

**CHECKLIST**

**CIVIL AVIATION SAFETY AND CL-O-OPS017**

**SECURITY OVERSIGHT AGENCY October 2017**



**EVALUATION OF GROUND HANDLING MANUAL**

|  |
| --- |
| **Name of Operator:** |
| **Date of Evaluation:** |
| **Type of Operation:** |
| **Inspector(s):** / |
| **Assessment Code: S=Satisfactory; U = Unsatisfactory; N/C= Not Checked; N/A= Not Applicable** |

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|  | **Item** | **S** | **U** | **N/C** | **N/A** |
|  | **OVERALL MANUAL PRESENTATION** |  |  |  |  |
| 1 | Bound in a secure form (not loose)? |  |  |  |  |
| 2 | Exterior of binder clearly indicates manual content? |  |  |  |  |
| 3 | Table of contents? |  |  |  |  |
| 4 | Distribution List |  |  |  |  |
| 5 | Revision Instructions adequate? |  |  |  |  |
| 6 | List of effective pages provided and correct? |  |  |  |  |
| 7 | List of revision/Amendment page |  |  |  |  |
|  | **ORGANISATION** |  |  |  |  |
| 8 | Organisation Charts |  |  |  |  |
| 9 | Management Ground Handling duties and responsibilities |  |  |  |  |
| 10 | Aircraft type and configuration |  |  |  |  |
| 11 | Type of Operation |  |  |  |  |
|  | **HANDLING CARGO AGENT REQUIREMENT** |  |  |  |  |
| 12 | Facility and staff |  |  |  |  |
| 13 | Training |  |  |  |  |
| 14 | Library and Documentation retention |  |  |  |  |
| 15 | Contracts and Agreements |  |  |  |  |
|  | **COMMUNICATION** |  |  |  |  |
| 16 | VHF |  |  |  |  |
| 17 | Messaging |  |  |  |  |
| 18 | Delay codes |  |  |  |  |
| 19 | Internal Company Communication Assurance (Portal company address, Etc) |  |  |  |  |
|  | **CHECK IN** |  |  |  |  |
| 20 | Ticketing and documentation |  |  |  |  |
| 21 | Passenger manifest |  |  |  |  |
| 22 | Dangerous Goods carried by Passenger/Crew |  |  |  |  |
| 23 | Security Questioning/Placarding |  |  |  |  |
| 24 | Advance Passenger Information |  |  |  |  |
|  | **BAGGAGE** |  |  |  |  |
| 25 | Baggage Allowance |  |  |  |  |
| 26 | Checked baggage |  |  |  |  |
| 27 | Hand baggage |  |  |  |  |
|  | **SECURITY** |  |  |  |  |
| 28 | Passenger Check in and Screening Policy |  |  |  |  |
| 29 | Control of fire-arm/dangerous article/law enforcement officers |  |  |  |  |
| 30 | Refusal of passenger (unruly passenger) |  |  |  |  |
| 31 | Transit Passenger |  |  |  |  |
| 32 | Passenger of International flight |  |  |  |  |
| 33 | Passenger and Baggage Search prior to Embarkation |  |  |  |  |
| 34 | Crew member Movement Control |  |  |  |  |
| 35 | Appropriate Embarkation and Disembarkation |  |  |  |  |
| 36 | Transfer of crew or passenger |  |  |  |  |
| 37 | Unaccompanied or unauthorized hold baggage |  |  |  |  |
| 38 | Protection Hold Baggage |  |  |  |  |
| 39 | Mishandled Baggage |  |  |  |  |
|  | **PASSENGERS** |  |  |  |  |
| 40 | General Handling Policy |  |  |  |  |
| 41 | VIP and WIP |  |  |  |  |
| 42 | Infant or unaccompanied minor |  |  |  |  |
| 43 | Passenger with medical assistance |  |  |  |  |
|  | **BOARDING** |  |  |  |  |
| 44 | Boarding Area Preparation |  |  |  |  |
| 45 | Boarding Process |  |  |  |  |
| 46 | Additional Gate Security |  |  |  |  |
|  | **MASS AND BALANCE** |  |  |  |  |
| 47 | Load Control |  |  |  |  |
| 48 | Standard Seating/Load plans |  |  |  |  |
| 49 | Baggage/ Cargo Loading /Unloading |  |  |  |  |
| 50 | Load sheet |  |  |  |  |
| 51 | Last minute change |  |  |  |  |
|  | **RAMP OPERATIONS** |  |  |  |  |
| 52 | Ramp Safety in Aircraft Handling |  |  |  |  |
| 53 | Ground Personnel Safety Precautions |  |  |  |  |
| 54 | Danger areas |  |  |  |  |
| 55 | Equipment Restraint Area and Equipment Restraint Line |  |  |  |  |
| 56 | Foreign Object Debris (FOD) |  |  |  |  |
| 57 | Aircraft Arrival |  |  |  |  |
| 58 | Parking and Security |  |  |  |  |
| 59 | Engine Start |  |  |  |  |
| 60 | Incident Management Reporting( Ground Deficiencies reporting) |  |  |  |  |
| 61 | Night Stop Policy |  |  |  |  |
|  | **FUELING** |  |  |  |  |
| 62 | Fuel Delivery |  |  |  |  |
| 63 | General Fuelling Precautions  YES - Requirements are met NO\*-Requirements not met *N/C=* not checked N/A = Not applicable |  |  |  |  |
| 64 | Fuelling with Passengers On board |  |  |  |  |
| 65 | Fuelling Safety Zone |  |  |  |  |
|  | **DE-ICING (if applicable)** |  |  |  |  |
| 66 | Clean Aircraft Concept |  |  |  |  |
| 67 | Standard Method of Application |  |  |  |  |
|  | **SERVICING** |  |  |  |  |
| 68 | Respective Aircraft Types |  |  |  |  |
|  | **CARGO** |  |  |  |  |
| 69 | Acceptance |  |  |  |  |
| 70 | Security |  |  |  |  |
| 71 | Loading |  |  |  |  |
| 72 | Securing of cargo |  |  |  |  |
| 73 | Dangerous goods/company material (COMAT) |  |  |  |  |
| 74 | Live animals |  |  |  |  |
| 75 | Special cargo (Perishable cargo, human remains, fragile cargo high value  cargo) |  |  |  |  |
| 76 | Contingency and Emergency (Bomb Threat, Suspected Bomb, Explosives,  Other Emergency) |  |  |  |  |
|  | **MAIL** |  |  |  |  |
| 77 | Policy |  |  |  |  |
|  | **DANGEROUS GOODS** |  |  |  |  |
| 78 | Acceptance |  |  |  |  |
| 79 | Loading/Unloading |  |  |  |  |
| 80 | Notice to Pilot |  |  |  |  |
| 81 | Undeclared goods |  |  |  |  |
| 82 | Incidences |  |  |  |  |
| 83 | Spillage or leakage of Dangerous Goods |  |  |  |  |
| 84 | Documentation |  |  |  |  |
|  | **EMERGENCY RESPONSE** |  |  |  |  |
| 85 | Departure Handling Agent |  |  |  |  |
| 86 | Contact Detail |  |  |  |  |
| 87 | Support Function (Crisis Centre) |  |  |  |  |
| 88 | Media attention |  |  |  |  |
|  | **CONTIG Support Function (Crisis Centre)ENY PLANNING** |  |  |  |  |
| 89 | Disruption Procedures |  |  |  |  |
| 90 | Delay notice |  |  |  |  |
| 91 | Denied Boarding |  |  |  |  |
| 92 | Lost Baggage |  |  |  |  |
| 93 | Contingency guidance |  |  |  |  |
|  | **QUALITY ASSURANCE** |  |  |  |  |
| 94 | Inspection |  |  |  |  |
| 95 | Policy |  |  |  |  |

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| Comments: |
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| Recommendations |
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| Name of Inspector\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_ |