accomplishment of other aircraft handling operations in progress.

- 21.3.12 The GHSP shall have procedures in accordance with applicable regulations and requirements of the customer airline(s) to ensure, when passengers are onboard, or embarking or disembarking from, an aircraft being fueled:
- i) Ground handling personnel are aware of the aircraft exits that have been designated for emergency evacuation;
 - ii) The area beneath such exits is kept clear of GSE and/or other obstructions.
- 21.3.13 The GHSP shall have procedures to ensure GSE is positioned at the aircraft with the protective rubber bumpers compressed against the fuselage.
- 21.3.14 The GHSP shall have procedures to ensure GSE is not removed from a cabin access door unless either:
- i) The cabin access door has been closed by an authorized person; or
 - ii) A safety device has been placed across the door opening

21.4 Passenger Boarding Bridge and Stairs

- 21.4.1 The GHSP shall have 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.
- 21.4.2 The GHSP shall have procedures to ensure the passenger boarding bridge is parked in the fully retracted position:
- i) Prior to aircraft arrival;
 - ii) Prior to aircraft departure movement.
- 21.4.3 The GHSP shall have procedures to ensure personnel, equipment and vehicles are clear of the bridge movement path prior to movement of the bridge.
- 21.4.4 The GHSP shall have procedures to ensure, during the positioning of the passenger boarding bridge:
- i) Only the bridge operator is in the bridgehead
 - ii) Other personnel remain at a specified distance outside the bridgehead

- 21.4.5 The GHSP shall have procedures to ensure the passenger boarding bridge is moved slowly to the aircraft cabin access doorsill:
- i) Until the bridge safety bar just touches the aircraft;
 - ii) In a manner that prevents damage to aircraft components protruding from the fuselage.
- 21.4.6 The GHSP shall have procedures to ensure the passenger boarding bridge and/or stairs are positioned to the cabin access door in a manner that:
- i) Minimizes or eliminates gaps in the walking surfaces of the aircraft and equipment;
 - ii) Precludes any gap that would allow a person or large piece of equipment to fall to the ramp surface below.
- 21.4.7 The GHSP shall have procedures to ensure, once the passenger boarding bridge is in position at the cabin access door, bridge safety systems are engaged.
- 21.4.8 The GHSP shall have procedures to ensure the passenger boarding bridge, when an operator is not at the controls, is configured to prevent operation by unauthorized persons.
- 21.4.9 The GHSP shall have 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.
- 21.4.10 The GHSP shall have procedures to ensure passenger boarding bridge malfunctions are reported to the appropriate authority.

21.5 Aircraft Servicing

- 21.5.1 The GHSP shall have practices and procedures for implementation by ground handling personnel during aircraft fueling operations, which address:
- i) Aircraft protection;
 - ii) Fuel safety zone;
 - iii) Fuel hose safety;
 - iv) Fuel spillage;
 - v) Ground support equipment;
 - vi) Notification of persons onboard the aircraft;
 - vii) Aircraft evacuation.

- 21.5.2 If the GHSP conducts aircraft toilet servicing operations, the Provider shall have procedures for such operations that address:
- i) Operation of aircraft access panels or doors;
 - ii) Operation of aircraft servicing controls;
 - iii) Equipment-to-aircraft interface;
 - iv) Clean-up and leakage check.
- 21.5.3 If the GHSP conducts aircraft potable water servicing operations, the Provider shall have procedures for such operations that address:
- i) Operation of aircraft access panels or doors;
 - ii) Operation of aircraft servicing controls;
 - iii) Equipment-to-aircraft interface;
 - iv) Clean-up and leakage check.
- 21.5.4 If the GHSP conducts aircraft potable water servicing operations, the Provider shall have procedures for the application of water quality standards in the preparation, handling and inspection of aircraft potable water to ensure no contamination when loaded into the aircraft.
- 21.5.5 If the GHSP conducts aircraft potable water servicing operations, the Provider shall have procedures for the operation of aircraft potable water servicing equipment to ensure such equipment is operated and positioned in a manner that will prevent contamination of potable water to be loaded into the aircraft.

21.6 Aircraft Security

- 21.6.1 The GHSP 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.
- 21.6.2 If the GHSP conducts aircraft security operations, the Provider shall have procedures in accordance with requirements of the customer airline for securing an aircraft for overnight or layover, to ensure, as applicable to each customer airline:
- i) The aircraft is searched after parking to verify no persons are onboard;

- ii) Aircraft are parked only in secure areas within an airport operating area;
 - iii) Aircraft are parked under conditions that permit maximum security and Protection.
- 21.6.3 If the GHSP conducts aircraft security operations, the Provider shall have procedures in accordance with requirements of the customer airline(s) to ensure an adequate level of available outside lighting is utilized during hours of darkness to dissuade and detect unauthorized intrusions to properties, parked aircraft and vehicles.
- 21.6.4 If the GHSP conducts aircraft security operations, the GHSP 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.
- 21.6.5 If the GHSP 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.

21.7 Aircraft Loading Operations

21.7.1 Loading Management

- 21.7.1.1 The Provider shall have procedures to ensure aircraft are loaded:
- i) In accordance with written loading instructions;
 - ii) In a manner that satisfies weight and balance requirements;
 - iii) In a manner that prevents damage to the aircraft and injuries to personnel;
 - iv) In a manner that prevents movement or spillage during flight.
- 21.7.1.2 The GHSP shall have 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.

- 21.7.1.3 The GHSP shall have 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.
- 21.7.1.4 The GHSP shall have procedures to ensure ULDs to be loaded into an aircraft are crosschecked by unit number with the Loading Instructions.
- 21.7.1.5 The GHSP shall have procedures for ensuring, once an aircraft has been loaded, a Loading Report is:
- i) Completed and certified by the supervisor responsible for aircraft loading;
 - ii) Communicated to Load Control.
- 21.7.1.6 If the GHSP conducts aircraft handling operations for a passenger airline that does not accept cargo, mail or stores for consumption for transport, the Provider shall have procedures to ensure such items are prevented from being loaded into any aircraft operated by that customer airline.

21.7.2 Load Positioning

- 21.7.2.1 The GHSP shall have procedures to ensure the ground stability of an aircraft during loading and unloading operations.
- 21.7.2.2 If the GHSP loads cargo, mail or stores (supplies) onto a passenger aircraft for transport in cabin passenger seats, the Provider shall have procedures to ensure such cargo:
- i) 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;
 - ii) Is packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;
 - iii) Does not impose any load on the seats that exceeds the load limitation for the seats;
 - iv) Does not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin;
 - v) Does not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.

21.7.3 Dangerous Goods

- 21.7.3.1 The GHSP shall have procedures for aircraft loading to ensure dangerous goods are handled and secured or stowed in a manner that:
- i) Prevents damage to packages and containers during aircraft loading and unloading;
 - ii) Provides for separation and segregation of packages on the aircraft to prevent interaction in the event of leakage;
 - iii) Prevents movement that could change the orientation of packages on the aircraft.
- 21.7.3.2 The GHSP shall have procedures that address a dangerous goods package or shipment that appears to be damaged or leaking, which ensure:
- i) Such package or shipment is prevented from being loaded into an aircraft;
 - ii) If already loaded, the package or shipment is removed from an aircraft;
 - iii) In the case of leakage, the conduct of an evaluation to identify and prevent from transport any other cargo, baggage or transport devices that have become contaminated by the leakage of dangerous goods;
 - iv) Immediate notification of the customer airline and relevant authority.
- 21.7.3.3 The GHSP shall have procedures to address the contamination of an aircraft caused by a shipment of damaged or leaking dangerous goods, which ensure:
- i) The removal of hazardous contamination from the aircraft without delay;
 - ii) Immediate notification of the customer airline and relevant authority.
- 21.7.3.4 The GHSP shall have procedures to ensure shipments labeled Cargo Aircraft Only are not loaded into a passenger aircraft.

21.7.3.5 The GHSP shall have procedures to ensure dangerous goods are not loaded onto an aircraft for transport on the flight deck or in the cabin occupied by passengers, except in accordance with limited restrictions specified by the Authority.

21.7.4 Loading Equipment

21.7.4.1 The GHSP shall have 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.

21.7.4.2 The GHSP shall have procedures to ensure, once aircraft loading operations have been completed, ground loading equipment is moved to a position well clear of the aircraft.

21.7.4.3 The GHSP shall have procedures to ensure the guides and safety rails on ground loading equipment are properly deployed for loading and unloading operations.

21.7.5 In-Plane Loading

21.7.5.1 The GHSP shall have procedures in accordance with requirements of the customer airline(s) for operation of the in-plane loading system(s).

21.7.5.2 The GHSP shall have procedures to ensure ULDs, when loaded into an aircraft:

- i) Are guided into position by side rails and/or stops, locks or guides;
- ii) Have an unobstructed path into the desired position;
- iii) Are prevented from high-speed impact with locks or stops;
- iv) Have a width and height that will allow clearance without damaging the aircraft door opening or the interior of the aircraft (hold or cargo compartment); and
- v) Are secured by aircraft floor locks.

21.7.5.3 The GHSP shall have a procedure to ensure any components of the in-plane loading system found to be missing or unserviceable (e.g. locks, nets) are reported to the customer airline that operates the aircraft.

22. AIRCRAFT GROUND MOVEMENT OPERATIONS**22.1 General**

22.1.1 The GHSP shall have procedures to ensure the equipment utilized 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.

22.1.2 The GHSP shall have procedures 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.

22.1.3 The GHSP shall 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.

22.1.4 The GHSP shall have procedures 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;

- ii) The ramp surface is clear of items that might cause aircraft foreign object damage (FOD);
- iii) For movement from parking, aircraft servicing doors and panels are closed and secure;
- iv) for movement from parking, power cables and loading bridge are detached;
- v) Equipment and vehicles are positioned clear of the movement path;
- vi) Adequate clearance exists between the aircraft and facilities or fixed obstacles along the movement path;
- vii) For movement from parking, chocks are removed from all wheels.

22.1.5 The GHSP shall have procedures 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 shall take into account, relative to the type of aircraft movement:

- i) Aircraft type;
- ii) Infrastructure;
- iii) Ground support equipment utilized.

22.1.6 The GHSP shall ensure personnel that perform marshalling or wing-walking functions during aircraft ground movement operations utilize:

- i) Wands or paddles of a high visibility color during daytime conditions;
- ii) Lighted wands during low visibility or night conditions.

22.2 Aircraft Arrival and Parking (Power-in)

22.2.1 The GHSP shall have procedures in accordance with requirements of the customer airline(s) 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.

22.3 Aircraft Departure (Power-out)

22.3.1 The Provider shall have procedures in accordance with requirements of the customer airline(s) for aircraft power-out from parking that address, as a minimum:

- i) Pre-departure planning and preparation;
- ii) Ground to flight deck communication;
- iii) Removal of ground support equipment;
- iv) Removal of aircraft marker cones;
- v) Aircraft engine start;
- vi) Removal of chocks;
- vii) Aircraft marshalling;
- viii) Aircraft movement assistance;
- ix) Transition to towing;
- x) Transition from marshalling to taxiing.

22.4 Aircraft Marshaling

22.4.1 The GHSP shall have procedures in accordance with requirements of the customer airline(s) for the conduct of aircraft marshaling 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.

22.4.2 The GHSP shall ensure personnel that perform the marshaling function during aircraft ground movement operations:

- i) Provide standard marshaling signals in a clear and precise manner;
- ii) If applicable, are approved to perform marshaling functions by the relevant authority;
- iii) Wear a distinctive fluorescent identification vest or jacket to permit positive identification by the flight crew.

22.5 Aircraft Ground Movement Assistance

22.5.1 The GHSP shall have procedures for use by personnel when providing assistance functions during aircraft ground movement operations.

22.5.2 The GHSP shall ensure personnel that perform assistance functions during aircraft ground movement operations:

- i) Utilize 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.

22.6 Aircraft Chocking

22.6.1 The GHSP shall have a process to ensure aircraft chocks used in operations meet recognized specifications for safety.

22.6.2 The GHSP shall have procedures to ensure personnel, when positioning or removing chocks, are aware of and remain clear of aircraft protrusions that could cause injury.

22.6.3 The GHSP shall have procedures in accordance with requirements of the customer airline(s) for aircraft chocking.

22.6.4 The GHSP shall have procedures 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.

22.7 Aircraft Nose Gear-controlled Pushback and Towing Operations**22.7.1 Procedures**

- 22.7.1.1 The GHSP shall have procedures for aircraft pushback or towing that are in accordance with requirements of the customer airline(s) and/or recommendations of the aircraft manufacturer for each type of aircraft, and such procedures shall ensure maximum nose gear turn limits are not exceeded.
- 22.7.1.2 The GHSP shall have procedures 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.
- 22.7.1.3 The GHSP shall have procedures for aircraft pushback or towing to ensure chocks are not removed from the aircraft main gear until the:
- i) Tractor and tow bar are connected to the aircraft nose gear;
 - ii) Parking brake of the tractor is engaged
- 22.7.1.4 The GHSP shall have procedures for aircraft pushback or towing to ensure, for aircraft fitted with a nose gear steering by-pass system, the by-pass-in:
- i) Is correctly installed prior to connecting the tow bar or tow braless tractor to the aircraft nose gear;
 - ii) Is removed after the tow bar or tow braless tractor has been disconnected from the nose gear.
- 22.7.1.5 The GHSP shall have procedures for aircraft pushback or towing to ensure, for aircraft not fitted with a nose gear steering by-pass system, the steering hydraulic system is depressurized or the nose gear steering torque links are disconnected (as applicable).
- 22.7.1.6 If the GHSP conducts aircraft pushback or towing utilizing a tractor and tow bar, the GHSP shall have procedures that provide instructions for connecting the tow bar to the aircraft nose gear and to the tractor.

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- 22.7.1.7 The GHSP shall have procedures for aircraft pushback or towing operations to ensure, when a tow braless tractor is connected to the aircraft nose gear, there is verification that the aircraft nose wheels are safely locked in the tractor locking mechanism.
- 22.7.1.8 The GHSP shall have procedures for aircraft pushback or towing operations to ensure the aircraft nose wheels secured to a tow braless 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.
- 22.7.1.9 The GHSP shall have procedures for aircraft pushback or towing to ensure a tractor connected to the aircraft is not left unattended with the engine running.
- 22.7.1.10 The GHSP shall have procedures 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 centerline of the aircraft;
 - ii) The wheels on the tow bar, if applicable, are fully retracted;
 - iii) The tractor is in the appropriate drive mode.
- 22.7.1.11 The GHSP shall have procedures 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.
- 22.7.1.12 The GHSP shall have procedures for aircraft pushback or towing to ensure the tractor operator, when stopping or slowing aircraft movement during the operation makes a gentle brake application.
- 22.7.1.13 The GHSP shall have procedures for aircraft pushback operations to ensure, prior to lifting the aircraft nose wheels with a tow braless tractor:
- i) Ground support equipment, including the passenger boarding bridge, is removed from the aircraft;
 - ii) The flight deck is notified.

- 22.7.1.14 The GHSP shall have procedures 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.
- 22.7.1.15 The GHSP shall have procedures 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 nose gear, tow bar or tractor;
 - 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.
- 22.7.1.16 The GHSP shall have procedures 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.
- 22.7.1.17 The GHSP shall have procedures for aircraft pushback to ensure, when movement has been stopped and prior to disconnecting the tow bar or tow braless 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 shall ensure confirmation is received by ground handling personnel that the parking brake is set.
- 22.7.1.18 The GHSP shall have procedures 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.
- 22.7.1.19 The GHSP shall have procedures for aircraft pushback to ensure, after the tow braless 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.

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- 22.7.1.20 The GHSP shall have procedures 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.
- 22.7.1.21 The GHSP shall have procedures 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.
- 22.7.1.22 The GHSP shall have procedures 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.
- 22.7.1.23 The GHSP shall have procedures for aircraft towing to ensure, when towing on ice or snow, the tractor operator:
- i) Maintains a reduced towing speed, particularly before entering a turn;
 - ii) Avoids stopping movement in a turn, to the extent possible.
- 22.7.1.24 The GHSP shall have procedures 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.
- 22.7.1.25 The GHSP shall have procedures for aircraft towing to ensure, when towing in low visibility or night conditions, the aircraft is illuminated so it can be seen.
- 22.7.1.26 The GHSP shall have procedures for aircraft towing to ensure, when the towing movement has been stopped and prior to disconnecting the tow bar or the tow braless tug from the aircraft nose gear, a chock is placed behind the aircraft main wheels.

22.8 Aircraft Main Gear-controlled Pushback Operations

22.8.1 Procedures

- 22.8.1.1 The GHSP shall have procedures 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.
- 22.8.1.2 The GHSP shall have procedures 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.
- 22.8.1.3 The GHSP shall have procedures for aircraft pushback to ensure the main gear tractor operator uses standard terminology to communicate instructions to the flight deck for steering the aircraft along the desired rearward pushback path. (GM) Receive acknowledgement from the flight deck.
- 22.8.1.4 The GHSP shall have procedures 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.
- 22.8.1.5 The GHSP shall have procedures 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.
- 22.8.1.6 The GHSP shall have procedures for aircraft pushback to ensure, in the event a 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.

22.9 Aircraft Power Back Operations

22.9.1 Procedures

- 22.9.1.1 The GHSP shall ensure aircraft power back operations are conducted in accordance with the approval and limitations of relevant authorities.

- 22.9.1.2 The GHSP shall ensure aircraft power back operations are conducted with a ground handling crew that comprises, as a minimum, one marshaller and two wing walkers; the marshaller is assigned responsibility for the safe performance of the operation.
- 22.9.1.3 The GHSP shall have procedures for aircraft power back to ensure wireless communication is the primary method of communication between the marshaller and the flight deck.
- 22.9.1.4 The GHSP shall have procedures for aircraft power back to ensure the marshaller wear protective goggles in addition to normal personal protective equipment.
- 22.9.1.5 The GHSP shall have procedures 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 marshaller and the flight deck;
 - vi) Any member of the ground handling crew is not properly protected.
- 22.9.1.6 The GHSP shall have procedures for aircraft power back to ensure the marshaller:
- 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.

23. AIRCRAFT CARGO/MAIL ACCEPTANCE AND HANDLING

23.1 General

- 23.1.1 The GHSP shall have communication procedures for the transfer of information and data to the load control office to ensure all cargo, mail and stores (supplies) loaded onto the aircraft is accounted for in the load control process.

- 23.1.2 The GHSP shall have procedures to ensure cargo and/or mail for air transport is accepted and handled in accordance with applicable regulations and requirements of the customer airline(s).
- 23.1.3 The GHSP shall have procedures to address cargo that is found to be damaged, to ensure:
- i) An assessment of the damage is conducted to determine whether such cargo is fit to be transported on an aircraft;
 - ii) If determined not fit for transport, such cargo is removed from the aircraft, ULD, the shipment, or normal storage area, as applicable;
 - iii) Damage is documented;
 - iv) The customer airline is notified
- 23.1.4 If the GHSP utilizes scales to determine the weight of cargo, the GHSP shall have a process to ensure scales utilized to determine the weight of cargo intended for air transport are periodically checked and calibrated, and such actions are recorded and retained in accordance with applicable regulations and/or requirements of the customer airline(s).
- 23.1.5 The GHSP should ensure cargo handling facilities have specifically configured areas appropriate for the storage of special cargo.

23.2 Dangerous Goods

- 23.2.1 Where dangerous goods are accepted for air transport, the GHSP shall have procedures in accordance with requirements of the customer airline(s), to include the use of a Dangerous Goods Acceptance Checklist, to verify dangerous goods shipments are accepted in accordance with all applicable requirements for transportation on an aircraft. Procedures shall ensure, as applicable to specific dangerous goods shipments:
- i) Documentation is in accordance with requirements for shipments of radioactive and non-radioactive material;
 - ii) The quantity of dangerous goods per package is within applicable limits;

- iii) The marking of packages, over packs, freight containers or unit load devices (ULDs) is visible and in agreement with the accompanying Shipper's Declaration of Dangerous Goods;
- iv) The packaging specification marking indicates a packing group that is appropriate for the dangerous goods contained within the package;
- v) Proper shipping names, UN numbers, ID numbers, hazard and handling labels on interior packages of an over pack are visible or reproduced on the outside of the over pack;
- vi) Labeling and marking of packages, over packs, freight containers and ULDs is in accordance with requirements for radioactive and non- radioactive material;
- vii) The outer packaging of a package is of the type stated on the accompanying Shipper's Declaration of Dangerous Goods and is permitted by the applicable packing instruction;
- viii) Packages or over packs do not contain different dangerous goods that require segregation;
- ix) Packages, over packs, freight containers and/or ULDs are not leaking and there is no indication the integrity has been compromised;
- x) Over packs do not contain packages bearing a "Cargo Aircraft Only" label unless in accordance with specified exceptions.

23.2.2 Where dangerous goods are accepted for air transport, the GHSP shall have procedures to ensure documentation associated with the acceptance and handling of dangerous goods is retained in accordance with requirements of the customer airline(s) and regulations of the state in which the cargo is accepted. Such documentation shall include, as a minimum:

- i) The Dangerous Goods Acceptance Checklist;
- ii) The Shipper's Declaration of Dangerous Goods, if applicable;
- iii) The NOTOC and, when used, the NOTOC Summary.

- 23.2.3 The GHSP shall have procedures in accordance with the customer airline(s) to 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.
- 23.2.4 The GHSP shall have procedures to ensure ULDs containing dangerous goods have a dangerous goods ULD tag that is marked with the class or division number(s) of the dangerous goods contained therein, and, if the ULD contains packages bearing a “Cargo Aircraft Only” label, the tag indicates the ULD can only be loaded onto a cargo aircraft.
- 23.2.5 The GHSP shall have procedures to ensure any dangerous goods shipment that appears to be damaged or leaking:
- i) Is not to be loaded into a ULD or delivered to an aircraft;
 - ii) Is safely removed from the ULD (other transport device) by the Provider or other relevant authority, and safe disposal arranged;
 - iii) In the case of leakage, an evaluation is conducted to ensure the remainder of the shipment is in proper condition for transport by air and that no other package, cargo, ULD, other transport device has been contaminated or damaged.
- 23.2.6 The GHSP shall have a process to ensure, when dangerous goods hazard and handling labels are discovered to be lost, illegible or detached from dangerous goods 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 shall not apply where labels are found to be missing or illegible at the time of acceptance.
- 23.2.7 The GHSP shall have procedures to ensure dangerous goods are separated from other cargo or incompatible materials in accordance with published category restrictions.
- 23.2.8 The GHSP shall ensure notices providing information about the transportation of dangerous goods are prominently displayed at cargo acceptance locations.

23.2.9 The GHSP shall have procedures to ensure packages or over packs containing dangerous goods and labeled “Cargo Aircraft Only” are loaded only onto a cargo aircraft, and are loaded either:

- i) In a class C aircraft cargo compartment, or
- ii) In a ULD equipped with a fire detection/suppression system equivalent to that required by the certification requirements of a Class C aircraft cargo compartment as determined by the applicable authority, or
- iv) In such a manner that in the event of an emergency involving such packages or over packs, a crew member or other authorized person can access those packages or over packs, and can handle and, where size and weight permit, separate such packages from other cargo.

23.2.10 The GHSP shall have a process to ensure applicable information associated with dangerous goods to be loaded onto an aircraft is communicated to the load control office.

23.3 Live Animals and Perishables

23.3.1 Where live animals are accepted, the GHSP shall have a process to ensure such shipments are accepted and handled in accordance with the IATA Live Animal Regulations (LAR) and requirements of the customer airline(s).

23.3.2 Where live animals are accepted, the GHSP shall have a process to ensure utilization of the IATA Live Animals Acceptance Checklist, or equivalent.

23.3.3 Where perishable shipments, to include time- and temperature-sensitive goods, are accepted, the GHSP shall have a process to ensure the acceptance and handling of such shipments is in accordance with the IATA Perishable Cargo Regulations (PCR), as well as applicable regulations and requirements of the customer airline(s).

23.3.4 If the customer airline accepts live animal shipments, the GHSP shall have a process to ensure such shipments are accompanied by the shipper’s certification or equivalent, as well as other relevant documents.

23.4 Other Special Cargo

Where special cargo shipments are accepted, the GHSP shall have a process to ensure such shipments are accepted and handled in accordance with requirements of the customer airline(s).

23.5 Cargo Security**23.5.1 Facilities**

23.5.1.1 The GHSP shall have a process in accordance with the GHSP's security program to ensure security controls are in place to prevent personnel and vehicles from unauthorized access into station facilities and areas where the Provider conducts cargo handling operations for customer airlines.

23.5.1.2 The GHSP 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.

23.6 Operations

23.6.1 The GHSP shall ensure security controls are applied to cargo and mail consignments accepted for transport on a commercial passenger flight, and such controls are in accordance with the applicable state civil aviation security program and requirements of the customer airline(s).

23.6.2 The GHSP shall ensure cargo and mail consignments accepted for transport on an all-cargo flight are subjected to the security requirements of the applicable state(s) and/or controls commensurate with the security threat as determined by risk assessment.

23.6.3 The GHSP shall have procedures to ensure cargo and mail is protected from unauthorized interference from the point security controls are applied until departure of the aircraft.

23.6.4 The GHSP shall ensure cargo and mail intended for transport on a commercial passenger aircraft, and which is moved about or stored at the airport prior to being loaded into an aircraft, remains inaccessible from unauthorized interference.

23.6.5 If the GHSP accepts and handles stores and supplies, to

include catering supplies, intended for transport on commercial passenger aircraft of customer airlines, the Provider shall have a process to ensure such stores and supplies are subjected to security controls in accordance with the applicable civil aviation security program, and thereafter protected until loaded onto an aircraft.

23.6.6 The GHSP shall have a process to ensure known cargo consignments presented for transport on a commercial passenger aircraft are:

- i) Delivered for transport by an employee or nominated person of a regulated agent, known shipper/consignor, or customer airline;
- ii) Free from any signs of unauthorized tampering.

Air Vice Marshal M Naim Hassan
BBP, OSP, afwc, psc
Chairman
Civil Aviation Authority of Bangladesh

APPENDIX – A

FEE/CHARGE OF GROUND HANDLING SERVICE OF DIFFERENT AIRPORT(S) IN BANGLADESH

Ref: (1) No. 07.00.0000.145.53.001.16-03, Dated: 01-01-2018
(2) No. 30.0000.017.22.005.16-615, Dated: 26-11-2017

In reference to the above-mentioned letters the proposal of Ministry of Civil Aviation and Tourism for ground handling services in the Airport(s) in Bangladesh under Civil Aviation Authority of Bangladesh regarding fixation of paid up capital, Fee and Charges have been fixed with the consent of Finance Division, Ministry of Finance as follows:


a) Paid up Capital of Ground Handling Service License Category and provider Company:

SL No.	Category	Particulars	Minimum Paid-up Capital
(01)	(02)	(03)	(04)
01	‘A’	Service provided to the Aircraft(s) operated in international and domestic routes	BDT. 200 (Two Hundred) Corer
02	‘B’	Service provided to the Aircraft(s) operated in domestic routes only	BDT. 50 (Fifty) Corer
03	‘C’	Applicable for self-handling of the own aircraft(s) of Bangladeshi Airlines only	As per conditions stated in Air Operator Certificate

b) Fee & Charge:

SL No.	Category	Airport	Particulars of Items	Fee/Charge (BDT)
(01)	(02)	(03)	(04)	(05)
1	‘A’	Hazrat Shahjalal International Airport, Dhaka	License Issue Fee	Tk. 10 (Ten) Corer
			License Renewal Fee	Tk. 5 (Five) Corer
			Royalty Charge	At a rate of 5% of the total Revenue payable in monthly basis

(01)	(02)	(03)	(04)	(05)
2	'A'	Shah Amanat International Airport, Chittagong Osmani International Airport, Sylhet and Cox's Bazaar Airport	License Issue Fee	Tk. 4 (Four) Corer
			License Renewal Fee	Tk. 1.5 (One and half) Corer
			Royalty Charge	At a rate of 5% of the total Revenue payable in monthly basis
3		Other Airport(s)	License Issue Fee	Tk. 30 (Thirty) Lac
			License Renewal Fee	Tk. 15 (Fifteen) Lac
			Royalty Charge	At a rate of 5% of the total Revenue payable in monthly basis
4	'B'	Hazrat Shahjalal International Airport, Dhaka	License Issue Fee	Tk. 5 (Five) Corer
			License Renewal Fee	Tk. 2.5 (Two and half) Corer
			Royalty Charge	At a rate of 5% of the total Revenue payable in monthly basis
5		Shah Amanat International Airport, Chittagong Osmani International Airport, Sylhet and Cox's Bazaar Airport	License Issue Fee	Tk. 2 (Two) Corer
			License Renewal Fee	Tk. 1 (One) Corer
			Royalty Charge	At a rate of 5% of the total Revenue payable in monthly basis
6	Existing other Airport(s)	License Issue Fee	Tk. 15 (Fifteen) Lac	
		License Renewal Fee	Tk. 5 (Five) Lac	
		Royalty Charge	At a rate of 5% of the total Revenue payable in monthly basis	
N.B. at a rate of 5% of paid up capital to be deposited (refundable) as security money to the CAAB as Bank Guarantee.				


	Civil Aviation Authority of Bangladesh
	ANO ON GROUND HANDLING SERVICE CAAB/101/1-30/FSR/ANO-30-01/2018-69

Appendix – B
Application Form

APPLICANT DETAILS

1.1	Name of Applicant	
1.2	Phone Number <i>(including area code if applicable)</i>	
1.3	Head Office	
	Name	
	Company Registration number	
	Accountable Manager (Chief Executive Officer/Managing Director)	
	Nominated contact and position within organization <i>(Include salutation e.g. Mr, Ms, Dr)</i>	
	Street address	
	Postal address <i>(If different to Street Address)</i>	
	Phone <i>(include area code)</i>	
	Fax <i>(include area code)</i>	
	Email	

1.4	Operating Headquarters <i>(if different to above)</i>	
	Name	
	Nominated contact and position within organization <i>(Include salutation e.g. Mr, Ms, Dr)</i>	
	Street address	
	Postal address <i>(If different to Street Address)</i>	
	Phone <i>(include area code)</i>	
	Fax <i>(include area code)</i>	
	Email	
1.5	Financial Data: Paid up capital: Authorized capital:	

	Civil Aviation Authority of Bangladesh
	ANO ON GROUND HANDLING SERVICE CAAB/101/1-30/FSR/ANO-30-01/2018-69

APPENDIX – C
Information/Document

Following information/documents are required for the application (in hard and soft copy):

	Description	New / Renewal Application	Remarks
1	Applicant details		
2	Documentation relating to the establishment of the company		
3	Details of applicant's shareholding structure: i. List of shareholders ii. Profile/background of shareholders iii. Principal place of business and/or incorporation		
4	Details of applicant's organizational structure: i. List of Directors ii. List of management level officers including information on individual's background, experience, nationality and qualification		
5	Details showing applicant's financial status and projections: i. 3 years' historical financial statements including income statement, balance sheet and cash flow (renewal applicant) ii. 5 years' projected financial statements including income statement, balance sheet and cash flow		

	Description	New / Renewal Application	Remarks
6	Details on applicant's service scope, equipment, staffing and insurance coverage		
7	Details of applicant's current operations and Feasibility report covering business plan for the next 10 years: <ol style="list-style-type: none"> i. Overview of the business (products and services) ii. Market review and competition (e.g. local and regional demand/supply, alternative modes of transportation) iii. Strategic plan (operations management, marketing, human capital development) iv. Justification of benefits the applicants will be contributing to the aviation industry should the licence be. 		
8	Details of experience on applicable Category as mentioned in Para-5.3 & 5.4 of this ANO Part-A		
9	Deposit of License Issue /Renewal Fees		