

**Draft Annex to draft Commission Delegated Regulation (EU) 202x/yy
laying down requirements for the safe provision of ground handling services and
organisations providing them pursuant to Regulation (EU) 2018/1139 of the European
Parliament and of the Council**

**ANNEX I
Definitions of terms used in Annexes II and III
(Part-DEF)**

GH.DEF.100 Definitions of terms

For the purpose of this Regulation, the following definitions apply:

‘single ground handling organisation business grouping’ means two or more ground handling organisations providing services in more than one Member State and are registered in territories to which the Treaties apply, which facilitate the harmonisation of their management systems and main organisation processes for the purpose of compliance with this Regulation. This includes applying the same policies, processes and procedures to the components of their management systems such as the safety management, documentation, compliance monitoring, management of changes, training of ground handling personnel, operational procedures, and maintenance programme for ground support equipment;

‘passenger handling’ means activities related to any kind of assistance to arriving, departing, transfer or transit passengers, including, where applicable, passenger and baggage acceptance, travel documents and flight tickets check, boarding pass issuance, gate activities, passenger boarding and disembarkation;

‘boarding’ (of passengers) means passengers entering an aircraft; equivalent term: ‘embarkation’;

‘disembarkation’ (of passengers) means passengers getting off the aircraft upon arrival;

‘baggage handling’ means the process consisting of a series of activities related to baggage which include handling baggage in the sorting area, sorting it, preparing it for departure, preparing baggage for transfer flights, loading it onto and unloading it from the devices designed to move it from the aircraft to the sorting area and vice versa, as well as transporting baggage from the sorting area to the reclaim area;

‘baggage’ means the personal property or other articles of a passenger or crew member carried on a flight; equivalent term: luggage;

‘ground support equipment (GSE)’ means a mobile vehicle, apparatus or piece of equipment, motorised or non-motorised, that is designed, built and used for ground handling services to the aircraft on the movement area at an aerodrome. A list of GSE types is provided in Annex II (Part-ORGH);

‘cargo’ or ‘freight’ means goods or property that are carried on an aircraft, other than baggage, mail, company material, company mail, and in-flight supplies, which are not consumed or used during flight;

‘mail’ means dispatches of correspondence and other items, other than the aircraft operator’s mail, tendered by and intended for delivery to postal services in accordance with the rules of the Universal Postal Union (UPU);

‘into-plane (fuelling) service’ means delivery of fuel to an aircraft;

‘aircraft de-icing’, in the case of ground procedures, means a procedure by which frost, ice, snow or slush is removed from an aircraft in order to provide uncontaminated surfaces. The process can combine de-icing and anti-icing performed in two steps;

‘aircraft anti-icing’, in the case of ground procedures, means a procedure that provides protection against the formation of frost or ice and accumulation of snow or slush on treated surfaces of the aircraft for a limited period of time (holdover time);

‘aircraft turnaround activities’ means a chain of ground handling activities associated with the handling of an aircraft, its passengers, baggage, mail and cargo, occurring in a predetermined time interval between the aircraft arrival and its departure;

‘aircraft loading’ means stowing load or unit load devices (ULDs) on board the aircraft in accordance with the loading instructions;

‘aircraft towing’ means the forward movement of an aircraft, usually with the engines off, by using external power of specialised ground support equipment that supports or is attached usually to the aircraft’s nose landing gear, sometimes to the main landing gear. The operation may involve a towbar. Depending on the towing vehicle type, the operation may involve direct steering from the flight crew compartment by authorised personnel who are in the flight crew compartment at the time of taxiing. The definition applies both to aircraft in service and out of service. See also ‘aircraft pushback’;

‘aircraft pushback’ means moving an aircraft from a nose-in parking position by using external power of specialised ground support equipment. The operation may involve a towbar. See also ‘towing’;

- (1) Nose gear-controlled pushback includes either the towbar method, where the rearward movement and steering of the aircraft are controlled by a vehicle and towbar attached to the nose gear, or the towbarless method, where a vehicle is attached directly to the nose gear;
- (2) Main gear-controlled pushback uses a vehicle that grasps the aircraft main gear tyres to provide rearward movement, and directional control is provided from the flight deck by using the nose-wheel steering system;

‘ground supervision’ means a ground handling service consisting of activities related to the supervision of all ground handling services to an aircraft operator at an aerodrome. This service may be contracted to a ground handling organisation or performed by the aircraft operator itself, as self-handling;

‘dangerous goods (DG)’ means articles or substances which are capable of posing a hazard to health, safety, property or the environment and which are shown in the list of dangerous goods in the Technical Instructions or which are classified according to those Instructions;

‘Technical Instructions’ means ICAO Doc 9824-AN/905 ‘Technical Instructions for the Safe Transport of Dangerous Goods by Air’;

‘organisation providing ground handling services in more than one Member State’ means, for the purpose of this Regulation, a ground handling organisation or a self-handling aircraft operator that provides services at aerodromes in more than one Member State and is overseen

by more than one competent authority. It includes organisations that may or may not be part of a single ground handling organisation business grouping or of a single air carrier business grouping;

‘audit’ means a systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which requirements are complied with. Audits may include inspections;

‘inspection’ means, in the context of compliance monitoring and oversight, an independent and documented conformity evaluation by observation and judgement accompanied, as appropriate, by measurements, testing or gauging, in order to verify compliance with applicable requirements. An inspection may be part of an audit, but may also be conducted outside the normal audit plan; for example, to verify the closure of a particular finding;

‘station’ means an aerodrome where a ground handling organisation provides services;

‘just culture’ means a culture in which front-line operators or other persons are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training, but in which gross negligence, wilful violations and destructive acts are not tolerated;

‘passenger boarding bridge’ means a telescopic corridor that extends from an airport terminal to an aircraft for the boarding and disembarkation of passengers;

‘aircraft handling’ means all the ground handling activities and communications occurring on the movement area, including aircraft refuelling and defueling, aircraft de-icing and anti-icing, replenishing with potable water, toilet and wastewater services, catering handling, aircraft cleaning services, provision and operation of ground support equipment, aircraft access, securing of aircraft on the ground, aircraft loading and unloading, aircraft pushback or towing, equipment attachment and removal, operation of vehicles and equipment in the immediate vicinity of the aircraft;

‘load control’ means a process under the responsibility of the aircraft operator, to ensure that the aircraft is safely and efficiently loaded before each flight;

‘turnaround coordination’ means a ground handling function with a safety role, which coordinates the ramp handling activities and ends with the release (dispatch) of a flight upon the completion of the ground handling services to the aircraft on the apron;

‘cargo compartment’ means the area of an aircraft that may be used for the transport of cargo, and/or baggage; equivalent terms: ‘cargo hold’, ‘cargo area’, ‘baggage hold’, ‘baggage compartment’;

‘equipment restraint area (ERA)’ means a safety buffer area around the aircraft, which must remain free from obstruction and foreign object debris before and after aircraft arrival and departure and during aircraft manoeuvring to and from the parking stand, except for the ground support equipment and personnel required for manoeuvring;

‘loading instructions’ means a set of instructions supporting the person supervising the aircraft loading in ensuring the correct and safe loading of the aircraft; the loading instructions can be provided as part of an existing mass and balance document or as a separate form;

‘mass and balance documentation’ means documents containing data about the aircraft mass and balance, centre of gravity, aircraft load, notification to captain (NOTOC) for dangerous goods, loading instructions, load information;

‘notification to captain (NOTOC)’ means accurate and legible written information provided to the commander or pilot-in-command concerning dangerous goods shipments or other special cargo that is to be carried on board the aircraft;

‘unit load device (ULD)’ means a device for grouping and restraining cargo, mail and baggage for air transport. It is either an aircraft container or a combination of an aircraft pallet and an aircraft pallet net. Aircraft ULDs are designed to be directly restrained by the aircraft cargo loading system (CLS).

ANNEX II
ORGANISATION REQUIREMENTS FOR ORGANISATIONS
PROVIDING GROUND HANDLING SERVICES
(PART-ORGH)

SUBPART GEN – GENERAL REQUIREMENTS

ORGH.GEN.100 Scope

This Annex establishes requirements for the organisations listed in Article 2(1) of this Regulation, which provide ground handling services at one or more aerodromes within the scope of Regulation (EU) 2018/1139.

ORGH.GEN.105 Competent authority

- (a) The competent authority responsible for the oversight of an organisation providing ground handling services at an aerodrome within the scope of Regulation (EU) 2018/1139 and for receiving declarations from that organisation shall be the authority designated by the State where the aerodrome is located.
- (b) A single ground handling organisation business grouping or a self-handling aircraft operator that has its principal place of business in a Member State and provides ground handling services in more than one Member State shall submit a declaration to the competent authority designated by the Member State where its principal place of business is located.
- (c) The principal place of business of a single ground handling organisation business grouping referred to in point (b) shall be the place that meets all the following criteria:
 - (1) It is where the corporate financial functions are exercised. These comprise all financial activities that are necessary to manage and maintain the organisation viable and financially fit.
 - (2) It is the place where the accountable manager, who holds the ultimate accountability for safety within their organisation, exercises their role.
 - (3) It is the effective and actual centre of operations and control from where business development and continuity, strategy, and planning activities affecting the single ground handling business grouping as a whole are managed on a regular basis.

ORGH.GEN.110 Responsibilities of the ground handling organisation

- (a) The ground handling organisation shall be responsible for the safe provision of services in accordance with all the following:
 - (1) requirements of this Regulation;
 - (2) Regulation (EU) 2018/1139 and its delegated and implementing acts;
 - (3) its declaration;

- (4) the requirements and procedures for local operation contained in the aerodrome manual applicable to it as aerodrome user;
 - (5) the operational procedures and instructions of the aircraft operator related to ground handling services, when provided or, when not provided, in accordance with the ground handling organisation's operational procedures.
- (b) The ground handling organisation shall establish a ground handling manual and shall operate in accordance with it.
 - (c) The ground handling organisation shall establish standards and objectives for the safe performance of ground handling activities and develop operational procedures to achieve them. It shall also define the functions necessary to perform those activities, including the associated decision-making, authority, tasks and responsibilities of those functions. All these shall be documented in its ground handling manual.
 - (d) The ground handling organisation shall ensure that all personnel involved in ground handling activities:
 - (1) are properly trained and have demonstrated their competence to perform the assigned tasks before being allowed to exercise their duties unsupervised, and ensure that their competence is maintained;
 - (2) are aware of their responsibilities and understand their role and how their duties are related to the safety of aerodrome and air transport operations.
 - (e) When using any ground support equipment (GSE) to perform ground handling activities, the ground handling organisation shall establish and implement a maintenance programme for its GSE.

ORGH.GEN.115 Start of operation

A ground handling organisation may start operating at an aerodrome when it fulfils all the following conditions:

- (a) The ground handling organisation has informed the aerodrome operator of its intention to start providing services at that aerodrome and has established a formal arrangement with that aerodrome operator in accordance with Regulation (EU) No 139/2014. Such a formal arrangement shall include at least the following information:
 - (1) type of ground handling services intended to be provided at that aerodrome;
 - (2) date of starting the operation at the aerodrome;
 - (3) methods of exchanging operational and relevant safety information with the aerodrome operator including the reporting and analysis of relevant safety occurrences; and
 - (4) participation in the aerodrome safety committees.
- (b) The ground handling organisation has declared its activity to the competent authority in accordance with Appendix 1 – Declaration to this Annex after having established the formal arrangement with the aerodrome operator.

ORGH.GEN.120 Means of compliance

- (a) The ground handling organisation may use alternative means of compliance (AltMoC) to the acceptable means of compliance (AMC) adopted by the Agency to demonstrate compliance with Regulation (EU) 2018/1139 and its delegated and implementing acts.
- (b) If the ground handling organisation uses AltMoC, it shall provide the competent authority with the list of those AltMoC and shall make them available to the competent authority in due time for oversight purposes.
- (c) If an organisation providing ground handling services in more than one Member State, which has its principal place of business in a Member State, applies an AltMoC only to aerodromes in one Member State, the organisation shall inform only the competent authority of that Member State. If the AltMoC applies to all its stations in the EU Member States, it shall inform the competent authority designated by the Member State where its principal place of business is located.

ORGH.GEN.125 Use of industry standards

- (a) The ground handling organisation may use either its own operational procedures or industry standards to comply with this Annex or Annex III to this Regulation.
- (b) When applying industry standards on a voluntary basis, the organisation shall ensure that they comply with the following criteria for safety and quality, as a minimum:
 - (1) they are developed, maintained, and endorsed with the participation of experts from relevant industry stakeholders;
 - (2) they address the scope of Annexes II and III to Regulation (EU) .../... on ground handling, as applicable, in sufficient detail to ensure that the relevant implementing rules are met;
 - (3) they are based on experience in the field and have proven themselves through testing;
 - (4) if applicable, they are supported by scientific documentation, safety tests, and safety impact assessment;
 - (5) they include the technical, operational and, if applicable, human-factors specifications for their safe implementation;
 - (6) they clearly identify the responsibilities of the persons involved in their application;
 - (7) they contain procedures for continuing review and improvement, to include lessons learned from daily operations and consider relevant innovations in the field.

ORGH.GEN.130 Management of changes

- (a) The ground handling organisation shall develop and implement a process as part of its management system to manage changes to its established processes, procedures and services. If the changes directly affect its capability to discharge its responsibility for the safe provision of ground handling services, it shall ensure the following:
 - (1) assess the safety risks of the expected changes, and implement mitigating measures to address those risks;

- (2) determine whether and how the changes affect its interfaces with other organisations and, if necessary, involve those organisations in the safety risk assessment and risk mitigation and align those mitigating measures to avoid contradictions or deterioration of safety;
 - (3) communicate the changes and mitigating measures to the organisations affected by them;
 - (4) document the process.
- (b) If the changes affect its declaration, the ground handling organisation shall update the declaration and submit it to the competent authority without undue delay.
 - (c) Notwithstanding points (a) and (b), the assessment of risks arising from changes and the related documentation shall be proportionate to the size and complexity of the ground handling organisation.
 - (d) Notwithstanding points (a), (b) and (c), aircraft operators performing self-handling and aerodrome operators providing ground handling services may apply their already existing process for the management of changes to manage the changes related to the provision of ground handling services.
 - (e) The ground handling organisation shall provide the competent authority with the relevant documentation covering point (a) in due time for an audit or inspection.

ORGH.GEN.140 Access

For the purpose of determining whether a ground handling organisation acts in accordance with its declaration, the ground handling organisation shall ensure that the specific persons duly authorised by the competent authority, at any time:

- (a) are granted access to any facility, document, records, data, procedures or any other material relevant to its activity;
- (b) are allowed to perform or witness any action, inspection, test, assessment or exercise that the competent authority finds necessary.

ORGH.GEN.145 Provision of documentation for oversight purposes

The ground handling organisation shall submit the following documents in their latest version to the competent authority as identified in point ORGH.GEN.105, preferably in an electronic format, within a time frame commonly agreed with the competent authority and in due time before an oversight audit or inspection:

- (a) if applicable, a list of the AltMoC used for the ground handling activities;
- (b) the organisation's ground handling manual;
- (c) any other documents requested by the competent authority in preparation of an audit or inspection.

ORGH.GEN.150 Findings and corrective actions

- (a) When the ground handling organisation receives a finding from the competent authority, it shall take the following steps within the time period determined by the competent authority:

- (1) identify the root cause(s) of the non-compliance(s) and the contributing factors of those non-compliances;
 - (2) develop a corrective action plan that addresses the root cause(s) and the factors contributing to the non-compliance(s); and
 - (3) demonstrate the implementation of the corrective action(s) to the satisfaction of the competent authority, either at the management system level or at the station level, or both, as the case may be.
- (b) In addition to point (a), in the case of an organisation providing ground handling services in more than one Member State that may or may not be part of a single business grouping, the findings raised at one station and the related corrective action plans and corrective actions shall be communicated by the responsible person at that station to the organisation's head office at its principal place of business.
- (c) When the non-compliance directly affects the safety risk within, or the responsibilities of, the aircraft operator or the aerodrome operator, the ground handling organisation shall inform, without undue delay, the aerodrome operator and the aircraft operators concerned of the actions as detailed in point (a) and, if appropriate, coordinate such actions with them within the time period described in point (a).

ORGH.GEN.155 Immediate reaction to a safety problem and safety directives

- (a) The ground handling organisation shall implement any safety measures mandated by the competent authority as an immediate reaction to a safety problem.
- (b) The ground handling organisation shall inform, without undue delay, the aircraft operator to which it provides services and the aerodrome operators concerned of the relevant measures implemented under point (a).

ORGH.GEN.160 Reporting of safety-related occurrences

- (a) As part of its management system, the ground handling organisation shall establish and maintain a reporting system for safety-related occurrences and events that meets the requirements of Regulation (EU) No 376/2014 and Regulation (EU) 2018/1139, as well as their delegated and implementing acts. This system shall include mandatory and voluntary reporting.
- (b) The ground handling organisation shall report:
- (1) to the competent authority of the State of occurrence, as well as to any other organisation required to be informed by the Member State where the aerodrome is located, any safety-related event or condition that endangers or, if not corrected or addressed, could endanger an aircraft, its occupants or any other person, and in particular any accident or serious incident;
 - (2) the dangerous goods events to the appropriate authority of the State of occurrence.
- (c) The ground handling organisation shall also transmit the occurrence reports referred to in point (b) to the aerodrome operator where the event occurred and the affected aircraft operator as soon as practicable. If relevant, the report shall also be transmitted to the air traffic services provider and any other ground handling organisation concerned that operates at the aerodrome of the occurrence.
- (d) The reports referred to in points (b)(2) and (c) shall:

- (1) be transmitted as soon as practicable, but no later than 72 hours after the ground handling organisation became aware of the occurrence, unless exceptional circumstances prevent this;
 - (2) contain all pertinent information about the condition known to the ground handling organisation at the time of reporting.
- (e) For reports referred to in point (b)(1) and (2), the ground handling organisation shall produce, when relevant, a follow-up report providing details of actions it intends to take to prevent similar occurrences in the future, as soon as these actions have been identified. The follow-up report shall be:
- (1) sent to the relevant entities referred to in point (b); and
 - (2) made in a form and manner established by the competent authority referred to in point (b).

ORGH.GEN.165 Safety reporting system

- (a) The reporting system referred to in point ORGH.GEN.160 shall aim at improving and promoting the safety of ground handling services and a safety culture within the organisation. It shall:
- (1) include an internal safety reporting scheme;
 - (2) be used for identifying the causes of, and contributing factors to, the errors, near misses and hazards reported, and address them as part of its safety risk management process in accordance with point ORGH.MGM.200;
 - (3) be used for evaluating all known, relevant information relating to errors, near misses, hazards, and the failure to follow procedures;
 - (4) enable sharing of any other safety relevant information with the organisations with which it has interfaces;
 - (5) provide possibilities for voluntary reporting and for reporting anonymously as part of the internal safety reporting scheme;
 - (6) protect the identity of the reporter, ensure their full confidentiality and that of any personal data or details.
- (b) The ground handling organisation shall have procedures to:
- (1) cover internal safety reporting – mandatory and voluntary, including when the ground handling organisation uses a separate scheme for voluntary reporting;
 - (2) record all reports submitted;
 - (3) determine which events qualify for reporting under points ORGH.GEN.160(b)(1) and (c);
 - (4) conduct investigations of internal reports, as appropriate;
 - (5) in cooperation with the aircraft operator, or the aerodrome operator, or both, as appropriate, analyse and assess the reports or groups of occurrences having the same root cause, in order to address safety deficiencies and identify trends;
 - (6) participate in the investigation of reported events conducted by the aerodrome operator or the aircraft operator, as appropriate, where the ground handling organisation is directly affected by the event or the proposed mitigating measures;

- (7) take the necessary actions to address the root cause of the event and prevent reoccurrences;
 - (8) provide feedback to the reporter, if this is known, and decide on the appropriate means to disseminate the results and the mitigating measures;
 - (9) refrain from attribution of blame in line with the ‘just culture’ principles.
- (c) The ground handling organisation shall make arrangements to collect safety issues related to contracted activities.
 - (d) The safety reporting system shall be proportionate to the size and complexity of the ground handling organisation.

ORGH.GEN.170 Psychoactive substances and medicines

- (a) The ground handling organisation shall implement a procedure to ensure that its personnel:
 - (1) do not perform any duties under the influence of alcohol, any psychoactive substances or any medicine that may have an effect on their abilities to perform their tasks in a manner contrary to safety; and
 - (2) do not consume any of those substances while on duty.
- (b) The procedure shall be included in the ground handling organisation’s management system.

SUBPART MGM — MANAGEMENT SYSTEM

ORGH.MGM.200 Management system

- (a) The ground handling organisation shall develop and implement a management system scalable to the type and complexity of activities, the size of the organisation, and the operational context, to manage the safety risks, aim for continuous improvement of this system, and ensure fostering of a safety culture within its organisation. The management system shall cover all the systems and processes necessary for the ground handling organisation to discharge its responsibilities.
- (b) The management system shall include:
 - (1) clearly defined lines of accountability and responsibility throughout the organisation, including a direct safety accountability of the accountable manager;
 - (2) a safety management system that includes the following elements:
 - (i) a description of the overall philosophy and principles of the organisation with regard to safety, referred to as ‘the safety policy’, signed by the accountable manager;
 - (ii) a process to identify safety hazards, and to assess and mitigate the safety risks in ground handling activities, including the human factors;

- (iii) a process to manage and improve the organisation's safety performance by establishing safety objectives, standards, and indicators, and to validate the proportionality and effectiveness of the mitigating measures in addressing the safety risks;
 - (iv) means to promote safety within the organisation, with the purpose of fostering a safety culture. This shall include means to communicate on safety topics, so that personnel are aware of their role in maintaining ground and flight safety and in contributing to the safety culture;
 - (v) identification of interfaces with other stakeholders, and the ground handling organisation's own safety accountability, authority and responsibility within those interfaces;
- (3) a process to manage changes;
 - (4) methods to ensure minimum level of control to prevent fatigue to its personnel by observing the existing applicable requirements, also considering the different ground handling functions and the associated safety risks of the assigned tasks;
 - (5) a training programme to ensure that personnel involved in the ground handling activities are competent to perform the safety-related duties and that they are familiarised with the rules and procedures relevant to their tasks;
 - (6) a process to monitor compliance of the ground handling organisation with the applicable requirements and regulations under the terms of its declaration. Compliance monitoring shall include feedback on findings to the accountable manager to ensure effective implementation of corrective actions as necessary, as well as continuous improvement and updates of the management system components;
 - (7) a document management system.
- (c) The ground handling organisation shall document all the key processes of the management system.
 - (d) Notwithstanding points (a) to (c), if the ground handling organisation is part of a legal entity that holds one or more additional organisation certificates, approvals, or authorisations or declares its activity in accordance with Regulation (EU) 2018/1139 and its delegated and implementing acts, the ground handling organisation may integrate its management system with the management system required under the regulations already applicable for compliance with the conditions of that certificate, approval, authorisation or declaration, as the case may be.

ORGH.MGM.201 Information security management system

The ground handling organisation shall establish, implement and maintain an information security management system in accordance with the Annex (Part-IS.D.OR) to Delegated

Regulation (EU) 2022/1645 ⁽¹⁾ in order to ensure the proper management of information security risks which may have an impact on aviation safety.

ORGH.MGM.202 Annual internal review and activity report

The ground handling organisation shall:

- (a) conduct an annual internal review of its activities and safety performance;
- (b) draft an annual activity report reflecting the information in point (a);
- (c) submit the report to its competent authority by the date determined by the competent authority.

ORGH.MGM.205 Contracted services

- (a) When the ground handling organisation contracts, for the purpose of its operation or compliance with this Regulation, services or products that are not certified, approved, authorised or covered by a declaration in accordance with Regulation (EU) 2018/1139 and its delegated and implementing acts, those services or products shall be provided under the management system of the ground handling organisation.
- (b) The ground handling organisation, as a contractor, shall ensure all the following:
 - (1) the contracted services or products comply with the applicable requirements, depending on the type of service or product;
 - (2) any aviation safety hazards associated with the contracted services or products are risk-assessed within its own management system;
 - (3) the competent authority is enabled access to the third-party provider, to determine continued compliance with the applicable requirements;
 - (4) any such contract is documented.
- (c) When the ground handling organisation contracts services or products that are certified, authorised, approved or declared in accordance with Regulation (EU) 2018/1139 and its delegated and implementing acts, the contracted organisation providing those services or products shall be responsible for their safety, in compliance with the regulation applicable to that organisation and the relevant requirements of this Regulation.

ORGH.MGM.210 Personnel

- (a) The ground handling organisation shall appoint an accountable manager. This person shall:
 - (1) be accountable for the safe provision of ground handling services;
 - (2) have the authority to ensure that sufficient resources are allocated so that all activities can be carried out in accordance with this Regulation;

(1) [Commission Delegated Regulation \(EU\) 2022/1645](#) of 14 July 2022 laying down rules for the application of Regulation (EU) 2018/1139 of the European Parliament and of the Council, as regards requirements for the management of information security risks with a potential impact on aviation safety for organisations covered by Commission Regulations (EU) No 748/2012 and (EU) No 139/2014 and amending Commission Regulations (EU) No 748/2012 and (EU) No 139/2014 (OJ L 248, 26.9.2022, p. 18).

- (3) be responsible for establishing and maintaining an effective management system.
- (b) The ground handling organisation shall nominate competent persons for the following functions, which may include one or more persons:
- (1) safety management. This function shall be responsible for the management and implementation of the safety management system within the whole ground handling organisation. The function shall act independently of other functions within the organisation, shall have direct access to the accountable manager and to other management personnel, as relevant for safety matters, and shall report to the accountable manager;
 - (i) Depending on the scale of operations, one or more persons may be appointed to manage the safety of the provision of ground handling services at each aerodrome. These persons shall report to the person(s) responsible for the safety management of the organisation, as determined by the ground handling organisation and clarified in its ground handling manual. One person may be responsible for more than one aerodrome;
 - (ii) Aircraft operators performing self-handling and aerodrome operators providing ground handling services may integrate the safety manager function within another function with similar responsibilities already existing in their organisation under the applicable requirements;
 - (2) ground handling training. This function shall be responsible for the development and implementation of the training and assessment programme and continued competence of the personnel involved in ground handling activities. The function shall have direct access to the accountable manager and to the appropriate management for training matters;
 - (3) ground handling operations. This function shall be responsible for the coordination and safety performance of all ground handling activities at all aerodromes or regionally, as established by the ground handling organisation and described in its standards and objectives in accordance with point ORGH.GEN.110. The function shall have direct access to the accountable manager and to the appropriate management for operational matters. Aircraft operators, holders of an air operator certificate, who perform self-handling may integrate this function within the already existing function of the organisation's nominated person for ground operations;
 - (4) if applicable, cargo operations. This function shall be responsible for the coordination and safety performance of all cargo operations either at all aerodromes or regionally, as established by the organisation and described in its standards and objectives in accordance with point ORGH.GEN.110.
- (c) In addition, the ground handling organisation shall establish the following functions:
- (1) a function responsible for the implementation of the compliance monitoring process required under point ORGH.MGM.200(b)(6). The function shall have direct access to the accountable manager. It may include one or more persons;
 - (2) a function responsible for the operation and maintenance of the GSE, if the organisation uses GSE in the frame of its operation. The ground handling organisation shall determine the reporting lines for this function, which may include one or more persons.

- (d) The ground handling organisation shall establish a proportionate number of supervisory functions, considering the structure of the organisation and the number of personnel employed. Their duties and responsibilities shall be well defined, and any other arrangements shall be made to ensure that they can discharge their supervisory responsibilities. The personnel supervision functions shall be exercised by competent individuals with the skills to ensure the performance of ground handling activities as per the organisation's standards specified in the ground handling manual.
- (e) Without prejudice to points (b) and (c), the same person may fulfil more than one function if both the following conditions are met:
 - (1) they are trained and qualified to perform the assigned tasks;
 - (2) any conflict of interest in performing the assigned tasks has been addressed before the person takes up those functions.
- (f) The ground handling organisation shall have sufficient and qualified personnel for the safe provision of ground handling services in accordance with this Regulation.

ORGH.MGM.215 Facilities

- (a) The ground handling organisation shall ensure availability of facilities allowing the performance and management of all planned tasks and activities in accordance with the applicable requirements.
- (b) Where the ground handling organisation uses a warehouse at the premises of an aerodrome within the scope of Regulation (EU) 2018/1139 to store and prepare cargo items containing dangerous goods, all the following conditions shall be met:
 - (1) segregation of dangerous goods is ensured as per the international standards and recommended practices;
 - (2) the facility provides adequate conditions to prevent any damage to the dangerous goods items;
 - (3) an emergency toolkit is readily available at the facility;
 - (4) the storage area for dangerous goods is visibly marked.

ORGH.MGM.220 Software used for the provision of ground handling services

The ground handling organisation shall ensure that the software it uses for the provision of ground handling services is functional and does not negatively affect the safety of the flight. It shall ensure that:

- (a) a backup system is available to ensure operational continuity in case of breakdown;
- (b) the data is easily accessible and retrievable upon request by authorised persons;
- (c) if the software includes document issuance, it complies with the relevant parts of point ORGH.DOC.100;
- (d) personnel are trained and competent to use the software to perform their assigned tasks.

SUBPART DEC — DECLARATION

ORGH.DEC.100 Declaration

- (a) The ground handling organisation shall submit a duly filled declaration, including the annex for each aerodrome where it provides services, to the competent authority as identified in point ORGH.GEN.105.
- (b) If the ground handling organisation applies any of the following changes affecting the content of the declaration, it shall notify the competent authority of those changes and submit an amended declaration:
 - (1) the name of the organisation;
 - (2) the accountable manager – name and contact details;
 - (3) adding or removing aerodromes where it provides ground handling services;
 - (4) adding or removing ground handling services provided at an aerodrome listed in the declaration;
 - (5) new AltMoC;
 - (6) implementation of an industry standard.
- (c) The ground handling organisation shall maintain compliance with the applicable requirements and with the information provided in the declaration.

ORGH.DEC.105 Termination of the provision of ground handling services

If a ground handling organisation intends to permanently cease the provision of the ground handling service at an aerodrome, it shall:

- (a) notify the aerodrome operator and the competent authority as soon as possible, as well as the impacted aircraft operators as per the agreement. The prior notice to the aerodrome operator shall be made sufficiently in advance, as established in the formal arrangements with the aerodrome operator, so that the latter can take appropriate measures, as necessary, for the continuation of the service at the aerodrome;
- (b) submit to the competent authority a request for de-registration of the declaration, upon the date of termination of the provision of the services.

Appendix 1 – Declaration

<p>DECLARATION in accordance with Commission Regulation (EU) xxxx/xxx on the provision of ground handling services</p>
<p>Name of organisation:</p>

Name, email and telephone number of the accountable manager:

.....

Organisation’s principal place of business:

Provision of ground handling services: To third-party aircraft operators Self-handling

This organisation is:

a stand-alone ground handling organisation

part of a single ground handling organisation business grouping, namely

.....

integrated part of an aerodrome operator, namely

integrated part of an aircraft operator or of a single air carrier business grouping, namely

.....

Name, email and telephone number of the person assigned with the ground handling safety function:

.....

Intended date of starting ground handling operations^(*):

.....

(*): For organisations already operating at the date of application of this Regulation, this date shall indicate the date at which the declaration is submitted.

EU aerodrome(s) at which the organisation provides services, in full name and ICAO code:

N°	Airport name	ICAO code	State (land, if applicable)
1	<i>e.g. Konrad-Adenauer Cologne Bonn</i>	<i>EDDK</i>	<i>Germany (NW)</i>
2	<i>e.g. Frankfurt-am-Main</i>	<i>EDDF</i>	<i>Germany (HE)</i>
3	<i>e.g. Frankfurt-Hahn</i>	<i>EDFH</i>	<i>Germany (HE)</i>
4	<i>e.g. Charles de Gaulle Paris</i>	<i>LFPG</i>	<i>France</i>
5			

Statements

The ground handling organisation has developed and implements a management system that includes a safety policy and procedures for the provision of ground handling service(s) covered by this declaration, in accordance with point ORGH.MGM.200 Management system.

<input type="checkbox"/> (If applicable) The AltMoC with references to the associated AMC they replace (attach AltMoC) have been submitted to the competent authority.			
<input type="checkbox"/> The management system complies with the essential requirements set out in Annex VII to Regulation (EU) 2018/1139 and laid down in Annex II (Part-ORGH) to Regulation (EU) XX on ground handling, and ensures management of safety risks.			
<input type="checkbox"/> The ground handling services are carried out in accordance with the ground handling manual established as set out in the essential requirements of Annex VII to Regulation (EU) 2018/1139 and as required by point ORGH.DOC.110 of Annex II to Regulation (EU) XX on ground handling.			
<input type="checkbox"/> All pieces of GSE used are current with the maintenance programme as specified in Subpart ORGH.GSE of Annex II to Regulation XX on ground handling.			
<input type="checkbox"/> All ground handling personnel are trained in accordance with Annex II Subpart ORGH.TRG to Regulation XX on ground handling and their competence is maintained so as to perform their tasks safely and according to the standards established by the ground handling organisation.			
<input type="checkbox"/> The ground handling organisation complies and will continue to comply with the occurrence-reporting obligations as set out in the essential requirements of Annex VII to Regulation (EU) 2018/1139 and Regulation (EU) No 376/2014 and their delegated and implementing acts.			
<input type="checkbox"/> (If applicable) The ground handling organisation implements industry standards and good practices for compliance with Regulation XX on ground handling. <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td style="padding: 5px;">Name of the industry standards / good practices:</td> </tr> <tr> <td style="height: 20px;"> </td> </tr> <tr> <td style="height: 20px;"> </td> </tr> </table>	Name of the industry standards / good practices:		
Name of the industry standards / good practices:			
<input type="checkbox"/> The ground handling organisation will notify the competent authority of any changes to its organisation, the components of its management system, and its operation as hereby declared and as required by point ORGH.DEC.100 of Regulation (EU) XX on ground handling.			
<input type="checkbox"/> (If applicable) The ground handling organisation confirms that all the necessary arrangements with the aerodrome operator(s) have been duly made in advance of starting operation.			

The ground handling organisation confirms that the information disclosed in this declaration, including all Annexes, is correct.

The declared ground handling organisation consents to the publication of its contact details provided in this declaration, either on the website of its national competent authority or on that of EASA, or on both, once the declaration has been received by the competent authority concerned.

.....
Date, name and signature of the accountable manager:

Annex to the Declaration^(*)

(*): to be filled individually for each aerodrome where the organisation provides ground handling services under this declaration

<p>Annex n° XXX to the Declaration for⁽¹⁾ ⁽²⁾</p>	
<p><i>Notes:</i> (1): aerodrome name in full (2): ICAO code</p>	
<p>Name, email and telephone number of the representative of the ground handling organisation at the aerodrome this Annex refers to: </p>	
<p>Name, email and telephone number of the person responsible for the safety management at the aerodrome this Annex refers to*: </p>	
<p><i>Note: The same person may be responsible for more than one aerodrome.</i></p>	
<p>Starting date of operation at this aerodrome*: </p> <p>(*: if the organisation already provides services at this aerodrome at the date when this Regulation becomes applicable, this date shall indicate the date when the declaration is submitted.)</p>	
<p>List of ground handling services provided at the aerodrome covered by this Annex (as per Article 2(2) of Regulation (EU) XX laying down requirements for the safe provision of ground handling services and organisations providing them)</p>	
<p>Passenger handling (point (a)) – please specify: </p>	<input type="checkbox"/>
<p>Handling of passengers with reduced mobility (point (a)):</p>	<input type="checkbox"/>
<p>Baggage handling (point (b)) – please specify: </p>	<input type="checkbox"/>
<p>Aircraft servicing</p>	
<p>Operation of GSE used for ground handling services (point (c)(i)):</p>	<input type="checkbox"/>
<p>Aircraft refuelling and defueling – into-plane fuelling services (point (c)(ii)):</p>	<input type="checkbox"/>

Aircraft toilet servicing (point (c)(iii)):	<input type="checkbox"/>
Aircraft potable water servicing (point (c)(iv)):	<input type="checkbox"/>
Aircraft exterior cleaning (point (c)(v)):	<input type="checkbox"/>
Aircraft de-icing/anti-icing (point (c)(vi)); also specify if supervision of de-icing/anti-icing is provided:	<input type="checkbox"/>
Turnaround activities	
Aircraft arrival activities (point (d)(i))	<input type="checkbox"/>
Aircraft loading/unloading (point (d)(ii))	<input type="checkbox"/>
Loading supervision (point (d)(ii))	<input type="checkbox"/>
Aircraft departure activities (point (d)(iii)):	<input type="checkbox"/>
Aircraft towing/pushback (point (d)(iv)): Towing <input type="checkbox"/> Pushback <input type="checkbox"/> Vehicle operation <input type="checkbox"/> Headset communication <input type="checkbox"/> Wing-person guidance <input type="checkbox"/>	<input type="checkbox"/>
Cargo and mail handling	
Cargo acceptance on behalf of the aircraft operator (point (e)(i)):	<input type="checkbox"/>
Final build-up and storage (point (e)(ii)):	<input type="checkbox"/>
Final weighing and tagging of ULD (point (e)(iii)):	<input type="checkbox"/>
Final checks before air transportation (point (e)(iv))	<input type="checkbox"/>
Ground transportation of cargo/mail between the point of final checks and the aircraft (point (e)(v))	<input type="checkbox"/>
<i>Only for ground handling organisations other than self-handling aircraft operators:</i> Ground supervision (point (f)):	<input type="checkbox"/>

SUBPART DOC — DOCUMENTS AND RECORDS

ORGH.DOC.100 Documents and records

- (a) The ground handling organisation shall establish a document system and a record system as part of its management system.
- (b) The ground handling organisation shall ensure that all documents and records and any associated amendments are accessible to personnel requiring them for duty purposes, by authorities, or by other entities for audit or inspection purposes, whenever needed. The records shall be easily traced and retrievable throughout the required retention period.
- (c) The documents and records shall be stored and secured so as to ensure protection from damage, alteration and theft.
- (d) The documents and records shall be easily legible in any format they may be. The ground handling organisation shall specify the format of the documents and records, the storage, as well as the method of their disposal or deletion in its documentation.

ORGH.DOC.105 Record-keeping

- (a) Records shall be kept in accordance with the national requirements of the State(s) where the ground handling organisation provides its services.
- (b) Notwithstanding point (a), the following records shall be kept as follows or in accordance with other applicable requirements, whichever is longer:
 - (1) the ground handling organisation's declaration and the AltMoC in use, for the lifespan of the declaration;
 - (2) written arrangements with other organisations for the purpose of safe provision of ground handling services, for as long as such arrangements are in effect;
 - (3) ground handling manual and any other operational procedures, aerodrome operator procedures and instructions, and aircraft operator procedures and instructions, for as long as they are used by the ground handling organisation at that aerodrome, for that aircraft operator;
 - (4) safety assessment reports including accident and serious incident investigation reports, for the lifetime of the system;
 - (5) personnel training, qualifications, and, as applicable, medical records, driving on the apron authorisation or its revocation or cancelation, for at least 2 years after the end of a person's employment;
 - (7) vehicle and GSE authorisations, preventive maintenance plan, and maintenance records, for at least 2 years after a vehicle is removed from operation;
 - (8) documents for the preparation and servicing of a flight, for 3 months.

ORGH.DOC.110 Ground handling manual

- (a) The ground handling organisation shall establish a ground handling manual to include the following elements:

- (1) all necessary instructions, information and procedures for the services provided, adapted to the operational and local context and the safety risk at each aerodrome;
 - (2) the operational procedures provided by the aircraft operators to which it provides services;
 - (3) the aerodrome procedures provided by the aerodrome operator, to ensure compliance with the aerodrome requirements applicable to the ground handling organisation;
 - (4) standards for the duties and clear responsibilities of the ground handling personnel;
 - (5) the ground handling organisation's management system;
 - (6) the ground handling organisation's process for the management of changes;
 - (7) the training programme of its ground handling personnel;
 - (8) the GSE maintenance programme; and
 - (9) any other tasks within the scope of ground handling services mentioned in its declaration.
- (b) The ground handling manual may consist of a set of manuals and documents issued in separate parts, interlinked by cross references.
- (c) Aerodrome operators and aircraft operators performing ground handling services may integrate the ground handling elements in their existing manuals.
- (d) The ground handling organisation shall ensure that any information taken from other relevant controlled documents, and any amendment thereof, is correctly and timely reflected in the ground handling manual.
- (e) The ground handling organisation shall ensure that the ground handling manual:
- (1) is approved by the responsible person(s) assigned by the ground handling organisation, either in full or per parts and there is evidence of this approval;
 - (2) is easy to read and is organised in a manner that facilitates its preparation, use and revision.
- (f) The ground handling organisation shall:
- (1) review the content of the manual periodically, ensure that it is up to date and amended whenever necessary;
 - (2) ensure that the procedures for amendment to and distribution of the ground handling manual are communicated to, and understood by, the responsible personnel;
 - (3) develop and implement a process to manage and control the ground handling manual versions and make it visible in the manual;
 - (4) remove or clearly mark the obsolete parts;
 - (5) incorporate all amendments and revisions required by the competent authority, the aircraft operators to which they provide services, the aerodrome operator, or by changes to its operation; and
 - (6) disseminate operational instructions and changes thereof, as well as any other relevant information without delay to the personnel concerned.
- (g) The ground handling organisation shall ensure the following:

- (1) The ground handling manual is easily accessible to its personnel and third-party organisations, either in full or parts thereof, as relevant to their tasks and responsibilities, and the personnel are instructed on how to access and where to find the parts relevant to them.
- (2) The work instructions and operational procedures match the relevant parts of the ground handling manual and are written or communicated in a language and manner that can be understood by the relevant personnel.
- (3) The ground handling manual and its latest amendments are available to the competent authority in due time before an inspection or audit.

SUBPART TRG — TRAINING OF GROUND HANDLING PERSONNEL

ORGH.TRG.100 Training and assessment programme

- (a) As part of its management system, the ground handling organisation shall develop and implement a training and assessment programme for its personnel, to ensure they achieve the necessary competence to perform their tasks to the standards and objectives established in accordance with point ORGH.GEN.110 and to ensure continued competence of its personnel.
- (b) The training and assessment programme shall:
 - (1) define training standards and objectives based on the specific tasks and duties for each ground handling function, operational procedures, operational context, and the hazards and associated risks inherent in each ground handling function;
 - (2) establish the required level of competence and develop the training programme to achieve it;
 - (3) include a training needs analysis that is performed before enrolling an individual for initial training. This step shall be used to enable recognition of any previous training completed by an individual, when relevant to the assigned function and tasks;
 - (4) cover knowledge, skills, and attitudes commensurate with the generic tasks specific to each ground handling function as follows:
 - (i) The knowledge component shall be based on standard operational procedures related to the ground handling function, aircraft operator procedures, relevant aspects of the local aerodrome procedures, and, as applicable, operations in adverse weather conditions, winter operations and night operations.
 - (ii) The skill component shall address the technical and human skills to ensure that the individual achieves the practical abilities to correctly perform the tasks specific to their role. The development of skills shall also address the operator-specific procedures.
 - (iii) The attitude component shall aim at preparing the individual to perform their tasks safely and efficiently, with the understanding and willingness to contribute to maintaining safety of operation at a high standard;

- (5) establish a process to assess the level of achieved competence at the end of training. The assessment phase shall address all components in points (2) to (4) to ensure that at the end of the training the individuals are competent and qualified to perform the assigned tasks in accordance with the established standards;
 - (6) cover initial training and continued competence training. On-the-job training shall be included as a phase of initial training.
- (c) The training and assessment programme shall cover the following elements, as applicable:
- (1) aviation basic knowledge;
 - (2) specific training per assigned ground handling function;
 - (3) the organisation's safety management system and safety management elements applicable to their assigned ground handling function and tasks;
 - (4) airside safety and working around the aircraft;
 - (5) operation of GSE and any installation, facility or equipment provided by the aerodrome operator for the provision of ground handling services;
 - (6) human factors;
 - (7) turnaround process;
 - (8) reporting of safety events;
 - (9) dangerous goods;
 - (10) operational procedures of the aircraft operators relevant for the assigned specific ground handling function;
 - (11) local operational procedures and programmes of the aerodrome operators relevant for the specific ground handling function;
 - (12) any other training required by other applicable regulations.
- (d) The ground handling organisation shall ensure, as part of its training and assessment programme, the personnel's **continued competence** by maintaining their knowledge, skills and attitudes to a level that enables them to perform their tasks in accordance with the standards and objectives established by the ground handling organisation in accordance with point ORGH.GEN.110. This shall be done by conducting the following types of training, each concluding with an assessment phase:
- (1) **Recurrent training** shall be performed no later than every 36 months. Recurrent training may be completed at any date within the last 3 calendar months of the recurrence interval, and then the new interval period may start at the date of completing the last recurrent training.
 - (2) **Refresher training** shall be performed when an individual cannot demonstrate the required competence in the assigned function or has not performed tasks in the assigned function for 3 to 12 consecutive months. The content and the delivery form of refresher training shall be adapted to the length of the absence. Refresher training may be performed also as a form of seasonal variations of activities.
- Update training** is a subcategory of refresher training. It shall be performed in any of the following cases:
- (i) an individual is assigned new tasks or a new ground handling function;

- (ii) there are amendments to the regulations that directly affect the execution of their tasks;
 - (iii) there are new processes, procedures, or changes to the operational environment.
- (3) **Training to requalify** an individual shall be performed when there are gaps in the individual's performance identified during daily operation or when an individual has not performed tasks in the assigned function for 12 to 24 consecutive months. It shall include training on the identified gaps in performance and an assessment of competence.
- (4) **Retraining as per the initial training programme** when an individual has not performed tasks in the assigned function for more than 24 consecutive months.
- (e) The ground handling organisation shall ensure that the persons providing training and conducting the assessment are competent on the subject to be instructed and have skills to deliver the training effectively.
- (f) The training and assessment programme shall be included in the organisation's ground handling manual and shall be reviewed regularly for improvement.

ORGH.TRG.105 Additional requirements related to training

- (a) The ground handling organisation shall ensure that suitable facilities, means, equipment and tools are used for the delivery of training and the conduct of assessments and recurrent assessments.
- (b) The ground handling organisation shall also:
- (1) ensure that the training material is provided in a language that can be understood by the ground handling personnel concerned;
 - (2) maintain records of the training and assessments and associated qualifications.
- (c) The ground handling organisation shall provide a copy of such records to the individual, upon request. Such records shall include the following details:
- (1) name of the employing organisation or, when training is provided by a third party, the organisation providing the training;
 - (2) name of training;
 - (3) targeted competencies of the training;
 - (4) summary of topics covered;
 - (5) achieved competencies and, if applicable, grade or pass-rate of the assessment;
 - (6) date and time of training completion.

ORGH.TRG.110 Dangerous goods training

- (a) The ground handling organisation shall develop and implement a dangerous goods training programme for ground handling personnel, commensurate with their functions and responsibilities and including reporting of dangerous goods events, in accordance with point GH.OPS.020 and Annex 18 to the Chicago Convention as amplified by the Technical Instructions.

- (b) The personnel shall also receive training on the specific dangerous goods procedures of the aircraft operators for which they provide dangerous goods handling services.
- (c) Recurrent training on dangerous goods shall be performed no later than every 24 months.
- (d) Ground handling organisations not involved in the handling of dangerous goods, which provide any of the following services, shall develop and implement an awareness training programme for their ground handling personnel in accordance with Annex 18 to the Chicago Convention as amplified by the Technical Instructions, including on detecting undeclared or misdeclared dangerous goods:
 - (1) passenger and baggage handling,
 - (2) mail and cargo handling,
 - (3) aircraft loading, unloading, and loading supervision.

ORGH.TRG.115 Common language

The ground handling organisation shall ensure that its personnel are able to communicate effectively for their daily operational tasks in the language(s) or hand signals that can be understood among themselves or, depending on their assigned functions, by the aerodrome personnel or the aircrew.

SUBPART GSE — GROUND SUPPORT EQUIPMENT

ORGH.GSE.100 Ground support equipment — general

- (a) As part of its management system, the ground handling organisation shall have a process to ensure that the GSE used for the provision of ground handling services is:
 - (1) subject to an inspection prior to first use in operation or before start of seasonal operation;
 - (2) serviceable and in good condition so as not to cause any injuries to persons or damage to the aircraft or other equipment or property;
 - (3) operated according to the operating instructions and within the design parameters of the equipment;
 - (4) used only for the purpose(s) for which it is designed;
 - (5) suitable to the type of aircraft for which it is used;
 - (6) maintained in accordance with the ground handling organisation's maintenance programme and instructions, with due consideration to a minimum impact on the environment.
- (b) For this purpose, that ground handling organisation shall:
 - (1) have and implement adequate procedures and instructions for the safe operation of the GSE;

- (2) have established means of ensuring receipt of, and appropriate action on, service bulletins, service updates, recalls and other notifications regarding the safety and use of the equipment issued by the manufacturer and/or authorities;
 - (3) ensure that the personnel using GSE have a valid driver's licence and any other licence required for the operation of specialised vehicles, have been authorised by the aerodrome operator to drive on the apron, and are properly trained and their competencies are maintained;
 - (4) comply with the maintenance programme requirements of point ORGH.GSE.105;
 - (5) when GSE maintenance services are outsourced,
 - (i) ensure that the maintenance is performed in accordance with the equipment manufacturer instructions and specifications, which cover maintenance and repair instructions, servicing information, troubleshooting, and inspection procedures;
 - (ii) ensure that the ground handling organisation has GSE maintenance evidence from the outsourced GSE maintenance company;
 - (6) comply with the applicable design and manufacturing standards of the GSE used.
- (c) When the aerodrome operator provides equipment, facilities or installations for the provision of ground handling services such as but not limited to de-icing facilities, centralised baggage handling system, passenger boarding bridges and airbridges, the following aspects shall be clarified and documented as early as possible between the aerodrome operator and the users of such equipment, facilities or installations:
- (1) responsibility for their maintenance;
 - (2) responsibility for their operation;
 - (3) responsibility for the training of personnel regarding the operation of such equipment.

ORGH.GSE.105 Ground support equipment maintenance programme

- (a) As part of its management system, the ground handling organisation shall establish and implement a maintenance programme, to maintain the systems and equipment necessary for the provision of ground handling services in a state of operation that does not impair the safety of persons, aircraft and other vehicles or equipment, and the regularity of efficiency of operations. It shall ensure the following:
- (1) A maintenance programme is implemented for its vehicles and equipment that operate on the movement area and other operational areas at the aerodrome.
 - (2) Procedures are established to implement the maintenance programme.
 - (3) Maintenance is performed in adequate workshops, by qualified personnel, and in accordance with the manufacturer's instructions or, in their absence, with the instructions provided by the GSE owner or lessor.
 - (4) The maintenance programme is effectively implemented using appropriate and adequate means and facilities, including when maintenance services are outsourced.
 - (5) Unserviceable vehicles and GSE are clearly tagged as 'out of service', are not used for operations, and are promptly moved to dedicated maintenance or storage areas for repairs.

- (6) A plan for preventive maintenance inspections is established, where appropriate.
- (7) Maintenance records are kept for each vehicle and GSE.
- (b) The maintenance programme shall be adequate to the frequency and the specific conditions of use of a particular piece of GSE. It shall include, as a minimum:
 - (1) an inspection and fault reporting process;
 - (2) proof that the GSE has been verified before being released back into service.
- (c) The design and implementation of the maintenance programme shall observe the human factors principles.
- (d) The maintenance programme shall ensure compliance with the specified service interval throughout the lifetime of the GSE.
- (e) When maintenance of the GSE is performed by other organisations participating in a pooled equipment agreement or rental agreement, the ground handling organisation shall ensure that the responsibility for the maintenance is documented.

ORGH.GSE.110 Ground support equipment pooling

- (a) Where adequate and provided by the aerodrome operator or by another organisation at an aerodrome, the ground handling organisation may enter an agreement on GSE pooling at that aerodrome. The aerodrome operator shall be kept informed of such agreement at all times.
- (b) In the case of pooled GSE, the ground handling organisation shall ensure that the specific arrangement with the organisation providing the GSE meets the requirements for contracted activities and any other applicable requirement of this Regulation, including ensuring training of personnel for the operation of the GSE, operational procedures for the use of the GSE, as well as the maintenance programme of the GSE.
- (c) The ground handling organisation shall adhere to the safety requirements established through the equipment pooling agreement. It shall ensure that the level of safety is not below the standards established by its own safety management system. In such case, the ground handling organisation may request a review of the safety requirements of the pooling agreement together with the other organisations involved in the agreement.

ANNEX III
OPERATIONAL REQUIREMENTS FOR
GROUND HANDLING SERVICES
(PART-GH.OPS)

GH.OPS.005 General responsibilities for the provision of ground handling services

- (a) The ground handling organisation shall be responsible for the following aspects for all the ground handling activities it performs:
- (1) correct implementation of the operational procedures and application of the instructions provided by the aircraft operator and, when applicable, by the aerodrome operator;
 - (2) sufficient personnel are available to perform the assigned tasks safely;
 - (3) the personnel performing ground handling activities are trained and competent to perform the assigned tasks,
 - (4) the operation and maintenance of any equipment used for this activity are performed in accordance with Subpart ORGH.GSE.
- (b) In accordance with point 4.1(c) of the essential requirements of Annex VII to Regulation (EU) 2018/1139, the ground handling organisation shall provide services in accordance with the instructions and procedures of the aircraft operator. However, the ground handling organisation shall use its own operational procedures in either of the following cases:
- (1) if agreed and accepted by the aircraft operator; or
 - (2) if the aircraft operator does not provide any operational procedures.
- (c) If the operational procedures provided by the aircraft operator differ from those of the ground handling organisation, the procedures of the aircraft operator shall prevail. The ground handling organisation shall address with the aircraft operator any conflicting differences that may affect the safety of aircraft, its passengers, or the ground handling personnel as soon as they have been identified, and shall determine together with the aircraft operator whether the implementation of the operational procedures of the ground handling organisation are accepted instead.
- (d) The operational procedures shall:
- (1) cover, as applicable, all services provided, as listed in Article 2(2) of this Regulation;
 - (2) be appropriate to the aircraft type and operational context;
 - (3) ensure that the aircraft handling activities are conducted in a way that the risks of damage to the aircraft or other vehicles on the ground and injuries to personnel and passengers are minimised, and that the safety of flight is not compromised.
- (e) In accordance with point 4.1(b) of the essential requirements of Annex VII to Regulation (EU) 2018/1139, the ground handling organisation shall comply, as applicable to its activities, with the procedures provided to it by the aerodrome operator related to the following operational aspects as described in Regulation (EU) No 139/2014:
- (1) foreign object debris (FOD) control programme;

- (2) authorisation and operation of drivers and vehicles;
 - (3) aircraft towing;
 - (4) communications between vehicles and air traffic control (ATC);
 - (5) control of pedestrians;
 - (6) fuel quality and safety of apron during refuelling/defueling;
 - (7) operations in winter conditions;
 - (8) night operations;
 - (9) operations in adverse weather conditions;
 - (10) marking and lighting of vehicles and other mobile objects;
 - (11) aircraft arrival at and departure from the stand;
 - (12) information to organisations operating at the apron;
 - (13) alerting of emergency services;
 - (14) jet blast precautions;
 - (15) high-visibility clothing.
- (f) The procedures of the aerodrome operator covering the elements in point (e) shall take precedence over the procedures with the same scope of the ground handling organisation or the aircraft operator. The ground handling organisation shall address any conflicting instructions or procedures with the aerodrome operator as soon as they have been identified.
- (g) Without prejudice to points (a) to (f), to ensure safety of the aircraft and persons on the ground is not compromised during the provision of ground handling services, the ground handling organisation may decide to apply stricter operational procedures based on the procedures and instructions of the aircraft operator or the aerodrome operator if it considers that the local operational context requires additional safety precautions. These additional safety elements shall be documented and communicated to the aircraft operators or the aerodrome operators concerned, as applicable.
- (h) The ground handling organisation shall ensure that a copy of relevant operational instructions and procedures is available to each of its employees, according to their tasks and communicated in a manner that ensures their understanding. The ground handling organisation shall also ensure that their personnel are able to understand and comply with the instructions and procedures from the aerodrome operator and/or competent authorities that might be provided only in the national language.

GH.OPS.010 Interfaces with other organisations

As part of its management system, the ground handling organisation shall have a process to identify the interfaces with the aerodrome operator and the aircraft operator(s) to which it provides services. The process to address the interfaces shall:

- (a) cover specific aircraft operator's operational procedures, local aerodrome environment, safety procedures and/or operational constraints. Such operational interfaces shall be based on a safety risk assessment and agreed by all relevant stakeholders;
- (b) ensure that the relevant parts of its safety management system are compatible and complementary with those of the aerodrome operator and aircraft operator, also with the

aim of promoting a common understanding of hazards, risks, incidents, etc. This activity shall be aligned with the collaborative decision-making process initiated by the aerodrome operator;

- (c) ensure mutual communication and sharing of safety relevant information on a regular basis, as relevant, with the organisations affected by the ground handling activities, to improve and maintain the safety of operations.

GH.OPS.020 Handling of dangerous goods

- (a) The ground handling organisation shall ensure that the handling of dangerous goods is performed at all times in accordance with the relevant provisions of Annex 18 to the Chicago Convention as amplified by the Technical Instructions and the instructions and procedures of the aircraft operator, including in the following cases:
 - (1) when providing passenger handling services, including the handling of mobility devices of passengers with reduced mobility;
 - (2) when providing baggage handling services;
 - (3) when performing cargo handling, in relation to the information about the transport of dangerous goods provided at cargo acceptance points.
- (b) Ground handling organisations not involved in the handling of dangerous goods shall report the detection of undeclared or misdeclared dangerous goods in accordance with point ORGH.GEN.160.

GH.OPS.025 Ground transportation of crew members and other persons

- (a) The ground handling organisation shall comply with the relevant provisions of Regulation (EU) No 139/2014 when it provides ground transportation of crew members and any other persons who are not passengers or crew members.
- (b) Ground transportation of other persons, who are not passengers or crew members, shall be exempted from compliance with this Regulation, as referred to in Article 2(3)(g).

SUBPART 1 – PASSENGER HANDLING

GH.OPS.100 Passenger handling

- (a) The passenger handling and baggage acceptance procedures shall cover the safety risks, including carriage of dangerous goods in passenger baggage or on the person, related to the following activities, as applicable:
 - (1) passenger and baggage acceptance and data transmission for load control purposes;
 - (2) handling of special categories of passengers, including passengers with reduced mobility;
 - (3) passenger boarding;
 - (4) passenger disembarkation, including, if applicable, handling of transit and transfer passengers;
 - (5) passenger transfer or transit.

- (b) The ground handling organisation shall ensure that the aerodrome requirements related to the control of pedestrians are observed during passenger boarding and disembarkation.
- (c) The ground handling organisation shall observe the relevant requirements of Regulation (EU) No 139/2014 when providing ground transportation of passengers.

GH.OPS.105 Control of passengers on the apron

- (a) Passenger access on the apron or any other airside safety operational area shall observe the applicable requirements on control of pedestrians included in Regulation (EU) No 139/2014. The ground handling organisation shall ensure that the passengers do not move outside the clearly designated/marked area or path for passage between the aerodrome terminal and the aircraft and do not cross the marked aircraft danger zones.
- (b) The ground handling organisation shall apply the aircraft operator instructions and procedures unless agreed differently with the aircraft operator. When using passenger stairs, passenger boarding bridges or airbridges for passenger boarding and disembarkation, the operational procedures shall cover the safety of passengers during boarding and disembarkation.

SUBPART 2 – BAGGAGE HANDLING

GH.OPS.200 Baggage handling

- (a) The safety procedures for baggage handling shall cover the following phases, as applicable to the range of operations of the ground handling organisation:
 - (1) baggage identification;
 - (2) baggage sorting;
 - (3) baggage building, preparation for departure or transfer;
 - (4) baggage arrival and reclaim.
- (b) The handling of dangerous goods in baggage shall be performed in accordance with Annex 18 to the Chicago Convention as amplified by the Technical Instructions and the aircraft operator's procedures and instructions regarding dangerous goods in passenger baggage.
- (c) The ground handling organisation may be required to comply with additional aerodrome procedures, depending on the centralised infrastructure provided by the aerodrome operator for baggage handling.
- (d) The organisation performing these activities shall ensure that the personnel involved in baggage handling receive safety training relevant to their tasks and understand the consequences of their performance on the flight safety.

SUBPART 3 – AIRCRAFT SERVICING

GH.OPS.300 Safety on the apron

As safety risk mitigation for the safe provision of ground handling services, the ground handling organisation shall use its safety management system components, safety communications and reporting, operational procedures, personal protection equipment, and training. The ground handling organisation shall encourage the personnel to report any deviations from the operational procedures, irregularities in operation or near-miss events that cause or may cause injuries to persons or damage to the aircraft or other vehicles.

The ground handling organisation shall implement, besides aerodrome operator procedures applicable to it as aerodrome user, operational procedures to cover the safety risks of working around the aircraft and on the aerodrome airside safety area, as follows:

- (a) The aerodrome operator's procedures regarding the following activities:
 - (1) walking and driving within the aerodrome airside areas;
 - (2) FOD programme;
 - (3) driving on the movement area;
 - (4) operations in adverse weather conditions, in winter or at night.
- (b) The ground handling organisation's operational procedures regarding the following activities:
 - (1) working on the apron and around the aircraft – safety on the ramp;
 - (2) inspection of aircraft exterior and adjacent airside areas, as appropriate, prior to aircraft arrival and departure;
 - (3) working around the aircraft: aircraft danger areas shall be kept clear of persons and vehicles while engines are about to be started or are running. Personnel, other than those required to assist the arrival and departure of the aircraft, shall not approach the aircraft when the engines are running and the anti-collision lights are turned on. The procedure shall include human factors principles;
 - (4) correct positioning of the ground support equipment around the aircraft for aircraft servicing and passenger boarding and disembarkation;
 - (5) aircraft turnaround plan: depending on the responsibilities assigned to the organisation, either of the following:
 - (i) develop and implement a turnaround plan to ensure coordination and safety of all ground handling activities occurring at the aircraft during turnaround. It shall include, as a minimum, a description of the phases, as well as tasks and responsibilities required for the arrival, handling, and departure of the aircraft;
 - (ii) describe its tasks and responsibilities during turnaround when the plan is developed by another organisation.
- (c) The operational procedures shall be adapted to the operational context of the aerodrome, as well as its specific geographical and weather conditions.

GH.OPS.305 Operation of ground support equipment — general

- (a) The ground handling organisation shall implement procedures for safe operation of the GSE, with specific safety actions to address the risk of equipment approaching, positioning, braking, manoeuvring, parking, departing from the aircraft and the area where the aircraft is being serviced, including the equipment used for the ground transportation of passengers with reduced mobility, as well as equipment securing when not in use and parking in designated areas.
- (b) Driving of GSE on the apron and movement area shall observe the aerodrome procedures developed in accordance with the applicable requirements of Annex IV (ADR.OPS) to Regulation (EU) No 139/2014.
- (c) All GSE used – motorised and non-motorised – shall be appropriately maintained and compliant with the maintenance programme described in Subpart ORGH.GSE of Annex II to this Regulation. The passenger boarding bridges or passenger stairs shall be clear of any FOD to ensure swift evacuation of passengers and crews in case of an emergency during refuelling with passengers on board, embarking or disembarking.
- (d) A no-touch policy shall be applied unless the GSE is equipped with proximity or self-levelling sensors, depending on the GSE type, or in specifically accepted circumstances required by the type of the GSE in operation.

GH.OPS.310 Aircraft refuelling and defueling

- (a) The aircraft refuelling and defueling services may be provided by the same organisation responsible for the provision of other ground handling services or by an into-plane fuelling service provider.
- (b) In addition to compliance with point GH.OPS.005, the provider of refuelling and defueling services shall be responsible for the following:
 - (1) ensure safe provision of aircraft refuelling and defueling and other necessary services in accordance with the operational procedures of the aircraft operator;
 - (2) have and implement communication procedures with the ground handling organisation providing other services during aircraft turnaround and with the aircrew in case of fire or fuel leakage;
 - (3) observe the requirements regarding fire prevention and extinction on the apron and at the parking stands;
 - (4) address any conflicting instructions with the aircraft operator or the aerodrome operator, as the case may be, as soon as they have been identified.
- (c) During refuelling or defueling, the provider of refuelling and defueling services shall have the following responsibilities:
 - (1) ensure effective intervention in the event of an emergency during refuelling or defueling;
 - (2) use only the fuel type approved for the aircraft type in accordance with the aircraft operator's instructions to prevent any misfuelling and contamination of the fuel;
 - (3) wear distinctive clothing to enable their easy identification in case of an emergency during refuelling or defueling operations;

- (4) observe the refuelling zones as established by the aircraft operator according to the aircraft type, and prevent any passengers or unauthorised persons from entering those zones or otherwise stop refuelling;
 - (5) comply with the relevant requirements of aircraft operators for refuelling or defueling with passengers on board, embarking or disembarking, including:
 - (i) keep clear of obstacles the designated emergency exits and escape routes, as well as the ground area beneath the aircraft exits intended for emergency evacuation and slide deployment areas when stairs are not in position for use in the event of an evacuation. When the designated emergency exits and escape routes are obstructed, the refuelling operation shall be stopped;
 - (ii) communication between the fuelling supervisor and the person assigned by the aircraft operator to manage the evacuation of passengers;
 - (iii) ensuring that there is a fuelling supervisor, who shall be responsible for the following:
 - (A) ensure overall safety during refuelling and defueling with passengers boarding, on board or disembarking;
 - (B) in case of fire or fuel leakage, communicate directly with the aircrew and with the turnaround coordination function when the latter is performed by another entity;
 - (C) ensure immediate evacuation of passengers on board in accordance with the aircraft operator's procedure;
 - (6) comply with the relevant requirements of Regulation (EU) No 139/2014 as reflected in the aerodrome operator's procedures regarding apron safety during aircraft refuelling.
- (d) Refuelling or defueling in hangars or similar enclosed buildings shall only be performed with the approval of the aircraft operator and the aerodrome operator and in accordance with the special procedures developed by them.

GH.OPS.320 Potable water servicing

The procedures for potable water servicing shall comply with the requirements of GH.OPS.005 and shall cover the following additional aspects:

- (a) liaise with the aerodrome operator to ensure the following:
 - (1) all water, for drinking and other personal use, uplifted into the aircraft is free from chemical substances and microorganisms;
 - (2) potable water quality test is conducted periodically in accordance with the local health authorities and as per the aircraft operator's procedure;
- (b) the mandatory requirements regarding personal protection equipment for the personnel performing potable water servicing are observed;
- (c) the risk of producing FOD during this activity is properly mitigated.

GH.OPS.325 Aircraft toilet servicing

The procedures for aircraft toilet servicing shall comply with the requirements of point GH.OPS.005 and shall cover the following additional aspects:

- (a) the applicable measures in case of leakage are described;
- (b) any leakage is promptly identified and handled according to the instructions;
- (c) the mandatory requirements regarding personal protection equipment for the personnel performing aircraft toilet servicing are observed;
- (d) the risk of producing FOD during this activity is properly mitigated.

GH.OPS.330 Aircraft exterior cleaning

The procedures for aircraft exterior cleaning shall comply with the requirements of point GH.OPS.005 and shall cover the following additional aspects:

- (a) the aircraft exterior cleaning is performed with products approved by the aircraft manufacturer to avoid damage to the aircraft;
- (b) the aircraft exterior panels and doors are properly closed after completing the cleaning;
- (c) the mandatory requirements regarding personal protection equipment for the personnel performing aircraft cleaning are observed;
- (d) the use of a dedicated area for this activity, as established by the aerodrome operator, if applicable;
- (e) the risk of producing FOD during this activity is properly mitigated.

GH.OPS.335 Aircraft de-icing and anti-icing

- (a) The GH organisation shall ensure that the necessary checks to ensure availability of service before the cold season are planned and performed in due time for the de-icing/anti-icing operations to be executed safely.
- (b) In addition to compliance with the requirements of point GH.OPS.005, the ground handling organisation shall be responsible for ensuring that the fluids used for de-/anti-icing comply with the fluid quality standards, that periodic testing is performed, and that proper storage is provided.
- (c) The ground handling organisation shall cooperate with the aerodrome operator and any relevant authority and organisation to enable the recovery and recycling of the de-icing/anti-icing fluid for environmental protection purposes.
- (d) When the ground handling organisation uses remote platforms and stands to provide de-/anti-icing services, it shall appoint a de-icing coordinator and implement a procedure that includes:
 - (1) communication on a dedicated radio frequency with the flight crew;
 - (2) stand allocation for aircraft awaiting the de-icing/anti-icing service at the de-icing/anti-icing stand;
 - (3) indication to the flight crew of the removal of equipment and end of de-icing/anti-icing operation for a safe return of the aircraft to the movement area.

GH.OPS.340 Alternative energy sources of propulsion

- (a) Electric aircraft
 - (b) Other types of energy source of propulsion
- [placeholder]

SUBPART 4 – AIRCRAFT TURNAROUND

GH.OPS.400 Coordination of aircraft turnaround activities

- (a) The ground handling organisation shall ensure safe provision of ground handling services and aircraft handling during turnaround by establishing a function for the coordination of turnaround activities. The coordination of the turnaround activities shall take into account the turnaround plan specified by the aircraft operator.
- (b) When more than one organisation is involved in the provision of ground handling services to the same aircraft operator according to the aircraft operator's turnaround plan, the ground handling organisations concerned shall agree among themselves which one is responsible for the turnaround coordination function.
- (c) The ground handling organisation shall have a written procedure for the coordination of the turnaround activities that includes the following aspects:
 - (1) ground handling activities to be monitored and coordinated during aircraft turnaround;
 - (2) whether this function is performed by a person or an automated device, on the aerodrome or remotely; if applicable, the person responsible for this function;
 - (3) coordination of communication with all the organisations involved, be it other ground handling organisations, the aircraft operator or the aerodrome operator;
 - (4) tasks associated with this function;
 - (5) ensuring that the load of tasks per person does not jeopardise the safety of activities;
 - (6) dissemination of the procedure to all the persons involved.
- (d) The turnaround plan applied to each aircraft shall observe the aircraft type specificities and aircraft limitations. The turnaround coordination shall take into account the operational context of the aerodrome.
- (e) The ground handling organisation shall observe the requirement to alert the aerodrome emergency services in accordance with point ADR.OPS.D.050 of Regulation (EU) No 139/2014 for accidents and incidents on the apron.

GH.OPS.405 Aircraft arrival

- (a) The operational procedures shall be appropriate to the aircraft type and shall cover, as applicable:
 - (1) securing of the aircraft on the ground,
 - (2) marking the aircraft danger zones,
 - (3) operation of cargo compartment doors and service panels,
 - (4) positioning of the GSE, including the ground power unit and pre-conditioned air unit if applicable,
 - (5) operation of passenger boarding bridges or other GSE such as passenger stairs.

- (b) The parking stand shall be inspected prior to aircraft arrival and the applicable aerodrome operator procedures shall be applied.

GH.OPS.410 Aircraft securing on the ground

- (a) The ground handling organisation shall have and implement operational procedures to ensure that the aircraft is secured against any unintended movement, in accordance with the procedures and instructions of the aircraft operator or, as agreed with the aircraft operator, in accordance with the operational procedures of the ground handling organisation.
- (b) The procedures shall include safety measures to ensure that only ground handling personnel with specific tasks to be carried out in this phase are allowed to approach the aircraft before the anti-collision lights are turned off and the engines are shut.
- (c) The equipment restraint area shall be marked by placing safety cones around the aircraft areas that are susceptible to ground damage.

GH.OPS.415 Aircraft loading and unloading

The operational procedures for aircraft loading and unloading shall ensure the following:

- (a) Aircraft loading is performed in accordance with the written loading instructions, and any loading specifications and requirements related to dangerous goods and other special cargo, mail, baggage items or equipment in compartment are observed.
- (b) The aircraft stability is maintained during unloading and loading.
- (c) The unloading team has the appropriate inbound flight documentation.
- (d) The aircraft cargo compartment is empty prior to loading unless aircraft operator instructions state otherwise, and there are no damages or leaks. This step does not apply fully to transit flights. If damages are identified, the aircraft operator shall be informed.
- (e) The loading is performed so as not to damage the cargo compartment or the cargo compartment doors.
- (f) The unit load devices (ULDs) and other loose equipment are in serviceable condition, do not contain water or snow, and there is no damaged or leaking cargo.
- (g) The items and ULDs loaded in the cargo compartments are properly restrained to prevent any movement or shifting during flight.
- (h) The ULD type loaded on the aircraft corresponds to what is specified in the loading instructions.
- (i) The cargo compartment doors are properly closed.
- (j) Any last-minute changes related to baggage or cargo loading are recorded on the mass and balance documentation and distributed for the information of the persons identified in the aircraft operator's procedure.
- (k) The mass and balance document containing the loading instructions is signed by the person responsible for loading supervision to confirm that the aircraft loading and load distribution have been completed as per the instructions.
- (l) Communication related to aircraft loading and load distribution is ensured between the person responsible for loading supervision and the person responsible for load planning and issuance of the related mass and balance documentation, as well as any other

intermediary person if load planning is a remote function that is not performed at the departure station.

- (m) A copy of the mass and balance documentation containing the loading instructions is retained on the ground and accessible to the ground personnel responsible for flight operations until after the arrival of the flight.
- (n) Loading and unloading are executed with GSE adequate to the aircraft type and task, as the case may be.
- (o) Any damages or malfunctions identified to the in-plane loading system are notified to the aircraft operator.

GH.OPS.420 Loading supervision

The ground handling organisation shall implement procedures for the supervision of aircraft loading and unloading to ensure the following:

- (a) Briefing of the unloading team in accordance with the loading messages received prior to aircraft unloading. Similarly, briefing of the loading team in accordance with the loading instructions prior to aircraft loading.
- (b) Monitoring of the aircraft unloading and loading, ensuring that the bulk load is intact and there is no damage or leakage prior to loading.
- (c) Verification of the steps of the procedures referred to in point GH.OPS.425.
- (d) Check of the load against the related documentation cargo manifest, baggage manifest, or the special load notification to captain (NOTOC), if available.
- (e) Confirmation that loading is carried out as specified in the final loading instruction form.
- (f) Report of any deviations from the planned loading and any special, overweight or non-standard items presented for loading not already included in the loading instructions.

GH.OPS.425 Unit load devices

The ground handling organisation shall ensure the following with regard to the ULDs in the form of aircraft containers, for both baggage and cargo load:

- (a) The aircraft operator instructions are followed with regard to the correct use of the ULD type. The ULDs are within the acceptable limits established according to the manufacturer instructions and empty before use.
- (b) The ULDs are checked to ensure that they are serviceable before the build-up and do not exceed the allowed serviceability limits.
- (c) Unserviceable ULDs are labelled and taken out of use.
- (d) Arrangements are in place with the ULD owner for the repair or disposal of damaged ULDs.
- (e) The ULD build-up process observes the operational procedures related to all the following:
 - (1) aircraft mass and balance and ULD limitations;
 - (2) use of adequate ULDs regarding the size, type, structural suitability for shipping;
 - (3) interlocking and restraining of load within each pallet or container to prevent its movement during flight;

- (4) segregation of dangerous goods;
- (5) integrity of the load and the ULD.
- (f) Each ULD is identified by unique identification codes or markings.
- (g) The ULDs are stored in conditions that prevent their damage. Storage on the ground is not permitted.
- (h) ULD storage limitations set by the aerodrome operator shall be complied with. When the planned number of ULDs stored at the airport is exceeded, the ground handling organisation shall have procedures and arrangements with the aircraft operators to transport the ULDs to other available locations as soon as possible.
- (i) The ULDs are safely transported and handled to prevent damages to the ULD and the load, the aircraft or other vehicles or equipment and injuries to persons.
- (j) The ULDs are properly secured to avoid uncontrolled movements in adverse weather conditions.
- (k) The ULDs are checked and damages are reported to the aircraft operator according to the aircraft operator instructions.
- (l) Personnel involved in ULD handling are properly trained.
- (m) In case of ULD pooling, the organisations concerned shall establish and document clear responsibilities of each party involved in the pooling.

GH.OPS.430 Aircraft departure activities

- (a) The ground handling organisation shall coordinate the aircraft departure with the other organisations involved in this activity.
- (b) The operational procedure for engine starting shall ensure:
 - (1) that only the personnel and GSE required to assist the engine starting and pushback or towing operations remain within the equipment restraint area;
 - (2) that any condition that may endanger the safety of the engine starting is immediately communicated to the flight crew and delay the engine start;
 - (3) that instructions for the use of the air start unit are included;
 - (4) the safety of personnel in the case of using an air start unit or a ground power unit;
 - (5) safe disconnection of equipment from the aircraft before departure;
 - (6) that the aircraft danger zone is clear of equipment and persons;
 - (7) that the final step of the engine start operation is clearly indicated so that the pushback or towing operation can begin.

GH.OPS.435 Aircraft towing and pushback

- (a) The responsibility for the aircraft towing/pushback operations is split between several organisations. The ground handling organisation is responsible for the following:
 - (1) correct implementation of the operational procedures related to aircraft towing and pushback in accordance with the aircraft operator's operational procedures or, as agreed with the aircraft operator, in accordance with its own operational procedures per aircraft type and towing/pushback vehicle type. The equipment manufacturer

- instructions for the operation of the towing equipment, if applicable, shall also be observed;
- (2) communication procedures with the other persons involved in the towing or pushback operation;
 - (3) connecting and disconnecting the aircraft to/from the vehicle/towbar;
 - (4) driving or remotely controlling the towing/pushback vehicle;
 - (5) when a wingwalker is involved, maintaining communication with the wingwalker and alerting flight crew of the loss of communications during pushback/towing; this step shall be properly coordinated with the provider of apron management services;
 - (6) training and continued competence of its personnel performing these activities,
 - (7) operation and maintenance of any GSE used for the towing/pushback in accordance with Subpart ORGH.GSE.
- (b) The ground handling organisation shall apply the aerodrome procedures established by the aerodrome operator in accordance with the provisions of Regulation (EU) No 139/2014 in relation to aircraft ground movements.

GH.OPS.440 Communication and phraseology

- (a) The communication between the flight crew and the ground handling persons responsible for aircraft pushback/towing shall ensure safe operation of the aircraft and its occupants and of the persons and vehicles and other aircraft on the ground.
- (b) The ground handling organisation shall ensure that its personnel observe the standard phraseology for aircraft pushback/towing operations as established in the relevant requirements of Regulation (EU) No 923/2012 (standardised European rules of the air).

SUBPART 5 – CARGO AND MAIL HANDLING

GH.OPS.500 Cargo and mail handling – general

- (a) The ground handling organisation shall have and implement operational procedures for the safe transportation of cargo and mail to cover the following aspects:
 - (1) acceptance of shipment on behalf of the aircraft operator and preparation for the flight in accordance with the applicable requirements and aircraft operator procedures, including:
 - (i) any necessary checks, not linked to safety aspects, as required by applicable regulations;
 - (ii) if applicable, dangerous goods acceptance checks in accordance with Annex 18 to the Chicago Convention as amplified by the Technical Instructions;
 - (iii) cross-checks of the cargo against the accompanying documentation on behalf of the aircraft operator;
 - (iv) planning of the build-up;

- (2) final build-up of the cargo, if this was not performed before its arrival at the cargo terminal, and storage of the cargo before the flight;
 - (3) transportation of the cargo shipment to/from the aircraft;
 - (4) intervention in case of cargo damage, leakage or spillage.
- (b) The activities listed in point (a)(1) and (2), including handling of dangerous goods, when performed at a cargo warehouse located at the aerodrome or adjacent to it, shall be subject to compliance with this Regulation.
- (c) Notwithstanding point (a), the ground handling organisation shall apply the operational procedures provided by the aircraft operator unless agreed otherwise with the aircraft operator.
- (d) The cargo operations may be performed together by the qualified personnel of the ground handling organisation and the aircraft operator, as priorly agreed.

GH.OPS.505 Handling of special cargo, other than dangerous goods

The ground handling organisation shall handle special cargo in accordance with the operational procedures provided by the aircraft operator or, when agreed with the aircraft operator, in accordance with its own operational procedures.

SUBPART 6 – GROUND SUPERVISION

GH.OPS.600 Ground supervision

When the ground handling organisation provides ground supervision services to an aircraft operator, it shall:

- (a) describe the tasks in its ground handling manual, based on the conditions established by the aircraft operator to which this service is provided;
- (b) when combined with other compatible functions, clearly identify each of them and address any overlapping of functions.