

# GHANA CIVIL AVIATION (AERODROMES) DIRECTIVES



## PART 33

# GROUNDHANDLING SERVICES CERTIFICATION

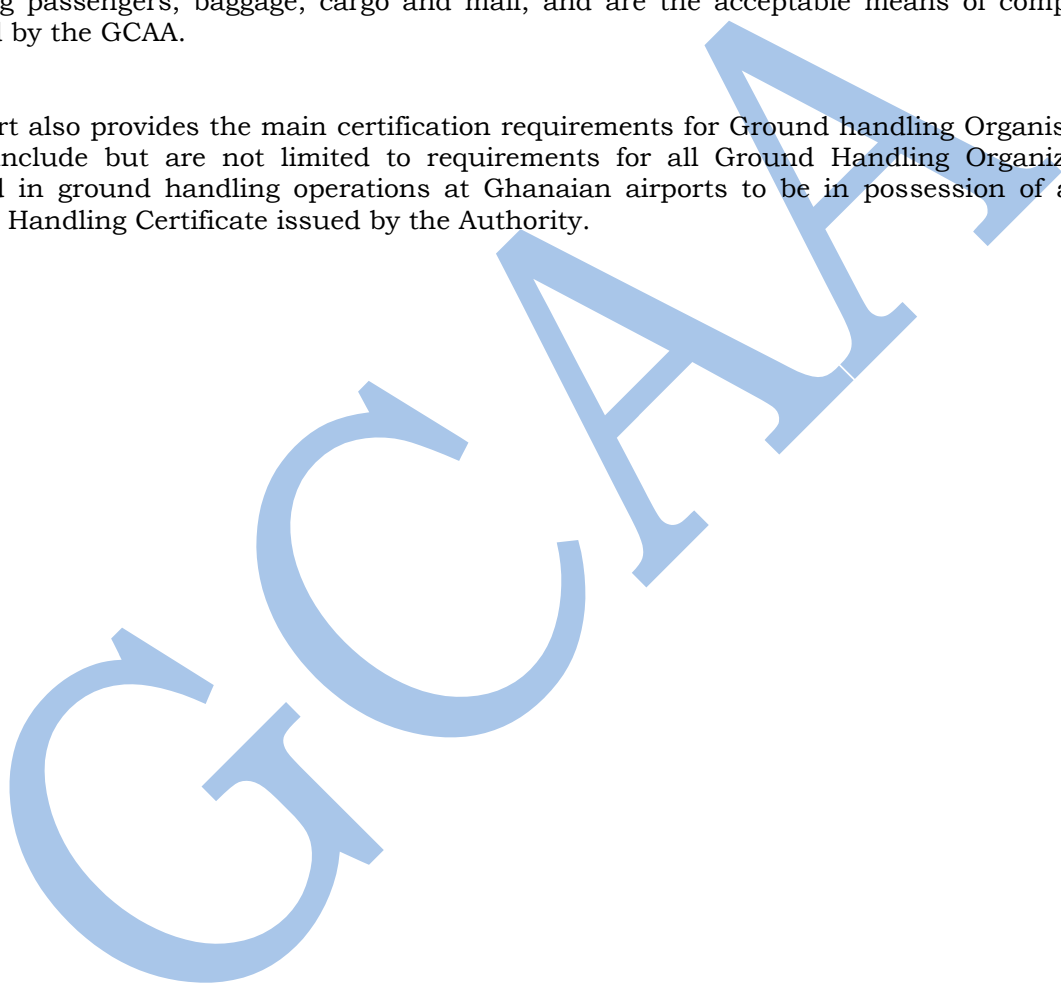
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## **INTRODUCTION**

This Part is issued by the Director-General pursuant to the Authority's obligations under the Ghana Civil Aviation Act, 204, Act 678, to ensure compliance to requirements of accepted international directives and standards at aerodromes in Ghana and to follow up their execution.

Ground handling certification requirements are based on the standards and recommended practices contained in the IATA Airport Handling Manual – AHM and the Dangerous Goods Directives as amended. These procedures have been established as the most suitable for handling passengers, baggage, cargo and mail, and are the acceptable means of compliance adopted by the GCAA.

This Part also provides the main certification requirements for Ground handling Organisations which include but are not limited to requirements for all Ground Handling Organizations engaged in ground handling operations at Ghanaian airports to be in possession of a valid Ground Handling Certificate issued by the Authority.



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**GHANA CIVIL AVIATION**

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**SUBPART A - GENERAL****33.1 APPLICABILITY**

- (1) All Air Operator Certificate holders and Ground Handling Organization shall ensure that ground handling services and activities are conducted to, or provided in accordance with requirements as set out in this Part.
- (2) These activities or services may be conducted as part of the Air Operator Certificate holder's organization or under contractual agreement with a certified Ground Handling Organization, holding a valid Ground Handling Certificate, rated for the type of activity to be conducted.

**33.2 DEFINITIONS**

The following are definitions of terms used in this part:

**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.

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

**Baggage.** Such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort, or convenience in connection with the trip. Unless otherwise specified, it includes both checked and unchecked baggage.

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

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

**Dangerous Goods Directives.** Published by the International Air Transport Association IATA. The globally accepted field source reference for companies shipping hazardous materials 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.** A certified organization which scope of business is to perform ground handling functions. Ground Handling Service Provider is also referred to as Ground Handling Organization.

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

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

**Safety management system.** A system for the management of safety of operations. It includes the organizational structure, responsibilities, procedures, processes and provisions for the implementation of safety policies by the organization. It provides for the control of safety within the organization and the safe use of facilities and equipment.

### 33.3 ACRONYMS

The following acronyms are used in this Part:

<b>AOC</b>	Air Operator Certificate
<b>AHM</b>	Airport Handling Manual
<b>GCAA</b>	Ghana Civil Aviation Authority
<b>GCAD</b>	Ghana Civil Aviation Directives
<b>GHC</b>	Ground Handling Certificate
<b>GHM</b>	Ground Handling Manual
<b>GHO</b>	Ground Handling Organization
<b>IATA</b>	International Aviation Transport Association
<b>ICAO</b>	International Civil Aviation Organization

### 33.4 INSPECTION AUTHORITY

- (1) A Ground Handling Operator shall, without charge, at the request of a GCAA Aviation Safety Inspector, allow the GCAA and provide the equipment necessary to conduct any inspections, including unannounced inspections, or conduct tests of Ground Handling facilities, equipment or operating procedures at the aerodrome to determine compliance with applicable parts of the GCAD for the purpose of ensuring the safety of aircraft.
- (2) Each Ground Handling operator must allow GCAA access to any part of the Ground Handling facilities, equipment or records for the purposes of paragraph (1) of this section.
- (3) Each Ground Handling operator shall allow the GCAA to make special inspections to ensure aviation safety:
  - (a) as soon as practicable after any accident or incident.
  - (b) during the period of construction or repair of Ground Handling facilities or equipment that is critical to the safety of Ground Handling operation; and
  - (c) of any other Ground Handling conditions that could affect aviation safety.
- (4) Subject to (1) under this section, the GCAA shall delegate aviation safety inspectors to conduct safety inspections or authorise approved persons to do so on its behalf.
- (5) The GCAA;
  - (a) Shall give reasonable notice of any tests to be conducted to the Ground Handling Services provider; and
  - (b) Shall carry out the tests within and at a reasonable time.

- (6) Where unannounced inspections are to be conducted by the GCAA, subparagraph (5)(a) under this section does not apply.

## **SUBPART B – GROUND HANDLING OPERATING CERTIFICATE**

### **33.5 GENERAL REQUIREMENTS**

- (1) Ground handling service provider intending to operate at Ghanaian Airports shall be in possession of a valid Ground Handling Certificate issued by the Ghana Civil Aviation Authority.
- (2) The applicant shall obtain a security clearance from the GCAA prior to making an application for Ground Handling Certificate.
- (3) An application for a Ground Handling Certificate shall be submitted to GCAA in a form and manner prescribed by the GCAA.

*Note 1 – An application form for Ground Handling Certificate is provided in Appendix 1*

- (4) An Application for Ground Handling Certificate shall be accompanied with the Service Provider's Ground Handling Manual and preparedness status report.
- (5) The GCAA will endeavour to process applications that meet 33.6(4) requirements in a timely manner.
- (6) The applicant shall submit insurance policy covering the liability of the Ground Handling Service Provider towards its personnel, equipment and third party.

### **33.6 ISSUANCE OF THE GROUND HANDLING CERTIFICATE**

- (1) Upon receipt of an application for a Ground Handling Certificate, the GCAA shall process the application in order to verify the following:
  - (a) Ground Handling Manual
  - (b) The preparedness status report to ensure that a satisfactory system exists within the organization for the conduct of internal audit in accordance with the appropriate standards and recommended practices
  - (c) Has established an acceptable safety management system within the organization;
  - (d) Has established an acceptable training programme;
  - (e) Has established ground handling facilities, services, procedures, training and equipment appropriate for the scope of the proposed operation and in accordance with the relevant standards and recommended practices;

- (f) Has established ground handling of dangerous goods in accordance with the appropriate directives;
  - (g) Is capable of operating in accordance with its Ground Handling Manual
  - (h) Contracted an insurance policy covering third party liability, appropriate to the scope and type of operation intended to be certified.
- (2) The applicant shall demonstrate that all personnel engaged in handling dangerous goods have undergone training in accordance with Dangerous Goods Directives.
  - (3) 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 Certification Team with the Aerodrome Safety and Standards Division acting as the nodal office.
  - (4) Upon successful completion of the application process, GCAA may issue a Ground Handling Certificate (GHC) to the applicant.
  - (5) GCAA may endorse the GHC with conditions or limitations to the operations as required.

### **33.7 VALIDITY OF THE GROUND HANDLING CERTIFICATE**

- (1) The validity of the Ground Handling Certificate is based upon the scope of operation described in the Ground Handling Manual and maintained by submitting the GHO Annual Status Report accompanied by the applicable fees.
- (2) The GCAA may specify on the Ground Handling Certificate the expiry date of such a certificate from the date of issue.

### **33.8 OBLIGATIONS AND RESPONSIBILITIES OF THE GHO**

- (1) The issuance of a Ground Handling Certificate obliges the Ground Handling Organization to ensure safety, regularity and efficiency of their operations at Airports.
- (2) The Ground Handling Organization will allow personnel authorized by GCAA to access its premises to carry out safety audits and inspections.

### **33.9 DANGEROUS GOODS HANDLING**

- (1) The issue of a Ground Handling Certificate obliges the Ground Handling Organization to ensure safety, regularity and efficiency of their operations at Airports.
- (2) The Ground Handling Organization shall demonstrate compliance to applicable recommended standards and practices as prescribed by the GCAD or approved relevant technical directives.



- (3) The directives require that every person engaged in the handling, or transporting of dangerous goods be trained in the aspects of these activities that are applicable to their assigned duties.

### **33.10 TRAINING AND COMPETENCE OF PERSONNEL**

- (1) The Ground Handling Organization shall employ adequate numbers of qualified and skilled personnel for performing all activities in its operations.
- (2) Where the GCAA or other State organizations has established security and competency requirements for personnel, the Ground Handling Organization shall employ only those persons possessing documented evidence or certificate attesting they meet the applicable requirements.
- (3) The Ground Handling Organization shall implement a system to maintain the competency of the personnel.
- (4) To ensure safety of all personnel engaged in airside activity, 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.
- (5) The Ground Handling Organization shall implement training programs that include initial, recurrent and update training of the personnel.
- (6) To maintain ongoing competence, all personnel engaged in airside activity shall undergo recurrent training periodically.
- (7) Equip personnel with sufficient resources needed to comply with the requirements of this part.
- (8) The training shall cover both theoretical and practical skill to verify the personnel understanding of the task being trained.
- (9) All training records shall be documented and made available for review by the authorized person of the organization and or by Director-General of the CAA.

### **33.11 GROUND HANDLING OPERATIONS**

- (1) The ground handling organization shall conduct operations in accordance the procedures set forth in its Ground Handling Manual approved by GCAA.
- (2) To ensure safety of passengers and aircraft, the GCAA may give directions to the ground handling organizations from time to time for amendment of procedures contained in its Ground Handling Manual.
- (3) The ground handling organization shall ensure proper upkeep of its facilities and equipment.
- (4) The ground handling organization may refer to Guidance Material on airside safety procedures contained in Aerodrome Advisory Circular on Ground Handling issued by GCAA, from time to time.

**33.12 SAFETY MANAGEMENT SYSTEM**

- (1) Ground Handling Organizations shall establish a safety management system applicable to the size, scope and complexity of their handling activities, with a view to ensuring that operations are carried out in a controlled and safe manner.
- (2) The Ground Handling Organization shall ensure that all management and operations personnel comply with the safety requirements applicable at the Airports in accordance with GCAA standards, and shall monitor such compliance.

**33.13 INCIDENT AND ACCIDENT REPORTING**

- (1) All ground incidents and accidents shall be recorded which will enable the organization to develop any necessary preventive actions.
- (2) The report for all types of damage events (aircraft, equipment, facility, etc.) during ground operations should be submitted to the GCAA and all relevant parties as soon as possible and in any case, within 48 hours after such occurrence.
- (3) Record of all the safety findings including investigation, remedial and corrective actions, shall be maintained and forwarded to GCAA periodically along with action taken report.
- (4) The Ground Handling Organizations shall ensure that all its personnel cooperate in the promotion of safety at the airport by immediately reporting to GCAA, the airport service provider and all other relevant parties, accidents, incidents, defects and faults which may have an impact on safety.

**33.14 INTERNAL AUDITS**

- (1) The Ground Handling Organization shall arrange for an internal airside safety performance audit in accordance with applicable recommended practices.
- (2) The audits, referred to shall be carried out every 12 months and the results submitted to GCAA with the application for renewal of the Ground Handling Certificate.
- (3) The Ground Handling Organization shall ensure that the audit reports are prepared by suitably qualified personnel.

**33.15 EMERGENCY RESPONSE**

- (1) The Ground Handling Organization shall establish a formal emergency response procedure and train its personnel on the implementation of such a procedure.
- (2) Emergency response contact information shall be made available to all Ground Handling Organization personnel in order to enable timely response in case an emergency or incident requiring response action occurs.

**33.16 TECHNICAL INFORMATION**

- (1) Except where otherwise stated, the Ground Handling Organization should refer to IATA technical documents to comply with the present directives, as follows:
  - (a) Airport Handling Manual
  - (b) Dangerous Goods Directives, latest revision
  - (c) AHM 060-Airport Handling Quality Audit
  - (d) AHM 610-Safety Management System
  - (e) AHM 612-Recommendations for Airside Safety Performance Audits
  
- (2) The ground handling procedures in IATA manuals are referred as:
  - (a) Passenger handling AHM 100 - 199
  - (b) Baggage handling AHM 200 - 299
  - (c) Cargo/mail handling AHM 300 - 399
  - (d) Aircraft handling and loading AHM 400 - 499
  - (e) Load control AHM 500 - 599
  - (f) Airside safety and management AHM 600 - 699
  - (g) Aircraft movement control AHM 700 - 799
  - (h) Ground handling agreements AHM 800 - 899
  - (i) Ground support equipment AHM 900 - 999

**33.17 GROUND HANDLING ANNUAL STATUS REPORT**

- (1) The operator shall submit the following information to GCAA on annual basis or as directed by the Director-General from time to time:
  - (a) Changes in Management structure and 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.

- (f) An Internal Audit Report, in the form and manner specified by the GCAA.
  - (g) The holder of a GHC shall submit the Annual Status Report to the GCAA, no later than on the anniversary of the day on which the GHC was issued.
- (2) GCAA may carry out an audit of the operator's facilities if and/or when considered necessary.
  - (3) The organization shall demonstrate continued capability to conduct the ground handling operations authorized under the Certificate.
  - (4) The fees payable by the applicant shall be as laid down in the GCAA Scheme of Charges from time to time.
  - (5) The validity of the safety clearance for Ground Handling shall be for a period of two (2) year.
  - (6) Degradation of the ground handling service provider's capability below the required level or breach of any provision of this Directive or of any provisions of the Act, 2016 (Act 906) and Subordinate Directives, as amended from time to time, shall render the Ground Handling Certificate liable to alteration, suspension or cancellation.
  - (7) Failure to submit to the GCAA, the required GH Annual Status Report and applicable fee within the specified time frame, may invalidate the Ground Handling Certificate.

## **SUBPART C – GROUND HANDLING MANUAL**

### **33.18 GROUND HANDLING MANUAL (PURPOSE AND SCOPE)**

- (1) The Ground Handling Manual is a fundamental requirement of the certification process. It shall contain all the pertinent information concerning the ground handling facilities, services, equipment, operating procedures, training programmes, organizational structures and safety management system. The information presented in the Ground Handling Manual shall demonstrate that the organization conforms to the standards and recommended practices
- (2) The Ground Handling Manual is the organizations' policy and procedures document and provides the ground handling standards to be maintained and the level of services that the organization can provided at the applicable airport. Information provided in the ground handling manual will enable GCAA to assess the suitability of the organization for the type and scope of operations proposed. It is the basic reference guide for conducting audits and inspections, for issuing a Ground Handling Certificate and for subsequent safety inspections.
- (3) The ground handling manual shall be developed by the Ground Handling Organization and shall submit two (2) copies to the GCAA for approved.
- (4) The Ground Handling Manual is subject to amendments, in order to ensure that it provides current and accurate information at all times, being that the Ground Handling Certificate holder is responsible in this respect.
- (5) The Ground Handling Certificate holder is also responsible for submitting the amendments in a timely manner for GCAA approval, before they become applicable.

- (6) The organization shall keep approved copy of the Ground Handling Manual at its workplace for reference purpose.
- (7) The organization shall provide a copy of the approved Ground Handling Manual to all concerned personnel and also to GCAA for inspection.

### **33.19 GROUND HANDLING MANUAL FORMAT**

The Ground Handling Manual shall be prepared in the following format:

- (a) Printed in English and signed by an authorized person;
- (b) In a format that facilitates revision;
- (c) Has a system for recording the currency of pages and amendments and shall include a page for logging revisions; and
- (d) Arranged in such a manner that will facilitate the preparation, review and approval process;
- (e) Accountable Manager's Statement of Compliance

### **33.20 MANUAL DISTRIBUTION**

- (1) The Ground Handling Organization shall provide the GCAA with two complete and current copies of the Ground Handling Manual for approval.
- (2) The Ground Handling Organization shall keep at least one complete and current copy of the Ground Handling Manual at their place of business.
- (3) The Ground Handling Organization shall make the Ground Handling Manual (and copies as required) available to all relevant personnel and ready for inspection by GCAA.

### **33.21 CONTENT OF GROUND HANDLING MANUAL**

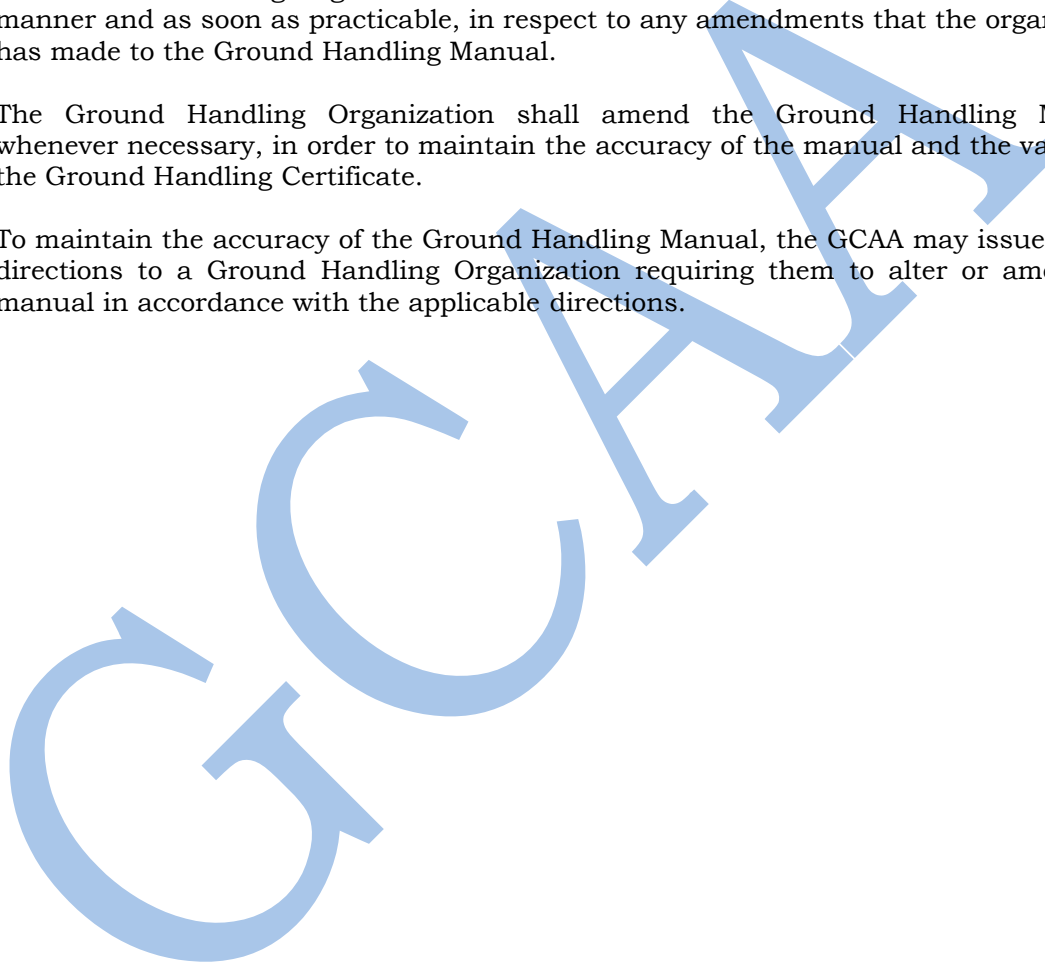
The Ground Handling Organization shall include the following particulars in the Ground Handling Manual (detailed in Appendix 2):

- (a) Organization administration including organizational chart, duties, responsibilities and reporting structure of all management and operations personnel;
- (b) Description of ground handling operation including scope, capabilities, facilities and equipment;
- (c) Safety management system;
- (d) Ground handling of dangerous goods;
- (e) Ground handling procedures, as applicable to the scope of the operation, using the IATA AHM number system to identify the procedures in their respective categories;

- (f) Training programme including policy and procedures, initial, recurrent and update training;
- (g) The ground handling quality audit schedule;
- (h) The airside safety performance audit schedule.

### **33.22 MANUAL REVISIONS AND AMENDMENTS**

- (1) The Ground Handling Organization shall submit all amendments to GCAA in a timely manner and as soon as practicable, in respect to any amendments that the organization has made to the Ground Handling Manual.
- (2) The Ground Handling Organization shall amend the Ground Handling Manual, whenever necessary, in order to maintain the accuracy of the manual and the validity of the Ground Handling Certificate.
- (3) To maintain the accuracy of the Ground Handling Manual, the GCAA may issue written directions to a Ground Handling Organization requiring them to alter or amend the manual in accordance with the applicable directions.



APPENDIX I

APPLICATION FOR GROUND HANDLING OPERATIONS CERTIFICATE

1. NAME OF APPLICANT		3. TYPE OF APPLICATION <input type="checkbox"/> INITIAL <input type="checkbox"/> AMENDMENT <input type="checkbox"/> RENEWAL	
2. ADDRESS		4. APPROVAL NUMBER	
	POSTAL – CODE	TELEPHONE NO.	FAX NO.
5. RATINGS <input type="checkbox"/> AIRCRAFT <input type="checkbox"/> BAGGAGE <input type="checkbox"/> PASSENGERS <input type="checkbox"/> CARGO <input type="checkbox"/> MAIL <input type="checkbox"/> OTHER <input type="checkbox"/> DANGEROUS GOODS OTHER SPECIFY:	6. ADDITIONAL DETAILS REGARDING RATINGS REQUESTED (FOR GHO)		
7. MANAGEMENT PERSONNEL NAME (C.V) - ATTACH RESUMES  ACCOUNTABLE MANAGER _____ OPERATION MANAGER _____		8. GHO PERSONNEL (NUMBERS) GH TECHNICIANS _____ TECHNICAL SUPPORT _____	
9. DECLARATION: THE ABOVE INFORMATION AND THAT CONTAINED IN THE ORGANIZATION GH MANUAL AND OTHER SUPPORTING DOCUMENTATIONS IS AN ACCURATE DESCRIPTION OF THE GH ORGANIZATION.			
_____ NAME AND TITLE OF PERSON AUTHORIZED TO SIGN ON BEHALF OF THE ORGANIZATION		_____ DATE	
GCAA USE ONLY			
10. EVALUATION OF PROPOSED GROUND HANDLING CONTROL SYSTEM  <input type="checkbox"/> GROUND HANDLING MANUAL <input type="checkbox"/> MANAGEMENT PERSONNEL <input type="checkbox"/> TECHNICAL PERSONNEL <input type="checkbox"/> INTERNAL AUDIT/QUALITY SYSTEM <input type="checkbox"/> TRAINING PROGRAM <input type="checkbox"/> FACILITIES <input type="checkbox"/> EQUIPMENT <input type="checkbox"/> CONTRACTUAL ARRANGEMENTS  THE PROPOSED GROUND HANDLING CONTROL MEETS THE REQUIREMENTS OF GHANA CIVIL AVIATION (AMENDMENT) ACT, 2016 (ACT 906) AND GCAD (AERODROME) 2011.		11. RECOMMENDATION:  THE ORGANIZATION HAS BEEN INSPECTED (SEE SEPARATE INSPECTION REPORT) AND IS RECOMMENDED FOR APPROVAL WITH THE FOLLOWING RATINGS :  <input type="checkbox"/> AIRCRAFT <input type="checkbox"/> BAGGAGE <input type="checkbox"/> PASSENGER <input type="checkbox"/> MAIL <input type="checkbox"/> CARGO <input type="checkbox"/> DANGEROUS GOODS <input type="checkbox"/> OTHER  GCAA INSPECTOR REMARKS:	
_____ GCAA INSPECTOR		_____ GCAA INSPECTOR	
_____ DATE		_____ DATE	

**APPENDIX II****PARTICULARS TO BE INCLUDED IN THE GROUND HANDLING MANUAL****1. Organization Administration**

- a. Legal status of the organization.
- b. Organizational chart.
- c. Duties, responsibilities and reporting structure of all management and operations personnel.

**2. Description of the Ground Handling Operations**

- a. Scope of ground handling services
- b. Capability statements, including aircraft types.
- c. Facilities and equipment available.

**3. 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.

**4. 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 Directives.

**5. 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

**6. Training Programme – Initial and Recurrent**

- a. Safety training
- b. Driver training
- c. Aircraft handling training

**7. Ground Handling Quality Audit Schedule**



## 8. Airside Safety Performance Audit Schedule

### APPENDIX III



#### Terms and Conditions

The terms and conditions under which this Ground Handling Authorization is issued are as follows:

The Ground Handling operator agrees to maintain all its equipment in the best operational condition, initial and recurrent training of its personnel in line with best industry practice and keep same or in an improved condition as it was on the date of issuance of the authorization.

(Additional terms and conditions as specified by Ground Handling Operating Standards)

I certify that this information for \_\_\_\_\_ [name of Ground Handling Organization] is correct and accept the conditions under which this Ground Handling Authorization is approved

\_\_\_\_\_  
Signature of Ground Handling Service Provider

\_\_\_\_\_  
Date