Kuwait Civil Aviation Safety Regulations

KCASR 14 – VOLUME III

GROUND HANDLING OPERATIONS (GHO)

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Amendment Record

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1	Jun. 2018	Initial Issue
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GROUND HANDLING OPERATIONS RELATED TO AIRCRAFT OPERATION

Control of this Document

DC.1 Introduction

DC.1.1 The following Regulation is hereby established for compliance by all entities concerned. This regulation shall be known as KCASR 14, Volume III, Ground Handling Operations (GHO). And any reference to this title shall mean referring to these regulations governing the requirements to be met for the ground operations of aircraft.

DC.1.2 DGCA intention is to ensure safe and efficient operations and on-time performance are enhanced by modern ground services. The scope of this part is primarily for safety. Outsourcing of ground handling activities should not be seen by the air operator as a way to transfer risk and responsibility.

DC.2 Authority for this Requirement

DC.2.1 This KCASR 14, Volume III, Ground Handling Operations of Aircraft is issued on the authority of the President of the Kuwait Directorate General of Civil Aviation.

DC.3 Applicability

DC.3.1 This volume has been established by Kuwait DGCA to address all activities related to Ground Handling operations (GHO), both in and out of the state of Kuwait territory including certification and acceptance of such activity for GHO services provided to AOC holders granted by Kuwait DGCA.

DC.3.2 This volume applies to all operators and Ground Handling Agents involved in Ground Handling Operations, either in or out of the territory of the state of Kuwait which are handling a Kuwaiti registered AOC holder,

DC.3.3 It shall be noted that beyond the state of Kuwait territory, Operators shall confirm that the requirements of this KCASR have been addressed and any differences are accepted to Kuwait DGCA.

In addition, the Operator shall inform Kuwait DGCA of any other State's regulations and standards when Operating in their territory or airports.

DC4. Scope

DC.4.1 KCASR 14, Volume III -Ground Handling Operations (GHO)- contains the regulations to be complied with by aviation entities seeking certification / acceptance from Kuwait DGCA.

The KCASRs are separated into the following civil aviation safety regulations with cross-references where applicable.

KCASR 00 – Basic Regulation

KCASR 1 – Personnel Licensing

KCASR 2 – Rules of the Air

KCASR 3 – Meteorological Service for International Air Navigation

KCASR 4 – Aeronautical Charts

KCASR 5 – Units of Measurement

KCASR 6 – Operation of Aircraft

KCASR 7 – Aircraft Registration and Cancellation

KCASR 8 – Airworthiness of Aircraft and Continuous Airworthiness

KCASR 9 – Facilitation

KCASR 10 – Aeronautical Telecommunications

KCASR 11 – Air Traffic Services

KCASR 12 – Search and Rescue

KCASR 13 – Aircraft Accident and Incident Investigation

KCASR 14 – Volume I - Aerodromes

KCASR 14 – Volume II – Aerodromes – Heliports

KCASR 14 – Volume III – Ground Handling Operations (GHO)

KCASR 15 – Aeronautical Information Services

KCASR 16 – Environmental Protection

KCASR 17 – Aviation Security

KCASR 18 - The Safe Transportation of Dangerous Goods by Air

KCASR 19 – Safety Management

KCASR 22 – Unmanned Aircraft Systems

KCASR 23 – Light Sport Aircraft

KCASR 25 –Special Aviation Regulations

KCASR 26 – Enforcement and Sanctions

KCASR 27 – Charges and Fees

DC.5 Definitions

DC.5.1 Terms not defined within this document shall have the meaning given to them in the relevant legal instruments or international legal instruments in which they appear, especially as they appear in other KCASR parts.

the abbreviations and terms below shall have the following associated meanings

Aerodrome	A defined area on land or water (including any buildings, installations and equipment) intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft
Air Operators	AOC holders, issued by Kuwait DGCA
Acceptance	This terminology with in this regulation shall mean, GHO organisations outside the State of Kuwait and seeking Kuwait DGCA recognition to service Kuwait AOC holders
Approval	This terminology with in this regulation shall mean, GHO organisations within the State of Kuwait.
AWO	AWO stands for Airport Weather Observer. An AWO is a specially trained weather observer who is responsible for collecting and disseminating accurate and up-to-date weather information at an airport.
De-Fuelling	De-Fuelling is the process of taking a quantity of fuel from aircraft tanks due to various reasons, such as maintenance, load adjustments, etc.
DGCA	Directorate General of Civil Aviation
Fuel equipment	Any device or apparatus or part thereof through which fuel passes when being transferred into or from an aircraft, or between fuel installations

Fuel installation	Any container or vessel used for the storage of fuel, including a vehicle, designed, manufactured or adapted for this purpose or for the delivery of such fuel to an aircraft or another installation
Fuel	Fuel intended for use in aircraft
Fuelling	Embraces both fuelling and de-fuelling unless otherwise specified Incident any occurrence that could put personnel or equipment at risk, whether directly or indirectly
Ground Handling Agent (GHA):	Organisations that provide Ground Handling Operation activities.
Operations manual	A manual containing procedures, instructions and guidance for use by operational personnel in the execution of their duties
RFFS	Rescue and Fire Fighting Services
Safety management system (SMS).	A systematic approach to managing safety, including the necessary organisational structures, accountability, responsibilities, policies and procedures.
Service Level Agreement (SLA)	A written contract between a service provider and its customer to define the agreed level of performance of that service. For this Agreement, the “service provider” will be considered to be the GHA, and the “customer” will be considered to be the Air Operator/Aerodrome Operator
Turnaround coordinator	A person who has the qualifications, skill and experience to supervise all aircraft ramp handling all functions and activities provided by ground handling service providers during aircraft transit or originating from Kuwait
Wide-cut fuel	A hydrocarbon mixture that spans the gasoline and kerosene boiling ranges, sometimes known as Jet B or JP-4, and is particularly suited to cold climates .

D.6 References and Guide Material:

i. KCASR 00

ii. KCASR 6

a) Part ORO.GEN.110 Operator responsibilities,

b) Part ORO.AOC.135 Personnel requirements,

c) Part ORO.AOC.140 Facility requirements,

d) Part ORO.FC.130 Recurrent training and checking,

e) Part ORO.FC.230 Recurrent training and checking,

f) Part ORO.CC.205 Reduction of the number of cabin crew during ground operations and in unforeseen circumstances,

iii. KCASR 19 Safety Management SMS,

iv. ICAO Doc (10121) and Doc (9977)

v. IATA Ground Operations Manual (IGOM)

vi. IATA Safety Audit for Ground Operations (ISAGO)

vii. IATA Airport Handling Manual (AHM)

viii. Aerodrome Manual (ADM)

D.7 Abbreviations

- ACU – Air Conditioning Unit
- ADP - Airside driver permit
- AFSP – Aviation Fuel and Service Provider
- AOC – Air Operator Certificate
- ASU – Air Starter Unit
- ATC – Air Traffic Services
- CASP – Civil Aviation Safety Publication
- ETOPS – Extended Range Twin Engine Operation
- GH – Ground Handling
- GHA - Ground Handling Agent

- GHS – Ground Handling Services
- GHOM – Ground Handling Operation Manual
- GPU – Ground Power Unit
- NOTAM – Notice to Airman

Chapter 1. General

1.1 Purpose of this volume

The purpose of this volume is to provide the requirements, standards and guidance on all Aviation Ground Handling Services associated with aircraft operations other than Aircraft Maintenance activity.

1.2 Ground Handling (GH) Activities/services provisions:

a) Shall be provided by an Air Operator holder of an Air Operators Certificate (AOC) issued by Kuwait DGCA to conduct self-Ground Handling Services (GHS) .

b) Shall be provided by Kuwait DGCA certified Ground Handling Agent (GHA) conducting Ground Handling services in the State of Kuwait.

c) Shall be provided by Ground Handling Agent (GHA) issued with letter of acceptance from Kuwait DGCA, to provide Ground Handling services out of the State of Kuwait to Air operators holding an Air Operators Certificate (AOC) issued by Kuwait DGCA.

Chapter 2. Technical and Operational Standards for Ground Handling Operations (GHO)

2.1 Ground handling operations

Shall be carried out in compliance with the requirements in this part, and pertaining requirement contained in the following as applicable:

(a) KCASR 00

(b) KCASR 1

(c) KCASR 6

(d) KCASR 9

(e) KCASR 14

(f) KCASR 16

(g) KCASR 17

(h) KCASR 18

(i) KCASR 19

(j) KCASR 26

(k) KCASR 27

Any relevant DGCA resolutions

2.2 Ground Handling Operations (GHO)

In addition to the requirements prescribed in paragraph (2.1) of this section Ground Handling Operations (GHO) should be carried out in conformity with: (as applicable)

a) ICAO Ground Handling Manual (Doc 10121)

b) International Air Transport Association (IATA):

i. Ground Operations Manual (IGOM);

ii. Airport Handling Manual (AHM), including the technical safety requirements and standards for motorised and non-motorised ground support equipment;

iii. Safety Audit for Ground Operations (ISAGO) Standards Manual;

iv. Cargo Handling Manual (CHM), including live animal and perishable goods regulations; and

v. Dangerous Goods Regulations (DGR)

2.2.1 National Regulation concerning fuel, and with the specifications, procedures and recommended practices contained in the Joint Inspection Group (JIG) standards for aircraft fuelling services, airport depots and hydrants.

2.2.2 Relevant standards, procedures, guidance from the following entities:

- Ministry of Health.
- The World Health Organization (WHO), to Hygiene and Sanitation in Aviation of the World and e International Health Regulations (2005).
- The World Food Safety Guidelines for Airline Catering of the International Flight Services Association (IFSA)
- The Aerodrome Manual (ADM) and relevant SLAs.
- The air operators specific operating procedures and requirements (relevant SLAs), where applicable, and
- The certificates holder's manuals, policies, and procedures as accepted by Kuwait DGCA.

2.2.3 In cases where the procedures, standards and recommended practices contained in the documents referenced in paragraph (3.1) of this section contradict any requirements prescribed in this part or relevant Kuwait DGCA regulatory and guidance material, Kuwait DGCA regulatory and guidance material shall prevail.

Chapter 3. Ground Handling Policy

3.1 The Air Operator:

3.1.1 An Air operator, when issued with an AOC by Kuwait DGCA, is permitted to undertake all ground handling services (GHS) as defined in KCASR 6 and in this volume provided the relevant procedures has been certified by Kuwait DGCA. If Kuwait DGCA determines that the ground services provided by the air operator do not provide an acceptable level of safety, Kuwait DGCA shall take suitable enforcement measures including to prohibit the air operator from providing its own ground services.

3.1.2 The Air operator's ground handling services (GHS) oversight process by Kuwait DGCA, shall be conducted as part of the initial, renewal or variation of the AOC processes.

3.1.3 An Air operator shall enter into a contract only with a (GHA) accepted/certified by Kuwait DGCA prior to commencing ground-handling services. The contract shall be kept in the operator custody and a copy to be provided to Kuwait DGCA. The air operator shall maintain responsibility for ground handling operations activities as per KCASR relevant parts.

3.2 Ground Handling Agent (GHA):

3.2.1 (GHA) shall have a full understanding and implementation of relevant Safety Management SMS requirements as stipulated in KCASR 19 (part one);

3.2.2 (GHA) shall be responsible for ensuring the following:

a) Maintaining proper supervision means that include , checking and monitoring programs acceptable to Kuwait DGCA;

b) All licensed and authorised personnel from the (GHA) are trained and qualified to perform the required activities;

c) A flight dispatcher shall hold a valid and current Kuwait DGCA license (ref. to KCASR 1-Part - FOO/FD), while other personnel (i.e. Load Master) shall be a holder of a valid authorisation issued by the operator;

Note: *for foreign flight dispatchers, Kuwait DGCA may accept local athourity authorisation.*

d) All personnel mentioned in paragraph "b" above, shall continue to receive recurrent training as stipulated in the relevant Kuwait DGCA publications, operator's Air Operations Manual, Training Manuals, Quality Manual, and copies of the individual training record on all (GHA) personnel are properly kept;

e) The agent involved possess at the particular location, a copy of the relevant section of Kuwait DGCA KCASRs , as well as the Air operator's relevant part of the Operations manual is kept up to date.

f) Pre and post flight records and documentation are retained for a minimum of three (3) years by the GHA.

g) Internal audits on ground operations are conducted , at least once in every 24 Months and spot checks at regular intervals as required; based on Kuwait DGCA regulatory requirements and air operator's Operations and Quality Manuals

~~Ground Handling Agent (GHA):~~

3.3 Responsibilities of the ground handling services provider

3.3.1 The provider shall have all the means necessary to ensure the safe provision of service at the aerodrome. Those means shall include, but are not limited to, facilities, personnel, equipment and material.

3.3.2 The provider shall comply with the procedures contained in the aerodrome manual, including those in relation to movements of its vehicles, equipment and personnel and the risk related to aerodrome operations in winter, at night and in adverse weather conditions.

3.3.3 The GHA shall provide the ground handling services in accordance with the procedures and instructions of the air operator it serves;

3.3.4 The provider shall ensure that manuals for the operation, maintenance and maintenance program of ground handling equipment are available, applied in practice and cover operation, maintenance and repair instructions, servicing information, troubleshooting and inspection procedures;

3.3.5 The provider shall use only adequately trained and qualified personnel and shall ensure the implementation and maintenance of training and checking programmes to ensure the continuing competence of all relevant personnel;

3.3.6 (The provider shall ensure that its personnel is physically and mentally fit to execute their functions satisfactorily, provided with appropriate personal protective equipment (PPE), taking into account the type of activity and in particular its potential safety and safety-related security impact;

3.3.7 Management systems

i. As appropriate for the type of activity undertaken and the size of the organisation, the provider shall implement and maintain a management system to ensure compliance with the essential requirements set out in this

KCASR, manage safety risks and to aim for continuous improvement of this system. Such system shall be coordinated with the management system of the aerodrome operator.

ii. The provider shall establish an occurrence reporting system as part of the management system under point 4.7.1 in order to contribute to the aim of continuous improvement of safety. Without prejudice to other reporting obligations, the provider shall transmit all occurrences to the reporting system of the aerodrome operator, the aircraft operator, ASD and, if relevant, to that of the air traffic service provider. The occurrence reporting system shall be compliant with the applicable KCASRs.

iii. The provider shall develop a ground handling service manual and operate in accordance with that manual. Such manual shall contain all necessary instructions, information and procedures for the service, the management system and for service personnel to perform their duties.

3.4 Airside Cleanliness

3.4.1 The Provider shall have procedures on the avoidance of and response the spillage of fluids and other materials in related airside areas of operations, to include the containment, reporting and clean-up.

3.4.2 The Provider shall have a FOD prevention program for implementation in airside areas, focusing in the elimination of conditions that could cause damage to an aircraft

Chapter 4. Ground Handling Function

4.1 Ground Handling function

4.1.1 Operators (GHS) and Ground Handling Agents (GHA) are authorised to perform Ground Handling Operations, provided they applied and are accepted/certified by Kuwait DGCA/ASD to perform the following Function but not limited to:

a) All ground services provided to the aircraft on ground that are needed to secure a safe flight excluding maintenance activities.

b) Preparation and submission of Air Traffic Service (ATS) Flight Plan,

c) Preparation of Operational Flight Plan,

d) Compilation and supply of weather report and NOTAM,

e) Preparation of Mass and Balance documentation including computation if specifically authorised,

f) Loading of passenger and cargo,

g) Aircraft fuelling,

h) Flight dispatch including ETOPS and AWO,

i) Aircraft parking and marshalling,

j) Obtaining over flight clearances and landing permissions,

k) Catering activities,

l) De-Icing / Anti Icing of Aircraft,

m) Other authorisations, when specified.

4.2 Ground Handling Services May Include:

4.2.1 Ground Administration And Supervision

Ground administration and supervision include:

(a) Representation and liaison services with local authorities or any other entity, disbursements on behalf of the airport user and provision of office space for its representatives;

(b) Load control, messaging and telecommunications;

(c) Handling, storage and administration of unit load devices (ULDs); and

(d) Any other supervision services before, during or after the flight and any other administrative service requested by the airport user.

4.2.2 PASSENGER HANDLING

Passenger handling includes any kind of assistance to arriving, departing, transfer or transit passengers, including checking tickets and travel documents, registering baggage and carrying it to the sorting area.

4.2.3 BAGGAGE HANDLING

Baggage handling includes handling baggage in the sorting area, sorting it, preparing it for departure, 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.

4.2.4 FREIGHT AND MAIL HANDLING

(a) Freight handling includes cargo warehouse activities, physical handling of export, transfer and import freight, handling of related documents, customs procedures and implementation of any security procedure agreed between the parties or required by the circumstances.
(b) Mail handling includes physical handling of incoming and outgoing mail, handling of related documents and implementation of any security procedure agreed between the parties or required by the circumstances.

4.2.5 RAMP HANDLING

Ramp handling includes:
(a) Marshalling the aircraft on the ground at arrival and departure;
(b) Assistance to aircraft parking and provision of suitable devices;
(c) Communication between the aircraft and the airside supplier of services;
(d) The loading and unloading of the aircraft, including the provision and operation of suitable means, as well as the transport of crew and passengers, including passengers with reduced mobility, between the aircraft and the terminal, and baggage transport between the aircraft and the terminal;
(e) The provision and operation of appropriate units for engine starting;
(f) The moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices; and
(g) The transport, loading onto and unloading from the aircraft of food and beverages.

4.2.6 AIRCRAFT SERVICES

Aircraft services include:
(a) The external and internal cleaning of the aircraft, and toilet and water services;
(b) The cooling and heating of the cabin, removal of snow and ice, de-icing of the aircraft; and
(c) The rearrangement of the cabin with suitable cabin equipment and the storage of this equipment.

4.2.7 Fuel And Oil Handling

Fuel and oil handling includes, the organization and execution of fuelling and defuelling operations, including the storage of fuel and the control of the quality and quantity of fuel deliveries.

4.2.8 FLIGHT OPERATIONS AND CREW ADMINISTRATION

Flight operations and crew administration include:

(a) Preparation of the flight at the departure airport or at any other point;
(b) In-flight assistance, including re-dispatching if needed;
(c) Post-flight activities; and
(d) Crew administration.

4.2.9 SURFACE TRANSPORT

Surface transport includes:

(a) The organization and execution of crew, passenger, baggage, freight and mail transport between different terminals of the same airport, but excluding the same transport between the aircraft and any other point within the perimeter of the same airport; and
(b) Any special transport requested by the airport user.

4.2.10 Catering Services

Catering services include:

(a) Liaison with suppliers and administrative management;
(b) Storage of food and beverages and of the equipment needed for their preparation;
(c) Cleaning of this equipment; and
(d) Preparation of equipment as well as of bar and food supplies.

4.3 The service provider shall insure:

a) Up to date appropriate facilities/equipment are to be used.

b) Equipment are kept Clean and fully maintained as pare manufacturer maintenance schedule .

c) Adequate resources (commensurate with the volume and type of flights served) are allocated to complete the services as per relevant standards within this regulation and the SLAs.

4.4 Service level agreement SLA:

a) Provisions of the level of service should be included in service level agreements, between specialised GHA with air operator and with aerodrome operator to ensure

that proper elements and commitments are in place to provide consistent service support and delivery.

b) SLA should cover the ground service measurement parameters for safety and activities (e.g.: departure, arrival, and cargo/mail) including: performance levels to be provided, details on the responsibilities, and penalties in case of violations or deviations

4.5 Data sharing

The Service provider shall provide means of electronic data sharing with Kuwait DGCA to insure complete access to statistics data including but not limited to:

a) Number and type of Aircraft serviced;

b) Types of Services provided;

c) Audit reports from other entities and operators.

4.6 Turnaround Coordination:

Air operators and GHA should agree on roles and responsibilities during the aircraft turnaround to ensure an adequate level of safety and efficiency is achieved. A typical aircraft turnaround may involve the activities of several independent ground handling agents such as: fuelling providers; catering providers; baggage and cargo; etc., as a result a degree of coordination is required.

Air operators and GHA should ensure this coordination is achieved by the establishment of a turnaround plan. A turnaround plan is a detailed description of duties and their relation in a chain of activities during aircraft turnaround. The designation of a turnaround coordinator can facilitate the adherence to the plan.

The person in charge of turnaround coordination should ensure all necessary information on the status of the flight is transmitted to the aerodrome operator, in particular the estimated off-block time or any other information as required by the aerodrome operator.

Chapter 5. Specific Requirements - Related to (GH) Activates

The following are the specific requirements to be met by an Air operators (GHS) and Ground Handling (GHA) Operations;

5.1 Mass and Balance:

5.1.1 All Mass and Balance procedures adopted shall be in accordance with the requirements stated in the Air operator's current and approved Operations manual. The requirements must also conform to the regulations contained in KCASR relevant part,

5.1.2 The contractor involved shall possess at the particular location, a copy of the relevant part/section of the KCASR and an Air operator's approved aircraft type Mass and Balance manual/procedures,

5.1.3 The preparation of the Mass and Balance shall be performed by a personnel authorised for this function and with relevant training on Aircraft type,

5.1.4 The computation of the Mass and Balance shall be in accordance with the Air operators' approved Mass and Balance manual for that particular type of Aircraft,

5.1.5 Electronic means may replace manual Mass and Balance computation provided Kuwait DGCA approve the system; the authorised personnel (Load Master) involved must be trained on the software application used,

5.1.6 Final acceptance of Mass and Balance document is the responsibility of the aircraft commander. The commander signature in the relevant column of the document confirms his acceptance. An electronic signature is accepted providing the electronic system has been accepted by Kuwait DGCA.

5.2 Operational Flight Plan

5.2.1 The Air Operator (GHS) or (GHA) shall possess at the particular location, a copy of the relevant part/section of the KCASR and Air operator's approved Operations Manual;

5.2.2 The Air Operator (GHS) or (GHA) shall adhere to the regulatory requirements as stated in KCASR Flight preparation and Air operators' operational flight Plan procedures;

5.2.3 The preparation of the Operational Flight Plan shall be performed by a Kuwait DGCA licensed flight dispatcher or personnel authorised for this function trained on type.

Note: *for foreign flight dispatchers, Kuwait DGCA may accept local athourity authorisation.*

5.2.4 The computation of the Operational Flight Plan shall be in accordance with the Operators' approved procedures for that particular type;

5.2.5 Electronic means may be used for this purpose provided Kuwait DGCA approve the system; Those involved must be trained in the software application used;

5.2.6 Final acceptance of Operational Flight Plan is the responsibility of the aircraft commander. The commander's signature in the relevant column of the document confirms the acceptance. An electronic signature is accepted provided it has been consented by Kuwait DGCA.

5.3 ATS Flight Plan

5.3.1 The preparation of the ATS (Air Traffic Services) Flight Plan shall be performed by a Kuwait DGCA licensed flight Dispatcher or personnel authorised for this function trained on type;

Note: *for foreign flight dispatchers, Kuwait DGCA may accept local athourity authorisation.*

5.3.2 The information to be filled in the ATS Flight Plan shall be relevant to the aircraft type.

5.4 Weather & NOTAM

5.4.1 The Air Operator (GHS) or (GHA) shall adhere to the regulatory requirements as stated in KCASR - Additional information and forms to be carried;

5.4.2 The compilation of the weather report and NOTAM shall be performed by licensed Flight dispatcher or personnel authorised for this function trained on type;

Note: *for foreign flight dispatchers, Kuwait DGCA may accept local athourity authorisation.*

5.4.3 The source of the weather and NOTAM information must be from an approved source as stated in the Air Operator's Operations Manual.

5.5 Loading, Parking, Marshalling and Servicing

5.5.1 The Air Operator (GHS) or (GHA) shall possess at the particular location, a copy of the relevant section of the KCASR, copy of relevant parts of the Ground Handling Operation Manual (GHOM) and Air Operator's Operations Manual requirements;

5.5.2 The passenger and cargo loading, aircraft parking, marshalling and fueling activities shall be performed by trained personnel. On type training is required for loading.

5.6 Over Flight Clearances & Landing Permissions

5.6.1 Obtaining overflight clearances and landing permission for the state of Kuwait Air operators do not require Kuwait DGCA authorisation. The clearances and permission, however, form part of pre and post flight documentation and should be retained by the Air operator for at least 6 months.

5.7 De-icing Operations

5.7.1 The De-Icing service provider shall be responsible for adherence to the procedures of each of the air operators to which they provide their services.

5.7.2 The De-Icing service provider shall be responsible for the safety and operability of the designated de-icing facilities being used.

5.7.3 De-icing operations shall be performed with extreme caution to prevent injury to personnel and damage to aircraft and equipment.

5.7.4 Personnel performing aircraft de-icing and anti-icing should be qualified to do so and be familiar with the procedures applicable to fluids or forced air operations and any equipment they are operating, fluid characteristics and application, fluid quality checks, aircraft no-spray areas and communication with the air operator's flight crew.

5.7.5 The De-Icing service provider shall be responsible for the storage or handling of de-icing and anti-icing fluid should ensure preseason, receipt, truck filling and other required quality assurance checks are performed, and that the fluid meets specification prior to being used in operations.

5.7.6 De-icing staff shall maintain clear communication with the flight crew and the personnel involved in the de-icing procedure, with attention to:

a) before de-icing procedure is started, de-icing staff must make sure that pilot has been clearly informed.
b) when the aircraft de-icing procedure is completed, the de-icing crew must inform about the completion of procedure to flight crew and also inform whether or not the de-icing equipment has been removed a safe distance away from the aircraft.

Chapter 6. Flight Dispatch, ETOPS and All-Weather Operations (AWO)

6.1 General

The Air Operator (GHS) or (GHA) base including facilities, equipment, staff, documentation, etc. shall be audited by Kuwait DGCA for initial approval and as required by Kuwait DGCA;

6.1.1 The Air Operator (GHS) or (GHA) flight watch system if involves ETOPS must be a pro-active;

6.1.2 The Air Operator (GHS) or (GHA) shall possess at the particular location, a copy of the relevant part/section of the KCASR and Air Operator's approved Operations Manual;

6.1.3 The Air Operator (GHS) or (GHA) shall adhere to the regulatory requirements (Kuwait KCASR), (ETOPS, AWO) and Air Operator's Operations Manual requirements;

6.1.4 The Flight dispatch function shall be conducted by a Kuwait DGCA licensed Flight Dispatcher as per KCASR 1 – Part FOO/FD;

Note: *for foreign flight dispatchers, Kuwait DGCA may accept local athourity authorisation.*

6.1.5 The Flight dispatchers shall be trained on the Air Operator's ETOPS and AWO operations.

6.2 Flight Dispatchers

All flight dispatchers and personnel authorised to perform this function shall undergo an initial, recurrent and upgrade training and checks as follows:

a) All training as specified in KCASR 1 Part FOO-FD and Air operator's Operations manual for Flight Dispatchers;

b) Internal operator's familiarisation training (to assure that the personnel knowledgeable on the company policy and procedures). In addition, the training includes the applicable regulations (KCASR 6, 14 and 19), Air operator's Operations manual and Kuwait DGCA guidance material like CASPs and Bulletins;

c) Familiarisation on data processing if the electronic mean is used in the system;

d) SMS training;

e) Human Factors;

f) Recurrent Training.

Chapter 7. Aircraft fuelling and Installation Management

7.1 General

AFSP shall apply fuel product quality management to include basic quality control requirements for provision of fuel into aircraft, in accordance with one of the internationally accepted standards or good practices below:

a) IFQP (IATA Fuel Quality Pool) Control of Fuel Quality & Fuelling Safety Standards, incorporating SAE AS 6401;
b) JIG 1;
c) JIG 2; and
d) up to date ATA Specifications.

7.2 Aviation Fuel

Service Provider (AFSP) that have facilities for the storage of fuel at aerodromes within the State of Kuwait, are required to establish procedures to ensure that, throughout the processes of receiving, storing, managing, and distributing fuel, it is at all stages fit for use in aircraft.

7.3 AFSP managers

shall ensure they are familiar with the requirements and the preparation of procedures for the operation of fuel installations. In this context, AFSP should note:

a) that this regulation does not differentiate between single or multiple installations at the aerodrome, nor does it make distinction as to ownership of the installation(s).
b) that the meaning of the term “aviation fuel installation” is any apparatus or container, including a vehicle, designed, manufactured or adapted for the storage of aviation fuel or for the delivery of such fuel to an aircraft; and
c) that the AFSP Manual or the appropriate parts of it should be made available to those whose work involves processes contained within it, in conformance with the aerodrome manual (ADM).

7.4 Fuel Storage, Management, Handling, and Distribution

7.4.1 AFSP shall:

a) Identify the key responsibilities of individuals involved in the management and distribution of fuel.

b) Ensure that all personnel involved in the processes of receiving, storing, and dispensing of fuel are suitably trained or experienced to carry out the associated tasks; and

c) Perform periodic audits of all fuel installations on the aerodrome to ensure compliance and safe operation. The DGCA aerodrome inspector may wish to see records of these audits.

7.4.2 Fuel management procedures shall include, but not be limited to, the following elements:

a) Fuel reception, storage, and quality maintenance.

b) The assessment of fuel quality.

c) The safe delivery into an aircraft of fuel fit for the purpose.

d) The taking and storing of fuel samples.

e) The onward distribution of fuel.

f) 'Incident' prevention.

g) 'Incident' management.

h) Preventing or minimising electrostatic discharge during the handling of fuel.

i) Handling fuel during extremes of weather e.g. electric storms in the aerodrome vicinity or in high ambient temperatures.

j) The actions to be taken should fuel be found to be contaminated; and

k) Regular and periodic maintenance as pear manufacturers maintenance schedule and cleaning of fuel installations and equipment.

7.4.3 Apron Safety Management

In general, passengers shall be disembarked prior to the commencement of fuelling; however, circumstances might prevail where this is deemed to be impractical. In these cases, fuelling/defueling may be carried out provided:

7.4.4 The airline shall accept sole responsibility for ensuring that:

a) The provisions relating to fuelling / defueling in Kuwait Civil Aviation Safety Regulations (KCASR 6), are carried out.

b) Instructions are issued to its employees for the safety of all passengers during fuelling/defueling and that these instructions are strictly observed.

c) Passengers joining or leaving the aircraft are moved under the supervision of a responsible person over a safe route, and are not allowed to smoke or linger, and are kept at a maximum distance from the fuelling operation.

d) In the case of medical flights, taking into account the ability, or inability, of the patient and attendant staff to affect a rapid evacuation from the aircraft.

e) Taking into account the ability of those whose mobility is impaired to effect a rapid evacuation from the aircraft;

f) The ground area into which passengers would evacuate is kept clear of equipment and obstacles.

g) Vehicles attending the aircraft do not impede access to the site by Rescue and Fire Fighting Service (RFFS) vehicles and personnel, or the egress of passengers evacuating the aircraft, and;

h) To consider the attendance of the appropriate RFFS.

7.4.5 Fuelling/defueling is stopped should a hazardous situation, such as spillage, arise, or there is any infringement of these instructions and measures, which could lead to a dangerous incident.

Note1: *Fuelling with passenger embarkation or disembarkation shall be as per KCASR 6.*

Note2: *Fuelling of any Avgas aircraft whilst passengers are on board is not permitted*.

7.4.6 AFSP, airline operators, airline owners, and airport authority shall ensure that all personnel who work in the vicinity of aircraft are aware:

a) Of their responsibilities following an accident or incident in the SafetyArea and of the appropriate actions to be taken.

b) That should the need arise when fuelling is taking place with passengers boarding, disembarking, or remaining on the aircraft, escape slides may be used to evacuate those on board; and

c) That the areas into which escape slides would deploy and the immediate surrounding area shall be kept clear to enable rapid egress of passengers from the aircraft vicinity.

7.4.7 AFSP shall insure: -

a) A “STOP” button close to each hydrant fuelling point to stop the flow of fuel immediately.

b) The stand area emergency equipment including fire extinguishers; and

c) The training needs associated with the use of this equipment.

7.4.8 Vehicles (including fuelling vehicles) and equipment shall be positioned so that:

a) They do not obstruct access by RFFS vehicles.

b) They do not inhibit the rapid removal of the fuelling vehicle from the apron, or aircraft fuelling/parking areas should this become necessary.

c) They can easily and rapidly be removed.

d) The deployment of escape slides and the egress of passengers from the area into which these slides would deploy are not obstructed; and

e) The settling of the aircraft as its weight increases with the uplift of fuel and payload does not impinge on them.

7.4.9 In case of aircraft have the facility to be fuelled through more than one fuelling point simultaneously, which may require fuel equipment to be positioned on both sides of the aircraft, fulling / de-Fuelling shall not be permitted with passengers on board or embarking/disembarking the aircraft.

7.4.10 Fuelling Vehicles – Filtration

All jet fuel fuelling vehicles shall be fitted with filtration equipment, meeting the appropriate and latest specifications.

7.4.11 De-fuelling

a) Before de-fuelling is commenced, samples shall be taken from the drain cocks of each aircraft tank involved in the de-fuelling operation. Unsatisfactory samples do not preclude de-fuelling but will call for particular attention and thoroughness in the cleaning of vehicles and tank installation after disposal of the fuel.

b) Until satisfactory quality checks have been completed, fuel removed from an aircraft shall be segregated from uncontaminated fuel, preferably by defueling into an empty fuelling vehicle or storage tank. This potentially contaminated fuel shall be checked for water, sediment and compatibility, in order to ensure that any resultant blend with existing contents of the next receiving installation meets the appropriate product specification.

7.4.12 Risk Evaluation

7.4.12.1 Fire Risks

a) AFSP shall address the fire risk associated with the processes involved in the handling of fuel, taking into account the volatility of the fuels involved, the method of delivery and the potential for a hazardous fuel/air mixture and a heat/ ignition source to be present at the same time.

b) Fuel storage, management, handling, and distribution procedures required shall be developed to improve Health and Safety at Work areas to the best practice of fuelling industry codes.

c) Fuelling zone is defined in (Attachment "A") of this document, in which a potentially explosive atmosphere might exist. AFSP shall establish the circumstances in which such an atmosphere might be present in the process of fuel storage, management, handling, and distribution at the aerodrome, and shall develop procedures to mitigate the associated risks.

d) The use of any equipment with the potential to create or induce a source of ignition, shall be identified, and excluded from any Fuelling Zone. Equipment maintenance, repairs, and testing procedures, including the operation of switches, radios and other devices, with the potential to create a source of ignition within the Fuelling Zone, shall be deferred until fuelling has finished.

e) Procedures shall be established to prevent fuel ignition from other heat sources e.g. aircraft Auxiliary Power Unit exhausts, overheated wheel brakes, jet efflux from other aircraft etc.

f) AFSP shall be aware that a spark of sufficient intensity to ignite fuel vapor may be produced by the discharge of electrostatic energy (static) created either from the movement of the fuel in the aircraft tank during the fuelling process, or its accumulation on the surface of aircraft or vehicles. A description of each type together with the practices used to prevent its occurrence is given below:

Note. *A static charge may be accumulated on the surface of the aircraft or fuelling vehicle, when conditions are favourable. Bonding can eliminate this hazard.*

g) Bonding connections shall be made to designated points or to clean unpainted metal surfaces, and should connect the installation delivering the fuel, with the aircraft or installation receiving the fuel. All connections shall be made before filler caps are removed i.e. prior to the start of fuelling, and not broken until fuelling is complete and the filler caps have been replaced where applicable. On no account shall either the fuelling vehicle (including hydrant dispenser) or the aircraft be bonded to a fuel hydrant pit.

h) Hoses (including so called “conductive” hoses) are not considered to be suitable substitutes for dedicated clips and wires designed to provide effective bonding.

i) Fuel suppliers should be consulted on whether the fuel being supplied contains a static dissipater additive, and on the adoption of operating procedures and engineering safeguards to minimise the hazards associated with the accumulation of static.

j) When fuelling with turbine fuels not containing a static dissipater, or where wide-cut fuels are involved, a substantial reduction in fuel flow rate is advisable to avoid fuel ignition in the tank due to electrostatic discharge. Wide-cut fuel is considered to be 'involved' when it is being supplied or when it is already present in the aircraft tanks. It is recommended that when wide-cut fuel has been used the next two uplifts of fuel should be treated as though they too were wide-cut.

k) When initially filling a filter separator vessel the fuel flow should be regulated to prevent an excessive build-up of static electricity.

l) Mixtures of wide-cut and kerosene turbine fuels can result in the air-fuel mixture in the tank being in the combustible range at common ambient temperatures during fuelling.

m) The means for alerting the aerodrome RFFS should be readily available. AFSP, airline operators, and aerodrome authority shall ensure that the circumstances under which the RFFS would be

required e.g. fuel fire; fuel spill, over-heated wheel brakes, and the means by which it can be alerted are fully understood by those who work on the apron, or in aircraft fuelling or parking areas.

7.4.12.2 Portable Electronic Devices (PEDs)

The use of PEDs on the apron area shall not be permitted, and their use shall be restricted to clearly defined and promulgated circumstances that mitigate the risks associated with their use. These mitigations shall be considered against:

a) The volatility of the fuel type involved.

b) The proximity of vehicle and aircraft vents (outflow valves, exhausts …etc, the circumstances under which they may be operated.

c) The category of the hazard, and.

d) The provision of an alternative non-interfering communication system

e) Passengers boarding or disembarking the aircraft should be discouraged from using PEDs when outside, but in the vicinity of the aircraft.

7.5 Detection and Prevention of Fuel Contamination Fuel Spillage**:**

AFSP shall have a comprehensive set of measures, as part of response plane jointly coordinated with relevant stakeholders, in prevention and handling of fuel spillage and fire protection.

a) Such contingency procedures should include:

- alerting procedures,
- evacuation route and procedures,
- fuel spillage handling procedures,
- interfaces with other stakeholders,

b) During fulling/de-fuelling operations, AFSP shall immediately respond by stopping the fulling/de-fuelling operations in casing of fuel spillage, and coordinate with relevant stakeholders to start to containing, removing and cleaning the spilt fuel in the affected area.

Note 1: *Consideration to be given that any contaminant must be prevented from entering the storm water drainage system in order to comply with the environmental protection requirements.*

Note 2*: Relevant stakeholders in the event of fuel spillage may include, as appropriate, the air operator, aerodrome operations, RFFS, GHAs, cleaning service, maintenance, etc….*

7.6 Notification of Change

Aircraft operator and airport operators to the extent that it will affect them and their users, shall be notified of any change that could Coase fuel supply interruption or generate new or changed fuel hazards, including the potential for contamination.

Chapter 8. Aircraft Catering

8.1 Capability

The catering provider shall have and maintain the capability for implementation of requirements stated in 2.2.

8.2 Accreditation on Food Safety

The catering provider should have recognised accreditation on Food Safety and Hazard Analysis for Food processing.

8.3 Cleaning of the Equipment

The catering provider shall, as part of for premovement procedures, ensure cleaning of the equipment needed for ground handling, and that the load is properly secured (including cart brakes).

8.4 During airside Operations

The catering provider shall, during airside operations, have procedures to ensure that no loose items are transported out of catering carts, and a walkaround inspection conducted to check for foreign objects that can cause damage to the aircraft (FOD).

Chapter 9. Acceptance/Certification and Exemptions

9.1 Acceptance/Certification

9.1.1 An Operator intending to perform ground operations (GHS) is required to apply to Kuwait DGCA.

9.1.2 An Operator intending to contract / agreement (GHA) ground operations out of the territory of the state of Kuwait is required to obtain Kuwait DGCA acceptance.

9.1.3 A Ground Handling Agent (GHA) intending to perform ground operations in the state of Kuwait territory are required to apply to Kuwait DGCA.

9.1.4 The applicant for an acceptance/certification of ground handling services shall submit the application to Kuwait DGCA as follows:

a) Letter of the request as per sample in Appendix 1,

b) Ground Handling application form refer to online forms & applications regulation, (sample in appendix 2 of this regulation)

c) Ground Operations manual,

d) Ground Handling management structure and accountability,

e) The application must be made at least 90 days, or otherwise agreed, before the date of intended operations or before the end of the existing period of validity,

f) If applicable, any (GHO) Certification issued by other entities e.g. other CAA, IATA ISAGO.

g) Charges and fees (ref. to KCASR 27).

9.1.5 The applicant shall ensure that personnel so authorised by the Kuwait DGCA are allowed unrestricted to audit and inspect and carry out tests on the applicant services, in order to verify compliance with the requirements set-forth in this regulation.

9.1.6 Upon acceptance/certification by Kuwait DGCA the Operator (GHS) or Ground Handling Agent (GHA) organisation will then be issued with a letter of acceptance/certification (sample in appendix 4).

9.1.7 The acceptance/certification by Kuwait DGCA remains in force for 2 years, or until it is suspended, surrendered varied or revoked by the Kuwait DGCA, and will be subject to any conditions considered appropriate by the Kuwait DGCA.

9.2 Post Holders

9.2.1 Management Personnel Requirements:

(A) Applicants for Kuwait Directorate General of Civil Aviation approved Organizations nominated Key Post holders (Form 4 holders), should demonstrate an acceptable level of knowledge of his/her post's duties, responsibilities, and Kuwait DGCA's rules and regulations pertinent to the activities of the respectable Organizations, by personal interview with DGCA/ASD.

(B) Ground Handling (GH) Activities/Services provided in accordance with 1.2 (a) and (c), nominated Key Post Holders (Form 4 holders) responsible for the management and supervision under an Air Operator holder of an AOC shall be in accordance with ORO.AOC.135(a)(3) as stipulated in KCASR6 Part ORO.

(C) Ground Handling (GH) Activities/Services provided in accordance with 1.2 (b), Certified Providers shall nominate Key Post-Holders, in additional to an "Accountable Manager", responsible for the three critical management functions of:

(i) Operations,
(ii) Quality/Compliance and Safety
(iii) Training.

Note: *The post-holders must be accepted by DGCA/ASD, enhancing the degree of accountability, and allowing the regulator to directly appraise their qualifications, knowledge, and competence through a formal assessment process.*

(D) The Air Operator (GHS) or Ground Handling Agent (GHA) organization issued with a letter of acceptance/certification (sample in appendix 4), if a post-holder's position becomes vacant, appoint a suitable replacement in an acting capacity and notify immediately the DGCA/ASD. No person may serve an acting capacity as a post-holder for more than 15 calendar days, unless otherwise authorized by the DGCA/ASD.

(E) The holder of a Ground Handling Services Operator/Agent certificate must obtain the written acceptance of the DGCA/ASD for the change of any post-holder, prior to that change coming into effect.

(F) The DGCA/ASD may revoke an approved FORM 4 holder, whenever the Key Personnel Authorized by Kuwait DGCA/ASD:

1) Commits a violation stipulated in table 1 of the KCASR26 (Enforcements and Sanctions)
2) Demonstrates a lack of willingness or ability to comply consistently with regulatory requirements.
3) Demonstrates a lack of know-how and technical proficiency or a lack of the degree of care, judgment, or responsibility required of the post-holder.
4) Deliberately provides inaccurate information and reports or falsifies data and records.
5) Fails to coordinate effectively with DGCA/ASD and to comply with DGCA Ground Operations Safety requirements.

1.3.2 Management Personnel Responsibilities:

The management responsibilities of a Ground Handling Agent (GHA) nominated "post-holders" must include, but not be limited to:

(i) Operation:

(a) Ensure that all requirements of this KCASR part and volume are met at the aerodrome to which they are assigned.
(b) Provide adequate recruitment, personnel training, efficient procedures, maintenance and safe operation of applicable ground service equipment, compliance with applicable aerodrome safety regulations and procedures, compliance with ground operations and customer's manuals, processes and procedures, compliance with service level agreements.
(c) Efficient operational organizational structure and reporting.
(d) Timely recruitment, adequate personnel training, and optimum utilization of relevant staff to meet all operational needs.
(e) Maintenance of Ground Support Equipment (GSE) is carried out to the highest standards.
(f) Consistency in the implementation of the certificated organization's and customer's manuals, processes, and procedures.
(g) Consistency in the compliance with Service Level Agreements at all Ground Stations.

(ii) Quality/Compliance and Safety:

The responsibilities of the Quality/Compliance post-holder are to ensure the Quality Assurance functions as prescribed in "Chapter 13 Quality Assurance/Compliance", is carried out effectively.

(iii) Training:

Insure all the staff is trained and qualified to counduct thier task as pear there job function.

9.3 Quality Assurance/Compliance System

9.3.1 Quality Assurance/Compliance

9.3.2 Each Certificate Holder of an AOC by Kuwait, DGCA conducting (GHS) or certified (GHA)s, must establish a Quality Assurance System to ensure compliance with, and the adequacy of, the procedures required under this volume, and other applicable KCASR parts.

9.3.3 The quality assurance system must be described in a Quality Assurance Manual acceptable to the DGCA, which must include but not limited to:

a) Procedures to ensure the monitoring and continuing compliance of the Ground Service Provider and its subcontracted organizations with this volume and to ensure the adequacy of operating procedures.
b) A procedure to ensure that quality indicators, including personnel and customer feedback, are established and monitored in order to identify existing problems within the organization.
c) A procedure for identifying the root cause(s) and corrective action(s) to ensure existing problems that have been identified within the organization are corrected.
d) A procedure for preventive action(s) to ensure that potential causes of problems that have been identified within the organization are remedied.
e) An Internal Audit Plan for the organization and all subcontracted entities to ensure conformity with procedures in the operations manual.
f) Manual amendment procedure, where applicable, including the notification of the DGCA/ASD for Acceptance of Revisions.

9.3.4 The procedure required under paragraph (10.1.2)(c) of this chapter for corrective action(s) must specify how:

h) To conduct a root cause analysis for identified problems.
ii) To correct an existing quality problem.
ii) To follow up a corrective action to ensure the action is effective.
iii) To amend any procedure required as a result of a corrective action, and
iv) Management will measure the effectiveness of any corrective action taken.

9.3.5 The procedure required under paragraph (10.1.2)(d) of this chapter for preventive action(s) must Specify how:

i) To correct a potential quality problem.
ii) To follow-up a preventive action to ensure the action is effective.
iii) To amend any procedure required of a preventive action, and
iv) Management will measure the effectiveness of any preventive action taken.

9.3.6 The Internal Audit Program required under paragraph (10.1.2)(e) of this chapter must:

i. Specify the frequency and location of the audits taking into account the nature of the activity to be audited.
ii. Measure the effectiveness of any preventative or corrective action(s) taken by the personnel responsible for the activity being audited since the last audit, and
iii. Require preventative or corrective action to be taken by the personnel responsible for the activity being audited if problems are identified by the audit.

9.3.7 The Quality post-holder nominated in accordance with *Chapter1 1.3.1 (C)(ii)* must:

(1) Ensure that the Quality Policy and the relevant procedures are understood, implemented, and maintained at all levels of the organization.
(2) Ensure that the audits are performed by trained auditing personnel and who are independent of those having direct responsibility for the activity being audited.
(3) Ensure that the results of the audits are reported to the personnel responsible for the activity being audited.

Ensure that all corrective and preventative actions are followed up to review the effectiveness of those actions.

9.4 Grund Handling Documentation

9.4.1 Ground Handling Operation Manual

An Air operator (GHS) or a (GHA) shall possess a Ground Handling operation Manual (GHOM); The ground operations activities CAN NOT be part of the operator's Operation manual and shall be issued as a separate manual known as Ground Handling Operations Manual (GHOM);

9.4.2 The operator as a (GHS) or Ground Handling Agent (GHA) shall also ensure that the Ground Operations manual contains the contents and follows the format as shown in Appendix 3 to this volume;

9.4.3 The (GHOM) shall contain all instructions, procedures and information necessary for operations personnel to perform their duties related to ground operations;

9.4.4 The (GHOM) contents shall be presented in a form in which they can be used without difficulty and shall address SMS and Human Factors principles.

9.4.5 To ensure that (GHS) and (GHA) personnel are aware and familiar with the Ground Handling Operations procedures, a copy of the relevant Ground Handling Operations Manual (GHOM) section shall be made available to the relevant personnel and kept up to date.

9.4.6 The provider shall amend the GHOM, whenever necessary, in order to maintain the accuracy and currency of the information and procedures in the manual, and seek Kuwait DGCA acceptance/approval to the manual.

9.4.7 The provider shall have the following documentation:

a) Shall establish and maintain Standard Operating Procedures (SOPs).

b) Shall establish and maintain staff training program / records,

c) Shall establish and maintain an SMS Policy, SMS manual.

d) Shall establish and maintain an approved Security program.

e) Shall establish and maintain a Quality procedure.

f) Shall have means to document and control / data retention requirements on ground as per their relevant Kuwait DGCA certification .

Note: all of the above can be part of the GHOM as shown in appendix 3

9.4.8 Records and Reports.

Documents and records in paper format should use robust material which can withstand normal

handling and filing. Computer systems should have at least one backup system which should be

updated within 24 hours of any new entry. Computer systems should include safeguards against

unauthorized altering, deleting, stealing, or leaking the data.

When hardware or software changes take place, special care should be taken that all necessary data.

continues to be accessible at least through the full period specified in the relevant subpart.

Records stored on microfilm or optical disc format are acceptable. The records should remain legible throughout the required retention period. The retention period starts when the record has been

created or last amended.

9.4.9 Record-keeping

(a) GHO, GHA or AFSP must establish procedures to create, store, maintain and dispose the records prescribed in this volume.
(b) The procedures must ensure that:
    1) Personnel records are maintained as prescribed in this volume.
    2) Training records are maintained as prescribed in this volume.
    3) There is a record of each incident notified and reported to the DGCA/ASD.
    4) There is a record of each internal quality assurance review carried out under the regulations prescribed in this volume.
    5) All records are legible and of a permanent nature.

(c) The records under this volume must be stored in a manner that ensures protection from damage, alteration, and theft.

9.4.10 Retention Period.

(a) Personnel and training records must be retained for the entire period that a person is employed by the ground service provider for at least 5 years.

(b) Records for incident and accidents must be retained for at least 5 years after the date of occurrence.
(c) Quality records must be retained for atleast 5 years.
(d) All other records must be retained for at least 3 years unless a longer period is defined by the DGCA/ASD.

9.4.11 Aircraft fuelling/defueling records

9.4.11.1 Records shall be kept of (in paper or electronic formats):

All deliveries into fuel installations, these records shall include the grade and quantity of the fuel, the delivery date, and shall include copies of release notes or certificates of conformity.

a) The particulars of the maintenance, including any associated rectification, and cleaning of the fuel installation. These shall include details of:
   i. Inspections and tests,
   ii. Pressure, purging, equipment, and filter checks; andiii. Hose inspections.

b) The particulars of fuel samples taken and the results of tests of those samples. c) All barrel deliveries, and of the associated decanting and dispensing of fuel, and of sampling checks.

9.4.12 Records of de-fueling operations shall include details of:

i. the aircraft registration;
ii. the date of de-fueling;
iii. the results of sampling checks;
iv. the quantity and grade of fuel drawn; and
v. the disposal of the fuel drawn.

9.4.13 The above recoreds shall be preserved for twelve months, or more as the DGCA/ASD may in a particular case direct. They shall include details of consequential action where a defect or deficiency has beenrevealed and, on request, such records shall be produced to an authorized person within a reasonable time.

9.5 Amendment of Certificate:

a) The DGCA may amend a GHA certificate when:

i. there is a change in the ownership or management;

ii. there is a change in the functions of ground handling activities;

iii. the holder of the certificate requests an amendment.

9.6 Exemptions:

9.6.1 When GHA cannot meet the requirement of a standard or recommended practice specified in this regulation, the GHA may apply to Kuwait DGCA for an exemption from that particular specified requirement, after carrying out risk assasmant indicating alternative conditions and procedures to ensure a level of safety equivalent to that established by the relevant standard or practice.

9.6.2 The Kuwait DGCA may exempt, in writing, a GHA from complying with specific provisions of this regulations, after considering all safety related aspects, and alternative means of compliance proposed.

Any accepted permanent deviation from a standard or recommended practice and conditions and procedures shall be set out in an endorsement on the GHA certificate.

Chapter 10. Competence of ground Handling personnel

10.1 General

10.1.1 Each ground service provider shall deliver adequate training to all staff engaged in the provision of ground services, and at all levels.

10.1.2 Comprehensive training records should be maintained for each employee.

10.1.3 Each ground service provider shall:

a) Establish and implement a training program, that consists of initial and recurrent training and regular competency checks for all staff.

b) Recurrent training should reflect the periodicity required for particular subject areas.

c) Provide adequate training facilities and properly qualified instructors.

d) Ensure that the training manual and training material keeps current with respect to the latest advances in the applicable technical and training standards.

10.1.4 Each ground service provider shall verify, before any person is assigned to perform ground service functions, that all required training has been completed by the person and that the person has successfully passed an operational assessment and was found to be competent to exercise the responsibilities of the job function(s) authorised.

10.2 Training Manual Contents

10.2.1 Each ground service provider shall submit a training manual for the acceptance of the DGCA.

10.2.2 The training manual should include the following:

a) A policy statement by the accountable executive confirming that the training manual and any associated material shall be complied with at all times.

b) The responsibilities and duties of the training post-holder, the training instructors and the examiners or/and practical assessors.

c) A list of the training instructors, examiners or/and assessors or any third parties contracted to provide training.

d) A list of the training program curriculums for all types of basic and recurrent training.

e) A reference training matrix, indicating the required training modules for each job function, and provisions for annual training planning.

f) A general description of the training facilities.

g) The training manual amendment procedure including the notification of the DGCA for acceptance of revisions.

10.2.3 As a minimum, the training program should cover all functions and tasks required to be performed by the ground services staff.

***Note**: refer to appendix 5 for minimum requirements.*

10.3 Medical

10.3.1 GHA operating within the state of Kuwait shall have a program to ensure that any person conducting a ground handling activity is medically fit, the following are the minimum requirements:

a) Vision,

b) Hearing

c) Blood sugar,

d) Blood Pressure,

e) Medical background check,

f) Declaration of any permanent or temporary medical conditions,

g) Clear from any drug or alcohol addiction.

10.3.2 GHA operating within the state of Kuwait shall establish a medical screening programme as a pre-employment medical check followed by a medical awareness program.

***Note:** GHA operating outside the territory of the state of Kuwait should adhere to points 10.3.1 and 10.3.1.*

Chapter 11. **Non-Compliance:**

11.1 Corrective Action

Unless otherwise authorised by Kuwait DGCA, GHO, GHA or AFSP shall take immediate corrective action whenever they become aware of a non-compliance with a standard required by this regulation.

11.2 Notification

As certificate holders, GHO, GHA or AFSP shall notify DGCA immediately when non-compliance is discovered, and corrective action cannot be accomplished within a reasonable period.

11.3 Findings and its Level

Level of findings to be decided on a Risk-Based criterion as following:

a) "Level 1 findings" are non-compliances in breach of KCASR and considered as having a "Critical" impact on operations safety. An immediate response is to be taken towards fixation of the unsafe operational condition.

b) "Level 2 findings" are non-compliances considered as having an "Important" impact on operations safety. The time allowed for resolving a Level 2 finding should be depending on nature of finding.

c) "Observation" are non-compliances considered as having a "Sensitive" impact on operations safety.

Example of related ground handling risks impact on operations safety can be found in the ICAO Doc. 10121.

Attachment "A" Fueling

A.1 Fuelling Zone

The fuelling zone should be regarded as extending not less than a radius of 3 meters from the filling and venting points on the aircraft and the fuelling equipment and, when applicable, from the hydrant valve in use for the fuelling. When defueling is taking place, the vehicle will be venting and will generate a fuelling zone radiating from the tank vent.

A.2 Precautions Prior to Fuelling

1. During fuelling operations, air and fuel vapor are displaced from the aircraft fuel tanks. This potentially explosive vapor is expelled via vent points.

2. Within the fuelling zone, smoking and the use of naked lights shall be prohibited. Radios, radio telephones and pagers and the operation of switches on lighting systems of other than intrinsically safe types should be forbidden. Personnel working within the fuelling zone and those engaged in fuelling should not carry matches or other means of ignition or wear footwear with exposed iron or steel studs, nails or tips.

3. Only authorised persons, vehicles should be permitted within the fuelling zone, and the numbers of these should be kept to a minimum. Passengers should not be allowed within the fuelling zone and baggage/passenger reconciliation checks should be carried out away from the fuelling zone.

4. Unless fuelling takes place in a designated No Smoking Area, ‘No-Smoking’ signs should be displayed not less than 15 metres from the fuelling equipment and aircraft tank vents.

5. Equipment with all-metal wheels or metal studded tyres capable of producing sparks should not be moved in the fuelling zone whilst fuelling is in progress.

6. The airline or aircraft operator should ensure that all personnel working on, inside or in the immediate vicinity of the aircraft are made aware that fuelling is taking place.

7. All hand torches and inspection lamps and their cable connections used within the fuelling zone should be certified for use in such an environment or 'Intrinsically Safe.'

8. Vehicle engines should not be left running unnecessarily in the fuelling zones.

A.3 Fuelling with Passengers onboard, embarking or Disembarking

The following are Additional Precautions for Fuelling with Passengers Onboard or disembarking as per **Kuwait Civil Aviation Safety Regulations** (KCASR) 6 Part CAT and Part SPA.

Aircraft may be fuelled with passengers onboard, or disembarking under the following conditions:

1. A qualified flight Deck Crew member shall be on board and stationed in the flight deck during fuelling/ defueling operations;
2. In order to ensure that crew members receive prompt notification of a situation threatening safety .as a major fuel spill or a fire, two way communication is to be maintained between the ground crew supervising the fuelling /defueling and the flight Deck Crew member on board the aircraft so that the aircraft can be deplaned or evacuated as necessary;
3. A means of communication among the flight Deck Crew on board the aircraft, ground/maintenance crews and fuelling/defueling agencies is determined and established and the procedures are provided to the appropriate personnel.
4. The aircraft engines shall not be running.
5. During the fuelling/defueling process:

    a. Aircraft ground power generators or other electrical ground power supplies shall not to be connected or disconnected;

    b. Known high energy equipment such as High Frequency (HF) radios shall not be operated, unless it is in accordance with the aircraft manufacturer's approved flight manual where the manual contains procedures for the use of this equipment during fuelling/defueling.

    c. Weather-mapping radar equipment in the aircraft shall not be operated, unless it is in accordance with the manufacturer's approved

aircraft flight manual where the manual contains procedures for use, during fuelling/defueling;

d. Aircraft batteries shall not be removed or installed.

e. External battery chargers shall not be connected, operated or disconnected.

f. Aircraft-borne auxiliary power units which have an efflux discharging into the zone shall not be started after filler caps are removed or fuelling/defueling connections are made;

g. If an auxiliary power unit (APU) is stopped for any reason during fuelling/refuelling it shall not be restarted until the flow of fuel has ceased and there is no risk of igniting fuel vapours, however, the APU may be operated in accordance with the manufacturer's approved aircraft flight manual if the manual contains procedures for starting the APU during fuelling/defueling;

h. Electrical tools or similar tools likely to produce sparks or arcs shall not be used;

i. The use of electrical cabin cleaning equipment shall be kept to a minimum, and;

j. Photographic equipment shall not be used within 3 meters of the fuelling/defueling equipment or the fill or vent points of the aircraft fuel systems.

6. Fuelling/defueling shall be immediately suspended when there are lightning discharges within 8 km of the airport;

7. The aircraft shall be fuelled/defueled in accordance with manufacturer’s procedures for that type of aircraft;

8. The aircraft emergency lighting system shall be armed or on;

9. "No Smoking" signs on board the aircraft **shall be illuminated** and the "Fasten Seat Belt" signs on board the aircraft **shall not be illuminated**;

10. Procedures are established to ensure that passengers do not smoke, operate portable electronic devices, or otherwise produce sources of ignition;

11. A minimum of two exits are designated evacuation exits during fuelling/defueling; one of which must be the entry doors through which the passengers embarked;

12. The designated evacuation exits during fuelling/defueling shall be identified by aircraft type and published in the Company Operations Manual, and are clear and available for immediate use by passengers and crew members should an evacuation be required;

13. The Air Operator shall have procedures in place to ensure that there is a ready escape route from each designated evacuation exit during fuelling/defueling, and that designated evacuation exits which are equipped with slides have the slides armed or a crew member is in the immediate vicinity to arm the slides if required;

14. The ready escape routes leading to each designated evacuation exit shall be kept clear and unobstructed at all time. When cleaning staff are performing their duties their presence within the ready escape routes must be kept to a minimum;

15. A means of evacuation such as a deployed integral stair, a loading stair or a loading bridge is in place at the aircraft door used for the embarking and disembarking of passengers and is free of obstruction and available for immediate use by the aircraft occupants if necessary;

16. The minimum number of Cabin Crew Members for the aircraft type shall be on board and positioned at or near each designated evacuation exit during fuelling/defueling. Cabin Crew Members may be replaced by an equivalent number of other staff provided that they have successfully completed the Air Operator's approved emergency evacuation procedures training for that aircraft type;

17. Crew members shall inform the Senior Cabin Crew Member when they are leaving the aircraft;

18. Where desirable, for whatever reason aircraft embarking door may be closed and latched if necessary, but may not be locked, providing a flight Deck Crew member is on board with means of communication available to the Cabin Crew Members; and

19. Procedures are established to ensure that Cabin Crew Members or qualified persons replacing Cabin Crew Members in accordance with paragraph 16 are made aware of when fuelling/defueling will take place.

Appendix 1 - Sample Letter of Request

Reference:
Date:
Directorate General of Civil Aviation
Aviation Safety Department
Kuwait

Subject: INITIAL / RENEWAL / VARIATION APPLICATION OF GROUND HANDLING OPERATIONS

Dear Sir,

With reference to the above-mentioned subject.

(Name of contractor) hereby would like to request that a Kuwait DGCA acceptance/approval be granted, to conduct the following ground handling activities:

(1) (List of ground operations required)
The following are information regarding our organisation for your assessment;
(2) Company background,
(3) Location,
(4) Management and personnel qualification, experience and accountability.
(5) Authorisation or licenses issued by other Authority,
(6) IATA ISAGO if available
(7) Others,

Enclosed herewith please find the following documents for your assessment:

(1) The ground operations manual,
(2) The training manual
(3) The quality assurance manual
(4) The Safety Management System (SMS) manual,
(5) The emergency response plan (ERP)
(6) The security programme approval.
(7) The structure and organisational chart with the names and titles of management and supervisory personnel
(8) The names, knowledge and experience of the key management personnel
(9) A copy of the service level agreement between the ground service provider and the aerodrome Operator
(10) A copy of the latest comprehensive JIG audit report for the into-plane fuel service providers with a minimum rating of “satisfactory”.

Thank you,

Signature

(Name)

(Appointment/Title)

Appendix 2 - Sample of application form

الطيران المدني
Civil Aviation

State of Kuwait

دولـة الكـويـت

Aviation Safety

GROUND HANDLING OPERATIONS APPLICATION FORM (1444)

1. Applicant details		
Company name:	*Websites:*	
Address:	*Phone:*	*Fax:*
Email:		
2. Kuwait National Sponsor details		
Name:	*Main Office location:*	
Address:		
Email:	*Phone:*	*Fax:*
3. Date of application and commencement date		
Application Date:	*Start date:*	
4. Trade License & activities details		
License details:	*Type:*	
License No.:	*Activities:*	
Issue Date:		
Expiry Date:		
5. Authorization services Requested: (Initial ☐ / Renewal ☐)		
☐ *Air Traffic Service (ATS) Flight Plan.*	☐ *Aircraft fueling arrangement.*	
☐ *Preparation of OFP (Operational Flight Plan).*	☐ *Aircraft Towing and marshalling.*	
☐ *Supply of weather report and NOTAM.*	☐ *Ground Services (APU, ACU, ASU. etc.).*	
☐ *Preparation of Mass and Balance.*	☐ *Flight clearances/landing permits.*	
☐ *Loading of passenger and cargo.*	☐ *ETOPS Flight release & flight watch.*	
☐ *Passenger handling.*	☐ *Other authorizations below:*	
6. Personnel accepted by the authority		
6.1 Accountable manager (CEO) Name:	Signature:	
6.2 Post Holder Operation Name:	Signature:	
7. Additional remarks: *(use this space or next page to amplify the above and supporting comments)*		

DGCA Form: 1444 Issue New, Rev.00, Oct 2018

Appendix 3- Sample of Ground Handling Operations Manual Content (GHOM)

0.0 Administration and Control of manual

0.1 Table of contents
0.2 Title page
0.3 Revision
0.4 Distribution list
0.5 List of effective pages
0.6 Record of revisions
0.7 Revision highlights
0.8 Forward
0.9 Applicability
0.10 Introduction
0.11 Policy

1.0 ORGANISATION MANAGEMENT

1.1 Organization Structure and responsibility
1.2 Communication (link of communications in the company)
1.3 Resources (Schedule and their duty time)

2.0 DOCUMENTATION AND RECORD

2.1 Documentation System
2.2 Operational Manuals
2.3 Records Systems (how do you control your or customer records)

3.0 SAFETY AND QUALITY

3.1 Safety Program
3.2 Quality Assurance Program
3.3 Other quality system if applicable

4.0 GROUND HANDLING INSTRUCTIONS/PROCEDURES

4.1 Fuelling procedures
4.2 Airplane, passengers and cargo handling procedures related to safety
4.3 Procedures for the refusal of embarkation
4.4 Flight Dispatch Procedures
4.5 Others procedures on the ground operations required

5.0 EMERGENCY

5.1 Emergency Response Plan

6.0 TRAINING AND QUALIFICATION

6.1 Functional and inductions Training Program

6.2 Other training such as SMS, Flight Dispatch, Security, Dangerous Goods, Airside Safety, Airside Driver, GSE Operations, Load Control, Passenger Handling, Baggage Handling, Aircraft Handling, Aircraft Marshalling and Loading Training Program… etc.

7.0 SECURITY MANAGEMENT

Detail of Security Policy, Control, management, Training & Personnel awareness related to handling agent.

8.0 Medical

9.0 GROUND SUPPORT EQUIPMENT (GSE) MANAGEMENT

Detail of GSE Operations and Maintenance

10. AIRCRAFT MONITORING COORDINATION

Describes how coordination's, monitoring position, distribution of communications between aircraft and operations.

Note:

1. Activities not covered by the organisation may carry a statement not applicable; however, the format and numbering should remain the same.

2. An applicant may vary their manuals contents, however, the evaluations time required may increase.

Appendix 4- Sample of (GH) Certification

State of Kuwait دولـــة الكـــويـــت

GROUND HANDLING OPERATIONS ACCEPTANCE/ CERTIFICATION

"NAME OF Ground Handling Agency (GHA/GHS)"

Directorate General of Civil Aviation (DGCA) of the State of Kuwait is satisfied that (name of contractor) meets the Kuwait Civil Aviation Safety Regulation (KCASR) for the following activities to be conducted:

- Preparation or submission of Air Traffic Service (ATS) Flight Plan. – **Approved**
- Preparation of OFP (Operational Flight Plan) – **Approved**
- Compilation and supply of weather report and NOTAM – **Approved**
- Preparation of Mass and Balance documentation and computation– **Approved**
- Passenger or cargo Handling– **Approved**
- Loading of passenger and cargo – **Approved**
- Aircraft fuelling provider – **Accepted**
- Flight dispatch and flight watch (ETOPS/AWO) - **approved**
- Aircraft parking and marshalling arrangement – **Approved**
- Obtaining overflight clearances and landing permissions – **Accepted**
- Storage of documents and records – **Approved**
- Other authorisations when specified – **Accepted or approved**
- Dangerous goods handling – **Accepted or approved**

Kuwait DGCA reserves the rights to revoke, suspend, amend or render invalid this authorisation.

Issued in Kuwait: date xxx

Valid until: date xxx

For and on behalf of the Directorate General of Civil Aviation

Appendix 5- Ground Handling Training

1. Minimum requirements for ground handling training program:

(1) All relevant training as specified in relevant KCASR and air operator's Operations manual shall be conducted,

(2) Theory, practical and on job training in the required functions and tasks.

(3) Airside safety awareness training.

(4) Airside driving training

(5) Emergency response procedures and contingency training.

(6) Health and safety training including fire safety.

(7) Technical training on ground support equipment and systems operation, where applicable.

(8) Hand signals training for vehicles/aircraft marshalling,

(9) Training related to transportation of dangerous goods, where applicable.

(10) Security awareness training.

(11) Airport familiarisation.

(12) English language and aviation terminology training appropriate to the functions performed by the ground services staff.

(13) Relevant Human factors training.

(14) Training on national and international aviation regulations relevant to the functions performed.

(15) Familiarisation on data processing if electronic mean is used in the system,

(16) SMS training

(17) Familiarity with any related CASPs and Bulletins

(18) Recurrent training,

(19) Dangerous goods awareness,

(20) Emergency response, first aid, and fire extinguishers.

2. Dangerous Goods Training

Each ground service provider involved in the handling and transportation of dangerous goods by air must have a transportation of dangerous goods training program that meets the applicable training requirements.

A. Training Facilities.

1) Each ground service provider must provide an adequate training facility conform to building, sanitation and health codes and must be acceptable to DGCA.
2) Training courses conducted through a computer or internet must be acceptable to DGCA.

B. Framework for an airside vehicle driver training program.

The elements listed below should be considered for the establishment of the airside vehicle training program.

C. Airside Roads and Aprons — ADP

1) National legislation and regulation related to general vehicle driving licences.

2) Aerodrome regulations and requirements:
   - Rules of Air Traffic Control, rights of way of aircraft
   - Specific aerodrome regulations, requirements and local instructions
     - Local methods used to disseminate general information and instructions to drivers
     - Local methods used to disseminate information regarding work in progress.

3) Aerodrome topography:
   - The general geography of the KIA
   - Surface markings and signs (for both vehicles and aircraft)
   - Speed limits
   - Aviation terminology used such as taxiway, apron, roads, crossings, etc.
   - Parking areas and restrictions, hot spots and local requirements.

4) Personal responsibilities

- Reporting of incidents
- Fitness to drive (medical/health standards) aligned to national requirements.
- Issue and use of personal protective equipment, such as high visibility clothing and hearing protection
- General driving standards
- No smoking requirements airside
- Responsibilities with respect to FOD and fuel/oil spillages
- Responsibility of individuals to ensure that their vehicle is suitable for the task and used correctly
- Following drugs and alcohol policy
- No use of mobile phones while driving
- Wearing of seat belts if fitted in the vehicle.

5) Vehicle safety standards
   - Condition and maintenance standards of the vehicles/equipment
   - The requirements to display obstruction lights and company insignia
   - Requirements of daily vehicle inspections
   - Requirements for the issue and display of airside vehicle permits (AVPs)

6) Airside traffic rules
   - General rules
   - Rules for operating in low visibility
   - Speed limits, prohibited areas and no parking regulations
   - Reversing procedures.

7) Hazards and safety-related issues
   - Aircraft movements
   - Taxiway crossings
   - The danger zones around aircraft
   - Engine suction/ingestion and blast, propellers and helicopters
   - Aircraft refuelling

- FOD and spillages
- Vehicle reversing
- Staff and passengers walking across aprons
- Air bridges and other services, such as fixed electrical ground power
- The general aircraft turnaround process
- Aircraft emergency stop and fuel cut-off procedures
- Hazardous cargo
- Local vehicle towing requirements
- Driving at night
- Low visibility procedures
- Security of loads
- Escorting procedures and briefings.

8) The role of:
   - The regulator
   - Local law enforcement
   - The airport operator
   - The local ATS unit

9) Security procedures
   - Personal requirements (identification cards)
   - Vehicle security permits
   - Security restricted areas
   - Security critical areas

10) Emergency procedures
   - Action in the event of a vehicle accident
   - Specific action to be taken in the event of a vehicle striking an aircraft
   - Action in the event of a fire
   - Action in the event of an aircraft accident or incident
   - Reporting procedures

- Mandatory incident reporting
- Local emergency telephone numbers

11) Penalties for non-compliance

- General penalties
- Local penalties

12) Practical training (visual familiarisation)

- Airside service roads, taxiway crossings and any restrictions during low visibility, standard taxiways used
- Aprons and stands
- Surface paint markings for vehicles and aircraft
- Surface paint markings delineating the boundary between aprons and taxiways
- Signs, markings and lights used on the taxiway that help indicate runways ahead
- Parking areas and restrictions
- Speed limits and regulations
- Hazards during aircraft turnarounds and aircraft movements

D. MANOEUVRING AREA — ADP

(a) Air traffic services

- Function of aerodrome control and its area of responsibility
- Function of ground movement control and its area of responsibility
- Normal and emergency procedures used by ATS relating to aircraft
- ATS frequencies used and normal handover/transfer points for vehicles
- ATS call signs, vehicle call signs, phonetic alphabet, standard phraseology
- Demarcation of responsibilities between ATS and apron control, if applicable

(b) Aerodrome topography

- Emphasis on standard ICAO signs, markings and lights used on the maneuvering area
- Special emphasis on those signs, markings and lights used to protect the runway
- Description of equipment used in non-visual aids to navigation, i.e. ILS
- Description of protection zones related to non-visual aids to navigation
- Description of ILS-protected areas and their relation to runway holding points
- Description of runway instrument/visual strip, cleared and graded area

(c) Hazards and safety-related issues pertaining to maneuvering area driving

- Engine suction/ingestion and blast, vortex, propellers and helicopter operations
- Procedures for vehicle and or radio becoming unserviceable while on maneuvering area
- Rights of way for aircraft, towed aircraft and rescue and firefighting service (RFFS) vehicles in emergency
- Runway incursions
- Procedures for vacating the runway, including upon ATC instruction, in order to ensure the safety of aircraft operations and taking into account relevant local runway and taxiway safety-related factors such as locations of runway-holding positions, protected zones, and runway strip dimensions

(d) Emergency procedures

- Actions to be taken if FOD is found on runways and/or taxiways
- Procedures to be used by drivers if lost or unsure of position
- Local emergency telephone numbers

(e) Aircraft familiarisation

- Knowledge of aircraft types and ability to identify all types normally operating at the aerodrome
- Knowledge of aircraft operator call signs
- Knowledge of aircraft terminology relating to engines, fuselage, control surfaces, undercarriage, lights, vents, helicopters, etc.

(f) Practical training

- All runways (including access and exit routes), holding areas, taxiways and aprons
- All signs, surface markings and lights associated with runways, holding positions, Category I/II/III operations
- All signs, surface markings and lights associated with taxiways
- Hazards of operating around aircraft landing, taking off or taxiing
- Identification of hazardous situations and assessment of mitigation techniques
- Navigation aids, such as ILS-protected areas, antennas, RVR equipment and other meteorological equipment
- Knowledge of standard taxi routes, primarily intended for aircraft
- Any locally used naming convention for particular areas or routes

  Local procedure for vacating runways and taxiways, while ensuring safety of aircraft operations.

E. VEHICLES AND DRIVERS ON THE APRON

1) The Aerodrome operator should have the overall responsibility for managing the operation of ground vehicles and equipment on the movement area.
2) The aerodrome operator should develop rules for the safe operation of vehicles on the apron, assessment and licensing scheme for all drivers operating on the movement area, including escort of third parties not having undergone aerodrome driver training temporarily accessing the airside.
3) The aerodrome operator should develop and maintain specific standards for the general condition of airside vehicles. Regular vehicle checks should be conducted by the aerodrome operator and by the ground service provider to ensure compliance with these standards.
4) The aerodrome operator should issue an airside vehicle permit (AVP) for any vehicle operating airside. Issuance of AVPs allows the aerodrome operator to exercise better control of the number of vehicles and/or mobile equipment units operating airside and to monitor compliance with safety requirements.
5) The aerodrome operator shall ensure that drivers of vehicles on the airside are properly trained. This may include, as appropriate to the driver's function, knowledge of:
   a) the geography of the aerodrome;
   b) aerodrome signs, markings and lights;
   c) operating procedures;

d) terms and phrases used in aerodrome control including the ICAO Radiotelephony Spelling Alphabet;

e) rules of air traffic services as they relate to ground operations;

f) aerodrome rules and procedures;

g) hazards which may be encountered while driving on the movement area;

h) emergency procedures, e.g. vehicle accident or breakdown; and

i) rights of way.

F. For Airside Driving permit (ADP) the following shall apply:

1) Valid national driving license in the applicable category.
2) Specific training for the type of vehicle being operated.
3) Airside Driving safety training shall be conducted for all staff/personal required to drive on the airside,
4) Specific training for the manoeuvring area required for:
   i. airside roads and aprons,
   ii. if required, manoeuvring area excluding runways, (endorsed on license permit.
   iii. if required, manoeuvring area including runways, (endorsed on license permit)
5) Radio communication training for types 2 and 3 above.
6) Airside safety training,
7) Acceptable medical record,
8) Familiarity with aerodrome layout, location of taxi ways, runways …etc.
9) To ensure that the airside Driving Permit (ADP) is issued or endorsed by the Aerodromes operator when satisfied that all requirements have been met.

Note: Operating mixed equipment types should be avoided on the same day for drivers who are indorsed on several types of equipment on his ADP.

G. AFSF Training:

Any AFSF that supplies or handles aviation fuel should have a documented training program for its personnel. The program should cover product quality, safe operation of equipment, emergency procedures and occupational health, as well as management systems for operational safety, environment and security. In particular, the program should include in its

scope a systematic way to identify hazards and effectively control risks to fuel quality, personnel, and facility and equipment or aircraft safety.

(a) In addition to the training requirements mentioned in 6.6, AFSP shall ensure personnel appropriate training for protecting against fire and explosions in storing, dispensing, and handling fuel on the airport, to address at least the following:

1. Grounding and bonding.
2. Public protection.
3. Control of access to storage areas.
4. Fire safety in fuel farm and storage areas.
5. Fire safety in mobile fuellers, fuelling pits, and fuelling cabinets.
6. The fire code of the public body having jurisdiction over the airport.

(b) The training of fuelling personnel in fire safety should include at least the following:

1. At least one supervisor with each fuelling agent shall have completed an aviation fuel training course in fire safety within one year.
2. All other employees who fuel aircraft, accept fuel shipments, or otherwise handle fuel shall receive at least on-the-job training in fire safety from the supervisor trained in accordance with paragraph (1) above.

END