



Advisory Circular

CAA-AC-OPS 042C

June 2018

GROUND HANDLING PROCEDURES/MANUAL FOR AIR OPERATORS

1.0 PURPOSE

This advisory circular (AC) contains recommendations for ensuring safe ground handling procedures and services. It is designed for the use of flight crewmembers, maintenance and servicing personnel and other aviation personnel responsible for aircraft ground handling and aviation safety in general.

This AC contains information and guidance materials regarding ground handling procedures and preparation of the Ground handling manual.

CANCELLATION; This AC cancels CAA-AC-OPS042B January 2013

2.0 REFERENCES

3.1 The Civil Aviation (Air Operator Certification and Administration) Regulations, as amended

3.0 CONTENTS OF A GROUND HANDLING MANUAL

The manual should contain information appropriate to the users to which it is used.

The manual should be specific to the type of aircraft and must contain procedures and limitations for servicing and loading the aircraft.

The manual shall include the following:

a) Organizational structure for ground handling functions with description of related responsibilities and Authorities

Lines of responsibilities associated with the following when applicable;

- Ramp operations
- Passenger services

- Baggage services
- Cabin services
- Weight and balance control
- Ground support equipment

b) Policies and Procedures for Aircraft ground Handling Training requirements, sub-contracting policies, handling processes, procedures and practices for all ground handling operations.

The following personnel shall be provided with an Aircraft loading/Ground Handling Manual

- Flight Crew members
- Flight Operations Officers/flight dispatchers
- Ground handling personnel

4.0 SERVICING AND GROUND HANDLING FACILITIES

The manual should include instructions and procedures for the operators ground handling personnel or contracted ground handling agency (which performs on behalf of the operator some or all of the latter's function including receiving loading unloading transferring or any other processing of passengers or cargo)

Handling agents must be trained in a AOCs loading and handling procedures.

Where the operator contracts all or some of ground handling functions or services to an agent, the operator must permanently retain responsibilities.

5.0 AIRCRAFT LOADING

Operator's mass and balance information should include;

Policy of using either standard or actual mass

Method of determining passenger, baggage and cargo mass

Information necessary to verify the various types of mass and balance documentation in use

Last minute changes procedures

Seating policy procedures

6.0 GROUND HANDLING INSTRUCTIONS

6.1 The operator's manual should clearly address the ground handling procedures and instructions for fuelling, aircraft passengers and cargo.

6.1.1 Fuelling procedures information should include;

- Safety precautions during fuelling
- Precautions to avoid mixing of fuels
- Method to ensure required amount of fuel is loaded

6.2 Aircraft passengers and cargo handling procedures should include;

- Sick passengers
- Passengers with reduced mobility
- Permissible size and weight of hand baggage
- Loading and securing of items in the aircraft
- Special loads ie. Dangerous Goods
- Positioning of Ground Equipment
- Operation of Aircraft doors
- Ramp Safety
- Start-up, ramp departures and arrival procedures
- Aircraft servicing
- Documents and forms
- Multiple occupancy of aircraft seats

7.0 MAINTENANCE PROCEDURES

The operator's manual should include;

- Preparation of aircraft for flight
- Subcontracting of Ground Handling functions

- Security of cargo and baggage loading
- Control of refuelling, quality/quantity
- Control of snow, ice and dust



Kenya Civil Aviation Authority

Appendix A

GROUND HANDLING MANUAL CHECKLIST

Item	Assessment			
	YES	NO	N/C	N/A
OVERALL MANUAL PRESENTATION				
1 Bound in a secure form (not loose)?				
2 Exterior of binder clearly indicates manual content?				
3 Table of contents?				
4 Distribution List				
5 Revision Instructions adequate?				
6 List of effective pages provided and correct?				
7 List of revision/ Amendment page				
ORGANISATION				
8 Organisation Structure				
9 Management of Ground Handling duties and responsibilities				
10. Policy to retain responsibility when contracted services are used				
11 Aircraft type and configuration				
HANDLING CARGO AGENT REQUIREMENT				
12 Facility and staff				
13 Training policy				
14 Library and Documentation retention				
15 Contracts and Agreements				
COMMUNICATION				
16 VHF				
17 Messaging				

18 Delay codes				
19 Internal Company Communication Assurance(Portal company address, Etc)				
CHECK IN				
20 Ticketing and documentation				
21 Passenger manifest				
22 Dangerous Goods carried by Passenger/Crew				
23 Security Questioning/Placarding				
24 Advance Passenger Information				
BAGGAGE				
25 Baggage Allowance				
26 Checked baggage				
27 Hand baggage				
SECURITY				
28 Passenger Check in and Screening Policy				
29 Control of fire-arm/dangerous article/law enforcement officers				
30 Refusal of passenger (unruly passenger)				
31 Transit Passenger				
32 Passenger of International flight				
33 Passenger and Baggage Search prior to Embarkation				
34 Crewmember Movement Control				
35 Appropriate Embarkation and Disembarkation				
36 Transfer of crew or passenger				
37 Unaccompanied or unauthorised hold baggage				
38 Protection Hold Baggage				
39 Mishandled Baggage				

PASSENGERS				
40 General Handling Policy				
41 VIP and VVIP				
42 Infant or unaccompanied minor				
43 Passenger with medical assistance				
BOARDING				
44 Boarding Area Preparation				
45 Boarding Process				
46 Additional Gate Security				
WEIGHT AND BALANCE				
47 Load Control				
48 Standard Seating/Load plans				
49 Baggage/ Cargo Loading /Unloading				
50 Load sheet				
51 Last minute change				
RAMP OPERATIONS				
52 Ramp Safety in Aircraft Handling				
53 Ground Personnel Safety Precautions				
54 Danger areas				
55 Equipment Restraint Area and Equipment Restraint Line				
56 Foreign Object Debris (FOD)				
57 Aircraft Arrival				
58 Parking and Security				
59 Engine Start				
60 Incident Management Reporting(Ground Deficiencies reporting)				

61 Night Stop Policy				
FUELING				
62 Fuel Delivery				
63 General Fuelling Precautions				