



GHANA  
CIVIL AVIATION AUTHORITY

# ADVISORY CIRCULAR

## AC 14-038

### GROUND HANDLING OPERATIONS

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#### SECTION 1 GENERAL

Ghana Civil Aviation Authority (GCAA) Advisory Circulars from Aerodrome Safety and Standards (ASAS) contain information about standards, practices and procedures that the Authority has found to be an Acceptable Means of Compliance (AMC) with the associated Directives.

An AC is not intended to be the only means of compliance with the Directive, and consideration will be given to other industry Technical information/directives from IATA, ACI and Industry stakeholders on methods of compliance that may be presented to the Authority.

#### 1.1 PURPOSE

This advisory circular (AC) provides guidance for the Ground Handlers on Part 33. Part 33 sets forth the Directives for persons or entities to be granted Ground Handling Operating Certificate (GHOC) as prescribed in Part 33 of the Aerodrome Directives concerning the GHOC processes, flight operations management, maintenance requirements, security management, and dangerous goods management.

#### 1.2 REFERENCE

The Advisory Circular relates specifically to the following references:

#### 1.3 RELATED DIRECTIVES

The following directive(s) are directly applicable to the guidance contained in this advisory circular—

- GCAD Part 33


#### 1.4 STATUS OF THIS ADVISORY CIRCULAR

This is the first AC to be issued on this subject.

## **1.5 FOREWARD**

- (1) This part applies to the carriage of passengers, cargo or mail for remuneration or hires by persons whose principal place of business or permanent residence is located in Ghana
- (2) This AC prescribes requirements for the original certification and continued validity of Ground Handling Operatoring Certificate (GHOC) issued by Ghana.
- (3) Except where specifically noted, Part 33 applies to all ground handling operations by GHOC holders for which Ghana is the State of the Operator under the definitions provided in Annex 9 to the Chicago Convention.

**1.6****APPROVAL**

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- Advisory Circulars are intended to provide advice and guidance to illustrate a means, but not necessarily the only means, of complying with the directives, or to explain certain regulatory requirements by providing informative, interpretative and explanatory material.
- Where a directive contains the words “prescribed by the Authority,” the AC may consider to “prescribe” a viable method of compliance, but status of that “prescription” is always “guidance” (never a directive).

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## 1.8 DEFINITIONS AND ABBREVIATIONS

The following definitions are used in this advisory circular—

**Accountable Manager.** The person is acceptable to the Authority who has corporate authority for ensuring that all operations and maintenance activities required by a Ground Handling Operator can be financed and carried out to the standard required by the Authority. The Accountable Manager may delegate in writing to another person in the organisation, such person then becoming the Accountable Manager for this Ground Operations Manual.

**Approved Vendor/Supplier.** An organization that sells products or services for use by the air transport industry. The products may include maintenance, spare parts and information.

**Approved Standard.** A manufacturing/design/maintenance quality standard approved by the authority.

**Acceptance Checklist.** A document used to assist in carrying out a check on the external appearance of packages of dangerous goods and their associated documents to determine that all appropriate requirements have been met.

**Aircraft Operating Manual.** A manual, acceptable to the State of the Operator, containing normal, abnormal and emergency procedures, checklists, limitations, performance information, details of the aircraft systems, and other material relevant to the operation of the aircraft.

**Ground Handling Operators Certificate (GHOC).** A certificate authorizing an operator to carry out specified commercial air transport operations.

**Audit.** Systematic and independent examination of activities performed by an organization aimed to verify if the organisation's activities are planned in accordance with applicable requirements and implemented in accordance with approved procedures.

**Auditor.** Person recognized by a Ground Handling Operator with competence and independence to conduct an Audit. A Ground Handling Operator may use the term Inspector interchangeably with Auditor.

**The Authority.** Ghana Civil Aviation Authority.

**Cargo Aircraft.** Any aircraft carrying goods or property but not passengers. In this context, the following are not considered to be passengers.

**Crew Member.** A member of either the flight crew or the cabin crew; when used in the plural (i.e. crew members), refers to flight and cabin crew members collectively.

**Commercial Air Transport Operation.** An aircraft operation involving the public transport of passengers, cargo or mail for remuneration or hire.

**Consignment.** One or more packages of dangerous goods accepted by an operator from one shipper at one time and at one address, receipted for in one lot and moving to one consignee at one destination address.

**Dangerous Goods.** Articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the ICAO Technical Instructions (see definition below) or which are classified according to those Instructions.

**Dangerous Goods Accident.** An occurrence associated with and related to the transport of dangerous goods which results in fatal or serious injury to a person or major property damage.

**Dangerous Goods Incident.** An occurrence, other than a dangerous goods accident, associated with and related to the transport of dangerous goods, not necessarily occurring on board an aircraft, which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardises an aircraft or its occupants is deemed to constitute a dangerous goods incident.

**Dangerous goods transport document.** A document specified by the ICAO Technical Instructions for the Safe Transportation of Dangerous Goods by Air. It is completed by the person who offers dangerous goods for air transport and contains information about those dangerous goods. The document bears a signed declaration indicating that the dangerous goods are fully and accurately described by their proper shipping names and UN numbers (if assigned) and that they are correctly classified, packed, marked, labelled and in a proper condition for transport.

**Directly in Charge.** A person assigned to a position in which he or she is responsible for the work of a shop or station that performed maintenance, preventive maintenance, or alterations, or other functions affecting aircraft airworthiness.

**Evidence.** Is a documented statement of fact, that may be quantitative or qualitative, based on observations, measurements or tastes that can be verified. Objective evidence may be found from:

**Exception.** A provision in ICAO Annex 18 which excludes a specific item of dangerous goods from the requirements normally applicable to that item.

**Finding.** Detail of an activity where a requisite non-accomplishment is found. Finding description shall be made in such a manner that it is understood by the auditee and that remains very clear the identification of the non- accomplished requisite or procedure.

**Flight crew member.** A licensed crew member charged with duties essential to the operation of an aircraft on the flight deck during a flight duty period.

**Flight safety document system.** A set of inter-related documentation established by the operator, compiling and organising information necessary for flight and ground operations, and comprising, as a minimum, the operations manual and the operator's maintenance control manual.



**Freight container.** See unit load device.

**Freight container in the case of radioactive material transport.** An article of transport equipment designed to facilitate the transport of packaged goods, by one or more modes of transport without intermediate reloading. It must be of a permanent enclosed character, rigid and strong enough for repeated use, and must be fitted with devices facilitating its handling, particularly in transfer between aircraft and from one mode of transport to another. A small freight container is that which has either an overall outer dimension less than 1.5 m, or an internal volume of not more than 3m. Any other freight container is considered to be a large freight container.

**Handling agent.** An agency which performs, on behalf of the operator, some or all of the latter's functions including receiving, loading, unloading, transferring or other processing of passengers or cargo.

**Human factors principles.** Principles which apply to aeronautical design, certification, training, Operations and maintenance and which seek safe interface between the human and other system components by proper consideration to human performance.

**Instrument Meteorological Condition (IMC).** Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, less than the minima specified for visual meteorological conditions.

**Interchange Agreement.** A leasing agreement which permits an air carrier to dry lease and take or relinquish operational control of an aircraft at an airport.

**Operational Control.** The exercise of authority over the initiation, continuation, diversion or termination of a flight in the interest of safety of the aircraft and the regularity and efficiency of the flight.

**Operational Flight Plan.** The operator's plan for the safe conduct of the flight based on consideration of aircraft performance, other operating limitations and relevant expected conditions on the route to be followed and at the aerodromes/heliports concerned.

**Operations Manual.** A manual containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.

**Operator.** A person, organisation or enterprise engaged in or offering to engage in an aircraft operation. (ICAO). Any person who causes or authorises the operation of an aircraft, such as the owner, lessee, or bailee of an aircraft

**Overpack.** An enclosure used by a single shipper to contain one or more packages and to form one handling unit for convenience of handling and stowage.

**Package.** The complete product of the packing operation consisting of the packaging and its contents prepared for transport.

**Packaging.** Receptacles and any other components or materials necessary for the receptacle to perform its containment function.

**Passenger aircraft.** An aircraft that carries any person other than a crew member, an operator's employee in an official capacity, an authorised representative of an appropriate national authority or a person accompanying a consignment or other cargo.

**Proper shipping name.** The name to be used to describe a particular article or substance in all shipping documents and notifications and, where appropriate, on packaging.

**Quality.** The totality of features and characteristics of a product or service that bears on itself the ability to satisfy stated or implied needs.

**Quality Assurance.** The formal and systematic process of auditing and evaluation of management system and operational functions of an operator to ensure:

- Compliance with regulatory and internal requirements;
- Satisfaction of stated operational needs;
- Identification of hazards, undesirable conditions and areas requiring improvement.

**Quality Assurance Programme.** Quality Assurance Programme is a programmed and systematic way to organize available resources to obtain Quality Assurance goals.

**Quality Control.** The operational techniques and activities that are used to fulfill requirements for quality.

**Quality System (QS).** Set of rules and procedures designed to ensure quality standards maintenance in every activity related to Flight Operations, Handling and Airworthiness. Organically it corresponds to Quality Management for which are allocated human resources and materials in order to implement the Quality System.

**Safety Management System (SMS).** A systematic approach to managing safety, including the necessary organisational structures, accountabilities, policies and procedures. Serious injury: An injury which is sustained by a person in an accident and which:

- i) Requires hospitalisation for more than 48 hours, commencing within seven days from the date the injury was received;
- ii) Results in a fracture of any bone (except simple fractures of fingers, toes or nose);
- iii) Involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage;
- iv) Involves injury to any internal organ;
- v) Involves second- or third-degree burns, or any burns affecting more than 5% of the body surface; or
- vi) Involves verified exposure to infectious substances or injurious radiation.

**Service Level Agreement.** A formal agreement, usually as part of a contract, between an operator and an external service provider, or in some cases, as internal service provider, that:

- Specifies, in measurable terms, in the services the external provider is expected to perform;

- Becomes the basis for monitoring of the performance of the external service provider by the operator.

**State of Origin.** The State in which (dangerous) goods were first loaded on an aircraft. Technical Instructions: The latest effective edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc. 9284-AN/905), including the supplement and any addendum, approved and published by decision of the Council of the ICAO. The term "Technical Instructions" is used in this Part.

**Training to Proficiency.** The process of the check airman administering each prescribed manoeuvre and procedure to a pilot as necessary until it is performed successfully during the training period.

**UN number.** The four-digit number assigned by the United Nations Committee of Experts on the Transport of Dangerous Goods to identify a substance or a particular group of substances.

**Unit load device.** Any type of freight container, aircraft container, aircraft pallet with a net, or aircraft pallet with a net over an igloo.

The following abbreviations are used in this advisory circular—

AD	Airworthiness Directive
AOC	Aircraft Operator Certificate
APD	Aircraft Performance Data
CAA	Civil Aviation Authority
CAT	Commercial Air Transport.
CDL	Configuration Deviation List
CPM	Ground Operations Manual
DDL	Defer Defect List
DGM	Dangerous Goods Manual
ERP	Emergency Response Plan
FD	Flight Dispatch
GCAA	Ghana Civil Aviation Authority
GHOC	Ground Handling Operations Certificate/ Ground Handling Operating Certificate
GOM	Ground Operations Manual
IPC	Illustrated Parts Catalogue
MAB	Mass and Balance
MCC	Maintenance Control Center
OMA	Operations Manual Part A
OMB	Operations Manual Part B
OMC	Operations Manual Part C
OMD	Operations Manual Part D
QM	Quality Manual
RFD	Return Flight Documentation
SB	Service Bulletin
SEC	Security
SMS	Safety Management Systems
SOP	Standard Operating Procedures
STD	Standard
TSN	Time Since New
TSO	Time Since Overhaul

## **1.9 COMPLIANCE WITH A GROUND HANDLING OPERATOR CERTIFICATE**

- (1) No operator shall undertake ground handling operations unless that operator has been certified accordingly by the Authority for the operations being conducted.
- (2) The certification of the GHO shall authorize the conduction of ground handling operating in accordance with specific authorizations, conditions and limitations.
- (3) Each certified Ground Handling Operator shall, at all times, continue in compliance with the terms and conditions of issuance in order to hold that certificate.
- (4) This AC shall ensure and provide all ground handling operators with the required applicable rules and directives to safely operate in all Ghana Airports.
- (5) This AC and all its subsequent amendments are approved by the Director-General.
- (6) The procedures contained within this AC have been prepared in accordance with the current requirements outlined in the IATA Ground Operations Manuals (IGOM) and related documents
- (7) All operations shall be conducted in a way to minimize hazards to the environment, and in accordance with the conditions specified in this AC.
- (8) All Ground Handling Operators shall implement processes, procedures, management systems, including duties and responsibilities to ensure there is continuity and control of operations and management of safety and security outcomes in compliance with applicable Directives.
- (9) A reference to other GCADs in this AC shall be construed as a reference to the said GCADs as may have been amended.
- (10) The certification process for Ground Handlers shall be in the manner as set out in GCADs Part 33
- (11) No organisation can undertake ground operations without having an operations manual that details the organisation's structure, processes and procedures.
- (12) All ground handling operators shall strive to continually improve their products and services in terms of quality to better satisfy the needs of the Customer airlines and all other entities.
- (13) These quality objectives shall therefore apply to ground handling operators for continue operations:
  - (a) To continually improve the management system for suitability, adequacy, effectiveness and relevance to the ever-changing competitive environment.

- (b) To be a customer focused AVIATION Ground Service Provider.
- (c) To promote a general philosophy of Safety, Quality, Technology and Security.
- (d) To be a major contributor to the country's economic activities.

*Note: Failure to comply with provisions under 3.1 may result in the revocation or suspension of the Ground Handling Operating Certificate.*

## **SECTION 2 APPLICATION FOR A GROUND HANDLING OPERATING CERTIFICATE (GHOC)**

- (1) A prospective Operator applying to the Authority for GHOC shall submit an application-
  - (a) In a form and manner prescribed by the Authority; and
  - (b) Containing any information the Authority requires the applicant to submit.
- (2) Each applicant shall make the application for an initial issue of a GHOC at least 90 days before the date of intended operation.
- (3) At the time of application, the applicant shall provide all information and manuals required under Part 33 of the Directive, and the SMS documentation required by the Authority.
- (4) Each applicant shall develop policies and procedures for third parties that perform work on its behalf.

### **2.1 ISSUANCE OR DENIAL OF GROUND HANDLING OPERATING CERTIFICATE (GHOC)**

- (1) The issuance of a Ground Handling Operating Certificate by the Authority to the prospective or previous Operator shall be dependent upon the operator demonstrating adequate organization, method of control and supervision of ground handling operations, training programmes as well as ground handling consistent with the nature and extent of the operations specified.
- (2) The Authority may issue a GHOC, after the successful certification process has been met and the Authority finds that the applicant-
  - (a) Is a citizen of Ghana;
  - (b) Has its principal place of business and its registered office, if any, located in Ghana;
  - (c) Meets the applicable Directives and standards for the holder of a GHOC;
  - (d) Is properly and adequately equipped for safe operations in Ground Handling
- (3) The Authority may deny an application for a GHOC if the Authority finds that-
  - (a) The applicant is not properly or adequately equipped or is not able to conduct safe operations in ground handling;

- (b) The applicant previously held a GHOC which was revoked; or
- (c) An individual that contributed to the circumstances causing the revocation process of a GHOC obtains substantial ownership or is employed in a position required by the Directive.

## **2.2 CONTENTS OF GROUND HANDLING OPERATOR CERTIFICATE**

- (1) The GHOC will consist of two documents-
  - (a) A one-page certificate for public display signed by the Authority; and
  - (b) Operations specifications containing the terms and conditions applicable to the GHOC holder.
- (2) The Authority will issue a GHOC which will contain—
  - (a) The State of the Operator and the issuing Authority;
  - (b) The Ground Operating Certificate number and its expiration date;
  - (c) The operator name, trading name (if different) and address of the principal place of business;
  - (d) The date of issue and the name, signature and title of the Authority representative, and
  - (e) The location, in a controlled document carried on board, where the contact details of operational management can be found.
- (3) The operations specifications associated with the Ground Handling Operator Certificate shall contain the authorisations, conditions, limitations and approvals issued by the Authority in accordance with the standards which are applicable to operations conducted by the GHOC holder.
- (4) Ground Handling Operating Certificates and their associated operations specifications first issued date.

## **2.3 DURATION OF A GROUND HANDLING OPERATOR CERTIFICATE**

- (1) A GHOC or any portion of a GHOC, issued by the Authority is effective for 12 months until-
  - (a) The Authority amends suspends, revokes or otherwise terminates the certificate;



- (b) The GHOC holder surrenders it to the Authority; or
  - (c) The GHOC holder suspends operations for more than 60 days, without express permission from the Authority.
- (2) A GHOC holder shall make an application for renewal of a GHOC at least 30 days before the end of the existing period of validity.

## **2.4 AMENDMENT OF A GROUND HANDLING OPERATING CERTIFICATE**

- (1) The Authority may amend any GHOC if-
- (a) The Authority determines that safety in commercial air transport and the public interest require the amendment; or
  - (b) The GHOC holder applies for an amendment, and the Authority determines that safety in ground handling and the public interest allows the amendment.
- (2) If the Authority stipulates in writing that an emergency exists requiring immediate amendment in the public interest concerning safety in ground handling operations, such an amendment is effective without a stay on the date the GHOC holder receives the notice.
- (3) A GHOC holder may appeal the amendment, but shall operate in accordance with it, unless it is subsequently withdrawn.
- (4) Amendments proposed by the Authority, other than emergency amendments, become effective 30 days after notice to the GHOC holder unless the GHOC holder appeals the proposal in writing before the effective date. The filing of an appeal stays the effective date until the appeal process is completed.
- (5) Amendments proposed by the GHOC holder shall be made at least 30 days before the intended date of any operation under that amendment.
- (6) No person may perform a ground handling operation for which a GHOC amendment is required unless it has received notice of the approval from the Authority.

## **SECTION 3 ACCESS FOR INSPECTION**

*See GCAD Part 1 (1.4).*

### **3.1 CONDUCTING TESTS AND INSPECTIONS**

*See GCAD Part 1 (1.5).*

- (1) The Authority will conduct on-going validation of the GHOC holder's continued eligibility to hold its GHOC and associated approvals.
- (2) The GHOC holder shall allow the Authority to conduct tests and inspections, at any time or place, to determine whether a holder is complying with the applicable laws, Directives and terms and conditions.
- (3) The GHOC holder shall make available at its principal base of operations
  - (a) All portions of its current Ground Handling Operating Certificate;
  - (b) All portions of its Operations Manuals; and
  - (c) A current listing that includes the location and individual positions responsible for each record, document and report required to be kept by the GHOC holder under the applicable aviation law, Directives or standards.
- (4) Failure by any GHOC holder to make available to the Authority upon request, all portions of the GHOC, Operations manual and any required record, document or report is grounds for suspension of all or part of the GHOC.
- (5) Inspections referred to in paragraph (2) of this AC and in same paragraph 2 of Part 1 of the Directive will be conducted at least annually.
- (6) After an inspection is made, the GHOC holder will be notified, in writing, of any deficiencies found during the inspection.
- (7) The findings shall be classified as follows:

*See GCAD Part 1 (1.5(10)).*

- (8) After receipt of notification of findings according to paragraph (6), the GHOC holder shall, within a period prescribed by the Authority:
  - (a) Identify the root cause of the non-compliance; and

- (b) Define a corrective action plan.
- (9) Following measures taken in paragraph (8), the GHOC holder shall demonstrate corrective action to the satisfaction of the Authority within a period agreed with the Authority.
- (10) When during oversight or by other means, evidence is found showing non-compliance with the requirements, the Authority may take the following actions:  
  
*See GCAD Part 1 (1.5).*
- (11) Where GHOC holder fails to submit an acceptable corrective action plan, or to perform the corrective action within the time period accepted or extended by the Authority, the finding shall be raised to a level 1 finding and action taken as laid down in (10)(a).

### **3.2 COMPLIANCE WITH LAWS, DIRECTIVES AND PROCEDURES**

- (1) An operator shall ensure that all employees are familiar with the laws, Directives and procedures, pertinent to the performance of their duties, prescribed for the areas to be traversed, the aerodromes or heliports to be used and the air navigation facilities relating thereto.
- (2) An operator or a designated representative shall have responsibility for operational control.
- (3) If an emergency situation which endangers the safety of persons necessitates the taking of action which involves a violation of local Directives or regulations or procedures, the operator shall notify the appropriate local authority without delay. If required by the State in which the incident occurs, the operator shall submit a report on any such violation to the appropriate authority of such State; in that event, the operator shall also submit a copy of it to the State of the Operator. Such reports shall be submitted as soon as possible and normally within ten days.

### **3.3 SAFETY MANAGEMENT PROGRAMME**

- (1) The Authority shall establish a safety management programme in order to achieve an acceptable level of safety in ground handling operations.
- (2) The Authority shall, as part of the State safety programme, ensure that an operator implements an acceptable safety management system that, as a minimum:
- (3) identifies safety hazards;

- (4) ensures that remedial action necessary to maintain an acceptable level of safety is implemented;
- (5) provides for continuous monitoring and regular assessment of the safety level achieved; and
- (6) aims to make continuous improvement to the overall level of safety.
- (7) A safety management system shall clearly define lines of safety accountability throughout the operator's organization, including a direct accountability for safety on the part of senior management.
- (8) An operator shall establish a flight safety documents system, for the use and guidance of operational personnel, as part of its safety management system.
- (9) All GHOC Holders shall aim to achieve and maintain the highest possible standards for all its stakeholders and a healthy working environment for its employees.
- (10) A Ground Handling Operator shall operate without developing a Safety Management System (SMS) in order to attain this goal.
- (11) The SMS shall aid in the continuous monitoring, identification, management, reduction, or elimination of detectable or foreseeable hazards through a systematic and data-driven approach.,
- (12) All GHOC Holders shall communicate its safety policy throughout the organization utilizing different media that may be found necessary.
- (13) The Safety policy shall be subjected to annual review by the Authority and revised periodically to ensure it remains relevant and appropriate for Ground Handling operations.

## **SECTION 4 GROUND HANDLING OPERATOR CERTIFICATION AND CONTINUED VALIDITY**

### **4.1 APPLICABILITY**

- (1) The part provides requirements applicable to the certification and continued validity of all GHOC holders.
- (2) The Authority has established a system for both the certification and the continued surveillance of the operator to ensure that the required standards of operations established in this Part are maintained.

### **4.2 ADMINISTRATION**

#### **4.2.1 BASE OF OPERATIONS**

- (a) Each GHOC holder shall maintain a principal base of operations.
- (b) Each GHOC holder shall provide written notification of intent to the Authority at least 30 days before it proposes to establish or change the location of either base.

#### **4.2.2 MANAGEMENT PERSONNEL REQUIRED FOR GROUND HANDLING OPERATIONS**

- (a) Each GHOC holder shall have an Accountable Manager, acceptable to the Authority, who has corporate authority for ensuring that all ground operations and maintenance activities can be financed and carried out to the highest degree of safety standards required by the Authority.
- (b) When conducting ground handling operations, the GHOC holder shall have qualified personnel, with proven competency in civil aviation, available and serving in the following positions or their equivalent:
  - (i) Head of Operations
  - (ii) Head of Safety
  - (iii) Head of Quality

(iv) Head of Security

*Note: “Competency in civil aviation” means that an individual shall have a technical qualification and management experience acceptable to the Authority for the position served.*

- (a) The Authority may approve positions or numbers of positions, other than those listed, if the GHOC holder is able to show that it can perform the operation with the highest degree of safety under the direction of fewer or different categories of management personnel due to the size and complexity of –

The kind of operations involved;

The area of operation.

- (b) The individuals who serve in the positions required or approved under this section and anyone in a position to exercise control over operations conducted under the GHOC must:

- (i) Be qualified through training, experience, and expertise;
- (ii) Discharge their duties to meet applicable legal requirements and to maintain safe operations; and
- (iii) To the extent of their responsibilities, have a full understanding of the following materials with respect to the GHOC holder’s operation.
  - a) Aviation safety standards and safe operating practices;
  - b) The Ghana Civil Aviation Directives;
  - c) The GHOC holder’s operations specifications;
  - d) The manuals requirements of this Part.

- (c) Each GHOC holder must:

- (i) State in the general policy provisions of the operations manual the duties, responsibilities and authority of personnel required by this section;
- (ii) List in the operations manual the names and business addresses of the individuals assigned to those positions; and
- (iii) Notify the Authority within ten (10) days of any change in personnel or any vacancy in any position listed.

## **4.3 TRAINING AND QUALIFICATION POLICY**

### **General Training and Qualification Requirements**

1. GHOC Holders shall ensure all operational personnel undergo requisite training that is necessary for their assigned operational activities.
2. All operational personnel who perform functions that relate to quality safety and security of operations shall receive initial and continuation training that is consistent with their assigned duties.
3. Such training shall also be subjected to continuous assessment to ensure it remains adequate and relevant to the required tasks.
4. The Initial and Recurrent Training for all operation and management personnel to ensure that they are competent shall include the following:
  - (a) Organizational policies and requirements;
  - (b) Operational and management requirements specific to the assigned responsibilities;
  - (c) Rules, laws and regulations where operations are conducted;
  - (d) Changes to policies, processes and procedures in respective operations;
  - (e) Introduction of new fleet or modifications to the equipment
  - (f) Organization familiarization training to ensure operations is conducted in accordance with conditions of the Provider's operating license, if applicable, and in accordance with applicable regulations, standards and organization requirements
  - (g) Safety Management System (SMS) training
  - (h) Security training
  - (i) In-depth job specific training for assigned operational function(s) in accordance requirements of specific operational areas

#### **4.4 QUALITY SYSTEM**

- (1) All GHOC Holders shall consider Quality, Safety and Security to be an integral and essential part of their operations.
- (2) GHOC Holders shall be committed to take all necessary measures throughout all its activities to develop, implement, maintain, promote and constantly improve to ensure all ground handling activities meet acceptable standards.
- (3) This policy shall contain statements as prescribed in paragraph 4 below
- (4) To implement this, all GHOC Holders shall:

- (a) **Enforce** the management of quality, safety and security as a primary responsibility of all managers and employees;
  - (b) **Clearly** define for all staff, managers and employees alike, their accountabilities and responsibilities for the delivery of the organization's quality, safety and security performance
  - (c) **Establish and operate** hazard identification and risk management processes, including a hazard reporting system.
  - (d) **Comply** with and, wherever possible, exceed, legislative and regulatory requirements and standards;
  - (e) **Ensure** that sufficient skilled and trained personnel are available to implement safety strategies and processes;
  - (f) **Ensure** that all staff are provided with adequate and appropriate AVIATION safety information and training, are competent in safety matters, and are allocated only tasks commensurate with their skills;
  - (g) **Continually improve** our quality, safety and security performance through management processes that ensure that relevant and effective action is taken and is effective;
  - (h) **Ensure** externally supplied systems and services to support our operations are delivered meeting our quality, safety and security performance standards.
- (5) This policy shall be reviewed when necessary for effectiveness, adequacy and suitability
  - (6) Each GHOC holder shall establish a quality system and designate a quality manager to monitor compliance with, and adequacy of, procedures required to ensure safe operational practices. Compliance monitoring shall include a feedback system to the unaccountable manager to ensure corrective action as necessary.
  - (7) Each GHOC holder shall ensure that each quality system includes a quality assurance programme that contains procedures designed to verify that all operations are being conducted in accordance with all applicable requirements, standards and procedures.
  - (8) The quality system, and the quality manager, shall be acceptable to the Authority.
  - (9) Notwithstanding (6) above, the Authority may accept the nomination of at least one Quality Manager, for operations, provided that the operator has designated one Quality Management Unit to ensure that the Quality System is applied uniformly throughout the entire operation.



## **4.5 SUBMISSION AND REVISION OF POLICY AND PROCEDURES MANUAL**

- (1) Each manual required by this part must:
  - (a) Include instructions and information necessary to allow the personnel concerned to perform their duties and responsibilities with a high degree of safety;
  - (b) Be in a form that is easy to revise and contains a system which allows personnel to determine the current revision status of each manual;
  - (c) Have a date of the last revision on each page concerned;
  - (d) Not be contrary to any applicable Ghana Civil Aviation Directive (GCAD) and the GHOC holder's specific operation specifications; and
  - (e) Each manual will include a reference to appropriate to Ghana Civil Aviation Directive.
- (2) No person may cause the use of any policy and procedure for ground operations prior to co-ordination with the Authority.
- (3) Each GHOC holder shall submit the proposed policy or procedure to the Authority at least 30 days prior to the date of intended implementation.

## **4.6 COMPANY PROCEDURES INDOCTRINATION**

- (1) No person may serve nor may any GHOC holder use a person in its employ unless that person has completed the company indoctrination curriculum approved by the Authority, appropriate to that person's duties and responsibilities.
- (2) The indoctrination curriculum shall include training in knowledge and skills related to human performance, including co-ordination with other GHOC personnel.

### **SAFETY MANAGEMENT SYSTEMS**

- (1) An GHOC holder shall implement a safety management system acceptable to the Authority as outlined in Part 36 of the Ghana Civil Aviation (Safety Management Systems) Directives.

## **4.7 FACILITIES AND OPERATIONS SCHEDULES**

### **4.7.1 FACILITIES**

- (a) Each operator shall maintain operational facilities at the main operating base, appropriate for the area and type of operation.

- (b) Each GHOC holder shall arrange appropriate ground handling facilities at each airport used to ensure the safe servicing and loading of its flight.
- (c) Each GHOC holder shall ensure that any inadequacy of facilities observed in the course of operations is reported to the Authority responsible without delay.
- (d) Each GHOC holder shall, as part of its safety management system, assess the level of Rescue and Fire Fighting Service (RFFS) protection available at any aerodrome intended to be specified in the operational flight plan in order to ensure that an acceptable level of protection is available for the aircraft intended to be used.
- (e) Each GHOC holder shall include in its operations manual information related to the level of RFFS protection that is deemed acceptable.

*Note: ICAO Annex 6, Part I: Attachment J and the Ghana Civil Aviation (Aerodromes) Directives contain guidance on assessing an acceptable level of RFFS protection at aerodromes.*

## **SECTION 5 GHOC HOLDERS OPERATIONS MANAGEMENT**

### **5.1 APPLICABILITY**

This provides those certification requirements that apply to management of ground handling operations personnel and their functions.

### **5.2 OPERATIONS MANUAL**

#### **GENERAL:**

- (1) Each GHOC holder shall ensure that the contents and structure of the operations manual are in accordance with rules and Directives of the Authority, and is relevant to the area(s) and type (s) of operation.
- (2) An GHOC holder may design a manual to be more restrictive than the Authority's requirements.
- (3) Each GHOC holder shall ensure that the operations manual presents the items of information listed below. The manual may consist of two or more parts containing together all such information in a format and manner based upon the outline presented in paragraph (4) below. Each part of the operations manual must contain all information required by each group of personnel addressed in that part.
  - (a) General policies
  - (b) Duties and responsibilities of each crewmember, appropriate members of the ground organisation, and management personnel.
  - (c) Reference to appropriate Ghana Civil Aviation Directives.
  - (d) Any other pertinent information.
  - (e) Emergency equipment and procedures.
  - (f) Procedures for refueling aircraft, eliminating fuel contamination, protection from fire (including electrostatic protection), and supervising and protecting passengers during refueling.
  - (g) Methods and procedures for maintaining the aircraft weight and centre of gravity within approved limits.
  - (h) Accident notification procedures.
  - (i) Procedures and information to assist personnel to identify packages marked or labeled as containing hazardous materials and, if these materials are to be carried, stored, or handled, procedures and instructions relating to the carriage, storage, or handling of hazardous materials, including the following:

- (i) Procedures for determining the proper shipper certification and proper packaging, marking, labeling, shipping documents, compatibility of materials, and instructions on the loading, storage, and handling.
    - (ii) Notification procedures for reporting hazardous material incidents.
    - (iii) the notification of the pilot in command when there are hazardous materials aboard.
  - (j) Other information or instructions relating to safety.
- (4) Each GHOC holder shall issue to the persons assigned operational control functions, an Operations Manual acceptable to the Authority.
  - (5) The Operations Manual shall contain the overall (general) company policies and procedures regarding the ground operations it conducts.
  - (6) Each GHOC holder shall prepare and keep current an Operations Manual which contains the GHOC procedures and policies for the use and guidance of its personnel.
  - (7) Each GHOC holder shall issue the Operations Manual, or pertinent portions, together with all amendments and revisions to all personnel that are required to use it.
  - (8) No person may provide for use of its personnel in ground handling any Operations Manual or portion of this manual which has not been reviewed and found acceptable or approved for the GHOC holder by the Authority.
  - (9) Each GHOC holder shall ensure that the contents of the Operations Manual include at least those subjects designated by the Authority that are applicable to the GHOC holder's operations.
  - (10) The Operations Manual shall contain the specific areas listed below, and may be issued in separate parts.
    - (a) A statement that the manual complies with all applicable Authority Directives and requirements and with the terms and conditions of the applicable Ground Operator Certificate.
    - (b) A statement that the manual contains operational instructions that are to be complied with by the relevant personnel in the performance of their duties.
    - (c) A list and brief description of the various operations manual parts, their contents, applicability and use.
    - (d) Explanations and definitions of terms and words used in the manual.
  - (1) System of Amendment and Revision

- (a) An operations manual shall describe who is responsible for the issuance and insertion of amendments and revisions.
- (b) A record of amendments and revisions with insertion dates and effective dates is required.
- (c) A statement that hand-written amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety.
- (d) A description of the system for the annotation of pages and their effective dates.
- (e) A list of effective pages and their effective dates.
- (f) Annotation of changes (on text pages and as practicable, on charts and diagrams).
- (g) A system for recording temporary revisions.
- (h) A description of the distribution system for the manuals, amendments and revisions.
- (i) A statement of who is responsible for notifying the Authority of proposed changes and working with the Authority on changes requiring Authority approval.

### **5.3 TRAINING PROGRAMME MANUAL**

- (1) Each GHOC holder shall ensure that all operations personnel are properly instructed in their duties and responsibilities and the relationship of such duties to the operation as a whole.
- (2) Each GHOC holder shall have a training programme manual approved by the Authority containing the general training, checking, and record keeping policies.
- (3) Each GHOC holder shall have approval of the Authority prior to using a training curriculum for the purpose of qualifying a person performing operational control functions, for duties in commercial air transport.
- (4) Each GHOC holder shall submit to the Authority any revision to an approved training programme, and shall receive written approval from the Authority before that revision can be used.
- (5) Each GHOC holder shall submit the proposed training programme to the Authority at least 30 days prior to the date of intended implementation.

## **SECTION 6 GROUND HANDLING ARRANGEMENTS AND PROCEDURES**

### **6.1 TRAINING PROGRAMME MANUAL**

A description of fueling procedures, including:

- (1) Safety precautions during refueling and defueling including when an APU is in operation or when a turbine engine is running and, if applicable, the propeller brakes are on;
- (2) Refueling and defueling when passengers are embarking, on board or disembarking;
- (3) Precautions to be taken to avoid mixing fuels; and
- (4) Method to ensure the required amount of fuel is loaded.

### **6.2 AIRCRAFT, PASSENGERS, AND CARGO HANDLING PROCEDURES RELATED TO SAFETY**

A description of the handling procedures to be used when allocating seats and embarking and disembarking passengers and when loading and unloading the aircraft. Further procedures, aimed at achieving safety whilst the aircraft is on the ramp, shall also be given. Handling procedures shall include:

- (1) Sick passengers and persons with reduced mobility;
- (2) Permissible size and weight of hand baggage;
- (3) Loading and securing of items in the aircraft;
- (4) Special loads and classification of load compartments (i.e., dangerous goods, live animals, etc.);
- (5) Positioning of ground equipment;
- (6) Operation of aircraft doors;
- (7) Safety on the ramp, including fire prevention, blast and suction areas;
- (8) Start-up, ramp departure and arrival procedures;
- (9) Servicing of aircraft;
- (10) Documents and forms;
- (11) Multiple occupancy of aircraft seats.

Procedures to ensure that persons who appear to be intoxicated or who demonstrate by manner or physical indications that they are under the influence of alcohol or drugs, except medical patients under proper care, are refused embarkation

## **SECTION 7 GHO SECURITY MANAGEMENT**

### **7.1 APPLICABILITY**

This provides those certification requirements that apply to the GHOC holder's protection of facilities and personnel from unlawful interference.

### **7.2 SECURITY REQUIREMENTS**

Each GHOC holder shall ensure that all appropriate personnel are familiar, and comply with, the relevant requirements of the national security programmes of Ghana.

### **7.3 SECURITY TRAINING PROGRAMMES**

- (1) Each GHOC holder shall establish, maintain and conduct approved training programmes which enable the operator's personnel to take appropriate action to prevent acts of unlawful interference such as sabotage or unlawful seizure of aircraft and to minimize the consequences of such events should they occur.
- (2) As a minimum, the security training programme shall include:
  - (a) Determination of the seriousness of any occurrence;
  - (b) Personnel communication and coordination;
  - (c) Appropriate self-defense responses;
  - (d) Use of non-lethal protective devices assigned to crew members whose use is authorized by the Authority;
  - (e) Live situational training exercises regarding various threat conditions;
  - (f) Aircraft search procedures and guidance on least-risk bomb locations where practicable;
  - (g) Understanding of behaviour of terrorists
  - (h) Personnel preventative measures and techniques in relation to passengers, baggage, cargo, mail, equipment, stores and supplies intended for carriage on an aircraft.

*Note: If the GHO is responsible for airport screening of passengers, baggage and cargo, then screening training must be included in the security training programme.*

### **7.4 REPORTING ACTS OF UNLAWFUL INTERFERENCE**

Following an act of unlawful interference on board an aircraft the PIC or, in his absence, the GHOC holder shall submit, without delay, a report of such an act to Ghana Civil Aviation Authority.



## SECTION 8 GHOC DANGEROUS GOODS MANAGEMENT

### 8.1 APPLICABILITY

Subpart 33.6 provides those certification requirements that apply to management of dangerous goods.

### 8.2 SCOPE

- (1) Each GHOC holder shall comply with the provisions contained in the ***ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air, ICAO Doc. 9284*** (hereinafter called 'Technical Instructions') on all occasions when dangerous goods are carried, irrespective of whether the flight is wholly or partly within or wholly outside the territory of Ghana. Where dangerous goods are to be transported outside the territory of Ghana, the GHOC holder shall review and comply with the appropriate variations noted by contracting states contained in Attachment 3 to the Technical Instructions.
- (2) Articles and substances which would otherwise be classed as dangerous goods are excluded from the provisions of Subpart 33.6, to the extent specified in the Technical Instructions, provided they are—
  - (a) Required to be aboard the aircraft for operating reasons;
  - (b) Carried as catering or cabin service supplies;
  - (c) Carried for use in flight as veterinary aid or as a humane killer for an animal; or
  - (d) Carried for use in flight for medical aid for a patient, provided that—
    - (i) Gas cylinders have been manufactured specifically for the purpose of containing and transporting that particular gas;
    - (ii) Drugs, medicines and other medical matter are under the control of trained personnel during the time when they are in use in the aircraft;
    - (iii) Equipment containing wet cell batteries is kept and, when necessary secured, in an upright position to prevent spillage of the electrolyte; and
    - (iv) Proper provision is made to stow and secure all the equipment during take-off and landing and at all other times when deemed necessary by the PIC in the interests of safety; or
    - (v) They are carried by passengers or crewmembers.
  - (e) Articles and substances intended as replacements for those in paragraph (2) (a) may be transported on an aircraft as specified in the Technical Instructions.

### **8.3 LIMITATIONS ON THE TRANSPORT OF DANGEROUS GOODS**

- (1) Each GHOC holder shall take all reasonable measures to ensure that articles and substances that are specifically identified by name or generic description in the Technical Instructions as being forbidden for transport under any circumstances are not carried on any aircraft.
- (2) Each GHOC holder shall take all reasonable measures to ensure that articles and substances or other goods that are identified in the Technical Instructions as being forbidden for transport in normal circumstances or infected live animals are transported only when—
  - (a) They are exempted by the States concerned under the provisions of the Technical Instructions; or
  - (b) The Technical Instructions indicate they may be transported under an approval issued by the State of Origin.

### **8.4 CLASSIFICATION**

Each GHOC holder shall ensure that articles and substances are classified as dangerous goods as specified in the Technical Instructions.

### **8.5 PACKING**

- (1) Each GHOC holder shall ensure that dangerous goods are packed as specified in the Technical Instructions.
- (2) Packing used for the transport of dangerous goods shall:
  - (a) Be of good quality and shall be constructed and securely closed so as to prevent leakage which might be caused in normal conditions of transport, by changes in temperature, humidity or pressure, or by vibration.
  - (b) Be suitable for the contents. Packaging in direct contact with dangerous goods shall be resistant to any chemical or other action of such goods.
  - (c) Meet the material and construction specifications in the Technical Instructions.
  - (d) Be tested in accordance with the provisions of the Technical Instructions.
  - (e) For inner packaging, shall be so packed, secured or cushioned as to prevent their breakage or leakage and to control their movement within the outer packaging(s) during normal conditions of air transport. Cushioning and absorbent materials shall not react dangerously with the contents of the packaging.
  - (f) Not be reused until it has been inspected and found free from corrosion or other

damage. Where packaging is re-used, all necessary measures shall be taken to prevent contamination of subsequent contents.

- (g) which retention of a liquid is a basic function, shall be capable of withstanding, without leaking, the pressure stated in the Technical Instructions.
- (3) If because of the nature of their former contents, uncleaned empty packaging may present a hazard, they shall be tightly closed and treated according to the hazard they constitute.
- (4) No harmful quantity of a dangerous substance shall adhere to the outside of packages.

## **8.6 LABELLING AND MARKING**

- (1) Each GHOC holder shall ensure that packages, overpacks and freight containers are labeled as specified in the Technical Instructions.
- (2) Each GHOC holder shall ensure that packages, overpacks and freight containers are marked with:
  - (i) the proper shipping name of its contents;
  - (ii) the UN number, when assigned, and
  - (iii) other such markings as may be specified in the Technical Instructions.
- (3) Each GHOC holder shall ensure that packaging manufactured to a specification contained in the Technical Instructions shall be so marked in accordance with the Technical Instructions.

## **8.7 ACCEPTANCE OF DANGEROUS GOODS**

- (1) No GHOC holder may accept dangerous goods for transport until the package, overpack or freight container has been inspected in accordance with the acceptance procedures in the Technical Instructions.
- (2) Each GHOC holder shall use an acceptance check list which—
  - (a) Shall allow for all relevant details to be checked; and
  - (b) Shall be in such form as will allow for the recording of the results of the acceptance check by manual or computerised means.

## **8.8 INSPECTION FOR DAMAGE, LEAKAGE OR CONTAMINATION**

(1) Each GHOC holder shall ensure that:

- (a) Packages, overpacks and freight containers are inspected for evidence of leakage or damage immediately prior to loading on an aircraft or into a unit load device, as specified in the Technical Instructions;
- (b) A unit load device is not loaded on an aircraft unless it has been inspected as required by the Technical Instructions and found free from any evidence of leakage from, or damage to, the dangerous goods contained therein;
- (c) Leaking or damaged packages, overpacks or freight containers are not loaded on an aircraft;
- (d) Any package of dangerous goods found on an aircraft and which appears to be damaged or leaking is removed or arrangements made for its removal by an appropriate authority or organisation.
- (e) After removal of any leaking or damaged goods, the remainder of the consignment is inspected to ensure it is in a proper condition for transport and that no damage or contamination has occurred to the aircraft or its load; and
- (f) Packages, overpacks and freight containers are inspected for signs of damage or leakage upon unloading from an aircraft or from a unit load device and, if there is evidence of damage or leakage, the area where the dangerous goods were stowed is inspected for damage or contamination.

## **8.9 REMOVAL OF CONTAMINATION**

Each GHOC holder shall ensure that—

- (1) Any contamination found as a result of the leakage or damage of dangerous goods is removed without delay; and
- (2) An aircraft which has been contaminated by radioactive materials is immediately taken out of service and not returned until the radiation level at any accessible surface and the non-fixed contamination are not more than the values specified in the Technical Instructions.

## **8.10 LOADING RESTRICTIONS AND STOWAGE OF DANGEROUS GOODS**

- (1) Each GHOC holder shall ensure that packages and overpacks containing dangerous goods and freight containers containing radioactive materials are loaded and

stowed in accordance with the Technical Instructions.

- (a) **Passenger Cabin and Flight Deck.** Each GHOC holder shall ensure that dangerous goods are not carried in an aircraft cabin occupied by passengers or on the flight deck, unless otherwise specified in the Technical Instructions.
  - (b) **Cargo Compartments.** Each GHOC holder shall ensure that dangerous goods are loaded, segregated, stowed and secured on an aircraft as specified in the Technical Instructions.
  - (c) **Dangerous Goods Designated for Carriage Only on Cargo Aircraft.** Each GHOC holder shall ensure that packages of dangerous goods bearing the “Cargo Aircraft Only” label are carried on a cargo aircraft and loaded as specified in the Technical Instructions, and in a manner that a crew member or other authorised person can see, handle and, where size and weight permit, separate such packages from other cargo in flight.
- (2) Packages containing dangerous goods shall be separated when stowing as follows:
- (a) Those packages that might react dangerously with other packages shall not be stowed next to each other or in a position that might allow interaction between them in the event of a leakage.
  - (b) Those packages containing toxic and infectious substances shall be stowed in accordance with the Technical Instructions.
  - (c) Those packages containing radioactive materials shall be stowed so that they are separated from persons, live animals and undeveloped film, and secured in flight in accordance with the Technical Instructions.
- (3) The GHOC holder shall protect and secure any dangerous goods in such a manner that will prevent any movement in flight that might change the orientation of the packages.

## 8.11 PROVISION OF INFORMATION

- (1) **Information to Ground Staff.** Each GHOC holder shall ensure that:
- (a) Information is provided to enable ground staff to carry out their duties with regard to the transport of dangerous goods, including the actions to be taken in the event of incidents and accidents involving dangerous goods; and
  - (b) Where applicable, the information referred to in paragraph (1) (a) is also provided to the handling agent.
- (2) **Information to Passengers.** Each GHOC holder shall ensure that information is promulgated as required by the Technical Instructions so that passengers

are warned as to the types of goods which they are forbidden from transporting aboard an aircraft.

- (3) **Information to Shippers.** Each GHOC holder shall ensure that information is published as required by the Technical Instructions so that shippers of dangerous goods are provided with the information as required by the Technical Instructions to enable them to carry out their responsibilities with regard to the transport of dangerous goods and the action to be taken in the event of emergencies arising involving dangerous goods.
- (4) **Information to Acceptance Points Personnel.** Each GHOC holder shall ensure that notices are provided at acceptance points for cargo giving information about the transport of dangerous goods, including the actions to be taken in the event of emergencies arising involving dangerous goods.
- (5) **Information to Crew Members.** Each GHOC holder shall ensure that information is provided in the Operations Manual to enable crew members to carry out their responsibilities in regard to the transport of dangerous goods, including the actions to be taken in the event of emergencies arising involving dangerous goods.
- (6) **Information to the PIC.** Each GHOC holder shall ensure that the PIC is provided, as early as practicable before the departure of the flight, with written information, as specified in the Technical Instructions.
- (7) **Information in the Event of an Aircraft Incident or Accident.** Each GHOC holder which is involved in an aircraft accident or incident shall—
  - (a) As soon as possible, inform the appropriate authority of the State in which the aircraft accident or incident occurred of any dangerous goods carried; and
  - (b) On request, provide any information required to minimise the hazards created by any dangerous goods carried.

## 8.12 DANGEROUS GOODS TRAINING PROGRAMME AND MANUAL

- (1) Passenger handling staff, and security staff employed by the GHOC holder who deal with the screening of passengers and their baggage and cargo shall have received training which covers as a minimum, the areas identified in Part 8 to a depth sufficient to ensure that an awareness is gained of the hazards associated with dangerous goods, how to identify them and what requirements apply to the carriage of such goods by passengers.
- (2) An GHOC holder shall provide dangerous goods training manuals which contain adequate procedures and information to assist personnel in identifying packages

marked or labelled as containing hazardous materials including—

- (a) Instructions on the acceptance, handling, and carriage of hazardous materials.
- (b) Instructions governing the determination of proper shipping names and hazard classes.
- (c) Packaging, labelling, and marking requirements.
- (d) Requirements for shipping papers, compatibility requirements, loading, storage, and handling requirements.
- (e) Restrictions.

*Note- See Tables 1, 2 and 3 of Part 18 of these Flight Standards Directives for Areas of Dangerous Goods Training.*

*Note: x indicates an area to be covered.*

### **8.13 DANGEROUS GOODS INCIDENT AND ACCIDENT REPORTS**

- (1) Each GHOC holder shall report dangerous goods incidents and accidents to the Authority within 72 hours of the event, unless exceptional circumstances prevent this.
- (2) Each GHOC holder shall report undeclared or misdeclared dangerous goods discovered in cargo or passenger's baggage to the Authority within 72 hours of the discovery, unless exceptional circumstances prevent this.

### **8.14 SHIPPER'S RESPONSIBILITIES**

- (1) No person shall offer a package, overpack or freight container containing dangerous goods for shipment by air unless that person has, in accordance with the Technical Instructions, ensured that the dangerous goods are properly-
  - (a) Classified;
  - (b) Packed;
  - (c) Labelled and
  - (d) Accompanied by a properly executed dangerous good transport document.
- (2) In completing the dangerous goods transport document for the GHOC holder, the

shipper shall, in accordance with the Technical Instructions and any other Directives or regulations of Ghana:

- (a) Declare that the dangerous goods are fully and accurately described by their proper shipping names;
- (b) Declare that the dangerous goods are classified, packed, marked and labelled and in the proper condition for transport;
- (c) Complete the form in English when the dangerous goods are to be carried either wholly or partly outside Ghana; and
- (d) Sign the form.

## **8.15 DANGEROUS GOODS SECURITY PROVISIONS**

Each shipper, operator and other individuals engaged in the transport of dangerous goods by air shall establish security measures, consistent with these Directives, to minimize theft or misuse of dangerous goods that may endanger persons, property or the environment.



## **SECTION 9 PASSENGER HANDLING**

### **9.1 PASSENGER CHECK-IN PROCEDURES**

- (1) This procedure covers the activities of accepting passengers for travel in any travel class on AOC Holder handled and shall be conducted in accordance with regulatory of AOC Holders and GHOC Holders requirements.
- (2) GHOC Holders shall not accept any dangerous goods for transportation as baggage or carry on cabin baggage by passengers and crew.
- (3) Where any undeclared dangerous goods are discovered in the passenger baggage or cabin baggage, GHOC Holders shall forward a report to the customer airline and the Authority on a standard Dangerous goods occurrence report form within 24hours of the occurrence.

### **9.2 PASSENGER BOARDING PROCEDURE**

- (1) GHOC Holders shall conduct passenger boarding in accordance with the instructions in this AC and the AOC Holders requirements.
- (2) The following shall be ensured before or during the boarding process:
  - (a) Check that boarding facilities and gate monitors are displaying flight information.
  - (b) Ensure Dangerous Goods and Prohibited Articles notices are displayed at the boarding gate.
  - (c) If walking on apron, ensure the route to the aircraft is safe and clearly marked for both passengers and staff.
  - (d) For jet bridge boarding, secure and mark off the route to the aircraft.
  - (e) Obtain clearance for boarding from the flight crew and according to local procedures and AOC Holders policy.
  - (f) Follow safety requirements for fueling in progress as per AOC Holder's OM.
  - (g) Make boarding announcements as per AOC Holders standards.
  - (h) Follow policies for passengers requiring assistance or pre-boarding.

- (i) Verify each passenger's identity as per the requirements.
- (j) Check the name on the passenger identity document with the one on the ticket, and visually match passenger with photograph.
- (k) Confirm each passenger's boarding acceptance in the DCS before allowing them to board.
- (l) For manual or non-automated boarding, check the flight number and date on the boarding card.
- (m) Apply cabin baggage policies of the AOC Holders, and account for any gate tagged items.
- (n) Secure the flight by matching the checked-in passengers to the boarded passengers.
- (o) Provide final passenger numbers to cabin crew.
- (p) Provide required flight documents to cabin crew.

### **9.3 PASSENGER SECURITY PROCEDURE**

- (1) The GHOC Holder shall ensure that all passenger handling functions are conducted with due consideration to the security situation as directed by the appropriate regulatory authorities, airport and AOC Holders requirements.
- (2) The passenger handling personnel shall maintain vigilance at all times and perform passenger profiling from the time the passenger starts the check-in process until the passenger is boarded.
- (3) The GHO personnel shall immediately alert appropriate security authorities at the airport and customer airline representatives whenever a suspicious passenger attempts to check-in.
- (4) During the check-in process, passenger handling personnel shall conduct a security assessment of the passengers and their baggage in accordance with the AOC Holders requirements. The passenger handling staff will ask the security questions and conduct inspection of passenger documents, verifying passenger identity, appropriately tagging the baggage to their destination and all other security functions.
- (5) All passenger baggage shall be secured from the time the baggage is accepted for transportation until it is loaded onto the aircraft for transportation or transferred to and accepted by another entity for further handling.
- (6) No GHOC Holder shall conduct passenger baggage screen as this is the responsibility of the Ghana Airports Company Limited Security.
- (7) All originating hold baggage shall be individually tagged or labelled as accompanied or unaccompanied baggage prior to being released for loading and subjected to appropriate security controls that includes screening.

(8) GHOC Holders shall keep baggage reconciliation information (bingo sheets or BRS records), baggage discrepancy reports or any records on transported baggage together with the flight documentation for a minimum of 90 days.

(9) All GHOC Holders shall have a Security Manual which provides details of the security systems in operation.

#### **9.4 PASSENGER ARRIVAL, TRANSFER AND TRANSIT PROCEDURE**

(1) GHOC Holders shall ensure that laid down preparations for receiving arrival, transfer and transit passengers are safe and adequate.

#### **9.5 PASSENGER IRREGULARITIES HANDLING PROCEDURES**

(1) GHOC Holders shall ensure that all passengers and their baggage are accounted for and loaded.

(2) Where differences are observed, the aircraft doors shall not be closed for the flight until the irregularity has been clarified.

(3) Accurate information on the passengers, baggage, cargo and mail shall be provided to the operating crew and also kept on file at the station.

## **SECTION 10 BAGGAGE HANDLING PROCEDURES**

The Baggage Handling procedure gives guidelines for the procedures for acceptance and handling baggage for transportation. All baggage shall be accepted for transportation in accordance with the AC and Directives and operator manual

### **10.1 COMMUNICATION**

- (1) GHOC Holders shall ensure that proper communication is done between the baggage handling personnel/ check in counter supervisor, ramp personnel and the load controller for the seamless operations.
- (2) Communication can be verbal and written; verbal communication includes the use of radio, telephones and mobile phones which are approved to be used as per company, airline and local authority regulations.

### **10.2 CABIN BAGGAGE**

#### **10.2.1 Definition**

Cabin baggage is baggage that is carried and stowed in the cabin under the passengers control and custody.

#### **10.2.2 Types of Cabin Baggage**

**Cabin baggage shall include:**

- (1) Cabin baggage carried within the operator's free carry-on baggage allowance.
- (2) Free carry-on items permitted by the operator in addition to the standard (e.g.

purse, laptop, duty-free item).

- (3) Special items permitted by the operator that may require a prior arrangement, notification and/or specialized screening requirements or additional charges (e.g. urns containing human remains, pets in cabin).
- (4) Items of dangerous goods permitted in passenger baggage including those items that require prior approval by the operator, see IATA Dangerous Goods Regulations (DGR).

#### 10.2.3 Cabin Baggage Acceptance Policies

- (a) GHOC Holders shall ensure that appropriate cabin baggage sizing and weighing scales are available for the assessment of the acceptable cabin baggage.
- (b) Cabin baggage cannot be accepted if it:
  - (ii) Is unsuitable for air carriage due to its weight, size or nature.
  - (iii) Cannot fit under the seat or be stowed in the overhead compartment.
  - (iv) Is unsuitably packed.

### 10.3 HANDLING OF PETS (AVIH and PETC)

#### 10.3.1 General

Handling of pets shall be in accordance with directives. This two methods of carriage shall apply:

- (a) Pets carried in the passenger cabin in an approved container (PETC).
- (b) Pets carried in the cargo compartment in an approved container (AVIH).

#### Animals in Hold (AVIH)

- (1) Animals in Hold shall be transported as checked baggage in the aircraft hold and travel in accordance with IATA Live Animal Regulations, and Directives herein.

Note: Domestic animals of unusual size or wild animals, reptiles and rodents must be transported as cargo.

### 10.4 BAGGAGE ROOM PREPARATION

#### 10.4.1 General

The baggage room shall be prepared a sufficient and pre-determined number of baggage carts and containers in accordance with the expected passenger load for a flight.

#### 10.4.2 ULD Preparation and Build-up

- (a) Any ULD shall be subject to a detailed inspection for damage before use. A damaged ULD may no longer be airworthy.
- (b) Where the ULD is found to have damage exceeding the allowable limits, that ULD shall be immediately identified as Unserviceable and be segregated from other serviceable ULDs.
- (c) Each ULD shall have a "Container Card" inside the pouch near the door and a "Bingo Sheet" attached to the outside of the ULD next to the pouch (where manual reconciliation is performed).
- (d) 100% of the door locks/net or strap fittings and/or any other device used in the closing of the ULD shall be fully secured before dispatch.
- (e) Where manual reconciliation is used, as each bag is loaded into a ULD, the security sticker must be peeled off of its bag tag and placed on the bingo sheet.
- (f) Where automatic reconciliation is used the baggage barcode is to be scanned as each bag is loaded.

#### 10.4.3 BAGGAGE SECURITY

- (1) GHOC Holders shall ensure that all checked-in baggage are subjected to the proper security checks as per the applicable regulations.
- (2) GHOC Holders shall ensure to have effective supervision required for controlled access in BMA, during the transport of baggage to and from BMA / arrival baggage delivery area, to prevent all unauthorized interference.
- (3) GHOC Holders personnel at BMA storage area shall keep a proper surveillance on the movement of baggage from check in counter,
  - (a) Till it gets loaded in to the aircraft.
  - (b) Till it gets accepted to the another carrier (transfer/ transit baggage)
- (4) In case of any unauthorized interference located/ addressed during the baggage movement, GHOC Holders staff allocated for baggage handling shall immediately inform the Authority.

## **SECTION 11 RAMP SAFETY IN AIRCRAFT HANDLING**

### **11.1 INTRODUCTION**

- (1) The minimum safety rules and procedures defined in this section shall be applicable to and understood by all personnel of GHOC Holders working on the ramp.
- (2) All staff involved in the aircraft turnaround operation shall observe safety requirements associated with aircraft ramp operations by wearing, in particular, distinctive reflective vests, ear protection and any other protective clothing during operations.
- (3) All staff shall report any damages noted during aircraft handling in accordance with the GHOC holder, regulatory authorities and customer airline's requirements.

### **11.2 GENERAL RAMP SAFETY**

- (1) GHOC Holder shall ensure that all personnel who work within the airport area including the ramp and cargo areas go through airside safety training before they are tasked to work in the airport area.
- (2) All personnel shall be required to maintain and use standard operating procedures

and guidance to minimize the possibility of any conflict or accident during operation.

- (3) Appropriated personal protective equipment and clothing (PPE) shall be provided for all personnel who work in exposed areas against operational hazards.
- (4) The PPE that is issued consistent with the areas the personnel work shall include the following:
  - (a) High visibility vests;
  - (b) Ear defenders;
  - (c) Gloves;
  - (d) Safety shoes;
  - (e) Safety goggles;
  - (f) Coldroom Jackets;
  - (g) Hazmat Handling equipment;
  - (h) Toilet Servicing Handling Equipment;
  - (i) respirators

### **11.3 FOD–FOREIGN OBJECT DEBRIS**

- (1) GHOC holders shall ensure adequate checks are conducted prior to any aircraft movement or servicing operation for FODs.

### **11.4 AIRSIDE CLEANLINESS AND SPILLAGE CONTROL**

- (1) GHOC holders shall understand that working on the airside requires collective responsibility to ensure that the airside is kept clean and orderly.
- (2) All parking of equipment and arrangements of handling equipment shall be done to ensure that any unwanted litter or spillages can be easily identified and corrected.

### **11.5 AIRSIDE FIRE SAFETY**

- (1) GHOC Holders shall ensure that staff are made aware of the fire hazard and ensure the following:
  - (a) identification and elimination of conditions that could lead to fire;
  - (b) availability of appropriate firefighting equipment in susceptible areas;
  - (c) emergency procedures and alerting of personnel onboard when a fire is identified;
  - (d) Controlling and reporting the fire to customer airlines and appropriate authorities.



## **11.6 SAFETY INSTRUCTIONS FOR OPERATING MOTORIZED VEHICLES ON THE RAMP**

### **11.6.1 General Safety Instructions for Ground Support Equipment (GSE)**

- (1) A GHOC Holder shall ensure that only trained and authorized personnel shall be allowed to operate that specific equipment type.
- (2) The GHOC holder shall ensure that all safety devices fitted on GSE (e.g. bumpers, handrails, stabilizers, etc.) are used during aircraft handling and servicing.
- (3) In preparation for the arrival and departure of the aircraft at the stand, the GHO shall ensure that all the required servicing equipment is available and serviceable for operations. Such equipment includes but not limited to the listed:
  - (a) Chocks and safety cones as required for the type of aircraft handled;
  - (b) Ground power units when required (as required by the aircraft type);
  - (c) Headset (if headset communication is required)
  - (d) Air-conditioning units when required;
  - (e) Air-start units when required;
  - (f) Loading and offloading equipment;
  - (g) Passenger boarding equipment as applicable (when required);
  - (h) Toilet servicing units when required;
  - (i) Water servicing units when required;

## **SECTION 12 LOAD CONTROL**

### **12.1 INTRODUCTION**

- (1) Load Control is a function that ensures the production of all applicable documentation to comply with AOC Holders and regulatory authority's directives for an individual flight.
- (2) This shall include accurate planning, recording and reporting of all load distributed on an aircraft.
- (3) Documented communication shall be required to ensure correct weight & balance calculations are conducted prior to an aircraft's departure.
- (4) Trained and qualified personnel only shall be allowed to conduct load control activities that is specific to the aircraft operated.
- (5) To meet the requirements of station load control, the load control procedures must be based on the following principles:
  - (a) For every flight an efficient control system must be in operation ensuring compatibility of all figures on the Load Sheet with corresponding actual loading of the aircraft.

- (b) Calculating of Estimate Zero Fuel Weight.
- (c) Completion of Loading Instruction Report and Load Sheet.
- (d) Supervision of the loading of the aircraft in accordance with the Loading Instruction Report.
- (e) Checking of actual load reported on the Loading Instruction Report with the Load sheet.
- (f) Completion of remaining applicable loading reports.

## **12.2 REGULATORY REQUIREMENTS**

### **12.2.1 General Load Control Responsibilities**

- (a) Load control function shall be planned, prepared, issued and carried out by GHOC Holder on behalf of an AOC Holder's requirements or may be issued by an AOC Holder Centralised Load Control (CLC)
- (b) GHOC Holders shall retain operational load control records in accordance with all applicable regulatory and operating airline requirements.
- (c) The records shall include the following:
  - (i) Training and qualification records for personnel that perform load control functions;
  - (ii) Load control documentation for each flight in accordance with requirements of the operating airline; The Load Control process must have an audit trail for each departure.
    - a) Weight and balance records must be retained for a period in accordance with applicable regulations and/or requirements of the operating airline, but no less than a period of three months.
    - b) The operating airline will identify specific loading positions within each aircraft type for the purpose of planning and positioning the load in the aircraft.
    - c) The operating airline will specify requirements for presenting load information in load documents, reports and messages.
    - d) Forms used in the Load Control process must be in compliance with the operating airline's Operations manual.
    - e) All scales (weighbridges) used for weight determination of load and clearance measuring systems must be calibrated and/or checked at intervals determined by the operating carrier or state.
    - f) Flight editing and Check-in, where applicable.
    - g) Safe and correct physical loading of the aircraft.
    - h) Timely transmission of loading information and control details to CLC of the Customer Airline, where applicable.

### **12.3 QUALIFICATION REQUIREMENTS**

- (1) The load controller shall be a qualified and licensed personnel for the job function.
- (2) Training for the Load Control function shall be performed by qualified instructor authorized by the Authority.

### **12.4 DOCUMENTATION REQUIREMENTS**

- (1) GHOC Holders shall be responsible for providing all relevant documentation for load planning and weight and balance calculation.
- (2) GHOC Holders shall define data content and terminology for documents reports and messages.

### **12.5 LOAD CONTROL REQUIREMENTS**

- (1) Ensure the final information provided to the flight crew on the final load sheet is in agreement with the actual load on the aircraft.
- (2) The following codes shall be used to identify load categories and to give information in connection with ULD handling:
  - (a) B- Baggage not otherwise specified.
  - (b) C- General cargo or mixed units.
  - (c) D- Crew baggage (when not included with “E” or “S”
  - (d) E- Equipment
  - (e) F- First class baggage and/or priority handled baggage.
  - (f) H- ULD and/or its load to be transshipped to a connecting (onward destination and/or flight to be shown in SI element on CPM)
  - (g) M- Mail.
  - (h) N- No fit/no ULD at position
  - (i) Q- Courier Baggage.
  - (j) S- Sort on Arrival (a rummage container i.e contents of different categories and on line destinations)
  - (k) T- Load for transfer to various connecting flights.
  - (l) U- Unserviceable ULD
  - (m) W- Cargo in security controlled ULD
  - (n) X- Empty ULD

(o) Z- Load deliberately mixed by destination when these destinations are known to be beyond a planned reloading station.

- (3) Communication within operations to include customer airline shall be conducted utilizing the above standard coding. Such communication shall include general loading and offloading information, variances between information and actual observed, information for load control purposes and notifications to other stations. Communication may be via verbal, written, e-mail, or other electronic messaging services.

## **12.6 LOAD PLANNING**

The load planning procedure shall take into consideration, as applicable to each flight, the following;

- (1) Aircraft empty weight.
- (2) Operating Equipment. e.g; Crew catering. EIC
- (3) Aircraft Limitation

## **12.7 AIRCRAFT LOADING PROCEDURES**

- (1) GHOC Holders shall ensure that each aircraft is loaded in accordance with the completed and signed LIR that is coordinated with the load control office.
- (2) A qualified individual shall supervise the loading of the aircraft and provide a signed confirmation to say:
  - (a) The aircraft has been loaded as instructed—including any special load instructions;
  - (b) The condition of locks, restraints or ULDs has not affected load capacity;
  - (c) The bulk load and ULDs are correctly secured and locks and nets are in use;
  - (d) Visible dangerous goods packages were inspected prior to loading;
  - (e) Special loads, including dangerous goods, have been stowed and secured according to regulations and operating airline procedures;
  - (f) The holds are free of any foreign objects;
  - (g) Any deviations are noted.

## **12.8 REPORTING ACTUAL LOAD**

- (1) The Load Controller shall ensure that accurate and actual load information is factored in the weight and balance calculations.
- (2) In the event of any potential discrepancy associated with the accuracy of the weight and balance figures for the flight, the relevant information shall be provided to the

pilot-in-command without delay so that appropriate corrections can be effected before the flight

- (3) For Containerized and Bulk loaded Aircraft, all commodities shall be reported/recorded per destination on the Load Instruction Report (LIR)
- (4) No flight shall be released without proper weight and balance calculations being correctly conducted and certified. Appropriate notification to the operating crew shall be conducted whenever GHOC Holders personnel are not sure of any procedures or load information.
- (5) Where there are any last minute changes the load controller shall verify that the last minute changes are incorporated in the weight and balance calculation and that the final operating weight is within the aircraft limits.

## **12.9 NOTIFICATION TO THE CAPTAIN (NOTOC)**

- (1) GHOC Holders shall account for all loads and advise the pilot in command on any special loads and passengers on board before the flight.
- (2) The NOTOC shall be produced to accurate and legible information either as written or printed information concerning information relating to special cargo loaded including dangerous goods.
- (3) The NOTOC shall also include information of special cargo that has been loaded on the aircraft at a previous departure point and that will be carried on a subsequent flight.
- (4) GHOC Holders Load Controller shall ensure that the NOTOC is provided to the PIC as soon as practicable prior to the flight departure.
- (5) Such notification must include dangerous goods or other special load items that have been loaded on the aircraft at a previous departure point and that are to be carried on a subsequent flight.
- (6) For changes or repositioning of transit dangerous goods or other special loads, a new NOTOC is issued.
- (7) A separate NOTOC shall be prepared for each station en-route.
- (8) The NOTOC must indicate the location on the aircraft where the Dangerous Good or special item was loaded.
- (9) The NOTOC must contain the name and be signed by the individual who prepared the NOTOC, the loading supervisor and the Captain.
- (10) The NOTOC shall be signed by the responsible load controller to confirm the following;
  - (a) There is no evidence of leakage from the packages or ULDs loaded on the aircraft
  - (b) The UN number on the NOTOC matches the shipment label
  - (c) The package or ULD is loaded in the designated position and secured

## **12.10 WEIGHT AND BALANCE CALCULATION**

- (1) All weight and balance calculations shall be conducted in accordance with the directives.
- (2) Calculations of the aircraft weight and balance must be conducted to ensure:
  - (a) The weight calculation does not exceed the structural limits of the aircraft type (as determined by the Manufacturer/Operator);
  - (b) An accurate balance calculation that results in a centre of gravity within fore and aft balance limits for the aircraft type, as determined by the Manufacturer/Operator.
- (3) Weight and balance calculations must:
  - (a) Be based on current aircraft weight and balance data
  - (b) Consider the actual load of the aircraft
  - (c) Consider limitations imposed
  - (d) Take into account the expected load;
  - (e) Determine the metric system or imperial units used in weight and balance calculations.

## **12.11 WEIGHT RECORDING**

- (1) GHOC Holders shall prepare a Load Instruction Report (LIR)
- (2) Loading Instruction Report (LIR) prepared shall include:
- (3) Loading instructions, to include transit load, off-load, re-load and
- (4) On-load instructions;
- (5) Loading report with space to record, to include deviations from instructions;
- (6) Loading certification signed by the person responsible for the loading;
- (7) Summary of special loads;
- (8) Loading positions for specific holds.

## **12.12 LOADSHEET**

- (1) Loadsheets production shall follow the criteria set out by the AOC Holder.
- (2) The load sheet may be manually or electronically produced and shall contain the following:
  - (a) Accurate weight and balance data and distribution of the load within the aircraft which does not exceed the operational limitations for the appropriate aircraft registration;

- (b) Present accurate number of passengers on board which does not exceed the maximum allowable aircraft seating capacity;
- (c) Show the identity of the person responsible for the accuracy of the load sheet data and the PIC;
- (d) Ensure that the load sheet has been crosschecked against LIR and other information relative to the actual aircraft load.







