

**Part 140  
Ground Handling Services**

This Re-issuance part of the Jordanian Civil Aviation Regulations is hereby adopted under the authority and provision of the Civil Aviation Law No. (41) 2007, and its amendment.



**Capt. Haitham Misto  
Chief Commissioner  
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2/4

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## SUBPART – A

### GENERAL

#### 140.1 Applicability.

This part has been established to govern the permission of carrying out ground handling services in the Jordanian airports, and prescribes rules prevailing to the selection of ground handling companies by airport operator, and the rules governing the entitlement of air operating certificate (AOC) holder who wishes to conduct a self- handling services; as well as the operational requirements for conducting ground handling activities.

#### 140.3 Definitions.

For the purposes of this Part, the following definitions shall apply:

**Airport:** An area of land or other hard surface, excluding water, that is used or intended to be used for the landing and takeoff of aircraft, and includes its buildings and facilities, if any.

**Airport Certification Manual:** Manual provides direction and lines of responsibility in the day-to-day operation of a certified airport or applied for a certification. As well as, its details operating procedures to be followed for both routine matters and unusual circumstances or emergencies that may arise. The contents of this manual are designed to meet CARC rules and regulations for airport certification contained in JCAR Part 139.

**IATA Airport Handling Manual:** Published by the International Air Transport Association IATA. It contains the standard classification and numbering system (AHM xxxx) for the ground handling functions described in ground handling manuals.

**Airport Operator:** Party responsible to operate the airport and holds an Airport Operating Certificate.

**Authorization Approval:** an approval granted by CARC to an undertaking to provide ground handling services as stated in the approval.

**Baggage:** Such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort, or convenience in connection with the trip. Which are classified accordance to IATA AHM such as cabin baggage, checked in baggage, through baggage and mail.

**Centralized infrastructure:** specific installation and/or facilities at an airport which cannot, for technical, environmental, cost or capacity reasons, be divided or duplicated and whose availability is essential and necessary for the performance of subsequent ground handling services;

**Cargo:** Any goods carried on an aircraft, which are covered by an air waybill.

**Dangerous Goods:** Articles or substances, which are capable of posing significant risk to health, safety or property when transported by air and which are classified as such in the IATA dangerous goods regulations.

**Ground Handling:** Services necessary for an aircraft arriving at, and departing from, an airport, other than air traffic services as set out in appendixes B and C .

**Ground Handling Company:** An organization intending to perform ground handling functions, and must be registered in the Hashemite Kingdom of Jordan according to the applicable Companies Law.

**IATA Dangerous Goods Regulations:** Published by the International Air Transport Association IATA. The globally accepted field source reference for companies shipping hazardous materials by air, as amended

**Load:** Any item carried on an aircraft other than what is included in the basic operating weight.

**Load Control:** A process to ensure the optimum utilization of the aircraft capacity and distribution of load as dictated by safety and operational requirements.

**Safety Management System (SMS):** A systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures.

**Self-Handler:** An air operating certificate (AOC) holder who engages in self-handling.

**Self-Handling:** A situation in which an air operating certificate holder directly provides for itself one or more categories of ground handling services and concludes no contract with any ground handling company.

**Subcontracting:** the conclusion of a contract by a supplier of ground handling services, in its capacity as the main contractor, or exceptionally by a self-handling airport user, with a third party termed 'subcontractor', under which the subcontractor is required to perform one or more categories (or subcategories) of ground handling services;

### **140.5 Standards and Recommended Practices.**

The ground handling activities shall be in accordance with the standards and recommended practices contained in the IATA Airport Handling Manual AHM and the IATA Dangerous Goods Regulation current edition unless required otherwise in this part and JCAR OPS1. These standards and recommended practices are the acceptable means of compliance adopted by the Civil Aviation Regulatory Commission (CARC), and constitute the basis for the permission required to carry out ground handling activities.

**140.7 Ground handling services description.**

Ground handling at Jordanian Civil airports shall be in accordance with the passengers movement and cargo movement per year.

Airport operators shall not limit the number of self-handlers or third party suppliers of ground handling services without permission from CARC. Limitations shall read as on basis of specific safety, security, capacity or available space constraints.

Ground Handling Services are described in two schedules; schedule one related to the land-side (Appendix B) and schedule two related to the air-side (Appendix C).

**140.9 Self handling Companies.**

- a) For an airport with more than two million passenger movement or 50,000 tons of freight for at least the previous three years, all air carriers are free to handle themselves, but, in case of practical constraints at the airside the airport operator shall refer back to CARC to reserve the right to self-handling for two air carriers as a minimum for the following categories of ground handling services as described in appendix C:
  - (1) Baggage handling.
  - (2) Ramp handling.
  - (3) Fuel and oil handling
  - (4) Freight and mail handling (physical, between air terminal and aircraft); Provided that such air carriers are selected on the basis of their operational activities at the airport i.e. total number of annual passenger movement or total tons of freight.
- b) For other ground handling categories, not mentioned above, all air carriers are free to handle themselves and such applications cannot be denied or limited for the following categories of ground handling services as described in appendix B, unless for specific capacity constraints at the airport subject to CARC approval.
  - (1) Ground administration & supervision.
  - (2) Passenger handling
  - (3) Aircraft services.
  - (4) Aircraft maintenance.
  - (5) Flight operations & crew administration.
  - (6) Surface transport.
  - (7) Catering services.
- c) Foreign air carriers may provide self-handling on the air side, provided that such approval shall be subject to reciprocal bases in accordance with legal reference with Air Service Agreement(s) and meeting the requirements in 140.9 (b).

**140.11 Selection Procedure for Ground Handling Companies.**

- (a) The airport operator shall establish criteria to select ground handling organizations subject to CARC Chief Commissioner/ CEO approval.
- (b) The airport operator may petition CARC Chief Commissioner/ CEO for the approval of directly appointing a ground handling company to carry out any specific ground handling services if it is warranted by the operational requirement of the airport. The petition shall contain relevant justification for submitting it.
- (c) Ground handling companies are selected for a minimum period of seven years and a maximum period of ten years except in the case of exemptions.

**140.13 Third party Ground Handling Companies.**

- (a) Airports with more than two million passenger movement or 50,000 tons of freight for at least the previous three years should ensure "free access by suppliers of ground handling services to the market for the provision of ground handling services to third parties. But they may limit the number of suppliers to two for the airside categories of ground handling services. At least one of these suppliers shall be independent of the airport operator and of the national air carriers.
- (b) Airports with less than two million passenger movement or 50,000 tons of freight for at least the previous three years may limit the number of ground handling companies to one for the airside categories of ground handling services.
- (c) If a ground handling company relinquishes its ground-handling activities before the end of the period for which it was selected, it is to be replaced by another ground handling company using the same selection procedure, subject to the conditions established in subpart B of the this part.

**140.15 Exemptions.**

- (a) Temporary and exceptional - exemptions to the provisions of section 140.7 are possible, but the necessity thereof has to be proven to CARC Council, wherein CARC may check the validity of the need for an exemption and may reject the exemption in part or in whole.
- (b) All exemptions request shall:
  - 1- Specify the category or categories of ground handling services for which the exemption is requested and the specific constraints of available space or capacity which justify it;
  - 2- Be accompanied by a plan of appropriate measures to overcome the constraints,
  - 3- Not give rise to distortions of competition between suppliers of ground handling services and/or self-handling airport users.



**140.17 Centralized Infrastructure.**

(a) Airport may keep for itself the management of centralized infrastructures, such as baggage sorting, de-icing, water purification and fuel distribution systems and may require the self-handlers and Ground handling companies to use these infrastructures. Airport operator shall be transparent, objective and non-discriminatory and shall not hinder access of the users to ground handling. Ground handling Companies and self-handlers may have to pay for the use of these facilities. Airport operator is entitled to recover its costs and to make a reasonable return on assets from the fees charged. The fees shall constitute consideration for a service.

(b) Any fees as referred to point (c) in this paragraph shall be set at the level of the individual airport after consulting with the undertakings providing ground handling services at the airport.

(c) Where the undertakings disagree with a fee set by the airport operator of the centralized infrastructure, CARC shall decide on the level of the fee.

**140.19 Rules of conduct**

CARC may, where appropriate prohibit a supplier of ground handling services or self-handler from supplying ground handling services or self-handling if that supplier fails to comply with the rules imposed upon him to ensure the proper functioning of the airport. The suppliers of ground handling services or self-handlers shall:

1. Be applied in a non-discriminatory manner to the various suppliers of ground handling services and self-handlers;
2. Relate to the intended objective;
3. Not, in practice, reduce market access or the freedom to self-handle to a level below than that provided for in this Part.

**140.21 Operational Agreement.**

(a) The airport operator shall establish an operational agreement with the selected ground handling company or self-handler containing the operational requirements to conduct ground handling services in compliance with the requirements established in this Part, as well as containing a financial part relevant to charges of the selected ground handling company, and CARC fees that prescribed in CARC's related Fees and Charges regulations.

(b) The operational agreement shall be subject to CARC Chief Commissioner/ CEO approval.

(c) Guidance for a standard operational agreement is found in IATA AHM 800 – 899.

## SUBPART – B

### GROUND HANDLING SELECTION

#### **140.101 Ground Handling Selection Requirements.**

The main components of the ground handling selection requirements are as follow:

- (a) Ground handling companies and self-handlers wishing to operate at any Jordanian Airport shall submit an application for selection on a form prescribed by the airport operator.
- (b) The application shall include the company's or self-handling's Ground Handling Manual and the results of the internal audits conducted in accordance with the Airport Handling Quality Audit AHM 060 and Recommendations for Airside Safety Performance Audits (AHM612) plus SM.
- (c) The airport operator shall assess the management structures, facilities, equipment, services and procedures contained in the applicant's Ground Handling Manual to ensure that they are appropriate for the scope and type of services as proposed.
- (d) The airport operator shall process the applications that meet the requirements in a timely manner and not exceeding (90 days).

#### **140.103 Airport Operator Selection Determination Process.**

- (a) Upon receipt of an application for a ground handling selection, the airport operator shall process the application in order to verify that the applicant has established the following:
  - (1) A satisfactory ground handling manual has been prepared and submitted to the airport operator for approval;
  - (2) A satisfactory internal audits has been conducted in accordance with the Airport Handling Quality Audit (AHM 060) and Recommendations for Airside Safety Performance Audits (AHM 612);
  - (3) An acceptable safety management system is established within the organization;
  - (4) An acceptable training program established;
  - (5) The ground handling facilities, services, procedures, training and equipment are appropriate for the scope of the proposed operation and in accordance with the relevant IATA standards and recommended practices;

(6) The ground handling of dangerous goods is conducted in accordance with the JCAR OPS1 Hazardous Materials and IATA Dangerous Goods Regulations latest revision and;

(7) The company or self-handler is capable of operating in accordance with its ground handling manual (GHM).

(b) Upon successful completion of the application process, the airport operator may issue his determination and shall reach an agreement as prescribed in 140.11 may endorse it with conditions or limitations to the operations as required.

**140.105 Duration Of Ground Handling Agreement.**

A ground handling agreement duration under this part is effective for a minimum period of seven years and a maximum period of ten years except in the case of exemptions or until it is surrendered by the ground handling company, or is suspended or revoked by the airport operator (s) or by CARC.

**140.107 Ground Handling Annual Status Report.**

The selected ground handling company and self-handler shall submit, to the airport operator, the Annual Status Report in respect of the ground handling, in a form acceptable to the airport operator.

**140.109 - 140.199 Reserved.**

## SUBPART – C

### GROUND HANDLING MANUAL

#### **140.201 Scope and Purpose.**

(a) The ground handling manual is a fundamental requirement of the selection criteria. It shall contain all the pertinent information concerning the ground handling facilities, services, and equipment, operating procedures, training program, organizational structures and safety management system. The information presented in the ground handling manual shall demonstrate that the company or self-handler conforms to the standards and recommended practices contained in the IATA Airport Handling Manual and Dangerous Goods Regulations current edition, and to the requirements of JCAR Part 120.

(b) The ground handling manual is the company's or self-handler's policy and procedures document and provides the ground handling standards to be maintained and the level of services that the company or self-handler can provide at the applicable airport. Information provided in the ground handling manual will enable the airport operator to assess the suitability of the company or self-handler for the type and scope of operations proposed. It is the basic reference guide for conducting audits and inspections, for issuing a ground handling selection determination and for subsequent safety inspections. The ground handling manual shall be developed by the ground handling company or self-handler and approved by the airport operator.

(c) The ground handling manual is subject to amendments, in order to ensure that it provides current and accurate information at all times. The selected ground handling company or self-handler is responsible in this respect and also for submitting amendment for airport operator approval.

#### **140.203 Preparation of the Manual.**

The ground handling manual shall be prepared in the following format;

- (a) Printed in English and signed by an authorized person;
- (b) Printed in a format that facilitates revision; and
- (c) Has a system for recording the currency of pages and amendments and shall include a page for logging revisions;

**140.205 Content of the Manual.**

The ground handling company or self-handler shall include the following particulars in the ground handling manual (detailed in Appendix A):

- (a) Company's or self-handler administration including the organizational structure, duties, responsibilities and the reporting structure of all management and operations personnel;
- (b) Description of the ground handling operation including scope, capabilities, facilities and equipment;
- (c) Safety management system in accordance with AHM 610;
- (d) Ground handling of dangerous goods in accordance with IATA Dangerous Goods Regulations current edition;
- (e) Ground handling procedures, as applicable to the scope of the operation, using the IATA AHM number system to identify the procedures in their respective categories;
- (f) Training program including policy and procedures, initial, recurrent and update training;
- (g) The ground handling quality audit schedule in accordance with AHM 060–Airport Handling Quality Audit;
- (h) The airside safety performance audit schedule in accordance with AHM 612–Recommendations for Airside Safety Performance Audits; and
- (i) Ground Support Equipment.

**140.207 Amendments of the Manual.**

- (a) The ground handling company or self-handler shall submit all amendments to the airport operator in a timely manner and as soon as practicable, in respect to any amendments that the company or self-handler has made to the ground handling manual.
- (b) The ground handling company or self-handler shall amend the ground handling manual, whenever necessary, in order to maintain the validity of the manual.
- (c) To maintain the currency of the ground handling manual, the airport operator may issue written directions to a ground handling company or self-handler requiring them to alter or amend the manual in accordance with the applicable directions.

**140.209 Manual Distribution.**

- (a) The ground handling company or self-handler shall provide the airport operator with two complete and current copies of the ground handling manual for approval.
- (b) The ground handling company or self-handler shall not distribute the manual unless CARC and airport operator have given the approval on the ground handling manual.
- (c) The ground handling company or self-handler shall keep at least one complete and updated copy of the ground handling manual at their place of business.
- (d) The ground handling company or self-handler shall make the ground handling manual available to all relevant personnel and for inspection by the airport operator and CARC inspectors.
- (e) Airport operator shall provide CARC with the updated ground handling manual and any amendment.

**140.211 - 140.299 Reserved.**

**SUBPART – D**  
**OPERATION**

**140.301 Obligations and Responsibilities.**

- (a) Airport operator shall ensure the implementation of the provisions of this part for all types of the ground handling services for all airport users. Failure to provide such services will be the responsibility of the airport operator who will hold the liabilities.
- (b) The selection of a ground handling company or self- handler obliges the ground handling or self-handler to ensure safety, regularity and efficiency of their operations at Jordanian Airports and to allow personnel authorized by the airport operator and CARC access to carry out safety audits and inspections.
- (c) The ground handling company or self-handler shall be insured to cover liability in case of accident or incident, in particular in respect of passengers, baggage, cargo, mail and third party insurance.
- (d) The airport operator shall ensure that the ground handling company or self-handler airside operations are in compliance with the safety measures as prescribed in the Airport Certification Manual.

**140.303 Training and Competence.**

- (a) The ground handling company or self-handler shall employ adequate numbers of qualified and skilled personnel for performing all activities in its operations.
- (b) Where CARC has established security and competency requirements for personnel, the ground handling company or self-handler shall employ only those persons possessing documented evidence or certificate showing they meet the applicable requirements.
- (c) The ground handling company or self-handler shall implement a system to maintain the competency of the personnel.
- (d) The ground handling company or self-handler shall implement training programs that include initial and recurrent training.
- (e) ground handling company or self-handler shall ensure that all their employees involved in the provision of ground handling services, including managing staff and supervisors, regularly attend specific and recurrent training to enable them to perform the tasks assigned to them.
- (f) Every employee involved in the provision of ground handling services shall attend at least two days of training relevant for the tasks assigned to the employee. Every employee shall attend the relevant training when taking up a new job or when a new task is assigned to the employee.

(g) Where relevant for the activity of ground handling services in question, training shall cover at least:

1. security, including security control, security of operations, security equipment and security threat management
2. dangerous goods training (see Appendix D);
3. airside safety, including safety philosophy, safety regulations, hazards, human factors, airside markings and signage, emergency situations, FOD prevention, personal protection, accidents-incidents-near misses, and airside safety supervision;
4. airside driver training, including general responsibilities and procedures (reduced visibility procedures), vehicle equipment, airports rules, and layout of traffic and maneuvering areas;
5. ground support equipment (GSE) operations and management, including GSE maintenance and GSE operations;
6. load control, including general weight and balance proficiency and awareness, aircraft structural load limitations, unit load devices, bulk hold loading, load sheet, balances tables/charts, loading instructions report (LIR), loading messages, and load control of dangerous goods;
7. functional training for passenger handling, including training on passenger boarding bridge training and passenger information and assistance in accordance with applicable Regulation regarding passengers rights and passengers with special needs and reduced mobility.
8. functional training for baggage handling;
9. aircraft handling and loading training;
10. aircraft ground movement, including aircraft ground movement operations, operation of equipment, equipment-aircraft connect and disconnect procedures, aircraft ground movement hand signals, aircraft marshaling, and aircraft ground movement assistance;
11. cargo and mail handling, including applicable prohibitions and restrictions on trade of goods;
12. aircraft turnaround coordination training
13. environment, including control of spillages, discharge management and waste disposal;
14. emergency measures and contingency management
15. reporting systems



16. outsourcing quality control.

(h) The ground handling company or self-handler shall report annually on the compliance with its training obligation to the airport operator.

(i) CARC inspectors are entitled to audit the ground handling companies or self-handlers without prior notice.

#### **140.305 Ground Handling Operations.**

(a) The ground handling company or self-handler shall operate in accordance with the procedures set out in its ground handling manual, unless otherwise directed by the airport operator.

(b) To ensure the safety of passengers and aircraft, the airport operator may give written directions to the ground handling company or self-handler to alter the procedures set out in its ground handling manual.

(c) The ground handling company or self-handler shall ensure proper and efficient maintenance of its facilities and equipment and shall be checked by airport ground operations.

#### **140.307 Safety Management System.**

(a) Ground handling company or self-handler shall establish a safety management system applicable to the size, scope and complexity of their handling activities, with a view to ensuring that operations are carried out in a controlled and safe manner.

(b) The ground handling company or self-handler shall ensure that all management and operations personnel comply with the safety requirements applicable at Jordanian Airports in accordance with the Standards and requirements established in this part, and shall monitor such compliance.

(c) The ground handling company or self-handler shall ensure that all its personnel cooperate in the promotion of safety at the airport by immediately reporting accidents, incidents, defects and faults, which have an impact on safety.

#### **140.309 Internal Audits.**

(a) The ground handling company or self-handler shall arrange for an internal airside safety performance audit in accordance with Recommendations for Airside Safety Performance Audits AHM 612.

(b) The audits, referred to in 140.309 (a) shall be carried out every 12 months and the results shall be submitted to the airport operator.

(c) The ground handling company or self-handler shall ensure that suitably qualified personnel prepare the audit reports.

**140.311 Dangerous Goods Handling.**

- (a) The ground handling company or self-handler shall demonstrate compliance to recommend practices contained in the IATA Airport Handling Manual and Dangerous Goods Regulations latest revision.
- (b) Every person engaged in the handling, or transporting, of dangerous goods shall be trained in the aspects of these activities that are applicable to their assigned duties. See appendix (D).

**140.313 Emergency Response.**

- (a) The ground handling company or self-handler shall establish a formal emergency response procedure and train its personnel on the implementation of that procedure.
- (b) Emergency response contact information shall be made available to all ground handling company or self-handler personnel in order to enable timely response in case an emergency or incident requiring response action occurs.

**140.315 External Audit.**

- (a) The ground handling company or self-handler shall arrange an external audit for the established Safety Management System.
- (b) The external audit referred to in 140.315(a) shall be carried out every 30 months and the results shall be submitted to the airport operator.

**140.317 Inspection Authority.**

Each airport operator shall allow CARC authorized personnel to conduct inspections, including unannounced inspections, or spot inspections to determine compliance with this part, when it is warranted.

**140.319-140.399 Reserved.**

**APPENDIX (A)**  
**PARTICULARS TO BE INCLUDED IN THE GROUND**  
**HANDLING MANUAL**

**(1) ORGANIZATION'S ADMINISTRATION.**

1. Legal status of the organization.
2. Organizational chart.
3. Duties, responsibilities and reporting structure of all management and operations personnel.

**(2) DESCRIPTION OF THE GROUND HANDLING OPERATION.**

1. Scope of ground handling services.
2. Capability statements, including aircraft types.
3. Facilities and equipment available.

**(3) SAFETY MANAGEMENT SYSTEM AHM 610.**

1. Safety policy statement.
2. Purpose of safety management system.
3. Applicability.
4. Safety responsibilities.
5. Safety training program.
6. Safety promotion
7. Standard operating procedures.
8. Human factors.
9. Risk management.
10. Audits and inspections.
11. Safety performance monitoring.
12. Emergency response.

**(4) GROUND HANDLING OF DANGEROUS GOODS.**

1. Dangerous Goods policy statement.
2. Packing, labeling and marking.
3. Ground handling organization's responsibilities.
4. Provision of information.
5. Establishment of training programs.

6. Compliance with IATA Dangerous Goods Regulations current edition, and JCAR OPS1.

**(5) GROUND HANDLING PROCEDURES (as applicable).**

- |                                  |               |
|----------------------------------|---------------|
| 1. Passenger handling            | AHM 100 – 199 |
| 2. Baggage handling              | AHM 200 – 299 |
| 3. Cargo/mail handling           | AHM 300 – 399 |
| 4. Aircraft handling and loading | AHM 400 – 499 |
| 5. Load control                  | AHM 500 – 599 |
| 6. Airside safety and management | AHM 600 – 699 |
| 7. Aircraft movement control     | AHM 700 – 799 |
| 8. Ground handling agreements    | AHM 800 – 899 |
| 9. Ground support equipment      | AHM 900 – 999 |

**(6) GROUND HANDLING QUALITY AUDIT SCHEDULE** **AHM 060****(7) AIRSIDE SAFETY PERFORMANCE AUDIT SCHEDULE** **AHM 612**

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**APPENDIX (B)**  
**GROUND HANDLING SERVICES DESCRIPTION**  
**(Schedule I)**

**(1) Ground administration and supervision, comprising:**

1. representation and liaison services with local authorities or any other entity, disbursements on behalf of the airport user and provision of office space for its representatives;
2. load control, messaging and telecommunications;
3. handling, storage and administration of unit load devices;
4. any other supervision services before, during or after the flight and any other administrative service requested by the airport user.

**(2) Passenger handling comprising**

Any kind of assistance to arriving, departing, transfer or transit passengers, including checking tickets and travel documents, registering baggage and carrying it to the sorting area.

**(3) Aircraft services, comprising:**

1. The external and internal cleaning of the aircraft, and the toilet and water services;
2. The cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft;
3. The rearrangement of the cabin with suitable cabin equipment, the storage of this equipment.

**(4) Aircraft maintenance, comprising:**

1. routine services performed before flight;
2. non-routine services requested by the airport user;
3. The provision and administration of spare parts and suitable equipment;
4. The request for or reservation of a suitable parking and/or hangar space.

**(5) Flight operations and crew administration, comprising:**

1. preparation of the flight at the departure airport or at any other point;

2. In-flight assistance, including re-dispatching if needed;
3. post-flight activities;
4. crew administration.

**(6) Surface transport comprising:**

1. the organization and execution of crew, passenger, baggage, freight and mail transport between different terminals of the same airport, but excluding the same transport between the aircraft and any other point within the perimeter of the same airport;
2. Any special transport requested by the airport user.

**(7) Catering services comprising:**

1. liaisons with suppliers and administrative management;
2. storage of food and beverages and of the equipment needed for their preparation;
3. cleaning of this equipment;
4. preparation and delivery of equipment as well as of bar and food supplies.

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**APPENDIX (C)**

**GROUND HANDLING SERVICES DESCRIPTION**

**(Schedule II)**

**(1) Baggage handling, comprising:**

handling baggage in the sorting area, sorting it, preparing it for departure, loading it onto and unloading it from the devices designed to move it from the aircraft to the sorting area and vice versa, as well as transporting baggage from the sorting area to the reclaim area.

**(2) Freight and mail handling as regards:**

The physical handling of freight and mail whether incoming, outgoing or being transferred, between the air terminal and the aircraft.

**(3) Ramp handling comprising:**

1. Marshaling the aircraft on the ground at arrival and departure;
2. Assistance to aircraft parking and provision of suitable devices;
3. Communication between the aircraft and the airside supplier of services; (Provided that these services are not provided by the air traffic service)
4. the loading and unloading of the aircraft, including the provision and operation of suitable means, as well as the transport of crew and passengers between the aircraft and the terminal, and baggage transport between the aircraft and the terminal;
5. The provision and operation of appropriate units for engine starting;
6. The moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices;
7. The transport, loading on to and unloading from the aircraft of food and beverages.

**(4) Fuel and oil handling, comprising:**

1. The organization and execution of fuelling and refueling operations, including the storage of fuel and the control of the quality and quantity of fuel deliveries;
2. The replenishing of oil and other fluids.

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## APPENDIX (D)

### HANDLING OF DANGEROUS GOODS TRAINING

#### (1) Scope of the Training

Ground Handling Personnel who are not trained may handle and transport dangerous goods as long as they are doing so under the direct supervision of a trained person.

Some employees may only need training in the aspects of the regulations that are directly related to their work. In this situation, it is the Ground Handler's responsibility to determine what constitutes adequate training for their employees.

How to train employees is not mentioned in the Regulations. Training may be done through a combination of formal "in-class" training and on-the-job training.

#### (2) Training for personnel involved in the handling of dangerous goods

Handling Means:

Loading, unloading, packing or unpacking dangerous goods in a means of containment or transport for the purposes of transportation, and includes storing them in the course of handling for transportation activities.

Examples of Personnel Handling Dangerous Goods:

- Cargo Handler
- Apron Worker
- Load/Unload Master
- Receiver/Shipper
- GHO Equipment Operator
- GHO Warehouse personnel

#### (3) Training Required:

1. Definition of the nine classes of dangerous goods and their associated hazards;
2. Proper shipping names, classes, UN numbers and packing groups for the dangerous goods that are normally encountered on the job;
3. Safety marks such as labels and placards that are used to identify the different classes of dangerous goods that are normally encountered on the job;
4. Types of placards, labels, signs, numbers and other safety marks, what they mean, and when and where they should be displayed;
5. Knowledge of the information that must be on a shipping document;



6. How to accept Dangerous Goods shipments from the shipper or freight forwarder;
7. storing Dangerous goods in cargo warehouse , segregation chart shall be considered;
8. How to transport the Dangerous Goods shipments between the warehouse and aircraft carefully, specially according to the weather conditions , like extreme hot or rainy day;
9. The using of proper tools to secure the Dangerous Goods shipment on board aircraft , to stop moving during the flight;
10. The requirements regarding mixed loads and the need for segregation of incompatible dangerous goods;
11. What to do if the shipping documents, placards, labels, other safety marks or means of containment seem inadequate or incorrect;
12. What constitutes an accidental release and the reporting requirements if an accident happens;
13. Proper use of all equipment that is used in the handling of dangerous goods;
14. Dangerous goods requiring Emergency Response Assistance Plans (ERAP);
15. A thorough knowledge of the control and emergency features for all handling equipment used in the day-to-day activities of the job;
16. Safe practices on the loading and stowage of dangerous goods;
17. The proper selection and use of means of containment for the dangerous goods.