



NIGERIA CIVIL AVIATION AUTHORITY
CORPORATE HEADQUARTERS
Nnamdi Azikiwe International Airport
Domestic Wing, Abuja, Nigeria

CHECKLIST (CL) O-OPS 004A ATTACHED

GROUND OPERATIONS INSPECTION

Purpose

The purpose of the inspection is to assess the suitability of the operator's management, facilities, equipment, manuals, personnel, operations, and training records. The ground operations inspection should be performed at the organization's principal base of operations and sub-bases.

Ground Operations Inspections Areas

Before undertaking a ground operations inspection, the Inspectors should carefully review the organization's ground operations and training manuals/records.

Upon arrival at the operator's base, the Inspector should be introduced to the Ground Operations Manager or Representative, present credentials and explain the plan to conduct an in- depth inspection of the ground operations department's administration, facilities and staffing arrangement. During the inspection, Inspectors should refer to the appropriate manuals to confirm that established procedures and practices applicable to various areas of the ground operational activities and related training are being adhered to. The accuracy, completeness, accessibility and currency of the related manuals must also be verified. It must also be ascertained that the ground operations' department and personnel do in fact function as outlined in the respective manuals. Where changes in supervisory personnel or revisions in their duties or responsibilities have occurred, Inspectors must determine that these changes are incorporated in the respective manuals. The primary purpose of the manual review is to determine that adequate and current instructions are provided to the department's staff which enables them to properly perform their duties. The inspection should also verify the timely dissemination of the "need to know" information, including manual information, to appropriate personnel.

When conducting the ground operations inspection, Inspectors should determine that the work environment and administrative, operations, technical and training work areas, are properly equipped, functional and adequate for the purposes intended.

Checklist: Inspectors should use the Ground Operations Inspection Checklist CL: O-OPS 004A while conducting these inspections. This Checklist contains a list of reminder items for the specific inspection areas that should be observed and evaluated. Items may be evaluated during a ground operations inspection, which are not listed on the Checklist. For such items, Inspectors should use the remarks section to record these comments and notes during the inspection, which can later be transferred to a Safety Issue Resolution Report and Summary of Findings / Deficiencies.



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CL: O-OPS 004A GROUND OPERATIONS INSPECTION CHECKLIST

Record ID:	Inspectors	Type of Operation	Activity Number – Checklist
Date Accomplished:	# Issues	Operator:	Tracking #
Operations Base location		Certificate. No.	
Ground Operations Manager			

Instructions for Use:

1. Check `S` column if you reviewed the record, procedure or event and it is `Satisfactory`.
2. Check `U` column if you reviewed the record, procedure or event and it is `Unsatisfactory`.
3. Check **NS (not seen)** column if you did not review the record, procedure or event or you do not have adequate information to make a valid comment.
4. Check **NA (not applicable)** column, if the line item is not required in this particular situation.
5. 'Enter any notes on reverse side regarding a 'U' answer for transfer to the Safety Issues Resolution Report.
6. For later reference, precede any notes with the appropriate question number.

1. MANAGEMENT AND CONTROL					
S/N	1.1 Management System Overview	S	U	NS	NA
1.	The Operator shall have a management system that ensures control of ground handling operations and the management of safety and security outcomes.				
2.	The Operator shall have a manager for ground handling operations that:				
	(i) Has the authority and is responsible for the management and supervision of functions and activities within the scope of ground handling operations;				
	(ii) Is accountable to senior management for ensuring the safety of ground handling operations.				
1.2 Accountability, Authorities and Responsibilities		S	U	NS	NA
3.	The Operator shall ensure the management system defines the safety accountability, authorities and responsibilities of management and non-management personnel that perform functions relevant to the safety and/or security of ground handling operations. The management system shall also specify:				
	(i) The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of ground handling operations;				
	(ii) Responsibilities for ensuring ground handling operations are conducted in accordance with applicable regulations and standards of the Operator;				
	(iii) Lines of accountability throughout ground handling operations, including direct accountability for safety and/or security on the part of ground handling operations senior management.				

4.	The Operator shall have a process or procedure for the delegation of duties within the management system for ground handling operations that ensures managerial continuity is maintained when operational managers including, if applicable, post holders are unable to carry out work duties.				
1.3 Communication		S	U	NS	NA
5.	The Operator shall have a communication system that enables an effective exchange of information relevant to the conduct of ground handling operations throughout the management system for ground handling operations and in areas where ground handling operations are conducted.				
1.4 Provision of Resources		S	U	NS	NA
6.	The Operator shall ensure the existence of the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy ground handling operational safety requirements.				
7.	The Operator shall ensure operational positions within the scope of ground handling operations are filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position.				
1.5 Documentation Systems		S	U	NS	NA
8.	The Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of ground handling operations. Such system shall include elements as specified in:				
	I. Identification of the version and effective date of relevant documents and/or data.				
	II. Identification of the title and, if applicable, sub-titles of relevant documents and/or data.				
	III. Distribution and/or dissemination that ensures all users are provided relevant documents and/or data on or before the effective date: (a) Throughout appropriate areas of the organization; (b) To external service providers that conduct outsourced operational functions.				
	IV. Definition of the specific media type(s) designated for presentation or display of the controlled version of relevant documents and/or data.				
	V. Definition of documentation and/or data that is considered to be reproduced and/or obsolete.				
	VI. Review and revision to maintain the currency of relevant documents and/or data.				
	VII. Retention that ensures access to the content of relevant documents and/or data for a minimum period as defined by the Operator.				
	VIII. Provision for a scheduled backup by copying and archiving relevant documents and/or data, to include validation of the documents or data being backed up.				
	IX. Identification and allocation of documentation access/user and modification rights.				
	X. Dissemination and/or accessibility of documentation received from external sources such as regulatory authorities and original equipment manufacturers.				

9.	The Operator shall ensure documentation used in the conduct or support of ground handling operations:				
	(i) Contains legible and accurate information;				
	(ii) Is presented in a format that is appropriate for use by ground handling personnel;				
	(iii) If applicable, is accepted or approved by the Authority.				
	1.6 Operational Manuals	S	U	NS	NA
10.	The Operator shall have an Operations Manual, which may be issued in separate parts, that contains the operational policies, processes, procedures and other information necessary for ground handling personnel to perform their duties and be in compliance with applicable regulations, laws, rules and standards of the Operator.				
11.	The Operator shall ensure the current edition of the Operations Manual is available in a usable format at each location where ground handling operations are conducted.				
12.	If the Operator transports dangerous goods as cargo, the Operator shall ensure a current edition of the IATA Dangerous Goods Regulations (DGR), or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions is accessible at each location where ground handling operations involving the loading of dangerous goods as cargo are conducted).				
13.	If the Operator transports dangerous goods as cargo, the Operator shall ensure the OM or an equivalent operational manual contains information that will permit ground handling personnel to carry out duties and responsibilities with respect to dangerous goods. Such information shall include, as a minimum.				
	(i) Action to be taken in the event of emergencies involving dangerous goods;				
	(ii) Details of the location and identification of cargo holds;				
	(iii) The maximum quantity of dry ice permitted in each compartment;				
	(iv) If radioactive material is transported, instructions for the loading of such dangerous goods in accordance with applicable requirements.				
14.	If the Operator does not transport dangerous goods, the Operator shall ensure the OM contains the policies and associated guidance necessary to prevent dangerous goods from being inadvertently carried or loaded onto the aircraft.				
15.	If the Operator conducts passenger flights, the Operator shall ensure a current edition of the IATA Dangerous Goods Regulations (DGR), or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) is accessible at locations where passenger check-in and/or boarding operations are conducted.				
16.	If the Operator conducts passenger flights, the Operator shall ensure the OM or an equivalent operational manual contains information that will permit ground handling personnel to carry out duties and responsibilities with respect to dangerous goods. As a minimum, such information shall include procedures to alert passengers that certain items of dangerous goods:				
	(i) Are specifically prohibited in hold baggage;				
	(ii) Must be removed from cabin baggage when cabin baggage is transported as hold baggage.				
17.	If the Operator conducts passenger flights, the Operator should ensure the OM or an equivalent operational manual contains information with respect to dangerous goods permitted in passenger and crew baggage.				

18.	The Operator should ensure the processes and procedures contained in the OM for the conduct of ground handling operations are verified against the Regulations by completing the following:				
	(i) Perform and maintain an updated gap analysis of its own procedures against the Regulations to ensure a complete set of procedures exists for the applicable operations;				
	(ii) If variations are identified against the Regulations procedures, communicate them to applicable operational personnel of outsourced functions;				
	(iii) If variations are identified against Regulations "Safety Critical" procedures, such variations are risk assessed utilizing the Operator's SMS and risk management method to ensure an alternative procedure is accepted by the Operator.				
1.7 Record System		S	U	NS	NA
19.	The Operator shall have a system for the management and control of ground handling records to ensure the content and retention of such records is in accordance with requirements of the Authority, as applicable, and to ensure operational records are subjected to standardized processes for:				
	(i) Identification;				
	(ii) Legibility;				
	(iii) Maintenance;				
	(iv) Retrieval;				
	(v) Protection and security;				
	(vi) Disposal or deletion (electronic records).				
20.	If the Operator utilizes an electronic system for the management and control of operational ground handling records, the Operator shall ensure the system provides for a scheduled generation of backup record files.				
1.8 Quality Assurance Program		S	U	NS	NA
21.	The Operator shall have a quality assurance program that provides for the auditing and evaluation of the management system and operational functions within the scope of ground handling operations at planned intervals to ensure the Operator is:				
	(i) Complying with applicable regulations and standards;				
	(ii) Satisfying stated operational needs;				
	(iii) Identifying undesirable conditions and areas requiring improvement;				
	(iv) Identifying hazards to operations;				
	(v) Assessing the effectiveness of safety risk controls.				
22.	The Operator shall have a process for addressing findings resulting from audits of functions within ground handling operations, which ensures:				
	(i) Identification of root cause;				
	(ii) Development of corrective action, as appropriate, to address finding(s);				
	(iii) Implementation of corrective action in appropriate operational areas;				
	(iv) Evaluation of corrective action to determine effectiveness.				
23.	The Operator shall have a process to ensure significant issues arising from audits of functions within the scope of ground handling operations are subject to management review.				
24.	The Operator shall have an audit planning process and sufficient resources to ensure audits of ground handling operations are:				
	(i) Scheduled at intervals to meet regulatory and management system requirements;				

	(ii) Completed within a specified time period.				
	1.9 Quality Control of Outsourced Operations and Products	S	U	NS	NA
25.	If the Operator has external service providers conduct outsourced ground handling operational functions, the Operator shall have a process to ensure a contract or agreement is executed with such external service providers. Contracts or agreements shall identify the application of measurable specifications that can be monitored by the Operator to ensure requirements that affect the safety and/or security of ground handling operations are being fulfilled by the service provider.				
26.	If the Operator has external service providers conduct outsourced ground handling operational functions, the Operator shall have processes to monitor such external service providers to ensure ground handling safety and security requirements are being fulfilled.				
27.	If the Operator has external service providers conduct outsourced ground handling operational functions, the Operator should ensure auditing is included as a process for the monitoring of external service providers in accordance with 1.9 (26) above.				
28.	The Operator shall have a process to ensure products purchased or otherwise acquired from an external vendor or supplier, which directly affect operational safety or security, meet the product technical requirements specified by the Operator prior to being used in the conduct of ground handling operations.				
	1.10 Safety Management - Risk Management	S	U	NS	NA
29.	The Operator shall have a hazard identification program for ground handling operations that includes:				
	(i) A combination of reactive and proactive methods for hazard identification;				
	(ii) Processes for safety data analysis that identify existing hazards, and may predict future hazards, to aircraft operations.				
30.	The Operator shall have a safety risk assessment and mitigation program for ground handling operations that specifies processes to ensure:				
	(i) Hazards are analyzed to determine the existing and potential safety risks to aircraft operations;				
	(ii) Safety risks are assessed to determine the requirement for risk control action (s);				
	(iii) When required, risk mitigation actions are developed and implemented in ground handling operations				
31.	The Operator shall have an operational safety reporting system for ground handling operations that:				
	(i) Encourages and facilitates ground handling operations personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns;				
	(ii) Requires reporting of events that result in aircraft ground damage;				
	(iii) Includes analysis and ground handling operations management action to address operational deficiencies, hazards, incidents and concerns identified through the reporting system.				
32.	The Operator shall have a confidential safety reporting system that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in ground handling operations.				

33.	The Operator shall have processes for setting performance measures in ground handling operations as a means to monitor the safety performance of ground handling operations and to validate the effectiveness of risk controls.				
34.	The Operator should have a process to ensure aircraft ground damages are reported to NCAA & IATA for inclusion in the Incident Data Exchange (IDX). Such reports should be submitted in accordance with the formal NCAA and IATA ground damage reporting structure.				
2. TRAINING AND QUALIFICATION					
2.1 Training Program		S	U	NS	NA
38.	The Operator shall have a process to ensure personnel that perform operational duties in functions within the scope of ground handling operations for the Operator, to include personnel of external service providers, complete:				
	(i) Initial training prior to being assigned to perform such operational duties;				
	(ii) Recurrent training on a frequency in accordance with requirements of the Authority but not less than once during every 24-month period.				
	(iii) Re-qualification training applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties.				
39.	The Operator shall have a process to ensure the training programs completed by ground handling operations personnel in accordance with 2.1 (38) provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific ground handling functions and responsibilities. Such programs shall include:				
	(i) Familiarization training on applicable regulations;				
	(ii) In-depth training on requirements, including policies, procedures and operating practices;				
	(iii) Training in human factors principles;				
	(iv) Safety & Security training on associated operational hazards.				
40.	The Operator shall have a process to ensure training for personnel that perform operational duties in functions within the scope of ground handling operations for the Operator:				
	(i) Includes testing or evaluation by written, oral or practical means, as applicable;				
	(ii) Requires a demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate equipment.				
41.	The Operator shall have a process to ensure completion of required training by personnel that perform operational duties in functions within the scope of ground handling operations for the Operator is recorded and such records are retained in accordance with 1.7 (19) above.				
42.	The Operator shall have a process to ensure the training programs completed by ground handling operations personnel in accordance with 2.1 (38) above are reviewed and updated to remain relevant and current.				
2.2 Program Elements		S	U	NS	NA
43.	If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure ground handling operations personnel complete dangerous goods training, to include initial training and recurrent training within 24 months of previous training in dangerous goods. Such training shall be completed by personnel that perform operational duties in the following functions within the scope of ground handling operations:				

	(i) Passenger handling;				
	(ii) Baggage handling;				
	(iii) Aircraft loading;				
	(iv) Load control.				
44.	If the Operator does not transport dangerous goods as cargo, the Operator shall have a process to ensure ground handling operations personnel complete dangerous goods training, to include initial training and recurrent training within 24 months of previous training in dangerous goods. Such training shall be completed by personnel that perform operational duties in the following functions within the scope of ground handling operations:				
	(i) Passenger handling;				
	(ii) Baggage handling;				
	(iii) Aircraft loading;				
	(iv) Load control.				
45.	The Operator shall have a process to ensure initial and recurrent training completed by applicable ground handling personnel in accordance with 2.1 (38) above addresses the following areas of operations, as applicable to ground handling duties or function(s) performed:				
	(i) Passenger services;				
	(ii) Ramp services;				
	(iii) Load control;				
	(iv) Aircraft fueling;				
	(v) Aircraft ground de-/anti-icing.				
46.	The Operator should have processes to ensure training for ground handling personnel assigned to perform passenger services, ramp services and load control as specified in 2.2.(45) include training elements in accordance with specifications below:				
47.	(I) Passenger Services: (tick each element found): (a) Aviation Basics (including Aviation Security); (b) Arrivals/Departures; (c) Baggage Services; (d) Check-in; (e) Passenger Assistance and PRM (passengers with reduced mobility); (f) Post-Flight Requirements; (g) Special Category Passengers; (h) Transfer of Load Information; (i) Transfer, Transit and Connection; (j) Boarding Bridge Operations; (k) Aircraft Cabin Access Doors.				
48.	(II) Ramp Services: (tick each element found): (a) Basic Ramp Safety & Security; (b) Airside Driving; (c) Basic Hand Signals; (d) Aircraft Marshalling; (e) Boarding Bridge Operations; (f) Aircraft Security & Cargo Access Doors; (g) Aircraft Cabin Access Doors; (h) Aircraft Loading; (i) Aircraft Arrival; (j) Aircraft Departure; (k) Aircraft Pushback; (l) Aircraft Towing; (m) GSE Operations; (n) Ground-to-Flight Deck Headset Communication and Engine Start; (o) Ramp Baggage Handling; (p) Aircraft Loading Supervision; (q) Airside Safety Supervision.				

49.	(III) Load Control: (tick each element found): (a) Aviation Basics; (b) Aircraft Weight & Balance Principles; (c) Load Planning and Load Sheet; (d) Documentation and Messaging.				
50.	The Operator should have a process to ensure training for ground handling personnel assigned to perform aircraft fueling as specified in 2.2.(45) includes the following training elements:				
	(i) Safe operation of equipment;				
	(ii) Emergency procedures;				
	(iii) Fuel spillage avoidance response;				
	(iv) Aircraft fueling and defueling procedures;				
	(v) Aircraft-specific training.				
51.	If the Operator conducts flights from any airport when conditions are conducive to ground aircraft icing, the Operator should have a process to ensure training for ground handling personnel assigned to perform aircraft ground de-/anti-icing as specified in 2.2.(45) includes following training elements:				
	(i) Common standard, regulation and recommendation including local rule and restriction;				
	(ii) Hazard of snow, ice and frost;				
	(iii) Safe operation of equipment and de-/anti-icing operation including aircraft critical area;				
	(iv) Fluid characteristics and application, and limitation of holdover time;				
	(v) Deicing/anti-icing codes, communication and coordination.				
2.3 SMS Training		S	U	NS	NA
52.	The Operator shall have a program that ensures its ground handling operations personnel are trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS.				
53.	If the Operator outsources ground handling operational functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained and competent to perform SMS duties. The scope of such training should be appropriate to individual involvement in the Operator's SMS.				
3. GROUND HANDLING OPERATIONS					
3.1 Passenger and Baggage Handling		S	U	NS	NA
54.	If the Operator conducts passenger flights, the Operator shall have a notification system that ensures information on the types of dangerous goods forbidden for transport on board an aircraft is communicated to all passengers. Such system shall ensure the following:				
	(i) The requisite information is provided to passengers: (a) At the point of ticket purchase or, where that is not practical, prior to issuance of a boarding pass. (b) At issuance of a boarding pass, or when no boarding pass is issued, prior to boarding the aircraft.				
	(ii) Where ticket purchase and/or boarding pass issuance can be completed by passengers without the involvement of another person, the passenger is required to acknowledge that the requisite information has been presented.				
	(iii) Information is provided at each of the places at an airport where tickets and/or boarding passes are issued, and in baggage drop and aircraft boarding areas.				

55.	If the Operator conducts passenger flights and accepts battery-operated mobility aids for transport on the aircraft, the Operator shall have procedures for acceptance and handling of such mobility aids to ensure they meet following requirements:				
	(i) The battery is a type that is permitted;				
	(ii) Battery terminals are protected, and electrical circuits are isolated;				
	(iii) Loading is in a manner that prevents movement and damage from other cargo;				
	(iv) If applicable, batteries are removed, protected and transported as per specifications applicable to the type of batteries;				
	(v) The pilot in command is informed of the location of the mobility aids and/or the batteries.				
56.	If the Operator conducts passenger flights, the Operator shall ensure a process is in place that requires, when dangerous goods not permitted for carriage on board the aircraft are discovered on the person of or in the baggage of a passenger, a report is made to the appropriate authority of the state of occurrence. <i>Note: The specifications of this provision are applicable to operators that transport, and also to operators that do not transport, dangerous goods as cargo.</i>				
57.	If the Operator transports passengers that require special handling, the Operator shall have a policy and associated procedures for the preflight acceptance and handling of such passengers by ground passenger handling personnel. Such policy and procedures shall be in accordance with applicable regulations and, as a minimum, address:				
	(i) Unruly passengers;				
	(ii) Passengers with disabilities or reduced mobility;				
	(iii) Passengers with injuries or illness;				
	(iv) Infants and unaccompanied children;				
	(v) Inadmissible passengers;				
	(vi) Deportees;				
	(vii) Passengers in custody.				
	3.2 Airside Operations	S	U	NS	NA
58.	The Operator shall have processes that ensure an assignment of responsibility for the supervision of all of its airside operational activities.				
59.	The Operator shall ensure aircraft arrival procedures are in place that are completed prior to aircraft arrival at the assigned parking gate or stand. Such procedures shall ensure:				
	(i) The ramp area surface is inspected and is free of: (a) Debris that could cause foreign object damage (FOD); (b) Contamination that could be hazardous to aircraft movement.				
	(ii) The aircraft movement path is clear of objects and obstacles;				
	(iii) Personnel not involved in the aircraft departure are positioned outside the Equipment Restraint Area (ERA);				
	(iv) Required GSE is available and positioned clear of the ERA;				
	(v) The aircraft docking guidance system is operational or, if applicable, marshalling personnel are in place;				
	(vi) If applicable, wing walkers and/or other applicable personnel are present.				
60.	The Operator shall ensure aircraft arrival procedures are in place that are completed once an aircraft has stopped at the parking gate or stand. Such procedures shall ensure:				
	(i) As applicable, wheel chocks are positioned at the landing gear wheels;				
	(ii) Safety cones are placed around the aircraft;				

	(iii) A walkaround inspection is accomplished prior to GSE being positioned to the aircraft to identify and record visible aircraft damage.				
61.	The Operator should have procedures for the opening and closing of aircraft cabin access doors, which require that GSE or a passenger boarding bridge:				
	(i) Is positioned at a cabin access door prior to door opening;				
	(ii) Remains positioned at a cabin access door at all times when such door is open unless an appropriate fall prevention device is placed across the open door;				
	(iii) Is removed from a cabin access door immediately after such door is closed.				
62.	The Operator shall ensure aircraft departure procedures are in place and are completed prior to an aircraft departing the parking gate or stand. Such procedures shall ensure:				
	(i) The ramp area surface is inspected and is free of: (a) Debris that could cause foreign object damage (FOD); (b) Contamination that could be hazardous to aircraft movement; (c) Objects that could be impacted by the aircraft or subjected to jet blast effect.				
	(ii) Personnel not involved in the aircraft departure are positioned outside the ERA;				
	(iii) If applicable, wing walkers and/or other applicable personnel are present;				
	(iv) Communication is established with the flight crew.				
63.	The Operator shall ensure an aircraft departure procedure is in place for an aircraft walkaround inspection that is completed immediately prior to the aircraft departing the parking gate or stand. Such check shall ensure:				
	(i) The ramp area surface is free of debris that could cause foreign object damage (FOD);				
	(ii) GSE and passenger boarding equipment are detached from the aircraft;				
	(iii) GSE and vehicles are positioned clear of the aircraft movement path;				
	(iv) The aircraft movement path is clear of objects and obstacles;				
	(v) Aircraft servicing panels and/or hatches are closed and secured (except external power and headset panels);				
	(vi) Aircraft cabin and cargo doors are closed, and handles are flush with the fuselage;				
	(vii) Any visible aircraft damage or abnormalities are reported to the flight crew and maintenance;				
	(viii) Landing gear safety pins are removed.				
64.	If the Operator conducts aircraft pushback or towing operations, the Operator shall ensure procedures are in place for such operations. Such procedures shall ensure:				
	(i) Equipment used is suitable for the aircraft type;				
	(ii) Maximum aircraft nose gear turn limits are not exceeded;				
	(iii) Standardized verbal communication is used between the ground crew and the flight crew;				
	(iv) A safe connection, operation and disconnection of the pushback or towing equipment.				
	3.3 Load Control	S	U	NS	NA
65.	The Operator shall ensure a Load Control system is in place that provides for:				
	(i) Aircraft weight and balance conditions that are correct and within limits;				

	(ii) Aircraft loaded in accordance with applicable regulations and specific loading instructions for the flight;				
	(iii) Dissemination of dangerous goods and other special load information applicable to each flight;				
	(iv) Information, to include last minute changes, that is in agreement with the actual load on the aircraft and presented on a final load sheet.				
66.	The Operator shall have a process to ensure aircraft weight and balance data:				
	(i) Take into account limitations of the manufacturer and Operator;				
	(ii) Are current and accurate.				
67.	If the Operator conducts passenger flights, the Operator should ensure procedures are in place within the Load Control system to identify and address passenger loads that do not comply with conventional aircraft loading weight allowances.				
68.	If the Operator transports dangerous goods as cargo, the Operator shall ensure a process is in place to provide the pilot-in-command (PIC), as soon as practicable prior to departure of the aircraft, with accurate and legible written information pertaining to dangerous goods on board the aircraft to be transported as cargo. Such notification shall include the following:				
	(i) If applicable, Air Waybill number;				
	(ii) Proper shipping name and/or UN/ID number;				
	(iii) Class or division, and subsidiary risk(s) corresponding to the label(s) applied, and for Class 1, the compatibility group;				
	(iv) If applicable, packing group;				
	(v) For non-radioactive material, number of packages, exact loading location and, as required, net quantity or, if applicable, gross weight of each package, except: (a) For UN 1845: carbon dioxide, solid (dry ice), UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport; (b) For UN 3480 (Lithium-ion batteries) and UN 3090 (lithium metal batteries), only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo only aircraft need be provided. UN 3480 (Lithium-ion batteries) and UN 3090 (lithium metal batteries) carried under a State exemption must meet all of the requirements of iv) and v).				
	(vi) For radioactive material, number and category of packages, overpacks or freight containers, exact loading location and, as applicable, transport index for each package;				
	(vii) Any restriction for transport on cargo aircraft only;				
	(viii) Offload airport;				
	(ix) If applicable, dangerous goods transported under a state exemption;				
	(x) An indication that aircraft loading personnel observed no evidence of damage to or leakage from packages, or leakage from ULDs, loaded onto the aircraft.				
69.	The Operator shall ensure weight and balance records are retained for a period in accordance with requirements of the regulatory authority, but no less than three months.				
70.	If the Operator conducts passenger flights, the Operator should ensure procedures are in place for identification and communication to Load Control of:				
	(i) Hold baggage, individual or cumulative weights, that exceed normal allowances;				
	(ii) Gate delivery items, including individual or cumulative weights that exceed normal allowances;				

	(iii) Other non-normal items that must be considered in the load control process.				
71.	If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure a legible copy of the dangerous goods information is provided to the PIC in accordance with 3.3.(68) above:				
	(i) Is retained on the ground;				
	(ii) Includes an indication that the PIC has received the information.				
72.	If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure the dangerous goods information provided to the PIC in accordance with 3.3.(68) is also made readily available to OCC or other specifically identified operational control personnel until the aircraft transporting the dangerous goods has arrived at the destination airport. Operational control personnel that are provided with such information shall be specifically identified by job title or function.				
	3.4 Aircraft Loading	S	U	NS	NA
73	The Operator shall have procedures that ensure aircraft are loaded:				
	(i) In accordance with written loading instructions;				
	(ii) In a manner that satisfies weight and balance requirements.				
74	If the Operator transports dangerous goods as cargo, the Operator shall ensure a qualified individual is designated to be responsible for the correct loading and securing of dangerous goods on board the aircraft.				
75	If the Operator transports dangerous goods as cargo, the Operator shall ensure procedures are in place for the transportation of dangerous goods to/from an aircraft and the loading and securing of dangerous goods on an aircraft in a manner that:				
	(i) Prevents damage to packages and containers;				
	(ii) Provides for separation and segregation in accordance with applicable requirements;				
	(iii) Prevents any movement in the aircraft.				
76	If the Operator transports dangerous goods as cargo, the Operator shall ensure procedures are in place that assure, when a dangerous goods package or shipment appears to be damaged or leaking:				
	(i) The package or shipment is prevented from being loaded into an aircraft;				
	(ii) If already loaded, the package or shipment is removed from an aircraft;				
	(iii) In the case of leakage, an evaluation is conducted to identify and prevent from transport any baggage, cargo, transport devices or other items that may have become contaminated.				
77	If the Operator transports dangerous goods as cargo, the Operator shall ensure procedures are in place that require, when an aircraft has been contaminated by dangerous goods leakage:				
	(i) Hazardous contamination is removed from the aircraft without delay;				
	(ii) In the case of radioactive contamination, arrangements are made to take the aircraft out of service for evaluation by appropriately qualified personnel.				
78	If the Operator transports revenue or non-revenue cargo, the Operator shall ensure a process is in place that requires, when undeclared or mis-declared dangerous goods are discovered in cargo during aircraft loading, a report is made to the appropriate authority of the State of the Operator (hereinafter "the State") and state of occurrence. <i>Note: The specifications of this provision are applicable to operators that transport, and also to operators that do not transport, dangerous goods as cargo.</i>				

79	If the Operator conducts passenger flights, the Operator shall ensure procedures are in place that prevent shipments labeled "Cargo Aircraft Only" from being loaded onto an aircraft for a passenger flight.				
80	If the Operator conducts passenger flights and transports dangerous goods as cargo, the Operator shall ensure procedures are in place that prevent dangerous goods from being carried in an aircraft cabin occupied by passengers, except as permitted by the Authority.				
81	If the Operator transports dangerous goods as cargo, the Operator shall ensure procedures are in place that prevent dangerous goods from being carried on the aircraft flight deck, except as permitted by the Authority.				
82	If the Operator conducts passenger flights and permits cargo or passenger items to be transported in the passenger seats of the aircraft cabin, the Operator shall ensure aircraft loading procedures are in place that require such cargo packages or passenger items:				
	(i) To be secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions;				
	(ii) To be packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;				
	(iii) To not impose any load on the seats that exceeds the load limitation for the seats;				
	(iv) To not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin;				
	(v) To not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.				
83	If the Operator conducts passenger flights, but does not transport revenue or non-revenue cargo, the Operator shall ensure procedures are in place to identify items of cargo that are not permitted for transport and prevent such items from being loaded onto an aircraft for a passenger flight.				
84	If the Operator conducts operations with unit load devices (ULDs), the Operator shall ensure procedures are in place for ULDs to be inspected to identify damage, and to determine airworthiness and serviceability:				
	(i) When a ULD is received or accepted;				
	(ii) Prior to a ULD being released for loading into an aircraft.				
	3.5 Ground Support Equipment	S	U	NS	NA
85	The Operator should ensure practices and procedures are in place for the operation of GSE in aircraft handling operations to prevent aircraft damage and injury to personnel. Such procedures should ensure that GSE is:				
	(i) Subjected to a walkaround safety inspection prior to use;				
	(ii) Parked only in designated areas;				
	(iii) Driven safely on the apron and within the ERA;				
	(iv) As applicable to equipment type, operated with a load that is securely locked;				
	(v) Where applicable, operated with the use of guide persons;				
	(vi) As applicable to equipment type, operated with stabilizers, handrails, attachment fittings, transfer bridges and/or platforms correctly deployed when in position at the aircraft;				
	(vii) Positioned so as not to obstruct an aircraft evacuation or the free movement of other GSE.				
86	If the Operator conducts passenger flights and utilizes passenger boarding bridges, the Operator should ensure procedures are in place that require boarding bridges to be:				
	(i) Parked in a fully retracted position prior to aircraft arrival and departure movement;				

	(ii) Moved slowly to the aircraft cabin access doors;				
	(iii) Engaged using the auto leveling safety system;				
	(iv) Secured to prevent movement from non-authorized persons.				
87	The Operator shall ensure a program is in place for the maintenance of ground support equipment, which assures:				
	(i) A preventive maintenance program plan for each type of equipment;				
	(ii) Maintenance completed on such equipment is recorded;				
	(iii) Such equipment remains serviceable and in good mechanical condition.				
3.6 Airside Event Response and Reporting		S	U	NS	NA
88	The Operator shall ensure an emergency management plan is in place for responding to accidents or other emergencies that may occur during aircraft ground handling operations.				
89	The Operator shall ensure procedures are in place for responding to emergencies that require the evacuation of an aircraft during the conduct of ground handling operations.				
90	The Operator shall ensure procedures are in place for response to ground handling incidents.				
91	The Operator shall ensure a process is in place for the retention of records of accidents and incidents associated with aircraft ground handling operations.				
92	The Operator shall ensure a process is in place that requires dangerous goods accidents or incidents to be reported to the appropriate authority of the State and the state in which the accident or incident occurred, and such reports are in accordance with the reporting requirements of the appropriate authorities.				
3.7 Security		S	U	NS	NA
93	The Operator shall, as appropriate with the assessed security risk, ensure procedures are in place for securing an aircraft prior to and during overnight or layover parking.				
94	If the Operator conducts international flights, and if required by the relevant national authority, the Operator shall ensure procedures are in place for the conduct of an aircraft security check or an aircraft security search at the originating location of an international flight to ensure no prohibited items are introduced in the aircraft prior to the departure of an international flight.				
95	If the Operator conducts international passenger flights that transit an airport that is deemed by the Operator or the appropriate authority to be under an increased security threat, the Operator shall ensure procedures are in place to ensure any items left behind by disembarking passengers from such transit flights are removed from the aircraft or otherwise addressed appropriately before the flight departure.				
96	If the Operator transports revenue or non-revenue cargo, the Operator shall have processes to ensure cargo for transport on any flight is protected from unauthorized interference from the point of acceptance after screening or security controls have been applied until departure of the aircraft.				
4. SPECIAL AIRCRAFT GROUND HANDLING OPERATIONS					
4.1 Aircraft Fueling		S	U	NS	NA
97.	The Operator shall have processes to ensure fuel suppliers are maintaining standards of fuel safety and quality acceptable to the Operator and fuel delivered and loaded onto aircraft is:				
	(i) Of the correct grade and specification for each aircraft type;				
	(ii) Free from contamination.				

98.	The Operator shall ensure, during fueling operations with passengers on board the aircraft, procedures are in place that provide for the designation of a person with responsibility for fueling operations and specify the method(s) by which that responsible person:				
	(i) Communicates with the flight crew or other qualified persons on board the aircraft;				
	(ii) Provides notification to the flight crew or other qualified personnel on board the aircraft and/or other appropriate personnel engaged in aircraft ground handling activities when fueling is about to begin and has been completed unless an equivalent procedural means has been established to ensure the flight and/or cabin crew are aware of fueling operations and are in a position to effect an expeditious evacuation of the aircraft, if necessary;				
	(iii) Provides notification to the flight crew or other qualified personnel on board the aircraft when a hazardous condition or situation has been determined to exist.				
99.	The Operator shall ensure procedures are in place for fueling operations that provide for, in the event of a fuel spill, immediate and follow-up actions to assure:				
	(i) Fueling is stopped;				
	(ii) Appropriate ground response personnel or airport fire service is summoned, as applicable;				
	(iii) Notification of the flight crew or other qualified persons on board the aircraft.				
100.	The Operator shall ensure procedures are in place for fueling operations that establish a fueling safety zone and specify restrictions and limitations for the use of devices, conduct of activities and operation of vehicles and ground support equipment within the safety zone.				
101.	The Operator shall ensure safety procedures associated with aircraft fueling operations are in place that assure, during fueling operations with passengers on board the aircraft:				
	(i) The ground area beneath aircraft exit doors that have been designated for rapid deplaning or emergency evacuation is kept clear of obstructions;				
	(ii) Where a boarding bridge is in use, an interior access path is maintained from the aircraft to the terminal;				
	(iii) Where a passenger boarding bridge is not in use, aircraft passenger steps or an alternate means of emergency evacuation is in place.				
102.	The Operator should ensure safety procedures associated with aircraft fueling operations are in place that require, during fueling operations:				
	(i) Establishment of a bonding connection between the fueling vehicle and aircraft to provide for dissipation of electrical energy that may develop;				
	(ii) Prohibition from connecting or disconnecting electrical equipment to the aircraft;				
	(iii) Prevention of damage to the fuel hose;				
	(iv) Cessation of aircraft fueling when it is determined lightning is a threat.				
103.	The Operator shall ensure procedures are in place for summoning the rescue and firefighting service in the event of a fire or major fuel spill.				
4.2 Aircraft De-/Anti-icing		S	U	NS	NA

104.	If the Operator conducts flights from any airport when conditions are conducive to ground aircraft icing, the Operator shall have a De-/Anti-icing Program, which, if applicable, is approved by the Authority and, as a minimum: Note: <i>The specifications of this provision are applicable to both commercial and non-commercial operations.</i>				
	(i) Ensures adherence to the Clean Aircraft Concept;				
	(ii) Defines responsibilities within the Program;				
	(iii) Addresses applicable locations within the route network;				
	(iv) Defines areas of responsibility;				
	(v) Specifies technical and operational requirements;				
	(vi) Specifies training and qualification requirements;				
	(vii) Is applicable to external service providers that perform de-				
105.	If the Operator has a De-/Anti-icing Program, the Operator shall ensure policies and procedures are in place that result in:				
	(i) Standardized methods of fluid application;				
	(ii) Compliance with specific aircraft limitations;				
	(iii) A clean aircraft through proper treatment of applicable surfaces				
106.	If the Operator has a De-/Anti-icing Program, the Operator should have a process to ensure the availability and use of adequate facilities and equipment for aircraft de-/anti-icing operations at applicable locations.				
107.	If the Operator has a De-/Anti-icing Program, the Operator shall ensure fluids used in de-icing and anti-icing operations are:				
	(i) Stored, handled and applied in accordance with criteria established by the Operator, fluid manufacturer and aircraft manufacturer;				
	(ii) Manufactured in accordance with SAE specifications.				
108.	If the Operator has a De-/Anti-icing Program, the Operator shall ensure procedures are in place for ground handling personnel to communicate with the flight crew to assure:				
	(i) The aircraft is properly configured prior to beginning the de-/anti-icing process;				
	(ii) The flight crew receives all necessary information relevant to fluid(s) applied to the aircraft surfaces;				
	(iii) The flight crew receives confirmation of a clean aircraft;				
	(iv) The flight crew receives an "all clear" signal at the completion of the de-/anti-icing process and prior to aircraft movement.				

REMARKS & OBSERVATIONS

INSPECTOR SIGNATURE

Additional comments attached =>