



OPERATIONAL DEMONSTRATIONS
GROUND OPERATIONS MANUAL
APPROVAL CHECKLIST

Operator: Date:

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1 Management and Control			
1.1 Management System			
1.1.1 The Operator shall have a management system that ensures control of ground handling operations and the management of safety and security outcomes. i) Passenger handling; ii) Baggage handling; iii) Cargo and mail handling; iv) Aircraft handling and loading; v) Load control vi) Aircraft fuelling; vii) Aircraft de-/anti-icing.			
1.1.2 The Operator shall have a manager for ground handling operations that: i) Has the authority and is responsible for the management and supervision of functions and activities within the scope of ground handling operations; ii) Is accountable to senior management for ensuring the safety and security of ground handling operations.			
1.2 Authorities and Responsibilities			
1.2.1 The Operator shall ensure the management system defines the authorities and responsibilities of management and non-management personnel that perform functions relevant to the safety or security of ground handling operations. The management system shall also specify: i) The levels of management with the authority to make decisions that affect the safety and/or security of ground handling operations; ii) Responsibilities for ensuring ground handling operations are conducted in accordance with applicable regulations and standards of the Operator.			
1.2.2 The Operator shall have a process for the delegation of duties within the management system for ground handling operations that ensures managerial continuity is maintained when operational managers are absent from the workplace.			
1.3 Communication			
1.3.1 The Operator shall have a communication system that enables an effective exchange of information relevant to the conduct of ground handling operations throughout the management system for ground handling operations and among operational personnel.			



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1.4 Provision of Resources (MCAO OPS 1.175 refers)			
1.4.1 The Operator shall ensure the existence of the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy ground handling operational safety and security requirements.			
1.4.2 The Operator shall ensure operational positions within the scope of ground handling operations are filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position.			
1.5 Documentation System (MCAO OPS 1.1040 refers)			
1.5.1 The Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of ground handling operations, to include: i) A means of identifying the version of operational documents; ii) A distribution process that ensures availability of the current version of the Operations Manual to appropriate personnel in all areas where ground handling operations are conducted; iii) Review and revision as necessary to maintain the currency of information contained in documents; iv) A means of document retention that permits easy reference and accessibility; v) Identification and control of obsolete and/or reproduced documents; vi) Reception of documentation and/or data from external sources to ensure information is received in time to satisfy operational requirements; vii) Retention and dissemination of documentation received from external sources.			
1.5.2 If the Operator utilizes an electronic system for the management and control of any documentation used directly in the conduct of ground handling operations, the Operator shall ensure the system provides for a scheduled generation of back-up files for such documents.			
1.5.3 The Operator shall ensure documentation used in the conduct or support of ground handling operations: i) Contains legible and accurate information; ii) Is presented in a format that is appropriate for use by ground handling personnel; iii) Is accepted or approved by the Authority, if applicable.			
1.6 Operations Manual (MCAO OPS 1.1040 refers)			
1.6.1 The Operator shall have an Operations Manual, which may be issued in separate parts, that contains the operational policies, processes, procedures and other information necessary for ground handling personnel to perform their duties and be in compliance with applicable regulations, laws, rules and standards of the Operator.			
1.6.2 The Operator shall ensure the current edition of the Operations Manual is available in a usable format at each location where ground handling operations are conducted.			
1.6.3 If the Operator transports dangerous goods, the Operator shall ensure a current edition of the IATA Dangerous Goods Regulations (DGR), the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions), or equivalent documentation is accessible at each location where ground handling operations are conducted.			



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<p>1.6.4 If the Operator transports dangerous goods, the Operator shall ensure the OM or an equivalent operational manual contains information that will permit ground handling personnel to carry out duties and responsibilities with respect to dangerous goods. Such information shall include, as a minimum:</p> <ul style="list-style-type: none">i) Action to be taken in the event of emergencies involving dangerous goods;ii) Details of the location and identification of cargo holds;iii) The maximum quantity of dry ice permitted in each compartment;iv) If radioactive material is transported, instructions for the loading of such dangerous goods in accordance with applicable requirements.			
<p>1.6.5 If the Operator does <i>not</i> transport dangerous goods, the Operator shall ensure the OM contains the policies and associated guidance necessary to prevent dangerous goods from being inadvertently carried or loaded onto the aircraft.</p>			
1.7 Records System			
<p>1.7.1 The Operator shall have a system for the management and control of ground handling records to ensure the content and retention of such records is in accordance with requirements of MCAA and to ensure operational records are subjected to standardized processes for:</p> <ul style="list-style-type: none">i) Identification;ii) Legibility;iii) Maintenance;iv) Retrieval;v) Protection and security;vi) Disposal or deletion (electronic records).			
<p>1.7.2 If the Operator utilizes an electronic system for the management and control of operational ground handling records, the Operator shall ensure the system provides for a scheduled generation of back-up record files.</p>			
1.8 RESERVED			
1.9 Quality Assurance (MCA OPS 1.035 refers)			
<p>1.9.1 The Operator shall have a quality assurance program that provides for the auditing and evaluation of the management system and operational functions within the scope of ground handling operations at planned intervals to ensure the Operator is:</p> <ul style="list-style-type: none">i) Complying with applicable regulations and standards of the Operator;ii) Satisfying stated operational needs;iii) Identifying undesirable conditions and areas requiring improvement;iv) Identifying hazards to operations.			
<p>1.9.2 The Operator shall have a process for addressing findings resulting from audits of functions within ground handling operations, which ensures:</p> <ul style="list-style-type: none">i) Identification of root cause;ii) Development of corrective action, as appropriate, to address finding(s);iii) Implementation of corrective action in appropriate operational areas;iv) Evaluation of corrective action to determine effectiveness.			



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1.9.3 The Operator shall have a process to ensure significant issues arising from audits of functions within the scope of ground handling operations are subject to regular review by senior ground handling management.			
1.10 Outsourcing and Product Control (Appendix 2 to MCAR OPS 1.175 refers)			
1.10.1 If the Operator has external service providers conduct outsourced operational functions within the scope of ground handling operations, the Operator shall have a process to ensure a contract or agreement is executed with such external service providers. Contracts or agreements shall identify measurable specifications that can be monitored by the Operator to ensure requirements that affect the safety and/or security of ground handling operations are being fulfilled by the service provider.			
1.10.2 If the Operator has external service providers conduct outsourced operational functions within the scope of ground handling operations, the Operator shall have processes to monitor such external service providers to ensure ground handling safety and security requirements are being fulfilled.			
1.10.3 The Operator <i>should</i> include auditing as a process for the monitoring of external service providers as specified in 1.10.2 .			
1.10.4 The Operator <i>should</i> have a process to ensure products purchased or otherwise acquired from an external vendor or supplier, which directly affect operational safety or security, meet the product technical requirements specified by the Operator prior to being used in the conduct of ground handling operations.			
1.11 SMS programme			
1.11.1 The Operator <i>should</i> have processes implemented in the ground handling operations organization that include a combination of reactive and proactive methods for safety data collection and analysis to ensure existing and potential hazards to aircraft operations are identified.			
1.11.2 The Operator <i>should</i> have a safety risk assessment and mitigation program implemented in the ground handling operations organization that specifies processes to ensure: i) Hazards are analyzed to determine the existing and potential safety risks to aircraft operations; ii) Safety risks are assessed to determine the requirement for risk control action(s); iii) When required, risk mitigation actions are developed and implemented in ground handling operations.			
1.11.3 The Operator shall have an operational reporting system implemented in the ground handling operations organization that: i) Encourages and facilitates feedback from ground operations personnel to report safety hazards, expose safety deficiencies and raise safety or security concerns; ii) Includes analysis and ground operations management action to address operational deficiencies, hazards, incidents and concerns identified through the reporting system.			



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1.11.4 The Operator <i>should</i> have a confidential safety reporting system implemented in the ground handling operations organization that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in operations.			
1.11.5 The Operator <i>should</i> have processes implemented in the ground handling operations organization for setting performance measures as a means to monitor the safety performance of the organization and to validate the effectiveness of risk controls.			
2 Training and Qualification			
2.1 Training Programme			
2.1.1 The Operator shall have a process to ensure personnel who perform operational duties in functions within the scope of ground handling operations for the Operator, to include personnel of external service providers, complete: i) <i>Initial training</i> prior to being assigned to perform such operational duties; ii) Recurrent training, except recurrent training in dangerous goods as specified in 2.2.1 or 2.2.2, on a frequency in accordance with requirements of MCAA, but not less than once during every 36-month period.			
2.1.2 The Operator shall have a process to ensure the content of training completed by ground handling operations personnel in accordance with 2.1.1 is reviewed and updated to remain relevant, and provides the knowledge necessary to perform duties, execute procedures and operate equipment associated with specific ground handling functions and responsibilities, to include: i) Familiarization training on applicable regulations; ii) In-depth training on requirements, including policies, procedures and operating practices; iii) Training in human factors principles; iv) Safety training on associated operational hazards.			
2.1.3 The Operator shall have a process to ensure training for personnel who perform operational duties in functions within the scope of ground handling operations for the Operator includes testing or evaluation by written, oral or practical means, as applicable, to satisfy the requirement for operational personnel to demonstrate adequate knowledge, competency or proficiency to perform duties, execute procedures or operate equipment.			
2.1.4 The Operator shall ensure completion of required training by personnel who perform operational duties in functions within the scope of ground handling operations for the Operator is recorded and such records are retained in accordance with 1.7.1 .			



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2.2 Programme Elements			
2.2.1 If the Operator transports dangerous goods, the Operator shall have a process to ensure ground handling personnel receive dangerous goods training, to include <i>initial training</i> and <i>recurrent training</i> , on a frequency in accordance with requirements of MCAA, but <i>not less than once within 24 months of previous training in dangerous goods</i> . Such training shall be completed by personnel that perform operational duties in the following functions within the scope of ground handling operations: i) Passenger handling; ii) Baggage handling; iii) Aircraft loading; iv) Load control.			
2.2.2 If the Operator does <i>not</i> transport dangerous goods, the Operator shall have a process to ensure ground handling personnel receive dangerous goods training, to include <i>initial training</i> and <i>recurrent training</i> on a frequency as specified in 2.2.1 . Such training shall be completed by personnel that perform operational duties in the following functions within the scope of ground handling operations: i) Passenger handling; ii) Baggage handling; iii) Aircraft loading; iv) Load control.			
2.2.3 The Operator shall have a process to ensure ground handling personnel assigned to perform ground handling duties in airside operations for the Operator, to include the operation of ground support equipment, complete initial and recurrent airside safety training in accordance with 2.1.1 .			
2.2.4 The Operator shall have a process to ensure ground handling personnel assigned to perform aircraft fuelling operations for the Operator complete initial and recurrent training in accordance with 2.1.1 .			
2.2.5 The Operator shall have a process to ensure personnel assigned to perform aircraft ground de-/anti-icing operations complete initial and recurrent training in accordance with 2.1.1 .			



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3 Ground Handling Operations			
3.1 Passenger Handling			
3.1.1 If the Operator conducts passenger flights, the Operator shall ensure measures are in place for the dissemination of information to passengers that provides a warning as to the types of dangerous goods that are prohibited from being transported onboard an aircraft. As a minimum, such information shall be disseminated: i) With the passenger ticket or other manner such that the passenger receives the information prior to or during check-in; ii) Via notices, sufficient in number and prominently displayed, in areas of an airport utilized for passenger ticketing, check-in, boarding and baggage claim; iii) Via notices clearly displayed at any other location where passengers are checked in.			
3.1.2 If the Operator conducts passenger flights, the Operator shall ensure a process is in place that requires, when dangerous goods not permitted for carriage onboard the aircraft are discovered in passenger baggage, a report is made to the appropriate authority of the state of occurrence.			
3.2 Airside Operations			
3.2.1 The Operator shall ensure processes are in place that assure responsibility is assigned for the supervision of all airside operational activities.			
3.2.2 The Operator shall ensure safety procedures are implemented during the conduct of all airside operational activities.			
3.2.3 The Operator shall ensure safety procedures are implemented during arrival and departure aircraft ground movement operations.			
3.2.4 The Operator shall ensure procedures are in place for an inspection of the aircraft exterior and adjacent airside areas as appropriate prior to aircraft arrival and departure ground movement operations.			
3.2.5 The Operator shall ensure procedures are in place for an inspection of the aircraft immediately prior to departure for the purpose of identifying, documenting and, as applicable, reporting external aircraft damage.			
3.2.6 The Operator shall ensure procedures are in place for securing an aircraft prior to overnight or layover parking.			
3.3 Load Control (MCAR OPS 1 Subpart J)			
3.3.1 The Operator shall ensure a Load Control system is in place that provides for: i) Aircraft weight and balance conditions that are correct and within limits; ii) Aircraft loaded in accordance with applicable regulations and specific loading instructions for the flight; iii) Dissemination of dangerous goods and other special load information applicable to each flight; iv) Information, to include last minute changes, that is in agreement with the actual load on the aircraft and presented on a final load-sheet.			



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3.3.2 The Operator shall have a process to ensure weight and balance calculations: i) Are based on current aircraft weight and balance data; ii) Take into account limitations of the manufacturer and Operator.			
3.3.3 If the Operator conducts passenger flights, the Operator <i>should</i> ensure procedures are in place within the Load Control system to identify and address passenger loads that do not comply with conventional aircraft loading weight allowances.			
3.3.4 If the Operator transports dangerous goods, the Operator shall ensure a process is in place to provide the pilot-in-command, as soon as practicable prior to departure of the aircraft, with a notification that contains accurate information pertaining to dangerous goods onboard the aircraft. Such notification shall include dangerous goods that have been loaded on the aircraft at a previous departure point and that are to be carried on a subsequent flight.			
3.3.5 The Operator shall ensure weight and balance records are retained for a period in accordance with requirements of MCAA, but no less than three months.			
3.3.6 If the Operator conducts passenger flights, the Operator <i>should</i> ensure procedures are in place for identification and communication to Load Control of: i) Hold baggage, individual or cumulative weights, that exceed normal allowances; ii) Gate delivery items, including individual or cumulative weights that exceed normal allowances; iii) Other non-normal items that must be considered in the load control process.			
3.4 Aircraft Loading			
3.4.1 The Operator shall ensure procedures are in place that provide for aircraft to be loaded: i) In accordance with written loading instructions; ii) In a manner that satisfies weight and balance requirements.			
3.4.2 If the Operator transports dangerous goods, the Operator shall ensure a qualified individual is designated to be responsible for the correct loading and securing of dangerous goods onboard the aircraft.			
3.4.3 If the Operator transports dangerous goods, the Operator shall ensure procedures are in place for the loading and securing of dangerous goods on an aircraft in a manner that: i) Prevents damage to packages and containers during aircraft loading and unloading; ii) Provides for separation and segregation in accordance with applicable requirements; iii) Prevents any movement in the aircraft.			



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3.4.4 If the Operator transports dangerous goods, the Operator shall ensure procedures are in place that assure, when a dangerous goods package or shipment appears to be damaged or leaking: i) The package or shipment is prevented from being loaded into an aircraft; ii) If already loaded, the package or shipment is removed from an aircraft; iii) In the case of leakage, an evaluation is conducted to identify and prevent from transport any baggage, cargo, transport devices or other items that may have become contaminated.			
3.4.5 If the Operator transports dangerous goods, the Operator shall ensure procedures are in place that require, when an aircraft has been contaminated by dangerous goods leakage: i) Hazardous contamination is removed from the aircraft without delay; ii) In the case of radioactive contamination, arrangements are made to take the aircraft out of service for evaluation by appropriately qualified personnel.			
3.4.6 If the Operator transports revenue or non-revenue cargo, the Operator shall ensure a process is in place that requires, when undeclared or mis-declared dangerous goods are discovered in cargo during aircraft loading, a report is made to the appropriate authority of the state of occurrence.			
3.4.7 (Intentionally open)			
3.4.8 If the Operator conducts passenger flights, the Operator shall ensure procedures are in place that prevent shipments labeled “Cargo Aircraft Only” from being loaded onto an aircraft for a passenger flight.			
3.4.9 (Intentionally open)			
3.4.10 If the Operator conducts passenger flights and transports dangerous goods, the Operator shall ensure procedures are in place that prevent dangerous goods from being carried in an aircraft cabin occupied by passengers, except as permitted by MCAA.			
3.4.11 If the Operator transports dangerous goods, the Operator shall ensure procedures are in place that prevent dangerous goods from being carried on the aircraft flight deck, except as permitted by MCAA.			



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<p>3.4.12 If the Operator conducts passenger flights and transports revenue or non-revenue cargo and/or mail in the passenger seats of the aircraft cabin, the Operator shall ensure aircraft loading procedures are in place that assure such packages or shipments:</p> <ul style="list-style-type: none">i) Are secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions;ii) Are packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;iii) Do not impose any load on the seats that exceeds the load limitation for the seats;iv) Do not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin;v) Do not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.			
<p>3.4.13 If the Operator conducts passenger flights and does <i>not</i> transport revenue cargo, non-revenue cargo and/or mail, the Operator shall ensure procedures are in place to identify items of cargo or mail that are not permitted for transport and prevent such items from being loaded onto an aircraft for a passenger flight.</p>			
3.5 Ground Support Equipment			
<p>3.5.1 The Operator <i>should</i> ensure practices and procedures are in place for the operation of ground support equipment used in aircraft handling operations that assure such equipment is operated in a manner that prevents damage to the aircraft and injury to personnel.</p>			
<p>3.5.2 The Operator <i>should</i> ensure a process is in place that assures only qualified and authorized personnel are permitted to operate ground support equipment.</p>			
<p>3.5.3 The Operator shall ensure a program is in place for the maintenance of ground support equipment, which assures such equipment remains serviceable and in good mechanical condition.</p>			
<p>3.5.4 The Operator shall ensure a process is in place for recording maintenance completed on ground support equipment.</p>			
3.6 Emergency Response (ASC 00-2 Safety Management System, 6.4, refers)			
<p>3.6.1 The Operator shall ensure an emergency management plan is in place for responding to accidents or other emergencies that may occur during aircraft ground handling operations.</p>			
<p>3.6.2 The Operator shall ensure procedures are in place for responding to emergencies that require the evacuation of an aircraft during the conduct of ground handling operations.</p>			
<p>3.6.3 The Operator shall ensure procedures are in place for response to ground handling incidents.</p>			
<p>3.6.4 The Operator <i>should</i> ensure a process is in place for the retention of records of accidents and incidents associated with aircraft ground handling operations.</p>			



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3.6.5 The Operator shall ensure a process is in place that requires dangerous goods accidents or incidents to be reported to the appropriate authority of the State of the Operator and the state in which the accident or incident occurred, and such reports are in accordance with the reporting requirements of MCAA.			
4 Special Aircraft Ground Handling Operations			
4.1 Aircraft Fuelling			
4.1.1 The Operator shall have a process to ensure fuel suppliers are maintaining standards of fuel safety and quality acceptable to the Operator and fuel delivered and loaded onto aircraft is: i) Free from contamination; ii) Of the correct grade and specification for each aircraft type.			
4.1.2 The Operator shall ensure, during fuelling operations with passengers or crew onboard the aircraft, procedures are in place that provide for the designation of a person with responsibility for fuelling operations and specify the method(s) by which that responsible person: i) Communicates with the flight crew or other qualified persons onboard the aircraft; ii) Provides notification to the flight crew or other qualified personnel onboard the aircraft and/or other appropriate personnel engaged in aircraft ground handling activities when fuelling is about to begin and has been completed unless an equivalent procedural means has been established to ensure the flight and/or cabin crew are aware of fuelling operations and are in a position to effect an expeditious evacuation of the aircraft, if necessary; iii) Provides notification to the flight crew or other qualified personnel onboard the aircraft when a hazardous condition or situation has been determined to exist.			
4.1.3 The Operator shall ensure procedures are in place for fuelling operations with passengers or crew onboard the aircraft that provide for, in the event of a fuel spill, immediate and follow-up actions to assure: i) Fuelling is stopped; ii) Appropriate ground response personnel or airport fire service is summoned, as applicable; iii) Notification of the flight crew or other qualified persons onboard the aircraft.			
4.1.4 The Operator <i>should</i> ensure, during fuelling operations with passengers or crew onboard the aircraft, procedures are in place that establish a fuelling safety zone and specify restrictions and limitations for the use of devices, conduct of activities and operation of vehicles and ground support equipment within the safety zone.			



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<p>4.1.5 The Operator shall ensure safety procedures associated with aircraft fuelling operations are in place that assure, during fuelling operations with passengers or crew onboard the aircraft:</p> <ul style="list-style-type: none"> i) The ground area beneath aircraft exit doors that have been designated for rapid deplaning or emergency evacuation is kept clear of obstructions; ii) Where a boarding bridge is in use, an interior access path is maintained from the aircraft to the terminal; iii) Where a passenger boarding bridge is not in use, aircraft passenger steps or an alternate means of emergency evacuation is in place. 			
<p>4.1.6 The Operator <i>should</i> ensure safety procedures associated with aircraft fuelling operations are in place that assure, during fuelling operations with passengers or crew onboard the aircraft:</p> <ul style="list-style-type: none"> i) Establishment of a bonding connection between the fuelling vehicle and aircraft to provide for dissipation of electrical energy that may develop; ii) A prohibition from connecting or disconnecting electrical equipment to the aircraft; iii) Provisions for operation of the aircraft APU; iv) Prevention of damage to the fuel hose; v) A requirement for the cessation of aircraft fuelling when it is determined lightning is a threat. 			
<p>4.1.7 The Operator shall ensure, during aircraft fuelling operations:</p> <ul style="list-style-type: none"> i) Fire extinguishing equipment suitable for at least initial intervention in the event of a fuel fire is readily available, and personnel have been trained in the use of such equipment; ii) Procedures are in place for quickly summoning the rescue and firefighting service in the event of a fire or major fuel spill. 			
4.2 Aircraft De-/Anti-icing (MCA OPS 1.345 a, refers)			
<p>4.2.1 If the Operator has the potential to operate commercial flights from any airport with conditions conducive to ground aircraft icing, the Operator shall have a De-/Anti-icing Program, which is approved by MCAA and, as a minimum:</p> <ul style="list-style-type: none"> i) Ensures adherence to the Clean Aircraft Concept; ii) Defines responsibilities within the Program; iii) Addresses applicable locations within the route network; iv) Defines areas of responsibility; v) Specifies technical and operational requirements; vi) Specifies training and qualification requirements; vii) Is applicable to external service providers that perform de-/anti-icing functions for the Operator. 			
<p>4.2.2 If the Operator has a De-/Anti-icing Program, the Operator shall ensure policies and procedures are in place that result in:</p> <ul style="list-style-type: none"> i) Standardized methods of fluid application; ii) Compliance with specific aircraft limitations; iii) A clean aircraft through proper treatment of applicable surfaces. 			



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4.2.3 If the Operator has a De-/Anti-icing Program, the Operator <i>should</i> have a process to ensure the availability and use of adequate facilities and equipment for aircraft de-/anti-icing operations at applicable locations.			
4.2.4 If the Operator has a De-/Anti-icing Program, the Operator shall ensure fluids used in de-icing and anti-icing operations are: i) Stored, handled and applied in accordance with criteria established by the Operator, fluid manufacturer and aircraft manufacturer; ii) Manufactured in accordance with ISO specifications.			
4.2.5 If the Operator has a De-/Anti-icing Program, the Operator shall ensure procedures are in place for ground handling personnel to communicate with the flight crew to assure: i) The aircraft is properly configured prior to beginning the de-/anti-icing process; ii) The flight crew receives all necessary information relevant to fluid(s) applied to the aircraft surfaces; iii) The flight crew receives confirmation of a clean aircraft; iv) The flight crew receives an “all clear” signal at the completion of the de-/anti-icing process and prior to aircraft movement.			

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