

CIVIL AVIATION AUTHORITY, BANGLADESH
AIR NAVIGATION ORDERS
 (Flight Operations Requirements)

PART – B – GENERAL OPERATIONS PROCEDURES

ANO (OPS) B-5
SUB : REQUIREMENTS FOR APPROVAL FOR GROUND HANDLING.

SECTIONS

01	General
02	Scope
03	Definitions
04	Requirements
05	Appendix

1. GENERAL

- 1.1 In exercise of the powers conferred by Rule 4 of the Civil Aviation Rule-1984, the Chairman is pleased to issue this order relating to approval for ground handling of aircraft, equipment and personnel. ICAO Annex-6, Part-1, Paragraph 4.2.1.3 and Rule 112 (4) of CAR '84 require that the issue of an air operator certificate by a State of the Operator shall be dependent upon the operator demonstrating an adequate ground handling arrangements consistent with the nature and extent of the operations. In addition, the state's safety oversight should also include ground handling arrangements of its air operators during ongoing validation of the operator's continued conformance.

2. SCOPE

This ANO is applicable to the air operators having their own ground handling arrangements and any other ground handling service providers permitted under Rule 112 (4) of CAR'84.

3. DEFINITIONS

Airport Handling Manual : Published by the International Air Transport Association (IATA). It contains series of procedures and specifications approved by IATA Airport Service Committee as industry standards.

Dangerous Goods: Articles or substances which are capable of posing a significant risk to health, safety of property when transported by air.

Ground Handling: Services necessary for an aircraft's arrival at, and departure from, an airport, other than air traffic services.

Ground Handling Service Provider: An entity providing ramp services, on-ramp aircraft services, onboard servicing and operations with respect to external ramp equipment within the airport.

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

4. REQUIREMENTS

4.1 Ground Handling Safety Approval

4.1.1 Ground handling service providers intending to provide ground handling services at the airport(s) of Bangladesh shall have permission from the CAAB.

4.1.2 The applicant shall submit an application to CAAB for grant of permission to undertake ground handling services on the 'Application Form' given in Appendix-I.

4.1.3 The applicant shall submit the application form duly filled in together with a copy of the Ground Handling Manual and the status of preparation mentioning the details of the information as stipulated in the application form.

4.1.4 The applicant shall obtain and submit security clearance from security department of CAAB.

4.1.5 The applicant shall submit insurance policy covering the liability of the organization towards its personnel, equipment and third party.

4.2 Issuance of Safety Approval for Ground Handling

4.2.1 Upon receipt of the application, CAAB shall verify the following:

- a) Ground Handling Manual
- b) Examine the preparedness status report to ensure that a satisfactory system exists within the organization for conduct of ground handling operations and internal audit.
- c) An acceptable safety management system is established within the organization.

- d) An acceptable training programme that shall include initial, OJT and recurrent, is established within the organization.
 - e) The ground handling facilities, equipment, services and procedures are appropriate for the scope and type of services as proposed.
 - f) The ground handling of dangerous goods is conducted in accordance with ICAO Technical Instruction.
- 4.2.2 The applicant shall demonstrate compliance to recommended practices contained in the ICAO Technical Instruction.
- 4.2.3 The applicant shall demonstrate that all personnel engaged in handling dangerous goods have undergone training in accordance with the Rules 304A, 304B, 304C, 304D, 304E, 304F, 304G, 304H, 304I, 304J, 304K, 304L, 304M, 304N and 304O of CAR '84.
- 4.2.4 In order to ascertain that the application and the accompanying documents furnished by the applicant are accurate and complete in all respects, an assessment shall be made by a committee consisting of representatives from the Directorate of Flight Safety & Regulations, Directorate of Air Traffic Services & Aerodromes and Airports of Bangladesh. This process shall be coordinated by the Director of Flight Safety & Regulations.
- 4.2.5 Upon being satisfied, CAA may issue ground handling safety approval to the applicant and endorse conditions or limitations to the operations, as required.
- 4.2.6 If application is complete and there are no substantive issues with CAAB, the applicant can expect issue of approval for undertaking the ground handling operations within 60 days of fulfilling all the requirements.

4.3 Ground Handling Manual

- 4.3.1 The Ground Handling Manual is a fundamental requirement of the approval process. It shall contain all pertinent information concerning the organizational structure, ground handling facilities, services, equipment, operating procedures, training programmes, documentation and safety management system.
- 4.3.2 The organization shall submit two copies of the Ground Handling Manual to CAAB for approval.
- 4.3.3 The organization shall keep one approved copy (original) of the Ground Handling Manual at its workplace for reference purposes and the other approved copy (original) shall be retained by CAAB.

4.3.4 The organization shall provide copies of the approved Ground Handling Manual to all concerned personnel of the company.

4.4 Contents of Ground Handling Manual

4.4.1 The applicant shall prepare the Ground Handling Manual on the suggested lines incorporating Chapter-wise details as given in Appendix-II.

4.4.3 The manual shall contain statement for compliance by the organization's Accountable Manager.

4.5 Ground Handling Manual Revision and Amendment

4.5.1 The ground handling manual shall be amended from time to time to ensure current and accurate information at all times. The approved ground handling company/organization shall be responsible for submitting the amendments by having followed the procedure as outlined in the ground handling manual to the CAAB for approval.

4.6 Training Requirements

4.6.1 To ensure safety of all personnel engaged in airside activity and to conduct efficient operations of ground handling equipments the organization shall establish minimum training requirements. The objective of training is to ensure that required personnel are provided with requisite skills and knowledge to handle ground handling operations efficiently.

4.6.2 The training shall cover both theoretical and practical skill to verify the personnel understanding of the task being trained.

4.6.3 All training records shall be documented and made available for review by the authorized person of the organization and/or by CAAB.

4.6.4 To maintain ongoing competence, all personnel engaged in airside activity shall undergo recurrent training periodically.

4.7 Safety Management System

4.7.1 The ground handling organization shall establish a safety management system applicable to the size, scope and complexity of its handling activities, with a view to ensuring that operations are carried out in a controlled and safe manner.

4.7.2 The ground handling organization shall ensure that all its personnel comply with the safety requirements at various airports in accordance with applicable regulations and/or conditions laid down by CAAB.

4.8 Incident/Accident Reporting and Recording

- 4.8.1 All ground incidents/accidents shall be reported and recorded as means of safety management system which will enable the organization to develop the preventive actions.
- 4.8.2 The report for all types of damage events (aircraft, equipment, facility, etc.) during ground operations should be submitted to the Directorate of Flight Safety and Regulation as soon as possible but not later than 48 hours after such occurrence.
- 4.8.3 Record of all the safety findings shall be maintained and forwarded to Directorate Flight Safety & Regulations, six monthly along with action taken.

4.9 Emergency Response System

- 4.9.1 Each organization engaged in ground handling operations shall establish an emergency response procedure and train its personnel for implementation of such procedures.
- 4.9.2 Contact information for Emergency response shall be made available to all ground handling organization personnel in order to enable timely response in case of an emergency or incident requiring immediate response action.

4.10 Ground Handling Operations

- 4.10.1 The ground handling organization shall conduct operations in accordance the procedures set forth in its Ground Handling Manual approved by CAAB.
- 4.10.2 To ensure safety of passengers and aircraft, the Chairman CAAB may give directions to the ground handling organizations from time to time for amendment of procedures contained in its Ground Handling Manual.
- 4.10.3 The ground handling organization shall ensure safe and proper maintenance of its facilities and equipment.

4.11 Annual Status Reporting

- 4.11.1 The ground handling organization/operator shall submit following information to CAAB on annual basis and/or as directed by Chairman from time to time:
 - a) Changes in Management structure/qualified personnel.
 - b) Alteration in the ground support equipment vis-à-vis scope of services.
 - c) Compliance of training programme.
 - d) Compliance of safety findings of ground accidents/incidents.
 - e) Copy of latest insurance policy.
- 4.11.2 CAAB shall carry out inspections and audits of the operator's facilities as and when necessary.

- 4.11.3 The organization shall demonstrate continued capability to conduct the ground handling operations authorized under the approval.
5. The fees payable to CAAB by the applicant other than AOC holder shall be as laid down in circular from time to time.
6. The validity of the safety approval for Ground Handling shall be for a period not exceeding two years.
- 6.1 The renewal of the ground handling approval will be done through an audit by members of the committee mention in Para 4.2.4.
- 6.2 Air operators not having their own ground handling arrangement shall have an Agreement with an approved ground handling organization.
7. Degradation of the ground handling service provider's capability below the required level or breach of any provision of this ANO or of any provisions of the CAR '84, as amended from time to time, shall render the approval for Ground Handling liable to alteration, suspension or cancellation.

ANO (OPS) B-5, Requirements for issue of approval for ground handling shall come into effect following 30 days of the approval of Chairman, CAAB.

Chairman
Civil Aviation Authority, Bangladesh

Application Form for Approval for Ground Handling Operations

1.	Name of Applicant	:	
2.	Address	:	
3.	Type of Application	:	(a) Initial : (b) Amendment : (c) Renewal :
4.	Approval Number	:	
5.	Ratings	:	(a) Aircraft : (b) Baggage: (c) Passenger: (d) Cargo : (e) Mail: (f) Others : (g) Dangerous Goods: (h) Other (Specify):
6.	Additional Details Regarding Ratings Requested (For GHO)	:	
7.	Management Personnel Name (CV)	:	
	Accountable Manager	:	
	Operations Manager	:	
8.	GHO Personnel (Numbers GH Technicians)	:	
	Technical Support	:	

9. Declaration: The above information and that contained in Organization Ground Handling Manual and other supporting documentation is accurate in all respect.

Name and Title of Person Authorized to Sign on
Behalf of the Organization

Date

CAAB Use Only

1.	Evaluation of proposed Ground Handling Control System	:	(a) Ground Handling Manual (b) Management Personnel (c) Technical personnel (d) Internal Audit/Quality System (e) Facilities (f) Equipment (g) Contractual Arrangements
2.	Recommendations : The Organization has been inspected (see attached inspection report) and is recommended for approval in the following ratings:	:	(a) Aircraft: (b) Baggage: (c) Passenger (d) Mail (e) Cargo (f) Dangerous Goods (g) Other

Remarks by CAAB Representative :

The proposed Ground Handling Control meets the requirements of Rule 112 (4), CAR 84 for Ground Handling Organization.

CAAB Representative
Date

CAAB Representative
Date

Appendix-II**Particulars to be Included in the Ground Handling Manual**

1. **General**
 - a. General description of the manual
 - b. Preface, table of contents, record of revision, statement for compliance etc
 - c. Manual amendment procedure
 - d. Any other

2. **Organization Administration**
 - a. Legal status of the organization.
 - b. Organizational chart.
 - c. Duties, responsibilities and reporting structure of all management and operations personnel.
 - d. Departure control system

3. **Description of the Ground Handling Operations**
 - a. Scope of ground handling services
 - b. Capability statements, including aircraft types.
 - c. Facilities and equipment available.

4. **Safety Management System**
 - a. Safety policy statement
 - b. Purpose of safety management system.
 - c. Applicability.
 - d. Safety responsibilities.
 - e. Safety training.
 - f. Standard operating procedures.
 - g. Human factors.
 - h. Risk management.
 - i. Audits and inspections.
 - j. Safety performance monitoring.
 - k. Emergency response.
 - l. Safety on the ramp

5. **Ground Handling of Dangerous Goods**
 - a. Dangerous Goods policy statement.
 - b. Packing, labeling and marking.
 - c. Ground handling organization's responsibilities.
 - d. Provision of information.
 - e. Establishment of training programme.
 - f. Compliance with Dangerous Goods Regulations.

6. **Ground Handling Procedures (as applicable)**
 - a. Passenger handling
 - b. Baggage handling
 - c. Cargo/mail handling
 - d. Aircraft handling and loading.
 - e. Load control.
 - f. Airside safety and management
 - g. Aircraft movement control
 - h. Ground handling agreements
 - i. Ground support equipment.

7. **Training Programme – Initial and Recurrent**
 - a. Safety training
 - b. Driver training
 - c. Aircraft handling training

8. **Ground Handling Quality Audit Schedule**

9. **Airside Safety Performance Audit Schedule**