



CIVIL AVIATION AUTHORITY, BANGLADESH

INSPECTORS HANDBOOK
ON
GROUND HANDLING INSPECTION
FOR
Flight Safety & Regulations Division

Issue-2

April 2017

CAAB HQ, Kurmitola, Dhaka-1229
Bangladesh

FOREWORD

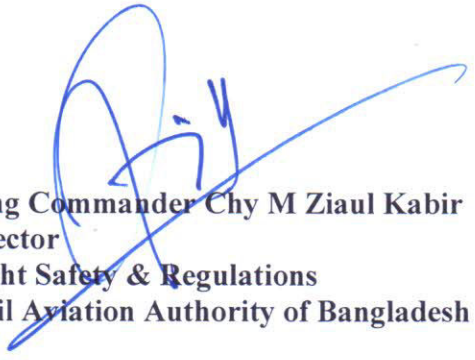
Director (Flight Safety & Regulations) of Civil Aviation Authority, Bangladesh, hereby approves this Ground Handling Operations Inspector's Handbook for surveillance and inspection of the Ground Handling equipment and management of AOC holders and Ground Handling agents, in pursuance to the powers vested to him by Rule 4 of CAR '84.

The responsibility on Government of Bangladesh is implicit in its acceptance of the International Standards and Recommended Practices for the safety of air navigation to which Article 37 of the Convention on International Civil Aviation refers. In order to discharge this responsibility, Civil Aviation Authority, Bangladesh (hereinafter called 'CAAB' or 'Authority') has approved the following guidance and procedures consistent with the Annexes to the Convention. This document, published in the form of Inspectors Handbook as issue-01, hereinafter called 'Ground Handling Operations Inspectors Handbook', explains the procedures and various requirements to be followed by the relevant inspectors following Rule 112 (4) of CAR 84 and the ANO (OPS) B-5 that provide instructions on Ground Handling Operations for approval of the Ground Handling Operations of the AOC holders and the agency, which an applicant has to fulfill.

This Handbook contain information and guidance for the inspectors to evaluate and approve the ground handling arrangements of a prospective and/or existing AOC holders and ground handling agents.

Each inspector shall ensure that they have in their possession, copy of this document for adherence and necessary compliance.

Date: 26/04/2017


Wing Commander Chy M Ziaul Kabir
Director
Flight Safety & Regulations
Civil Aviation Authority of Bangladesh

AMENDMENT & REVISION

This Handbook is subjected to amend as and when required and desired by the Chairman, Civil Aviation Authority, Bangladesh. Upon receipt of the approval from Chairman, the amendments will be treated as the revision of the Handbook. Revision will be reflected with a proper revision number, updated LEP, and notification of changes to all concerned personnel. It is the responsibility of the Director, Flight Safety & Regulations to ensure that all the related personnel are in receipt of the revision at all times.

Revision pages will be annotated to show the Revision Number, date of issue and/or the date of effective pages; the amendment list number, and the portion of text, which has been revised. Each amendment will be accompanied by a revised list of effective pages, with their dates of issue, and by a certificate of receipt/ incorporation. An amendment list record will be maintained in the front of the manual.

RECORD OF REVISIONS

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1. GROUND OPERATIONS INSPECTOR'S QUALIFICATION AND TRAINING

1.1 Introduction

The inspector must be trained in every aspect of his / her duties as a technical inspector and regulatory officer. This chapter sets out, as example, the training qualifications required by inspection personnel employed as an inspector. In order to acquire adequate skill, Inspectors are required to undergo several training courses and lessons.

1.2 Training courses recommended:

- Ground Handling Basic Course
- Audit procedures training course
- Communication skills
- Basic Aviation Enforcement course
- Structured On the job training

To ensure Full Competency as a Designated Inspector, the Inspector should successfully complete the above courses within a period of time deemed appropriate.

1.3 On-the-Job Training (OJT)

The inspector will go for OJT after being completion of basic Ground Handling Inspectors Course.

1.4 Inspector Conduct

At all times, Inspectors must act in such a manner that speaks well of the Authority and its Inspectors. Each person, company official or company shall be dealt with in an equitable manner. Advice and guidance when frequently sought must be readily given in such a manner that public safety is not compromised.

1.5 Inspector duties and responsibilities:

Ground Operations Inspector shall:

- Carry out the functions assigned to him by the Director (FSR) in accordance with ANO (Ops) B.5.
- Assist the Director (FSR) in carrying out the inspection/audit/surveillance.
- Report to Director (FSR) for assignment of duties, as and when required, and carry out inspection/audit/surveillance as per the schedule decided by him.
- The inspection/audit/surveillance reports shall be submitted by the Ground Operations Inspectors to Director (FSR).

| 1.6 Formal Training Programs for Ground Handling Inspectors:

As per Para 1.2 of this Handbook, the following Formal Training Programs have been planned for the Ground Handling Inspectors:

1. Ground Handling Basic Course - total 18 days
 - a. Ramp Safety - 03 days
 - b. Unit Load Device Handling Procedure - 01 day
 - c. IATA Standard Ground Handling Agreement - 03 days
 - d. Human Performance and Limitations - 02 days
 - e. Dangerous Goods Regulations - 03 days
 - f. Aviation Security - 01 day
2. Specialized Training on Ground Handling
 - a. IATA Safety Audit on Ground Operations (ISAGO) – As per IATA time frame
 - b. IATA Ground Handling – As per IATA time frame
 - c. Weight & Balance - 05 days

Note: CAAB will outsource IATA for accomplishment of specialized training (a) & (b).

2. COMPLEXITY OF GROUND HANDLING

A. The ground handling functions and responsibilities for their accomplishment exist even for small operators. For small operators though, the complexities of the events that must happen are masked by the fact that the pilot is routinely responsible for and accomplishes the majority of these functions.

B. But the safe and efficient ground handling of the arrival and departure of a large aircraft with greater passenger and cargo capacity requires an orchestrated division of responsibilities and events between qualified persons.

C. This orchestration of the ground handling of a large aircraft should be controlled by a nucleus of operator personnel under the direction of a manager as envisioned by the regulations.

D. Where the operator chooses to provide most of these functions through ground handling service providers, the operator must incorporate into its procedures the responsibility for its own qualified personnel to monitoring and verification of critical points of those functions.

For example, the securing of cargo nets, access ports, panels and doors used during the ground handling.

3. FUNCTIONS OF GROUND HANDLING

Functions of the Ground Handling include the following facilities, equipment, personnel, policies and procedures:

- (1) Ticketing of passengers and baggage;
- (2) Acceptance and processing of cargo, including dangerous goods;
- (3) Cleaning the aircraft interior;
- (4) Servicing of rest room supplies;
- (5) Servicing of galley supplies;
- (6) Servicing of blankets, pillows and magazines;
- (7) Servicing of the aircraft;
- (8) Fueling of the aircraft;
- (9) Loading of the cargo, including dangerous goods;
- (10) Computation and provision of mass and balance data;
- (11) Computation and provision of performance data;
- (12) Correction or deferring of maintenance irregularities;
- (13) Provision of flight planning information;
- (14) Provision of operational flight plan;
- (15) Security screening of passengers and carry-on baggage;
- (16) Enplaning the passengers and their carry-on baggage;
- (17) Marshalling, towing or assisting the aircraft in departing the gate;
- (18) Deicing of the aircraft;
- (19) Preparation of parking area for arrival of the aircraft
- (20) Marshalling and parking of the aircraft after landing;
- (21) Deplaning the passengers and their carry-on baggage;
- (22) Off-loading of cargo and baggage;
- (23) Provision of the baggage to the deplaned passengers;
- (24) Security for the aircraft while parked;
- (25) Communications as necessary associated with flight handling, departure and arrival;
- (26) Retention of required records associated with flight handling, departure and arrival;
- (27) Implementation of emergency procedures associated with an incident or accident;
- and
- (28) Auditing of service providers to ensure that associated policies and procedures are being implemented by qualified persons.

Depending on the operator's processes and equipment, some of these functions may not be included in the ground handling responsibilities.

4. ASSIGNMENT OF RESPONSIBILITIES

It is critical that the operator provide specific assignment of responsibility for ground handling functions, especially those that are aircraft type-specific. The responsibility includes—

4.1 Crew Responsible

The simplest form of discharging the ground handling responsibilities is to have the crew either do or continuously monitor to accomplish these functions. Examples include -

- Crew member reviews the passengers' documents, determines their weight and their baggage weight, checks for possibility of dangerous goods or weapons or other unacceptable items and tickets them.
- Crew member determines and assigns seats based on the weight and size of the passengers.
- Crew member either load the baggage and cargo or continuously monitors the loading process to ensure the items are properly loaded and secured with all exterior doors locked.
- Crew member either fuels the aircraft or continuously monitors the fueler to ensure proper grounding of aircraft, correct type of fuel, fuel upload, and the securing of the fuel caps and closing of any panels, the responsibility for ensuring the correct accomplishment of functions that have a direct effect on safety is assigned to the crew.
- Crew member obtains and consolidates all flight information, completes and executes the flight preparation documents and ensures that copies of the documentation are securely left at the aerodrome.

4.2 Other Qualified Company Personnel

A. As the ground handling situation becomes more complex, the operator may elect to have properly trained and qualified company personnel, in lieu of the crew, to accomplish or monitor the accomplishment most of the ground handling functions. Examples include -

- Ticket agents review the passengers' documents, determine their weight and baggage weight, checks for the possibility of unacceptable items and tickets them;
- Gate agents (or cabin crew) determine and assign seats based on the weight and size of the passengers and their carry-on baggage or a prescribed loading schedule.
- A load controller either loads the baggage and cargo or continuously monitors the loading process to ensure the items are properly loaded and secured with all exterior doors locked.
- A qualified company agent either fuels the aircraft or continuously monitors the fueler to ensure proper grounding of aircraft, correct type of fuel, fuel upload, and the securing of the fuel caps and closing of any panels, with crew members verifying the load;

Flight dispatchers obtain and consolidates all flight information the flight preparation documents and provide copies to the flight crew.

B. For most of these functions, the operator should consider having verification steps (by the crew) incorporated in the processes to ensure that all items critical to flight safety have been correctly accomplished.

C. Larger operators should conduct selective audits of the aerodromes and employees to ensure the ground handling processes are delivering a predictably correct result.

4.3 Integrating Service Providers into the Process

A. As the operator expands its schedule to more aerodromes, it may become more cost-efficient to use service providers that are located at the aerodrome and provide similar services for other operators. Examples include one or more of the following -

A service provider's agents review the personal travel documents, determine their weight and baggage weight, checks for the possibility of unacceptable items and tickets the passengers;

Gate agents determine and assign seats based on the weight and size of the passengers and their carry-on baggage or a loading schedule provided by a service provider.

A service provider's load controller and loading personnel loads and secures the baggage and cargo ensuring all exterior doors locked, and provides the completed load manifest.

A fueling service provider ensures proper grounding of aircraft, correct type of fuel, fuel upload, fuels and secures the fuel caps and closing of any panels;

Service providers provide the flight preparation information, including the operational flight plan the flight preparation documents and provide copies to the flight crew.

B. The operator may not abdicate its responsibility for the correct accomplishment of the functions. With these arrangements the operator should have—

(1) Pre-audits to ensure the service provider and its personnel have the capability;

(2) Verification steps by company employees incorporated in the ground handling processes; and the key is a qualified company employee is assigned to do or monitor the function and verifies its correct completion.

(3) Subsequent auditing that is external to the processes to determine that a predictably correct product has been occurring.

5. GROUND HANDLING ORGANIZATION

5.1. As per Rule-112(4) of CAR'84 and the ANO (OPS) B-5 it requires the AOC holder to have adequate organizational structure to manage all ground handling functions, including—

- (1) Ramp operations;
- (2) Passenger services;
- (3) Baggage services;
- (4) Cabin services;
- (5) Weight and balance control;
- (6) Ground support equipment; and
- (7) Fuel services.

5.2. The regulations also require the assignment of responsibility and authority to manage this part of the AOC holder's organization. The operators of large aircraft, especially for scheduled passenger operations, must have a discernible part of the organization that is assigned the responsibility and authority to manage these functions. The small operators may be issued waiver from some these requirements if they do not conduct those operations.

5.3. Depending on the extent to which the operator uses company personnel and service providers the actual number of persons required to manage the ground handling functions in an airline can vary from a large organization made up of company personnel or a smaller organization using managers to oversee a variety of service providers. However;

5.4. An operator's ground handling organization may be determined to be acceptable, if -

- (1) There is a ground handling organization with an overall manager;
 - (2) This organization has sufficient infrastructure (facilities, equipment and personnel) to discharge its responsibilities;
 - (3) The pertinent ground handling policies and procedures are provided in company manuals;
- The functions of ground handling listed at Para-2 of this handbook are more extensive and cover some functions that are managed by other parts of the company (e.g. maintenance and flight operations).
- The functions listed here are also listed in the regulations for ground handling. These are functions normally managed by in the "ground handling" organization of the company. Each of the example operators cited here have several common requirements—
- They must have a manager of ground operations;
- They must have a ground handling organization with the responsibility and authority to manage ground handling functions;
- They may use service providers for most of their ground handling needs;

- They must audit their service providers; and
- The ground handling organization and service provider arrangements must be approved by CAAB.

(4) There is an adequate training program to ensure that company and service provider personnel are qualified,

(5) There is discernible delegation and supervision of all ground handling functions as they are being accomplished;

(6) There are adequate facilities and equipment available to provide ground handling support for the necessary ground handling of the aircraft;

(7) The ground handling processes are subject to periodic audits to ensure that the delivered results are compatible with the established policies and standard of performance;

6. MANAGER OF GROUND OPERATIONS

6.1 Requirements

A. An AOC holder or an ground handling agent will have an assigned person acceptable to CAAB, who is responsible for the management and supervision of ground handling operations.

B. While CAAB regulations list this position as one of the five key managers of an AOC holder, CAAB recognizes that the complexity of the AOC holder's operations could result in a -

- (1) Director of ground handling with numerous supervisors (large organization), or
- (2) Single individual having multiple supervisory roles (a single-pilot operations), or
- (3) Variations between the large organization and the single individual.

6.2 Evaluation of Ground Operations Manager Nomination

6.2.1 Proven Competency

A. The manager for ground handling must have "proven competency in civil aviation."

B. CAAB evaluation of the nominated manager will be primarily that he or she—

- (1) was not previously a required manager of an AOC holder whose certificate was revoked;
- (2) has experience as a manager or supervisor in an aviation organization;
- (3) has experience in one or more functions of ground handling;

(4) is able to describe in detail the company policies and processes for ground handling and locate pertinent portions of these in the company manuals;

(5) is able to describe the timing and interaction of the ground handling functions during the departure and arrival of the aircraft;

(6) is able to describe the purpose of the ground handling audit processes and the resolution of identified issues.

6.2.2 Accept or Reject Nomination

A. A decision to reject the nomination of the manager of a ground handling organization should be made in a formal letter stating the reasons for the rejection.

B. A decision to accept the nomination of the manager of ground handling organization will also be made by formal letter.

6.2.3 Grant of Waiver

A. If a company requests that the duties and responsibilities of the Manager of Ground Operations be assigned to a person who already has other critical aviation duties and responsibilities, the assigned operations inspector will evaluate the extent to which the operator could function without a dedicated Manager of Ground Operations.

B. That evaluation will be based on the complexity of the company operations being conducted.

C. The following factors are routine justification for the waiver—

(1) Aircraft with 19 passengers or less;

(2) That will not be using the Boarding Bridges;

(3) That will be receiving support from another entity for their ground handling functions; and/or

(4) Will not be operating on a schedule that includes boarding turnarounds of less than 1 hour from arrival to departure.

7. GROUND HANDLING MANUAL

7.1 General Manual Guidance

A. The AOC holder or the Ground Handling Agent shall have an “Ground Handling Manual” acceptable to CAAB as per ANO (OPS) B5 which includes, for all ground handling operations—

- (1) Handling processes, procedures and practices;
- (2) Training programme requirements; and
- (3) Subcontracting policies.

B. This manual will be in addition to the required aircraft type-specific manual(s) that provide the specific requirements for—

- (1) Fueling;
- (2) Servicing;
- (3) Loading;
- (4) Mass and balance;
- (5) Dangerous Goods

The request for waiver should not be routinely granted if the applicant will be operating—

- Aircraft carrying more than 19 passengers; and

The Ground Handling Manual can be in more than one volume as necessary to ensure that each of the required contents are correctly addressed and available to the technical user, for example—

- Passenger Handling Processes
- Cargo Loading Processes
- Station Personnel Training Manual
- Service Provider Arrangements
- Emergency Response Manual

7.2 Scope of the Ground Operations Documentation

A. Each manual or publication submitted will be evaluation to ensure that it includes that information and guidance necessary to allow personnel to perform their duties and responsibilities effectively and safely.

B. Depending on the complexity of ground operations conducted at a station, the scope of the required submissions of manual(s) and documentation may include—

- Operation of ground service equipment/procedures
- Security training and procedures
- Ticketing and gate procedures
- Passenger handling procedures
- Carry-on baggage procedures
- General aircraft movement procedures, including marshalling and parking requirements
- Company and aircraft-specific towing procedures
- Company and aircraft-specific refueling procedures
- Company and aircraft-specific servicing procedures
- Company and aircraft-specific loading procedures
- Company and aircraft-specific mass and balance calculation procedures
- Company and aircraft-specific takeoff, en-route and landing computation
- Approved Flight Manual (AFM) for company aircraft
- Company and service provider training programs
- Company and service provider emergency response procedures, including current emergency telephone listing
- Company and service provides accident/incident telephone listing
- Severe weather notification procedures
- General and aircraft-specific deicing procedures
- Identification or handling of hazardous materials/procedures
- Instructions and procedures for NOTOC when there are hazardous materials aboard
- Procedures for passenger operation of electronic devices
- Listing of approved service providers and their contracted functions
- Company (if applicable, service provider) procedures for disposition and retention of official records.

7.3 Other Documents that should be evaluated

7.3.1 Proposed Records

A. The applicant should provide copies of the proposed records relative to ground handling and station operations,

B. These records should include all records proposed to be generated during ground operations, including those addressing communications, fueling, servicing, loading, flight preparation and personnel training records.

7.3.2 Proposed Training Programs

A. The inspector should evaluate the training curriculums provided for the various groupings of ground handling and station personnel.

B. While the regulations do not specify training requirements either by subject or frequency for ground handling personnel, the curriculums, curriculum segments and training elements should be logical for the technical functions and supported by the technical manuals.

C. This training may be both formal classroom training or on the job training. Specific areas of training include the following for each function—

The operator should submit instructions and curriculums for each technical specialty to include—

- Initial training
- On-the-job training
- Recurrent training
- Duties and responsibilities
- Safety practices
- Dangerous goods
- Passenger handling and protection
- Load planning and weight and balance procedures
- Communications procedures
- First aid and emergency actions

7.3.3 Contingency Plans

A. Emergency response contingency plans should be submitted for the possible emergencies that may be encountered by the station and ground handling personnel.

B. These may be submitted as manual(s) or checklists, and should include—

- Accidents
- Injuries
- Illness
- Fuel spills
- Bomb threats
- Hijacking
- Severe weather
- Dangerous goods leakage/spills

8. GROUND HANDLING SERVICE PROVIDERS

8.1 Background

A. In today's aviation environment, even large carriers are no longer self-sufficient in their operations. The use of service providers for many different tasks has become the norm, rather than the oddity. This is especially true in ground handling because of the aerodrome-specific advantages.

B. Even the most independent operators routinely use service providers for fueling, kitchen and galley serving, and water and lavatory servicing of aircraft. But the use of service providers for ticketing and gate services, baggage handling, ramp services and aircraft cleaning and loading and, if these tasks are performed correctly, efficiently and safely, can allow the operator to remain more flexible in their operations.

C. The AOC holder shall have processes for continuously ensuring the proper and adequate ground handling for their aircraft when all or part of the functions and tasks related to ground handling services have been contracted to a service provider.

D. The AOC holder is required to provide to CAAB a current and acceptable list of the service providers and the functions they have been contracted to perform on behalf of the AOC holder sorted by aerodrome location. The evaluating inspector should check each set of procedures for logical flow, correct contact telephone numbers and contact information. These processes and arrangements for the use of ground handling service providers must be evaluated by CAAB and determined to be acceptable for use by the AOC holder.

- The CAAB list of service providers must be kept current by the AOC holder.
- CAAB will consult this list to determine the providers to inspect during station inspections.

8.2 Evaluation of Service Provider Arrangements

A. At least 15 working days prior to the use of a service provider, the AOC holder must submit to CAAB with a copy of the agreement containing the proposed arrangements for the services to be provided.

B. CAAB will review that agreement with emphasis on the—

- (1) Parties to the agreement;
- (2) Function(s) that will be provided by the service provider;
- (3) Contact points in each organization for on-going arrangements between the parties
- (4) Policy/procedure guidance that will be used by the service provider and its personnel during the conduct of the services provided to the AOC holder;
- (5) Requirements for initial and recurrent training of the service provider's personnel for the functions they will perform for the AOC holder, especially those aircraft type-specific functions;
- (6) Requirement that the services may be terminated if the services are not provided to a satisfactory standard;
- (7) Unrestricted right of the operator to audit the service provider, the performance of its personnel, facilities and equipment and required records;
- (8) Unrestricted right of CAAB inspectors to audit the service provider, the performance of its personnel, its facilities and equipment and required records;
- (9) The provisions for timely resolution of issues identified during the audit process.

8.3 Completion of the Evaluation

A. If the arrangements are not acceptable to CAAB, the assigned inspector will—

- (1) Issue a short letter to that effect;
- (2) Provide the CAAB notes as an attachment to that letter; and
- (3) Make a CAA Action entry to record the completion of the task.

B. If the arrangements are acceptable, the assigned inspector will—

- (1) Issue a short letter to that effect; and
- (2) Make a CAA Action entry to record the completion of the task.

9. GROUND HANDLING, STATIONS & AERODROMES

This section provides guidance for conducting inspections of the ground handling arrangements at a station, including inspections of the passenger handling and aerodrome facilities.

9.1 Ground Handling Inspections

A. Ground handling operations are defined as those support activities required to originate, turn around, or terminate a flight.

The purpose of the ground handling inspections is to assess the acceptability as it pertains to the operation under consideration of various navigation, communications-meteorological facilities and equipment, related operational control procedures and ground services and to evaluate the competency of the assigned staff to operate them.

The objective is to ascertain that these facilities meet established requirements, that they are properly managed by qualified staff and that the required records are properly maintained.

B. Ground handling and facilities inspections should be conducted at every location at which an AOC holder initiates and turns scheduled flights with passengers.

C. Ground handling inspections should also be conducted selectively at other locations where the operator performs or arranges for ground handling personnel, facilities, equipment and services in connection with its operations.

9.2 Three-Stage Approach to the Inspections

A. Preferably these inspections should be conducted in three stages—

(1) Inspect the AOC holder's infrastructure at the airport, including service provider arrangements, for acceptable facilities, equipment, personnel and policy/procedure manuals;

(2) Inspect the training and operational records that are located at the airport, including the service provider's records, to ensure that the personnel are qualified; and

(3) Inspect actual departure or arrival operations in progress in order to obtain an over-all view of the operation of the station and the effectiveness of the personnel, equipment, services, procedures and service providers utilized.

B. The inspector should review operator and service provider staffing and the assignment of various duties with the operator's representative or service providers at the station.

C. During this inspection a review should be made of the pertinent manuals (operations, maintenance, training, routes, etc.) to determine if they are readily available and current.

D. The primary focus will be the demonstrated competency and knowledge of the personnel—

Personnel responsible for various duties should be queried regarding their familiarity with those operator instructions applicable to them and a determination made as to how competently they are performing their assigned duties.

The operator's routine and emergency procedures for the operations of the station and related facilities must be reviewed and discussed with personnel concerned.

9.3 Inspection Areas

Ground handling and station inspections should be planned to encompass both operations and maintenance facilities. Nine inspection areas have been identified as areas for inspectors to observe and evaluate during ground handling and station inspections. These inspection areas are—

(1) **Personnel.** This area refers to the personnel employed at the facility. Inspectors must evaluate the adequacy of staffing levels and the competency of assigned personnel in the performance of their duties.

(2) **Manuals.** This area refers to the availability, currency, and content of the written guidance required by employees in the performance of their assigned duties.

(3) **Records.** This area refers to those records that the operator is required to maintain relative to station activities. For example, operators are required to record hazardous material training for operations personnel. This area does not include those records inspected during a "records inspection."

(4) **Training.** This area refers to the adequacy of the training given to assigned personnel as demonstrated by their knowledge of their duties. This area does not include crew and dispatcher training.

(5) **Facility/Equipment/Surface.** This area refers to the various physical elements required to support flight operations, such as ramp areas, blast fences, signs, signaling devices, lighting, passenger and cargo loading equipment, aircraft servicing, towing equipment, ground deicing and anti-icing.

(6) **Conformance.** This area refers to the operator's employees' compliance with the operator's procedures and the applicable aviation laws and regulations.

(7) **Operational Control.** This area refers to the control and support of aircraft flight operations.

(8) **Servicing.** This area refers to the operator's procedures and standards required for the safe servicing and handling of its aircraft.

(9) **Management.** This area refers to the effectiveness of the operator's management and supervisory personnel.

10. MANAGEMENT OF GROUND HANDLING & STATION INSPECTIONS

A. General Manager – Ground Handling along with principal operations inspector (POI) and the principal maintenance inspector (PMI) are responsible for planning and coordinating ground handling and station inspections in their areas of responsibility.

B. POIs shall ensure that ground handling and station inspections are planned as required inspection items in the Minimum Required Annual Inspection program for each station in the unit's area of responsibility.

C. When an operator establishes a new station, the principal operations inspector (POI) and the principal maintenance inspector (PMI) must coordinate the inspection plan before the inspection is conducted. POIs do not have to plan station facilities inspections of Scheduled AOC holders that contract to use facilities within the geographic areas for a single flight or a short series of flights.

D. The POI is responsible for conducting the inspection; however, the POI may decide to include one or more inspectors on the team to ensure that appropriate guidance is available, and for standardization purposes.

11. GENERAL INSPECTION PRACTICES & PROCEDURES

A. Inspectors who conduct ground handling and station inspections encounter a wide range of situations and operational conditions. Station facilities range from large (that have a permanently assigned station manager, numerous employees, and various departments) to a single counter manned by a single employee.

B. A ground handling and station inspection may be conducted to provide an overall view of operations, or it may be focused on a specific area of interest. Inspectors should use the direction, guidance, and procedures that follow when conducting a ground handling and station inspection.

12. PLANNING FOR THE INSPECTION

A. The inspector should carefully plan a ground handling and station inspection before conducting it. The inspector should review previous inspection reports, identify any areas of weakness previously reported, and review the corrective actions that were taken.

B. Other inspectors get a briefing from the appropriate POI to determine if there are any specific areas that may currently need inspection. The inspector should coordinate with the station manager (or service provider representative) ahead of time to establish a date and time for conducting the inspection.

13. BRIEFING FOR THE INSPECTION

A. Before beginning the inspection, the inspector should request that the station manager provide a briefing on the ground handling operations, including the assigned personnel and operational procedures.

B. In turn, the inspector should brief the station manager, his staff (and representatives of the service providers) on the purpose and scope of the inspections.

C. This discussion should include the following points-

- Purpose of the facility inspection
- Introduction of inspectors
- The specific areas to be inspected
- Inspection authority
- The proposed time and place of the exit briefing

14. PRELIMINARY TOUR

A. The actual inspection should begin with a tour. The tour should provide the inspector with an overview of the operation and the location of individuals and entities associated with ground handling and other station function.

B. Inspectors should introduce themselves to supervisors and other employees during this tour to become familiar with each pertinent location. The direction and guidance of this and the following paragraphs is general in nature. Not all of it may be appropriate in any given situation.

C. The tour should include those areas that are utilized by the flight and cabin crews for dispatch, briefing, and flight planning, and those areas that are utilized for passenger loading, cargo loading, weight and balance preparation, and ramp areas.

15. SPECIFIC INSPECTION PRACTICES & PROCEDURES

Job Aids

A. Inspectors should use the job aids for ground handling and station operations during the inspection. This job aid provides inspectors with "reminder" items to check when they evaluate specific areas.

B. There also may be items on the job aid which are not observed and should, therefore, be identified as "NA=Not Assessed."

C. The job aid is designed solely as a reminder and as a means of standardization to ensure that station facilities inspections are conducted in the same general manner. Inspectors should conduct station facilities inspections by using the procedures that follow.

15.1 Personnel

A. The inspector should review the operator and service provider staffing. During this review, the inspector should attempt to determine whether or not there is adequate staffing and whether or not assigned personnel are competent in their duties.

B. The inspector may accomplish this by observing individuals as they perform their assigned job tasks.

For example, the inspector may review recently completed forms for accuracy and may interview personnel, while being careful to avoid interfering with their duties.

15.2 Manuals

The inspector should review the operator and service providers manuals determine whether or not the manuals are on hand, current, readily available to personnel, and adequate in content.

15.3 On-Hand Requirements

A. Inspectors should determine what manuals the operator requires its station personnel and service providers to maintain and then determine whether or not these manuals are on hand.

B. As a result of the inspection, the inspector should be able to conclude that either these manuals are sufficient for the purposes of the station or that station personnel require additional information which was not available.

15.4 Currency Requirements

A. The inspector should also ensure that the operator and service providers manuals are current and that any required revisions are accurately posted.

B. The inspector should obtain information on the revision status of manuals from the POI before beginning the inspection.

15.5 Content Requirements

A. Each manual or publication should be checked by the inspector to ensure that it includes that information and guidance necessary to allow personnel to perform their duties and responsibilities effectively and safely.

There may be areas inspected which are not included in the job aid.

An area such as these should be recorded as an other item in the respective subject area.

B. Depending on the scope of operations conducted at the station, direction and guidance may be required in the following operational areas—

- Operation of ground service equipment/procedures
- Security training and procedures
- Ticketing and gate procedures
- Passenger handling procedures
- Carry-on baggage procedures
- General aircraft movement procedures, including marshalling and parking requirements
- Company and aircraft-specific towing procedures
- Company and aircraft-specific refueling procedures
- Company and aircraft-specific servicing procedures
- Company and aircraft-specific loading procedures
- Company and aircraft-specific mass and balance calculation procedures
- Company and aircraft-specific takeoff, en-route and landing computation
- Approved Flight Manual (AFM) for company aircraft
- Company and service provider training programs
- Company and service provider emergency response procedures, including current emergency telephone listing
- Company and service provides accident/incident telephone listing
- Severe weather notification procedures
- General and aircraft-specific ground deicing procedures (depending on location)
- Identification or handling of hazardous materials/procedures
- Instructions and procedures for NOTOC when there are hazardous materials aboard
- Procedures for passenger operation of electronic devices

- Listing of approved service providers and their contracted functions
- Company (if applicable, service provider) procedures for disposition and retention of official records.

15.6 Records

A. Available records relative to ground handling and station operations should be inspected, such as communications, fueling, servicing, loading, flight preparation and personnel training records.

B. In a small facility, a records inspection and a facility inspection could be conducted on the same day. In most facilities, however, the ground handling and station inspections should be planned and conducted separately.

15.7 Training

A. The inspector should review the training conducted for the various groupings of ground handling and station personnel. The station personnel should receive both initial and recurrent training in assigned job functions. Inspection of crew and dispatcher training records and flight and rest records (if applicable to this station) should be conducted a separate inspection activity.

B. This training may be either formal classroom training or on the job training. Specific areas of training include the following—

- Duties and responsibilities
- Hazardous materials
- Passenger handling and protection
- Load planning and weight and balance procedures
- Communications procedures
- Manual backup procedures in case of computer or communications equipment failures
- Aircraft servicing and ramp operations
- First aid and emergency actions

15.8 Facility/Equipment/Surface

The facilities must be adequate to provide safe operating conditions for both aircraft and personnel. The inspector should conduct an evaluation to ensure that the following conditions are met-

(1) **Ramp Maintenance.** Ramp areas should be clean and clear of foreign objects. The operator should have a regular program for inspecting, cleaning, and repainting ramp surfaces. Adequate equipment must be available for snow removal.

(2) **Passenger Safety.** Employees and passengers must be protected from jet or prop blast. If a jetway is unavailable or not used, inspectors should evaluate passenger handling procedures and facilities and give particular attention to the movement of passengers across ramps. The operator must have established procedures for assisting handicapped passengers, especially when boarding ramps are not used.

(3) **Night Operations.** To ensure that adequate lighting is available and is being used for safe ground operations, inspectors should conduct observations during night operations, if feasible.

(4) **Station & Ground Handling Manager Responsibilities.** The operator's management usually assigns managers with the responsibility for maintaining surveillance of the airport and for reporting airport hazards and any new obstructions.

(5) Inspectors should determine what responsibilities have been assigned to the station manager and how those responsibilities are being discharged.

(6) **Airport Deficiencies.** Inspectors are not tasked with conducting a physical inspection of the airport during a station facilities inspection; however, any airport deficiencies observed during a station facilities inspection must be noted by inspectors.

15.9 Conformance

In each area to be inspected, inspectors should evaluate the operator's procedures for compliance with provisions of the applicable rules. In addition, the operator and service provider employees must comply with the operator's directives as provided for in the operator's manuals.

15.10 Flight Control

The inspection of a station's flight control function should be conducted while actual arrival or departure operations are in progress. This allows the inspector to get an overall view of the effectiveness of the operation and its assigned personnel.

A. When a dispatch or flight following center is located within the station, an operational control inspection should be conducted in conjunction with the station facilities inspection.

B. Unless the station is small, these two inspections should be planned and conducted as separate events.

15.11 Line Station Functions

A. Operators often exercise operational control from a central location and assign the line stations with related support functions, such as delivering dispatch releases and flight plans to the flight crew.

B. In this situation, inspectors should determine which functions are the responsibilities of the station. Inspectors should evaluate station personnel in the performance of these functions.

C. Inspectors should also evaluate the effectiveness of the division of responsibility between the central operational control center and the line stations.

15.12 Load Planning

A. Inspectors should determine who is assigned responsibility for load planning and weight and balance control.

- Passenger and cargo weights must be accurate and reliably obtained, collected, and transmitted.
- Personnel must be adequately trained.
- Procedures should be simple and effective.

B. When computerized systems are used, there must be adequate backup provisions for computer failure.

- When personnel are required to perform manual calculations in case of computer failure, the operator must ensure continued proficiency of personnel in making these calculations.
- Inspectors should ask these individuals to perform a manual calculation and compare the individual's solution to the computer solution.

15.13 Weather Information

A. Inspectors should determine the approved source of weather for the station.

B. If weather information is provided by a supplementary aviation weather reporting station, the inspector should determine that the weather station is receiving adequate oversight.

15.14 Servicing

A. The servicing area of a station facilities inspection covers routine loading and servicing as opposed to aircraft maintenance activities.

B. Inspectors should evaluate areas of concern to operations personnel, such as the manner in which logbooks are handled and how MEL/CDL provisions are administered.

C. The inspector should observe and verify safe practices in the operator's service operations and that adequate personnel are available for the required aircraft servicing.

D. Operations to be observed should include, but are not limited to, the following—

- Fueling (ensuring that proper procedures are being followed)
- While operations inspectors should record and report observations they believe to be maintenance discrepancies, they are not assigned to inspect the maintenance activities.
- The preferred procedure is for ground handling and station inspections to be conducted by a joint operations/airworthiness team.

- Deicing (ensuring that the correct ratio and temperature of the glycol/water mix is being used and that all snow and ice is removed)
- Marshalling (ensuring safe operation and correct procedures)
- Chocks/Mooring (ensuring chocks are in place, the parking ramp is relatively level, and brakes are set or released)

15.15 Management

A. Throughout the inspection, inspectors should observe managers and supervisors and evaluate the organizational relationships, particularly the effectiveness of vertical and horizontal communications.

B. Managers and supervisors should be thoroughly aware of their duties and responsibilities and those of the personnel they supervise.

C. Areas that inspectors must observe and evaluate include the following—

(1) **Service Providers.** If the operator contracts with other companies for certain functions and services, the station manager should have established adequate controls over their performance.

- The operator must assure that adequate training is provided to contractor personnel.

(2) **Contingency Plans.** The management should be prepared for contingencies. Action plans should be available for use in case of such events as accidents, injury, illness, fuel spills, bomb threats, hijacking, severe weather, and hazardous material spills.

- Station personnel should know the location of these plans. Plans should contain emergency notification checklists and procedures for suspending or canceling operations.

- Emergency telephone listings should be posted in obvious locations and be clearly legible.

APPENDIX – A (GROUND HANDLING & STATION INSPECTIONS CHECKLIST)

SI	AREA OF ASSESSMENT	Yes	No	NA	Remarks
1	CONFORMANCE WITH RELEVANT STANDARDS				
1.1	Were all personnel and documents in conformance with aviation law and regulations?				
1.2	Were the operations found to be in conformance with ICAO Standards?				
1.3	Were there any practices that did not conform to published relevant safety practices?				
2	STATION STAFF (INCLUDING SERVICE PROVIDERS)				
2.1	Is there adequate staff to handle the required support functions?				
2.2	Did all staff demonstrate competent performance in their function?				
2.3	Did the staff follow the proper procedures for the functions they performed?				
2.4	Did the company and service provider training and qualification records show that all personnel were adequately trained for their functions?				
3	EQUIPMENT & FACILITIES				
3.1	Were there adequate facilities and equipment for the complexity and functions performed?				
3.2	Were there adequate facilities and equipment for the complexity and functions performed?				
4	PASSENGER HANDLING				
4.1	Were adequate guidance and procedure manuals available for the persons performing this function?				
4.1	Were qualified personnel available to accomplish this function for each flight?				
4.2	Were the passenger ticketing and baggage acceptance performed satisfactorily?				
4.3	Were the passengers and baggage weighed before emplaning?				
4.4	Was the handling of passenger enplaning and deplaning performed satisfactory?				
4.5	Were the passenger security measures satisfactory?				
4.6	If a jetway was not used, was a designated walk route with adequate guide persons available to ensure passenger ramp safety?				
5	AIRCRAFT MOVEMENT ON RAMP				
5.1	Were adequate guidance and procedure manuals available for the persons performing this function?				
5.2	Were qualified personnel available to accomplish this function for each flight?				
5.3	Was the marshalling of aircraft performed satisfactorily?				
5.4	Were the ramp and gate areas properly marked for towing, taxiing and parking position?				
5.5	Was the aircraft parking area clear of carts and other vehicles during the parking of the aircraft?				
5.6	Was the towing of the aircraft performed satisfactorily?				

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SI	AREAS OF ASSESSMENT	Yes	No	NA	Remarks
5.7	Were security measures for identification of all ramp personnel clearly available?				
5.8	If a service provider was used to perform this function, were the arrangements, guidance and qualification of personnel acceptable?				
6	AIRCRAFT SERVICING				
6.1	Were adequate guidance and procedure manuals available for the persons performing functions involved?				
6.2	Were qualified personnel available to accomplish these functions for each flight?				
6.3	Was the servicing of aircraft performed satisfactorily?				
6.4	Was the fueling of aircraft performed satisfactorily?				
6.5	Was the loading of aircraft performed satisfactorily?				
6.6	Was the deicing of aircraft performed satisfactorily?				
6.7	Was the equipment used to perform these functions operational, adequate for the task, and operated knowledgeably by the personnel involved?				
6.8	Were security measures for identification and monitoring of all servicing personnel satisfactory?				
6.9	If service providers were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?				
7	AIRCRAFT OVERNIGHT PARKING				
7.1	Were adequate guidance and procedure manuals available for the persons performing this function?				
7.2	Were qualified personnel available to accomplish this function for each flight?				
7.3	Was the aircraft properly lighted and identifiable as required for the parking location?				
7.4	Was the aircraft "guarded" by assigned persons at all times?				
7.5	If a service provider were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?				
8	MASS, BALANCE & PERFORMANCE COMPUTATIONS				
8.1	Were adequate guidance and procedure manuals available for the persons performing this function?				
8.2	Were qualified personnel available to accomplish this function for each flight?				
8.3	Were the correct procedures for passenger loading, count and communication of the positioning followed?				
8.4	Were specific passenger seat assignments used to ensure a safe C.G. for flight?				
8.5	Were the correct procedures for cargo loading, and communication of positioning followed?				
8.6	Were the correct procedures for dangerous goods loading, and communication of positioning (e.g. NOTOC) followed?				
8.7	Were the mass and balance calculations and procedures satisfactory?				

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SI	AREAS OF ASSESSMENT	Yes	No	NA	Remarks
8.8	Were the last-minute mass and balance revisions due to passengers or cargo handled correctly?				
8.9	Were the takeoff and landing performance calculations performed correctly?				
8.10	If a service provider were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?				
9	FLIGHT PLANNING				
9.1	Were adequate guidance and procedure manuals available for the persons performing this function?				
9.2	Were qualified personnel available to accomplish this function for each flight?				
9.3	Was the weather acquisition (including selection of alternates) and briefing of crews performed correctly?				
9.4	Was the NOTAM acquisition and briefing of crews performed correctly?				
9.5	Was the operational flight plan (including fuel loading) calculations and procedures performed correctly?				
9.6	If a service provider were used to perform one or more of these functions, were the arrangements, guidance and qualification of personnel acceptable?				
10	COMMUNICATIONS				
10.1	Were adequate guidance and procedure manuals available for the persons performing this function?				
10.2	Were qualified personnel available to accomplish this function for each flight?				
10.3	Was there adequate communications capability with main base operations and maintenance functions, including relay of information?				
10.4	Were flight following procedures performed correctly?				
10.5	Were emergency response procedures performed correctly?				
10.6	Were accident/incident procedures performed correctly?				
10.7	Were the correct numbers for telephone and/or fax notifications associated with emergency response available?				
10.8	If a service provider were used to perform one or more of these functions, were the arrangements, guidance and qualification of personnel acceptable?				
11	MAINTENANCE				
11.1	Were adequate maintenance guidance and procedure manuals available for the level of maintenance to be performed?				
11.2	Were qualified maintenance personnel available to accomplish the level of maintenance to be performed?				
11.3	Was the performance and recording of routine maintenance satisfactory?				
11.4	Was the performance and recording of deferred maintenance satisfactory?				
11.5	If a service provider was used to perform this function, were the arrangements, guidance and qualification of personnel acceptable?				

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SI	AREA OF ASSESSMENT	Yes	No	NA	Remarks
12	RECORDS RETENTION & ACCURACY				
12.1	Were the flight preparation and other official records up-to-date and correctly filed?				
12.2	Was there adequate file retention security for official records?				
13	PASSENGER HANDLING IN TERMINAL				
13.1	Acceptable procedures for identification and seat allocation for handicapped persons?				
13.2	Seat allocation for infants and children?				
13.3	Scales for weighing baggage and cargo?				
13.4	Appropriate system for control of loose articles in the cabin (carry-on baggage)?				
14	PASSENGER RAMP SAFETY				
14.1	DAY – Air bridge/directions to board				
14.2	NIGHT – Air bridge/directions to board				
14.3	DAY – Proper positioning of steps?				
14.4	NIGHT – Proper positioning of steps?				
14.5	DAY – Staff in attendance with passengers?				
14.6	NIGHT - Staff in attendance with passengers?				
14.7	DAY – Protection from jet blast?				
14.8	NIGHT – Protection from jet blast?				
14.9	DAY – Clearance from propellers?				
14.10	NIGHT – Clearance from propellers?				
14.11	DAY – Clear of taxiing aircraft?				
14.12	NIGHT – Clear of taxiing aircraft?				
14.13	DAY – Clear of moving vehicles?				
14.14	NIGHT – Clear of moving vehicles				
14.15	DAY – Positioning of service vehicles?				
14.16	NIGHT – Positioning of service vehicles?				
14.17	DAY – Are there safety routes available for emergency evacuation?				
14.18	NIGHT – Are there safety routes available for emergency evacuation?				
15	CREW COORDINATION WITH LOAD CONTROL				
15.1	Are passengers occupying their assigned seats?				
15.2	Was a head count compared to load manifest for accuracy?				

OPERATOR	DATE OF INSPECTION	STATION LOCATION	AIRCRAFT REG #

NAME OF INSPECTOR(S)	SIGNATURE	OPERATORS REPRESENTATIVE(S)	SIGNATURE

APPENDIX-B (GROUND HANNDLING INSPECTION CHECKLIST)
Operator's Infrastructure, Training & Operational Records
(To be used during renewal of AOC)

Name of the Operator		AOC No	
Type of Operations		Station	
Date			

SL	AREA OF ASSESSMENT	Yes	No	NA	Remarks
01.	Does organizational structure of Ground Handling Operations of the operator been available?				
02.	Who is In-Charge of Ground Handling Operations? Does he meet all the requirements & qualifications of being In-Charge of ground handling operations?				
03.	Does all personnel and documents in conformance with regulations related to ground handling operations?				
04.	Does adequate facilities and equipments available for the complexity and functions performed for ground handling operations? If yes, please provide the list of facilities & equipments.				
05.	Does the operator allow performing ground handling operations independently? If NO, does ground handling operation of the operator conduct by a third party ground handling agency?				
06.	If YES, does the operator have a contract/service level agreement with the third party ground handling agency prior to obtain ground operations services?				
07.	Does the operator conduct internal audit on the third party ground handling operator within a defined period?				
08.	Does the operator have ground handling manual? If YES, is it approved by the Authority?				
09.	Is there adequate staff to handle the required support functions?				
10.	Does the updated ground handling & relevant manuals been available to all the ground handling personnel?				
11.	Does the ground handling personnel successfully completed all the Basic training(Indoctrination, Dangerous Goods, Security, Human Factors)/Refresher (if applicable) courses?				
12.	Does the operator/service provider training and qualification record show that all personnel were adequately trained for their functions?				
13.	Does training records/folders of ground handling personnel been maintained properly?				
14.	Does the flight preparation and other official records up-to-date and correctly filed?				
15.	Were there any incident/accident been occurred in last 06 months? If YES, please provide the evidences.				
16.	Were there any kind of violation/deviation of regulations been reported in last 06 months? If YES, please provide the evidences.				
17.	Were there any enforcement been imposed to operator/personnel in last 06 months? If YES, please provide the evidences.				

Name & Designation of Inspectors	Signature	Name & Designation of Operator Representatives	Signature

APPENDIX-C (GROUND HANDLING INSPECTION CHECKLIST)**Operator's Departure/Arrival Functions**
(To be used during renewal of AOC & Surveillance)

Name of the Operator		AOC No	
Type of Operations		Station	
Type of aircraft & Reg No		Date	

SL	AREA OF ASSESSMENT	Yes	No	NA	Remarks
01	CONFORMANCE WITH RELEVANT STANDARDS				
1.1	Are all personnel engaged in ground handling operations, found fully conversant on ground handling procedure?				
1.2	Are there any practices that did not conform to published relevant safety practices?				
02	STATION STAFF (INCLUDING SERVICE PROVIDERS)				
2.1	Does all staff demonstrate competent performance in their function?				
2.1	Does the staff follow the proper procedures for the functions they performed?				
03	EQUIPMENT & FACILITIES				
3.1	Are all personnel engaged in ground handling operations, found fully conversant on handling of the equipments?				
04	PASSENGER HANDLING				
4.1	Are there qualified personnel available to accomplish this function for each flight?				
4.2	Does the passenger ticketing and baggage acceptance performed satisfactorily?				
4.3	Does the passengers and baggage weighed before emplaning?				
4.4	Does the handling of passenger emplaning and deplaning performed satisfactory?				
4.5	Does the passenger security measure satisfactory?				
4.6	If a jetway is not used, does a designated walk route with adequate guide persons available to ensure passenger ramp safety?				
05	AIRCRAFT MOVEMENT ON RAMP				
5.1	Are there qualified personnel available to accomplish this function for each flight?				
5.2	Does the marshalling of aircraft performed satisfactorily?				
5.3	Does the ramp and gate areas properly marked for towing, taxiing and parking position?				
5.4	Does the aircraft parking area clear of carts and other vehicles during the parking of the aircraft?				
5.5	Does the towing of the aircraft performed satisfactorily?				
5.6	Does the security measures for identification of all ramp personnel clearly available?				
06	AIRCRAFT SERVICING				
6.1	Are there qualified personnel available to accomplish these functions for each flight?				
6.2	Does the servicing of aircraft performed satisfactorily?				
6.3	Does the fueling of aircraft performed satisfactorily?				
6.4	Does the loading of aircraft performed satisfactorily?				
6.5	Does the deicing of aircraft performed satisfactorily?				
6.6	Does the equipment used to perform these functions operational, adequate for the task, and operated knowledgeably by the personnel involved?				
6.7	Does the security measures for identification and monitoring of all servicing personnel satisfactory?				

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SL	AREAS OF ASSESSMENT	Yes	No	NA	Remarks
07	AIRCRAFT OVERNIGHT PARKING				
7.1	Are there qualified personnel available to accomplish this function for each flight?				
7.2	Does the aircraft properly lighted and identifiable as required for the parking location?				
7.3	Does the aircraft "guarded" by assigned persons at all times?				
08	MASS, BALANCE & PERFORMANCE COMPUTATIONS				
8.1	Are there qualified personnel available to accomplish this function for each flight?				
8.2	Does the correct procedures for passenger loading, count and communication of the positioning followed?				
8.3	Does specific passenger seat assignments used to ensure a safe C.G. for flight?				
8.4	Does the correct procedures for cargo loading, and communication of positioning followed?				
8.5	Does the correct procedures for dangerous goods loading, and communication of positioning (e.g. NOTOC) followed?				
8.6	Does the mass and balance calculations and procedures found satisfactory?				
8.7	Does the last-minute mass and balance revisions due to passengers or cargo handled correctly?				
8.8	Does the takeoff and landing performance calculations performed correctly?				
09	FLIGHT PLANNING				
9.1	Are there qualified personnel available to accomplish this function for each flight?				
9.2	Does the weather acquisition (including selection of alternates) and briefing of crews performed correctly?				
9.3	Does the NOTAM acquisition and briefing of crews performed correctly?				
9.4	Does the operational flight plan (including fuel loading) calculations and procedures performed correctly?				
10	COMMUNICATIONS				
10.1	Are there qualified personnel available to accomplish this function for each flight?				
10.2	Does there adequate communications capability with main base operations and maintenance functions, including relay of information?				
10.3	Does flights following procedures performed correctly?				
10.4	Does emergency response procedures performed correctly?				
10.5	Does accident/incident procedures performed correctly?				
10.6	Does the correct numbers for telephone and/or fax notifications associated with emergency response available?				
11	PASSENGER HANDLING IN TERMINAL				
11.1	Are there acceptable procedures for identification and seat allocation for handicapped persons?				
11.2	Seat allocation for infants and children?				
11.3	Scales for weighing baggage and cargo?				
11.4	Appropriate system for control of loose articles in the cabin (carry-on baggage)?				

INSPECTOR'S HANDBOOK ON GROUND HANDLING INSPECTION

SL	AREA OF ASSESSMENT	Yes	No	NA	Remarks
12	PASSENGER RAMP SAFETY				
12.1	DAY – Air bridge/directions to board				
12.2	NIGHT – Air bridge/directions to board				
12.3	DAY – Proper positioning of steps?				
12.4	NIGHT – Proper positioning of steps?				
12.5	DAY – Staff in attendance with passengers?				
12.6	NIGHT - Staff in attendance with passengers?				
12.7	DAY – Protection from jet blast?				
12.8	NIGHT – Protection from jet blast?				
12.9	DAY – Clearance from propellers?				
12.10	NIGHT – Clearance from propellers?				
12.11	DAY – Clear of taxiing aircraft?				
12.12	NIGHT – Clear of taxiing aircraft?				
12.13	DAY – Clear of moving vehicles?				
12.14	NIGHT – Clear of moving vehicles				
12.15	DAY – Positioning of service vehicles?				
12.16	NIGHT – Positioning of service vehicles?				
12.17	DAY – Are there safety routes available for emergency evacuation?				
12.18	NIGHT – Are there safety routes available for emergency evacuation?				

Name & Designation of Inspectors	Signature	Name & Designation of Operator's Representatives	Signature