

(GACAR PART 151)

	Document(s) Ground Operations Manual (GOM)							
	ganization							
	ssue Date							
Revie	Review Date							
	Confo	rmance	S = Satisfactory	U = Unsatisfactory	X = Not A	pplic	able)
Iten	Item Subject / Subtopic					S	U	Χ
1.	General	/ Administration	_					
1.1	Issue / Edition Number and Effectivity / Validity Date							
1.2	Company Name, Location, and Contact Details							
1.3	List of E	ffective Pages (ca	an be merged with item 1.4	4)				
1.4	Record of	of Revision (date	and page included)					
1.5	Distribut	ion List						
1.6	Table of	Contents (compr	ehensive not fragmented)					
1.7	Definitio	ns / Abbreviations	3					
1.8	Appendi	ces / List and Sai	mple of Forms					
1.9	Compan	y Description / In	formation					
1.10								
1.11	1 Shareholder / Ownership Structure							
1.12	1							
1.13	Manual Review, Amendment Procedure (including Notification to the President for Acceptance of Revisions)							
1.14	Organization's Safety Policy							
1.15	Organization's Quality Policy (can be merged with items 1.14 and 11.1)							
1.16								
1.17	Statement Signed by the Accountable Executive confirming the compliance with GACAR Part 151 at all times							
1.18	Delegation of Authority (in absence)							
1.19	Duties a 151.101	•	es of nominated Post hold	ers (must conform to GACAR	151.45 and			
1.20	Organiza	ational Structure	& Chart					
1.21	•		hart(s) (if not in the Local	· · · · · · · · · · · · · · · · · · ·				
1.22	titles des	scribed in the Org	anizational Chart)	ervisory Personnel (covering al				
1.23	the nom	inated post-holde	rs)	otification of the President for a	•			
1.24			anpower Resources (requ ant to each function)	ired manpower and reference	ground rules			
1.25			gram – GACAR 151, Sub					
1.26	Descript	ion of Facilities a	nd Equipment (list of GSE)				
1.27	Education	on & Prevention F	rograms for the Problema	tic Use of Psychoactive Subst	ances			
1.28			acting of Ground Services					
1.29	List of S	ubcontracted Org	anizations (consistent with	n the GSP Application)				

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1.30	Mandatory Safety Occurrence Reporting		
1.31	Voluntary Safety / Hazard Reporting		
1.32	Health and Safety Management Program – AHM 617		
	Human Factors Program - AHM 616		
	(a) Implementation of Human Factors in Airside Operations		
	(b) Safety Culture Initiatives & Reporting		
1.33	(c) Establishment of a Just Culture Model		
	(d) Human Factors Initial & Recurrent Training (details or reference)		
	(e) Procedure Compliance Initiatives (details or reference)		
	(f) LOSA (Line Operations Safety Assessment) Monitoring Remark: Details in ICAO Doc. 9803 adapted to ground operations re AHM 616		
1.34	Environmental Plan and Policies (can be a separate document)		
	Details of, or Reference to, the GSE Maintenance Program Remark: can be a separate document		
1.35	(a) Include preventive maintenance schedule for each GSE specifying maintenance tasks and frequencies.		
	(b) Refers or describes manufacturer's program and recommendations for each maintenance task (can be more stringent than manufacturer)		
1.36	Details of, or Reference to, Organization's Quality Management System Remark: Can be a separate document		
1.37	Details of, or Reference to, Organization's Safety Management System Remark: Can be a separate document		
1.38	Details of, or Refence to, Emergency Response Plan (ERP) Remark: Can be a separate document		
4.20	Details of, or Refence to, Contingency Procedures Remark: Can be merged with the ERP		
	(a) Loss of Information & Telecommunication Systems (ITC)		
1.39	(b) Loss of Power in own Facilities		
	(c) Airport Key Systems Failure (relevant to operation, e.g. CUTE, BHS, BRS)		
	(d) Other Contingency Procedures Relevant to Scope of Services		
1.40	Complete Set of Standard Operating Procedures (SOP) Relevant to Scope of Services Remark: Below items refer – ensure all activities within Scope of Services are covered		
2.	Passenger Handling		
	Passenger Departure – IGOM 1.1		
2.1	(a) Pre-departure Activities		
	(b) Passenger Check-in		
	(c) Baggage Drop-off		
	(d) Travel Documents Verification		
	(e) Passenger Acceptance		
	(f) Flight Documents		
	(g) Passenger Boarding		
	(h) Post-flight Departure Activities		
	Passenger Security – IGOM 1.2		
2.2	(a) Security of Documents		
	(b) Passenger Suitability for Travel		

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Passenger Arrival, Transfer and Transit – IGOM 1.3	2.3 (b) (c) (d) (special series (special serie) Pre-arrival) Arrival) Transfer) Transit Decial Categories of Passengers – IGOM 1.4) Unaccompanied Minors) Infants & Children) Groups) Passengers Requiring Assistance (RPM, Visual / Hearing Impairment)) Passengers Requiring Medical Clearance PRMs not Requiring Medical Clearance) Service Animals) Stretcher Case Oxygen for Medical Use Inadmissible Passengers & Deportees) Unruly Passengers		
2.3 (b) Arrival	2.3 (b) (c) (d) (d) (e) (d) (e) (d) (e) (f) (g) (h) (i) (i) (i) (k) Pas (a) (a) (b) (c) (d) (e) 3.1 Cal (a) 3.2 (b) (c) (c) (d) (c) (special series of the context of the c	Arrival Transfer Transit Decial Categories of Passengers – IGOM 1.4 Unaccompanied Minors Infants & Children Groups Passengers Requiring Assistance (RPM, Visual / Hearing Impairment) Passengers Requiring Medical Clearance PRMs not Requiring Medical Clearance PRMs not Requiring Medical Clearance Service Animals Stretcher Case Oxygen for Medical Use Inadmissible Passengers & Deportees Unruly Passengers		
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(b) Delays	2.5 (b) (c) (d) (e) 3. Bag (a) (b) (c) Spe			
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(e) Denied Boarding	3. Bay 3.1 Cal Che (a) (b) (c) Spe) Misconnections / Cancellations / Diversions		
3. Baggage Handling 3.1 Cabin Baggage – IGOM 2.1	3.1 Call Cho (a) (b) (c) Spe) Involuntary Change of Class		
3.1 Cabin Baggage – IGOM 2.1	3.1 Call Che (a) (b) (c) Spe) Denied Boarding		
Checked Baggage – IGOM 2.2	3.2 Che (a) (b) (c) Spe	aggage Handling		
(a) Excess Baggage	3.2 (a) (b) (c) Spe	abin Baggage – IGOM 2.1		
3.2	3.2 (b) (c) Spe	necked Baggage – IGOM 2.2		
(b) Baggage Tags	(b) (c) Spe) Excess Baggage		
Special Baggage – IGOM 2.3	Spe) Baggage Tags		
(a) Bulky & Oversized Baggage (OOG) (b) Cabin Seat Baggage (c) Crew Baggage (d) Delivery at Aircraft (DAA)	· —) Baggage Destination		
(b) Cabin Seat Baggage	(a)	pecial Baggage – IGOM 2.3		
3.3 (c) Crew Baggage) Bulky & Oversized Baggage (OOG)		
(d) Delivery at Aircraft (DAA)	(b)) Cabin Seat Baggage		
(d) Delivery at Aircraft (DAA)	3 3 (c)) Gabin Geat Baggage		
(a) Sporting Equipment	(d)			
(e) Sporting Equipment	(e)) Crew Baggage		
(f) Wheelchairs & Mobily Aids	(f)) Crew Baggage		
(g) Handling Pets	(0)) Crew Baggage) Delivery at Aircraft (DAA)) Sporting Equipment		
Baggage Handling – IGOM 2.4	l —) Crew Baggage) Delivery at Aircraft (DAA)) Sporting Equipment Wheelchairs & Mobily Aids) Handling Pets		
3.4 (a) Baggage Room Preparation	3.4 (a)) Crew Baggage) Delivery at Aircraft (DAA)) Sporting Equipment Wheelchairs & Mobily Aids) Handling Pets aggage Handling – IGOM 2.4		
	(b)) Crew Baggage) Delivery at Aircraft (DAA)) Sporting Equipment Wheelchairs & Mobily Aids) Handling Pets aggage Handling – IGOM 2.4		

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	(c) Baggage Cut-off & ULD Load Verification Process					
	(d) Removal of Checked Baggage					
	(e) Transfer Baggage & Special Cases					
	(f) Short Connection Baggage					
	Baggage Security – IGOM 2.5					
	(a) Handling of Hold Baggage					
	(b) Carriage of Weapons					
0.5	(c) Security Removed Items					
3.5	(d) Transfer and Connecting Baggage					
	(e) Baggage Reconciliation					
	(f) Dangerous Goods in Baggage					
	(g) Baggage Theft & Pilferage Prevention					
	Mishandled Baggage – IGOM 2.6					
	(a) Storage & Handing of Mishandled / Unidentified / Unclaimed Baggage					
2.6	(b) Mishandled Mobility Aids					
3.6	(c) Live Animals					
	(d) Legal Time Limits for Reporting					
	(e) Baggage Tracing					
4.						
4.1	Booking & Planning of Shipments					
4.2	Reception & Transfer of Shipments (incl. from/to shippers, forwarders, airlines)					
4.3	Cargo Trucking Procedures					
4.4	Cargo & Mail Handover Processes					
	Cargo Storage & Warehouse Operations – General					
	(a) Warehouse Equipment & Maintenance					
	(b) Compliance with Customs Requirements					
4.5	(c) Warehouse Security Arrangements					
	(d) Cargo Electronic Data Processing (EDP) Processing					
	(e) ULD Storage & Inventory Control					
	(f) Special Cargo Storage Requirements					
4.6	Cargo & Mail Safety & Security – General (Can be covered in item 11)					
4.7	Import Cargo Handling Procedures					
	(a) Cargo Flight Handling					
	(b) Import Cargo Ramp Handling & Transfer					
	(c) Cargo Delivery					
	(d) Cargo Warehousing					
	(e) Cargo Clearance					
	(f) Cargo Customer Services					
	(g) Commercial & Revenue					
4.8	Export Cargo Handling Procedures					
4.0	(a) Acceptance of General Cargo					
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	(b) Acceptance & Handling of Dangerous Goods			
	(c) Acceptance & Handling of Special Cargo			
	(d) Acceptance & Handling of Human Remains			
	(e) Acceptance, Stowage, and Handling of Live Animals			
	(f) Acceptance & Handling of Perishables			
	(g) Acceptance, Handling, and Protection of Valuable Cargo			
	(h) Acceptance & Handling of Heavy Cargo			
	(i) Acceptance & Handling of Unaccompanied Baggage			
	(j) Acceptance & Handling of Courier & Express Cargo/Mail			
	(k) Acceptance & Handling of Diplomatic Mail			
	(I) Export Cargo Manifest			
	(m) Export Cargo Screening & Security			
	(n) Export Cargo Ramp Handling & Transfer			
4.9	Mail Handing & Documents – AHM 350/351			
4.10	Cargo & Mail Irregularities – General			
4.11	Found Cargo & Mail			
4.12	Handing of Damaged Cargo			
4.13	Handling of Damaged Mail			
4.14	Handling of Pilfered Cargo – AHM 321			
4.15	Handling of Wet Cargo – AHM 322			
4.16	Handling of Infectious Substances			
4.17	Information and Data Transmission to Load-Control			
4.18	Cargo ULD Breakdown, Delivery, in Transit and Transfer			
4.19	Cargo ULD Build-up			
4.20	Cargo Preparation for Flight			
5.	Aircraft Turn-Around	ı		
5.1	Aircraft Turnaround Basics & Plan			
5.2	Turnaround Coordination & Supervision Requirements – IGOM 6.3			
	Aircraft Arrival – IGOM 4.1			
5.3	(a) Standard Arrival Procedures			
	(b) GSE on Aircraft Arriving			
5.4	Aircraft Chocking – IGOM 4.2			
5.5	Aircraft Coning – IGOM 4.3			
5.6	Aircraft Doors – IGOM 4.4			
	(a) Safety Requirements			
3.5	(b) Cabin Access Doors			
	(c) Cargo Hold Doors			
	Aircraft Loading & Offloading – IGOM 4.5			
5.7	(a) Supervision of Loading			
0.7	(b) Safety Requirements			
	(c) Loading Precautions			

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	(d) Bulk Compartments	Ш	Ш	Ш
	(e) Cargo Loading Systems (containerized aircraft)			
	(f) Cargo Loader Operations (lower deck, main deck)			
	(g) Preparation for Aircraft Loading (incl. cargo)			
	(h) Loading Procedures			
	(i) Live Animals			
	(j) Wet Cargo			
	(k) Securing of Load			
	(I) Load Spreading			
	(m) Unit Load Devices (ULD) – Refer to Item 9			
	(n) Spills in Cargo Holds			
	(o) Cargo Hold Inspection			
	(p) Advance Loading Preparation			
	(q) Aircraft Ground Stability			
	(r) Offloading Procedures			
	Aircraft Departure & Open Ramp Departure – IGOM 4.6 & IGOM 4.8			
	(a) Actions Prior to Departure			
	(b) Pre-departure Check			
	(c) Wheel Chock Removal			
	(d) Pre-departure Table			
5.8	(e) Anti-collision Lights			
	(f) Engine Start using APU			
	(g) Engine Cross-bleed Start			
	(h) Communication Requirements			
	(i) Departure Communications			
	(j) Nose Gear Steering			
	(k) Maneuvering during Adverse Weather			
	Aircraft Pushback & Towing Operations – IGOM 4.7 & 4.9			
	(a) Actions before Pushback			
	(b) Safety Precautions & Incidents (all types of equipment)			
5.9	(c) Preparation for Pushback			
	(d) Power Push Unit & Procedure			
	(e) Tow-bar Unit & Procedure			
	(f) Towbarless Unit & Procedure			
	(g) Open Ramp (Taxi-through Stands) Departure			
	(h) Aircraft Towing Requirements			
	(i) Aircraft Towing Operations			
	(j) Towing Maneuvering			
	(k) Towing Limits			
6.	Ramp Safety & Servicing Operations			
6.1	Ramp Safety in Aircraft Handling - IGOM 3.1			

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	(a) General Ramp Safety Principles			
	(b) Safety Instructions for GSE Operation on the Ramp			
	(c) FOD Prevention – AHM 635			
	Safety During Fueling / Defueling – IGOM 3.2			
6.2	(a) Fuel Safety Zone			
0.2	(b) Fuel Spillage			
	(c) Fueling with Passengers on Board			
	Hand Signals – IGOM 3.4			
[(a) Conditions for Using Hand Signals			
	(b) Hand Signals for GSE			
6.3	(c) Pushback Hand Signals (Headset Operator to Tug Driver)			
0.3	(d) Pushback Hand Signals (Wing walker to Headset Operator / Tug Driver)			
	(e) Marshalling Hand Signals for Aircraft			
	(f) Technical / Servicing Hand Signals (Ground Staff to Flight Crew)			
	(g) Technical / Servicing Hand Signals (Flight Crew to Ground Staff)			
6.4	Ground Power Unit (GPU) Servicing			
6.5	Pre-Conditioned Air (PCA) Servicing			
6.6	Air Starter Unit (ASU) Servicing			
6.7	Use of Passenger Steps			
6.8	Use of Passenger Boarding Bridge			
6.9	Use of Passenger Buses			
6.10	PRM / High-loader Vehicle Servicing			
	Potable Water Servicing – IGOM 3.6			
6.11	(a) General Hygiene Precautions			
	(b) Potable Water Unit Servicing Procedures			
	Toilet Servicing – IGOM 3.5			
6.12	(a) Hygiene Precautions			
	(b) Toilet Servicing Procedure			
6.13	Catering Servicing			
	Aircraft Cabin Servicing & Cleaning – IGOM 3.7			
	(a) Aircraft Dressing & Cleaning			
6.14	(b) Cleaning Equipment			
0.14	(c) Health & Safety Instructions			
	(d) Lost & Found / Damage / Suspicious Items			
	(e) Garbage Disposal			
	Aircraft Exterior Cleaning			
	(a) Cleaning Procedures			
6.15	(b) List of Approved Cleaning Agents			
	(c) Covering and Uncovering of Aircraft Sensitive Sensors/Probs (to be performed or/and inspected by a Part-66 licensed aircraft mechanic).			
	(d) Approved Airline Procedures to be Followed			
6.16	Deicing / Anti-Icing Operations – IGOM 3.8			

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	(a) Personnel Safety		\sqcup	Ш
	(b) Open Basket Operations			
	(c) Closed Basket Operations			
	Adverse Weather Conditions – IGOM 3.3			
	(a) Slippery/Contaminated Apron Conditions			
6.17	(b) Storms – Lightning			
0.17	(c) High Wind Conditions & Activity Table			
	(d) Low Visibility & Sandstorms			
	(e) Intense Heat			
7.	Airside Safety Operational Oversight			
7.1	Scope of Supervision – IGOM 6.2			
7.2	Reporting (Incidents, Accidents, & Near Misses) – IGOM 6.4			
7.3	Airside Investigation Procedure – IGOM 6.5			
	Monitoring Procedure – IGOM 6.6			
	(a) Ramp Safety – General			
	(b) Aircraft Arrival & Offload Checklists			
	(c) Boarding & De-boarding of Passengers			
	(d) Loading & Off-loading (Cargo Loaders, Conveyor Belts, High Loaders)			
7.4	(e) Lavatory Servicing			
	(f) Potable Water Servicing			
	(g) Aircraft Onload & Departure Checklists			
	(h) Ground Support Equipment Checklists			
	(i) Fueling Operations			
	(j) Catering Operations			
	(k) Cabin Servicing			
	(I) Anti / De-icing Operations			
8.	Load Control			
8.1	Load Control Principles – IGOM 5.2			
8.2	Regulatory Requirements – IGOM 5.3			
	Load Control Tasks – IGOM 5.4			
	(a) Load Planning			
8.3	(b) Aircraft Loading & Supervision			
	(c) Load Information Exchange			
	(d) Reporting Actual Load			
	(e) Notification to the Captain (NOTOC)			
	(f) Weight & Balance Calculation			
	(g) Weight Recording – IGOM 5.11			
	(h) Departure Control System (DCS) Process			
	(i) Post-departure Message Task			
8.4	Load Control Task Job Responsibility – IGOM 5.5			
8.5	Qualification Requirements – IGOM 5.6			

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8.6				
	Information and Procedures for: (ISAGO LOD 1.1)			
	(a) Provision of Info Required for Weight & Balance Calculation			
	(b) Use of Operator-approved Coding Scheme, passenger, & Baggage Weights			
	(c) Calculating & Communicating Provisional Load Planning Data			
	(d) Load Planning and Load Instruction Report (LIR) Production			
	(e) Supervision of the Loading and Offloading of Aircraft			
8.7	(f) Reporting and Recording the Loading of the Aircraft and Load Finalization			
0.7	(g) EDP Load sheet Production			
	(h) Manual Load sheet Production			
	(i) Last Minute Change Process (LMC)			
	(j) Managing Discrepancies			
	(k) Transmission of Post-departure Messages and Reports			
	(I) Records & Filing			
	(m) Roles & Responsibilities			
	Load Control Process Flow – IGOM 5.8			
8.8	(a) Flow Scheme			
	(b) Flow Legend			
9.	ULD Control			
9.1	ULD Build Up and Breakdown – AHM 426			
9.2	Types / Categories of ULD			
9.3	Storage of ULD – AHM 421			
9.4	Control of Transferred ULD – AHM 422			
9.5	Acceptable Standards for the Interchange of ULD – AHM 340			
9.6	Serviceability / Airworthiness Inspection of ULD – AHM 425			
9.7	Tagging of ULD – AHM 420			
9.8	ULD Transportation – AHM 427			
9.9	ULD Stock & Device Control Messages – AHM 423 & AHM 424			
10.	Dangerous Goods			
10.1	Compliance with GACAR Part 109			
10.2	Explicitly refer to current IATA / ICAO DGR edition used			
10.3	Relevant DG Training Category is clearly defined for each applicable job function			

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Item (Above)	Reference (in the Manual)	Findings / Observations / Remarks
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