

ORGANIZATION / GROUND STATION AUDIT CHECKLISTS

Sections	Reference Documents
A: GENERAL/ADMINISTRATION B: ORGANIZATION C: OPERATIONS & SAFETY D: PERSONNEL TRAINING E: GROUND SUPPORT EQUIPMENT & MAINTENANCE F: QUALITY ASSURANCE/COMPLIANCE G: CONTRACTED ACTIVITIES	GACAR Part 151 Ver. 7.0 GACAR Part 68 Ver. 4.0 E-book, Volume 16 GSS, Ver. 1 ISAGO Standards Manual Ver. 7, 2018

ORGANIZATION / GROUND STATION AUDIT INFORMATION			
GSP		Airport	
Date		Time	
Inspectors		Signatures	
Annotations			
(S) Satisfactory → Regulatory requirement is met. (U) Unsatisfactory → Regulatory requirement is NOT met. (I) Incomplete → Regulatory requirement is NOT fully implemented (underway or documented but not implemented). (X) Not Applicable → Regulatory Requirement does not apply to the organization / ground station.			

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SECTION A: GENERAL / ADMINISTRATION							
Item	Subject	Regulatory Ref.	Technical Ref.	S	U	I	X
1.	Ground station physical address is the same with the one provided in the Application and described in the GOM and QM (or their corresponding supplement documents). ☐ NOTE: Verify through comparison.	GACAR 151.7		☐	☐	☐	☐
2.	Ownership structure is the same with the one submitted with the Application (i.e. CR) or described in the GOM. ☐ NOTE: Verify through comparison.	GACAR 151.7		☐	☐	☐	☐
3.	Ground station has a valid commercial license issued by GACA's Economic dept. ☐ NOTE: Verify issuance and validity.	GACAR 151.23		☐	☐	☐	☐
4.	Control of all applicable manuals, procedures and plans is effectively implemented. ☐ NOTE: Verify if there is a “document control system” (electronic or manual) and “how” it is managed.	GACAR 151.63	ISAGO ORM 3.1.1 ISAGO ORM 3.1.2	☐	☐	☐	☐
5.	If this is the initial certification of a new organization/main station, verify the applicability of the privileges for which the organization applied for (Organizations can exercise only the privileges awarded in their Operations Specifications). ☐ NOTE: Verify “one by one” the privileges in the Application Form Vs all of the following: (a) Corresponding GOM procedures / SOPs exist. (b) GSE/systems are in place. (c) Trained personnel on the above are in place.	GACAR 151.1 GACAR 151.3 GACAR 151.41		☐	☐	☐	☐
6.	If station is certified, manuals are in their latest issue and have been accepted by GACA. ☐ NOTE: Verify acceptance letter by GACA for the particular issue number and version of the following documents:	GACAR 151.23 GACAR 151.63 GACAR 151.65 GACAR 151.101 GACAR 151.103 GACAR 151.73					

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	(a) Ground Operations Manual	GACAR Part 5		☐	☐	☐	☐
	(b) Local Operations Supplement			☐	☐	☐	☐
	(c) Quality Assurance/Compliance Manual		ISAGO ORM 1.3.8	☐	☐	☐	☐
	(d) Local Quality Supplement			☐	☐	☐	☐
	(e) Training Manual/Program			☐	☐	☐	☐
	(f) Safety Management System Manual		ISAGO ORM 1.1.3 ISAGO ORM 1.4.3	☐	☐	☐	☐
	(g) Emergency Response & Preparedness		ISAGO ORM 1.3.1	☐	☐	☐	☐
	(h) Security Management Manual/Program		ISAGO ORM 1.7.1	☐	☐	☐	☐
7.	Policies are visible (displayed) in places accessible to all staff and the public (may all be included into a single corporate policy).	GACAR 151.39 GACAR 151.63	ISAGO ORM 1.2.1	☐	☐	☐	☐
	☐ NOTE: Verify the following policies exist and are visible:						
	(a) Safety Policy (ref. SMS or/and QM, or/and GOM)		ISAGO ORM 1.2.1	☐	☐	☐	☐
	(b) Quality Policy (ref. QM or/and GOM)		ISAGO ORM 1.2.1	☐	☐	☐	☐
8.	(c) Security Policy (ref. Security Program or/and GOM)	GACAR 151.39	ISAGO ORM 1.2.1	☐	☐	☐	☐
	If organization/station is certified by GACA, the Certificate & Operations Specifications are displayed (common in the Post-holder's or Ex. Accountable's office).			☐	☐	☐	☐
9.	☐ NOTE: Verify Certificate and Ops Specs are displayed.	GACAR 151.23		☐	☐	☐	☐
	Ground station has signed an SLA or equivalent Contract/Agreement with the airport operator .			☐	☐	☐	☐
	☐ NOTE: Verify that SLA/Contract includes the following subjects:			☐	☐	☐	☐
	(a) The scope of services to be provided at the airport, which must reflect all items marked in the original application of the organization, subject to the final approval of GACA.			☐	☐	☐	☐
	(b) Targeted key performance indicators (KPI) / efficiency standards for measurable ground service parameters. For a typical ground handling company engaged in both passenger and ramp handling these may include:	GACAR 151.23	ISAGO ORM 1.4.4	☐	☐	☐	☐
	Passenger handling services;						

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	• Baggage handling services; and • Ramp handling services.						
	(c) Targeted safety performance indicators (SPIs) and incident/accident rates consistent with the SMS of the concerned organization (and the airport operator where applicable).		ISAGO ORM 1.4.4	☐	☐	☐	☐
	(d) Any policies/conditions applicable to the ground service provider.			☐	☐	☐	☐
	(e) Designation of offices, spaces and GSE staging area(s) allocated / leased to the ground service provider.			☐	☐	☐	☐
	(f) If facilities belong to the airport operator, clear allocation of responsibilities and accountabilities for maintenance, fire safety detection & suppression system serviceability, operational and technical inspections, cleaning, etc.			☐	☐	☐	☐
10.	If facilities are not provided by the airport operator, verify evidence of the facility's certification/credentials issued by a pertinent authority for the following:	GACAR 151.81					
	(a) Fire safety			☐	☐	☐	☐
	☐ NOTE: Inspect certificate from the airport operator or/and ARFF.			☐	☐	☐	☐
	(b) Health & safety/hygiene:			☐	☐	☐	☐
	☐ NOTE: Inspect certificate from the Ministry of Health (MoH) and FDA relevant to the scope of work or/and services/activities performed for "In-flight Catering" companies and "Cargo Perishable Goods" and "Temperature Controlled" areas.			☐	☐	☐	☐
	(c) Security:			☐	☐	☐	☐
	☐ NOTE: Inspect certificate from the GACA Security Dept. or/and the airport operator or/and Air Force.			☐	☐	☐	☐
	(d) Dangerous Goods (DG) for Cargo Facilities:			☐	☐	☐	☐
	☐ NOTE: Inspect certificate for the storage of DG from the Ministry of Interior (MOI).			☐	☐	☐	☐
11.	For Into plane fueling company, a copy of the JIG certificate and report is provided with a minimum rank of " satisfactory ".	GACAR 151.23 GACAR 151.5	JIG 1	☐	☐	☐	☐

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	☐ NOTE: Inspect latest "JIG certificate" and the corresponding "report."						
12.	For In-flight catering company, a copy of the HACCP (Hazard Analysis and Critical Control Points) or ISO 22000 certificate and report, if it exists . ☐ NOTE: Inspect latest "certificate" and relevant "report," as applicable.	(E-book Vol.16 provisional)	IFCA / IFSA	☐	☐	☐	☐

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SECTION B: ORGANIZATION & MANAGEMENT							
Item	Subject	Regulatory Ref.	Technical Ref.	S	U	I	X
13.	Ground station organizational chart coincides with the organogram provided in the GOM, QM or local supplement. ☐ NOTE (1): Verify through comparison. ☐ NOTE (2): Discuss & confirm with ground station Post-holder	GACAR 151.23 GACAR 151.63 GACAR 151.65		☐	☐	☐	☐
14.	Ground station organogram has clear structure and reporting lines. ☐ NOTE (1): Inspect organogram and verify that the QA and Operations post-holder (if applicable) report directly to the accountable executive. ☐ NOTE (2): Inspect the “duty/shift” operational structure (organogram) and reporting lines.	GACAR 151.63	ISAGO ORM 1.1.1	☐	☐	☐	☐
15.	Duties & responsibilities of managerial and supervisory staff are defined in the GOM and in the local supplement manual (if different from other stations). ☐ NOTE: Inspect duties and responsibilities of managerial and supervisory staff.	GACAR 151.63 GACAR 151.45		☐	☐	☐	☐
16.	Responsibilities of nominated post-holders conform to regulatory requirements. ☐ NOTE: Inspect relevant responsibilities in GOM/QM/TM or JDs Vs Part-151.45 and 151.101.	GACAR 151.45 GACAR 151.101		☐	☐	☐	☐
17.	Job Descriptions (JD) exist for all job functions and clearly define all allocated responsibilities. ☐ NOTE: Inspect JDs for some job functions, e.g. “operators,” “check-in agents,” “supervisors,” “managers,” etc.	GACAR 151.41		☐	☐	☐	☐
18.	General safety responsibilities are defined for non-management personnel throughout the organization. ☐ NOTE: Verify “where” safety responsibilities are described, and their “extent.”	GACAR 151.41	ISAGO ORM 1.1.7	☐	☐	☐	☐
19.	All staff are given appropriate authority to be able to discharge their allocated responsibilities.	GACAR 151.41		☐	☐	☐	☐

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	☐ NOTE: Inspect the DOA (Delegation of Authority) or “Authority Matrix” document of senior staff, QA inspectors, etc.						
20.	Recruitment is conducted in a manner that maintains the required number of trained and qualified personnel. ☐ NOTE (1): Verify “if” and “how” recruitment process is controlled at station or corporate level. ☐ NOTE (2): Inspect ground station recruitment process and records, as applicable.	GACAR 151.55		☐	☐	☐	☐
21.	Personnel records include all staff qualifications and are readily available. ☐ NOTE: Inspect HR/personnel records (electronic or hard copies) for qualifications/experience.	GACAR 151.113		☐	☐	☐	☐
22.	The ground station has sufficient number of appropriately qualified staff to perform all functions in its Operations Specifications and handle the volume of traffic served. ☐ NOTE (1): Verify “Actual” Vs “Required/Budgeted” headcount. ☐ NOTE (2): Enquire which job functions have “shortages.” ☐ NOTE (3): If organization uses a Resource Management System (RMS), inspect a system report/graph illustrating the “required Vs actual” daily staff deployment for the “current month” or/and week. ☐ NOTE (4): Verify staff “deployment ground rules” availability, and compare with E-book Vol. 16, Attachment B. ☐ NOTE (5): Discuss “cross-qualification” training, i.e. multitasking, and how many employees are cross-qualified.	GACAR 151.41 E-book Vol. 16, Att.B		☐	☐	☐	☐
23.	Ground station employees the appropriate means to ensure compliance with duty period limitations and rest requirements : (i) 24 consecutive hours off during any 7 consecutive working days	GACAR 151.93		☐	☐	☐	☐

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	(ii) Max 10 consecutive hours of duty (iii) If for exceptional reasons more than 10 hours within 24 consecutive hours, then 8 hours of rest in between shifts. ☐ NOTE (1): Verify “how” this is achieved, i.e. the methodology or software used for shift planning. ☐ NOTE (2): Inspect the “overtime” recorded (overtime list) over the last month(s) for all “operational” employees. ☐ NOTE (3): Inspect the roster (shift plan) of the last month(s), and inquire if any changes are approved by senior management.						
24.	Shift rostering is performed by a qualified shift planner. ☐ NOTE: Verify “who” serves as shift planner(s), and their qualifications.	GACAR 151.91		☐	☐	☐	☐
25.	Shift rostering indicates duty days, working hours, days off and function for each staff. ☐ NOTE: Inspect current roster (shift plan) for clear information.	GACAR 151.91		☐	☐	☐	☐
26.	Nominated post-holders are accepted by GACA at both ground station and corporate level . ☐ NOTE: Verify the following parameters for post-holders:	GACAR 151.43		☐	☐	☐	☐
	(a) Are directly employed by the ground service provider on a full-time basis			☐	☐	☐	☐
	(b) Do not hold any other post within the organization or in any other organization (unless authorized by GACA), with the exception of the QA postholder who can also undertake “safety” responsibilities.			☐	☐	☐	☐
27.	All ground operations activities (airside and landside) are conducted under direct oversight of supervisory personnel . ☐ NOTE (1): Verify how many supervisors are on-shift (shift roster) ☐ NOTE (2) – RAMP INSPECTION: Validate number of supervisors on-shift in ramp inspection.	GACAR 151.47	ISAGO ORM 2.7.1	☐	☐	☐	☐
28.	Supervisors have a minimum of 3 years practical experience in the area of function being performed.	GACAR 151.47		☐	☐	☐	☐

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	☐ NOTE: Inspect records/credentials.						
29.	Supervisors can read, speak, write understand English. ☐ NOTE (1): Inspect records ☐ NOTE (2) - RAMP INSPECTION: Perform sample interview(s) during ramp inspection.	GACAR 151.47		☐	☐	☐	☐
30.	Staff at senior/supervisory level and/or key positions possess adequate knowledge and experience/qualifications. ☐ NOTE (1): Inspect records of supervisors for trainings and experience. ☐ NOTE (2) - RAMP INSPECTION: Perform sample interview(s) on SOPs and GOM subjects during ramp inspection for knowledge on company procedures.	GACAR 151.41	ISAGO ORM 2.7.2	☐	☐	☐	☐
31.	Ground station implements periodic inspections for the use of psychoactive substances and is proactive in enforcing such program. ☐ NOTE (1): Verify there is a plan/schedule for relevant inspections. ☐ NOTE (2): Inspect records and findings from last relevant inspection(s).	GACAR Part 7 GACAR 151.63	ISAGO ORM 1.2.2	☐	☐	☐	☐

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SECTION C: OPERATIONS & SAFETY							
Item	Subject	Regulatory Ref.	Technical Ref.	S	U	I	X
32.	Ground station is operating in conformity with airlines' operational requirements. ☐ NOTE: Inspect latest customer airline audit report(s), and retain a copy of the report.	GACAR 151.5		☐	☐	☐	☐
33.	There is a system in place for the effective dissemination and exchange of operational information , procedural changes, operational and deficiency reporting, etc. ☐ NOTE: Verify "how" relevant information is promulgated across staff and shifts, and if a "read & sign" process is in place.	GACAR 151.63	ISAGO ORM 1.3.11 ISAGO ORM 1.5.1 ISAGO ORM 3.2.3	☐	☐	☐	☐
34.	Station has a set of standard operating procedures (SOPs) relevant to all services/privileges defined in its Operations Specification. ☐ NOTE (1): Obtain a general list of SOPs. ☐ NOTE (2): Inspect content, date of issuance, consistency, etc. of key SOPs. ☐ NOTE (3) - RAMP INSPECTION: Verify implementation of specific SOPs in conjunction with ramp inspection.	GACAR 151.63 GACAR 151.5	ISAGO ORM 3.2.1	☐	☐	☐	☐
35.	All operational manuals (e.g. GOM, etc.) and SOPs are available and readily accessible to all staff in controlled copies (on-line, in soft or hard copy). ☐ NOTE: Verify "how" staff accesses this material.	GACAR 151.67	ISAGO ORM 3.2.1	☐	☐	☐	☐
36.	Ground station is operating in conformity with airport operator requirements and procedures. ☐ NOTE (1): Inspect latest audit findings from airport operator or/and complaints addressed to the ground station, and retain a copy. ☐ NOTE (2): If no audit findings/complaints are reported, get in touch with the airport operator to confirm after the audit.	GACAR 151.5		☐	☐	☐	☐
37.	Ground station's ERP is in conformity with the aerodrome's ERP .	GACAR 151.23 E-book Vol. 16	ICAO Doc. 9137 Part 7				

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37.	☐ NOTE: Verify ERP covers at least the following cases, as applicable to the station and nature of operations:								
	(a) Aircraft local standby.			□	□	□	□		
	(b) Aircraft full emergency alert.			□	□	□	□		
	(c) Aircraft accident on airport.			□	□	□	□		
	(d) Aircraft accident off airport.			□	□	□	□		
	(e) Airport/own facilities domestic fire.			□	□	□	□		
	(f) Ground servicing accidents where passenger and/or staff injury is involved.			□	□	□	□		
	(g) Evacuation (passenger terminal or/and own facility).			□	□	□	□		
	(h) Bomb threat (facilities or aircraft).			□	□	□	□		
	(i) Unlawful interference (including hijacking).			□	□	□	□		
	(j) Dangerous goods accident.			□	□	□	□		
	(k) Contagious diseases / pandemic.			□	□	□	□		
	(l) Large spillage (fuel, hydraulics, lubricants of aircraft or/and own equipment)			□	□	□	□		
	(m) National disaster.			□	□	□	□		
	(n) Aircraft removal coordination plan (applicable if a customer airline has contracted this responsibility to the ground service provider as a representative).			□	□	□	□		
38.	Contingency Procedures comply with GACAR 151.63(l). ☐ NOTE: Verify the following cases are adequately addressed:								
	(a) Extreme weather-related phenomena (high temperatures, strong winds, low visibility).			GACAR 151.63	ISAGO ORM 2.10.1	□	□	□	□
	(b) Problematic staff access to airport / lack of required manpower / disruption of services.				□	□	□	□	
	(c) Loss of IT or/and communications systems / power outage.				□	□	□	□	
	(d) Airport key systems failure including DCS/CUTE, Baggage Handling System, Baggage Reconciliation System (BRS).				□	□	□	□	
39.	A senior individual is designated to oversee day-to-day administration and implementation of the SMS (addressed in the SMS manual). ☐ NOTE (1): Verify “who” is the designated person and “where” this is stated.	GACAR 151.49 GACAR 151.23	ISAGO ORM 1.1.4 ISAGO ORM 1.1.5	□	□	□	□		

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	☐ NOTE (2): Inspect the SMS implementation plan.						
40.	In the context of Safety Management System , the ground station:	GACAR 151.23 GACAR Part 4					
	(a) Implements a hazard identification program						
	☐ NOTE: Inspect the latest hazard identification documentation.		ISAGO ORM 1.3.2	☐	☐	☐	☐
	(b) Implements safety risk assessment and mitigation program.		ISAGO ORM 1.3.4	☐	☐	☐	☐
	☐ NOTE: Inspect the latest risk assessments.			☐	☐	☐	☐
	(c) Maintains an Incident/Accident database .			☐	☐	☐	☐
	☐ NOTE (1): Verify existence of relevant database and its usage.			☐	☐	☐	☐
	☐ NOTE (2): Inspect Annal Accident/Incident Summary (Statistical) Report, and retain a copy.			☐	☐	☐	☐
	(d) Conducts Incident/accident investigation by qualified people.	GACAR 151.23 GACAR Part 4	ISAGO ORM 1.3.5	☐	☐	☐	☐
	☐ NOTE (1): Inspect past major investigation reports.			☐	☐	☐	☐
	☐ NOTE (2): Verify credentials of the people conducting investigations (e.g. training on the subject, experience, etc.).			☐	☐	☐	☐
	(e) Conducts root cause analysis (RCA) for such incidents/accidents.		ISAGO ORM 1.4.6	☐	☐	☐	☐
	☐ NOTE (1): Inspect RCAs and elaborate on the methodology advocated by GACA (E-book Vol. 16).			☐	☐	☐	☐
	☐ NOTE (2): Verify credentials of the people conducting RCAs (e.g. training, experience).			☐	☐	☐	☐
	(f) Implements corrective and preventive actions.		ISAGO ORM-S 3.2.4	☐	☐	☐	☐
	☐ NOTE (1): Inspect records of corrective actions.			☐	☐	☐	☐
	☐ NOTE (2): Inspect records of preventive actions.			☐	☐	☐	☐

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	(g) Produces and updates target Safety Performance Indicators (SPIs) and objectives. ☐ NOTE (1): Inspect SPI “targets.” ☐ NOTE (2): Inspect “current” SPI status, i.e. below or above targets.		ISAGO ORM 1.4.4	☐	☐	☐	☐
	(h) Implements a non-punitive safety reporting system. ☐ NOTE: Verify past actions taken against staff (if any) and the reasons.		ISAGO ORM 1.3.3	☐	☐	☐	☐
	(i) Conducts systematically safety promotion. ☐ NOTE (1): Verify “how” safety promotion is conducted and “documented” ☐ NOTE (2): Inspect relevant plan/schedule and records.		ISAGO ORM-S 3.1.7	☐	☐	☐	☐
41.	Ground station has in place and implements an F.O.D prevention program. ☐ NOTE: Verify implementation of F.O.D program through records.	GACAR 151.23	ISAGO ORM 2.9.2	☐	☐	☐	☐
42.	Required documentation is accessible in their latest version in the operations center (or where Load Sheet, LIR and NOTOC preparation takes place), as applicable to the ground station. ☐ NOTE: Verify availability and accessibility to the following manuals/material in the operations center, as applicable:	GACAR 151.5	ISAGO LOD 3.1.2				
	(a) GACARs for ground operations.			☐	☐	☐	☐
	(b) IATA Ground Operations Manual (IGOM)			☐	☐	☐	☐
	(c) IATA Airport Handling Manual (AHM)			☐	☐	☐	☐
	(d) Operational manuals (e.g. GOM) and Emergency Response Plan (ERP) of all customer airlines		ISAGO LOD 3.1.2	☐	☐	☐	☐
	(e) IATA Dangerous Goods Regulations (DGR) and Addenda.		ISAGO LOD 3.1.2 ISAGO LOD 1.1.2	☐	☐	☐	☐
	(f) Aerodrome Operations Manual (AOM) or/and all relevant SOPs, and Emergency Response Plan (ERP) of local airport operator		ISAGO LOD 3.1.2 ICAO Doc. 10121 ICAO Doc 9981	☐	☐	☐	☐

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	(g) IATA Live Animal Regulations (LAR)		ISAGO LOD 3.1.2	☐	☐	☐	☐
	(h) IATA Perishable Cargo Regulations (PCR)		ISAGO LOD 3.1.2	☐	☐	☐	☐
	(i) IATA Temperature Control Regulations (TCR)		ISAGO LOD 3.1.2	☐	☐	☐	☐
	(j) IATA ULD Regulations (ULDR)		ISAGO LOD 3.1.2	☐	☐	☐	☐
	(k) IATA Cargo Handling Manual (CHM) (for Cargo)			☐	☐	☐	☐
	(l) JIG 1 (for Into Plane Fuel Companies)			☐	☐	☐	☐
	(m) Ministry of Health (MoH) / FDA Regulations (for Catering)			☐	☐	☐	☐
	(n) WHO guide if Hygiene and Sanitation in Aviation (for Catering)		WHO/Provisional	☐	☐	☐	☐
	(o) IFSA or IFCA standards (for Catering)		IFSA/Provisional	☐	☐	☐	☐
43.	Ground station implements a mandatory occurrence reporting system ☐ NOTE (1): Verify if there is a manual or electronic reporting system. ☐ NOTE (2): Inspect past reports to verify implementation.	GACAR 151.117		☐	☐	☐	☐
44.	Ground station reports all incidents and accidents to GACA . ☐ NOTE (1): Verify Quarterly Ground Safety Report submission to GACA. ☐ NOTE (2): Verify if GACA Q5 System is used.	GACAR 151.63 GACAR Part 4		☐	☐	☐	☐
45.	Ground station implements a corporate safety reporting policy to encourage personnel to report hazards to ground operations. ☐ NOTE: Inspect past records and reports to verify implementation, and identify “how many” reports have been submitted.	GACAR 151.23 GACAR 151.63	ISAGO ORM-S 3.1.5	☐	☐	☐	☐
46.	Ground station implements procedures to ensure that ULDs are inspected and are airworthy (if any). ☐ NOTE (1): Verify “how” and by “whom” the procedure is implemented. ☐ NOTE (2):	GACAR 151.85	ISAGO ORM 2.3.1	☐	☐	☐	☐

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	Inspect training records of relevant staff to establish competence for ULD inspection.						
47.	Ventilated rest areas are provided for operational staff working on shift. ☐ NOTE: Verify location and suitability.	GACAR 151.81		☐	☐	☐	☐
48.	Sensitive operations , e.g. W&B, communications with pilots, ground dispatch, operations center, are segregated from other areas. ☐ NOTE: Verify segregation (quietness) and suitability of location.	GACAR 151.81		☐	☐	☐	☐
49.	Ground station is supplied with adequate personal protective equipment (PPE) for all its applicable staff. ☐ NOTE (1): Inspect PPE availability (stock), e.g. shoes, gloves, ear protection, high visibility vests, etc. ☐ NOTE (2) – RAMP INSPECTION: Verify use of PPE by all staff.	GACAR 151.87	ISAGO ORM 2.12.1	☐	☐	☐	☐
50.	Load Control processes requirements:	GACAR 151.5					
	(a) Process to ensure that the qualified and licensed person responsible for the final W&B calculation is provided with all relevant load information and data (electronic, written or verbal). ☐ NOTE (1): Check how many Load Controllers are recruited. ☐ NOTE (2): Verify how many flights each Load Controller serves per day (on average). ☐ NOTE (3): Inspect Load Controllers' license for the aircraft types authorized Vs the Load Sheets signed for those aircraft types. ☐ NOTE (4): Check "how" it is ensured that all relevant load info and data are provided to the person in charge. ☐ NOTE (5): Confirm above process is covered in the relevant manual.		ISAGO LOD 1.1.3	☐	☐	☐	☐

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(b) If for the weight & balance calculation a DCS other than the customer airlines' own DCS is used, there is a process to coordinate and exchange information with customer airline(s) to ensure their DCS data is current, maintained and approved. ☐ NOTE (1): Verify "how" is the process implemented. ☐ NOTE (2): Confirm above process is covered in the relevant manual.		ISAGO LOD 1.2.1	☐	☐	☐	☐
		ISAGO LOD 1.4.3	☐	☐	☐	☐
		ISAGO LOD 1.4.3	☐	☐	☐	☐
		ISAGO LOD 2.6.1	☐	☐	☐	☐
		ISAGO LOD 3.1.3	☐	☐	☐	☐
(c) Process to communicate details of LMC (Last Minute Change) to the person responsible for the final load sheet. ☐ NOTE (1): Verify "how" is the process implemented. ☐ NOTE (2): Confirm above process is covered in the relevant manual.		ISAGO HDL 1.8.5	☐	☐	☐	☐
(d) Process to advise crew of any LMC to load, as applicable, and confirming that they are within permissible load limits. ☐ NOTE (1): Verify "how" is the process implemented. ☐ NOTE (2): Confirm above process is covered in the relevant manual.						
(e) Process to provide without delay to the PIC and report to customer airline any potential discrepancy associated with the accuracy of W&B. ☐ NOTE (1): Verify "how" is the process implemented. ☐ NOTE (2): Confirm above process is covered in the relevant manual.						
(f) Process to file W&B records for each flight and retain them for a period of no less than 3 months. ☐ NOTE: Inspect records and filing system to establish compliance.						
(g) Process to produce and issue a Loading / Off-loading Instruction Report (LIR) in accordance with customer airlines requirements, including instructions (transit load, off-load, on-load).						

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☐ NOTE (1): Verify “how” is the process implemented.						
☐ NOTE (2): Confirm above process is covered in the relevant manual.						
(h) Process to provide NOTOC (Notice to Captain) to PIC concerning dangerous goods and cargo on board in accordance with customer airlines requirements.						
☐ NOTE (1): Verify “how” is the process implemented.						
☐ NOTE (2): Confirm above process is covered in the relevant manual.						
(i) Process to generate Load Sheet with accurate W&B data (including LMC), consistent with LIR and signed by person responsible.						
☐ NOTE (1): Verify “how” is the processes implemented.						
☐ NOTE (2): Inspect Load Sheets for signature by person(s) responsible.						
☐ NOTE (3): Inspect Load Sheets Vs corresponding LIRs for consistency.						
☐ NOTE (4): Confirm above process is covered in the relevant manual.						
(j) Process to ensure that contingency procedure is in place to update the PIC if primary communication means fail (i.e. failure of ACARS).						
☐ NOTE (1): Verify contingency procedure.						
☐ NOTE (2): Confirm procedure is covered in relevant manual.						
(k) Process to produce and transmit the following messages: LDM (Load Message, CPM (Container/Pallet Message), UCM (ULD Control Message), MVT (Movement Message), DIV (Diversion Message).						
☐ NOTE (1): Verify means of transmitting such messages (e.g. SITA telex pool).						

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	☐ NOTE (2): Confirm subject is covered in relevant manual.						
51.	Load Supervision processes requirements: (a) A qualified person is designated as a loading supervisor for all aircraft loading and off-loading operations with the responsibility for ensuring the aircraft is loaded or off-loaded in accordance with applicable loading procedures and instructions. ☐ NOTE (1): Check how many Loading Supervisors are recruited. ☐ NOTE (2): Verify how many flights each Loading Supervisor serves per day. ☐ NOTE (3): Discuss selection process and training duration for Loading Supervisors.	GACAR 151.5	ISAGO HDL 1.8.2	☐	☐	☐	☐
	(b) Process to ensure loading is carried out as specified by the final Loading Instruction Report (LIR), i.e. ensure ULDs to be loaded into an aircraft are crosschecked by unit number, commodity, weight (if applicable), number of pieces (if applicable) and destination with the Loading Instructions in accordance with requirements of the customer airline(s). ☐ NOTE (1): Verify “how” is the processes implemented. ☐ NOTE (2): Confirm subject is covered in relevant manual.		ISAGO LOD 1.4.2 ISAGO HDL 1.8.4	☐	☐	☐	☐
	(c) Process to ensure advising person responsible for producing load sheet of any deviation from planned load or for loading not already included on the LIR. ☐ NOTE (1): Verify “how” is the processes implemented. ☐ NOTE (2): Confirm subject is covered in relevant manual.		ISAGO LOD 1.4.2	☐	☐	☐	☐
	(d) Process for completing an LIR reflecting final loading and signed by person responsible. ☐ NOTE (1): Verify “how” is the processes implemented.		ISAGO LOD 1.4.2	☐	☐	☐	☐

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	☐ NOTE (2): Inspect LIRs for signature by person(s) responsible.						
	☐ NOTE (3): Confirm subject is covered in relevant manual.						
	☐ NOTE (1): Verify "how" is the processes implemented.		ISAGO LOD 1.4.2	☐	☐	☐	☐
	☐ NOTE (2): Confirm subject is covered in relevant manual.						
52.	Operational records are stored in a manner that ensures protection from damage, alteration and theft.	GACAR 151.111		☐	☐	☐	☐
53.	☐ NOTE: Verify suitability of location (no water pipes/humidity, existence of fire extinguishing system, room always locked/access system in place, etc.).	GACAR 151.81					
	Sufficient work/office space is provided for all applicable staff.						
	☐ NOTE: Verify the following elements:						
	(a) Operations office(s) are provided and have:		☐	☐	☐	☐	
	(i) IT connectivity.		☐	☐	☐	☐	
	(ii) Lighting.		☐	☐	☐	☐	
	(iii) Air conditioning.		☐	☐	☐	☐	
	(iv) Sanitation standards met.		☐	☐	☐	☐	
	(b) Airside/Ramp office(s) are provided and have:		☐	☐	☐	☐	
	(i) IT connectivity		☐	☐	☐	☐	
	(ii) Lighting		☐	☐	☐	☐	
	(iii) Air conditioning		☐	☐	☐	☐	
	(iv) Sanitation standards met		☐	☐	☐	☐	
	(c) Terminal/Passenger services office(s) are provided and have:		☐	☐	☐	☐	
	(i) IT connectivity		☐	☐	☐	☐	
(ii) Lighting	☐	☐	☐	☐			

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	(iii) Air conditioning			☐	☐	☐	☐
	(iv) Sanitation standards met			☐	☐	☐	☐

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SECTION D: PERSONNEL TRAINING							
Item	Subject	Regulatory Ref.	Technical Ref.	S	U	I	X
54.	Duties and responsibilities of Training post-holder is included in the training manual and complies with GACAR 151.45(d). ☐ NOTE: Verify inclusion and compliance.	GACAR 151.45		☐	☐	☐	☐
55.	If training is provided by the organization, duties and responsibilities of instructor personnel is included in the training manual and complies with the requirements of GACAR 151.53. ☐ NOTE: Verify inclusion and compliance.	GACAR 151.53		☐	☐	☐	☐
56.	Training Program addresses all ground functions and tasks foreseen in the station by its Operations Specifications/Application. ☐ NOTE: Compare list of functions addressed in the training program Vs the station's privileges (Ops Specs).	GACAR 151.73		☐	☐	☐	☐
57.	Training Program includes a training curriculum (training matrix) indicating the prerequisite training modules for each job function foreseen in the organization. ☐ NOTE: Verify training curriculum (training matrix) captures all job functions and modules as per Vs Part 68 Appendix A.	GACAR 151.73	ISAGO ORM 4.1.2 ISAGO ORM 4.1.3 ISAGO ORM 4.1.5	☐	☐	☐	☐
58.	Training Program includes the syllabus for each initial and recurrent training component indicating all topics and subtopics . ☐ NOTE (1): Verify that there is a training syllabus for each training course/module ☐ NOTE (2): Verify that syllabi cover all relevant topics and subtopics Vs Part 68 Appendix A.	GACAR 151.73		☐	☐	☐	☐
59.	Training Program defines the knowledge (theoretical) training hours required for each training component for both initial and recurrent training. ☐ NOTE: Inspect the syllabi of training components/courses Vs Part 68 Appendix A.	GACAR 151.73		☐	☐	☐	☐
60.	Training Program includes the syllabus for each OJT training on ground support equipment and systems operation, where applicable.			☐	☐	☐	☐

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	☐ NOTE: Verify list and availability of OJT syllabi.						
61.	Training Program defines the associated OJT hours or number of events required to be performed for each relevant job function. ☐ NOTE: Inspect the OJT hours/events Vs Part 68 Appendix A	GACAR 151.73		☐	☐	☐	☐
62.	Training Program identifies the qualification criteria for both knowledge examinations and OJT assessments for each relevant training component and/or job function. ☐ NOTE: Verify if “qualification criteria” exist for each knowledge and OJT assessment Vs Part 68 Appendix A	GACAR 151.73		☐	☐	☐	☐
63.	Training Program identifies the currency requirement for each training component/course. ☐ NOTE: Inspect currency requirements for certain core trainings.	GACAR 151.73		☐	☐	☐	☐
64.	Training Program includes/covers all core training subjects , individually or grouped by relevance. ☐ NOTE: Verify the following subjects are included:	GACAR 151.73					
	(a) Airside safety (health & safety) awareness training, as applicable.			☐	☐	☐	☐
	(b) Awareness training on Safety Management System.			☐	☐	☐	☐
	(c) Emergency response procedures and contingency training.			☐	☐	☐	☐
	(d) Fire Safety awareness training.			☐	☐	☐	☐
	(e) Security awareness training.			☐	☐	☐	☐
	(f) Airport familiarization, tailored to address the specific circumstances at each aerodrome served by the ground service provider.			☐	☐	☐	☐
	(g) Human factors training.			☐	☐	☐	☐
	(h) Training on national and international aviation regulations relevant to the functions performed, as applicable.			☐	☐	☐	☐
	(i) Airside driving training specific to the aerodrome at which an employee is based, where applicable.			☐	☐	☐	☐
	(j) English language and aviation terminology training appropriate to the functions performed by the ground services staff, where applicable.			☐	☐	☐	☐
	(k) Customer specified training, where applicable.			☐	☐	☐	☐

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	(I) Training related to transportation of dangerous goods, where applicable.			☐	☐	☐	☐
65.	If training is provided by the organization, the training material covers all topics described in the training syllabus of each training course/module (for both initial and recurrent training). ☐ NOTE: Inspect syllabi of a courses/modules Vs their actual training material.	GACAR 151.73		☐	☐	☐	☐
66.	An annual training plan is produced and implemented at station level. ☐ NOTE (1): Check annual training plan "Scheduled" Vs "Completed," and retain a copy. ☐ NOTE (2): Verify both "initial" and "recurrent" training are included.	GACAR 151.71	ISAGO ORM 4.1.3	☐	☐	☐	☐
67.	Training hours do not overlap with the required rest period of staff. ☐ NOTE: Inspect training schedule Vs shift roster for an individual.	GACAR 151.93		☐	☐	☐	☐
68.	If training is provided by the organization, adequate training facilities are provided at station level (or centrally). ☐ NOTE: Verify the following aspects about the training facilities:	GACAR 151.79					
	(a) Adequate room/space.			☐	☐	☐	☐
	(b) Ventilated.			☐	☐	☐	☐
	(c) Temperature controlled.			☐	☐	☐	☐
	(d) Sanitation standards are met.			☐	☐	☐	☐
	(e) Lighted.			☐	☐	☐	☐
	(f) Adequate training means provided.			☐	☐	☐	☐
69.	If CBT/WBT asynchronous training courses are conducted, relevant material has been forwarded to GACA for acceptance. ☐ NOTE: Verify if any CBT/WBT courses are delivered and accepted by GACA.	GACAR 151.79		☐	☐	☐	☐
70.	If training is provided by the organization, adequate number of instructors in employed, relevant to the number of staff and functions exercised. ☐ NOTE (1): Inspect list of instructors and their subject matters.	GACAR 151.51		☐	☐	☐	☐

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	☐ NOTE (2): Inspect “actual” Vs “required” number of instructors.						
	☐ NOTE (3): Inspect how many instructors serve as knowledge “examiners.”						
71.	If training is provided by the organization, the records of all instructors, examiners and practical assessors are readily available. ☐ NOTE (1): Verify availability of instructors’ records. ☐ NOTE (2): Verify availability of examiners’ records. ☐ NOTE (3): Verify availability of practical assessors’ records	GACAR 151.51		☐	☐	☐	☐
72.	If training is provided by the organization, instructors are properly qualified. ☐ NOTE: Inspect instructors’ records to verify the following qualifications: (a) At least 2 years of experience on subject matter in an aerodrome ground handling environment. (b) Possesses comprehensive practical and theoretical knowledge on the relevant topics. (c) Has received formal train-the-trainer course(s). (d) Fulfills currency requirements on the courses delivered. (e) Can read, speak, write and understand English .	GACAR 151.51		☐	☐	☐	☐
73.	If training is provided by the organization, DG instructors are properly qualified. ☐ NOTE: Inspect records to verify the following qualifications: (a) Meets the requirements of checklist item above. (b) Has been formally accepted by GACA as a DG instructor. (c) Completed a formal DG training course in the appropriate Category. (d) Conducted a recurrent DG training course in the previous 24 months.	GACAR 151.51 GACAR 109.103 GACAR 68.7 GACAR 68.7	IATA DGR App.H.5.7 ISAGO ORM 4.1.7 ISAGO ORM 4.1.7	☐	☐	☐	☐
74.	If training is provided by the organization, On-Job-Training assessors are properly qualified.	GACAR 151.51					

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	☐ NOTE: Inspect records to verify the following qualifications:						
	(a) Has 1 year of training experience as instructor on the subject function .			☐	☐	☐	☐
75.	Personnel training records are retained for the entire period of employment. ☐ NOTE: Inspect personnel records.	GACAR 151.112	ISAGO ORM 4.1.8	☐	☐	☐	☐
76.	Training records are stored in a manner that ensures protection from damage, alteration and theft. ☐ NOTE: Verify suitability of storage location, i.e. no water pipes/humidity, existence of fire extinguishing system, room always locked/access system in place, etc.	GACAR 151.111	ISAGO ORM 3.3.1	☐	☐	☐	☐
77.	Training records meet regulatory requirements. ☐ NOTE: Inspect records to verify the following elements:	GACAR 151.115					
	(a) Staff name			☐	☐	☐	☐
	(b) Training courses.			☐	☐	☐	☐
	(c) Dates courses attended.			☐	☐	☐	☐
	(d) Instructor's name.			☐	☐	☐	☐
	(e) Examination/Assessment outcome (including name of evaluator).			☐	☐	☐	☐
78.	Personnel has received the compulsory generic training . ☐ NOTE: Inspect records to verify the following core trainings have been delivered:	GACAR 151.71 GACAR 151.73 GACAR 68.7		☐	☐	☐	☐
	(a) Airport familiarization at the station, or equivalent induction training.			☐	☐	☐	☐
	(b) Health & Safety training or air-side safety training addressing work hazards at an airport environment.			☐	☐	☐	☐
	(c) Security awareness .			☐	☐	☐	☐
	(d) Regulatory awareness (GACARs) .			☐	☐	☐	☐
	(e) Emergency response plan (ERP) awareness.			☐	☐	☐	☐
	(f) Dangerous Goods training (where appropriate and to the equivalent Category)			☐	☐	☐	☐
	(g) Human Factors			☐	☐	☐	☐
79.	Personnel on all functions is adequately trained to perform the duties of their job function .	GACAR 151.71 GACAR 68.7		☐	☐	☐	☐

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	☐ NOTE (1): Inspect training records for various functions to establish functional training and OJT (as appropriate) is delivered.						
	☐ NOTE (2): Inspect records of GSE operators to establish they hold a civil driving licensing equivalent to the GSE operated (heavy or light equipment).						
	Assessment/examination records meet regulatory requirements.						
80.	☐ NOTE (1): Verify course title, completion date, instructor's name, student's name, and organization's name.	GACAR 151.115		☐	☐	☐	☐
	☐ NOTE (2): Verify that both "passed" and "failed" exams are included in the records.						
81.	Recurrent training is meeting regulatory requirements.						
	☐ NOTE (1): Inspect records for recurrent training on DG, Safety, Security, Load Control / W&B, Fueling, Headset, GSE Operation.	GACAR 151.71 E-book Vol.16		☐	☐	☐	☐
	☐ NOTE (2): Verify "how" currency requirements are monitored by the ground station.						
82.	Recency training is implemented for personnel who have not exercised the privileges for more than 1 month .						
	☐ NOTE: Enquire for any recent long-term absences and sample check records for "documented" recency training.	GACAR 151.77 GACAR 68.17, Appendix A		☐	☐	☐	☐
83.	Staff from contracted entities have undergone the required trainings foreseen for their job function , including the generic mandatory trainings.						
	☐ NOTE (1): Verify "how" the organization ensures that contracted staff (short & long-term) have undergone all necessary trainings.	GACAR 68.1 GACAR 68.7	ISAGO ORM 1.6.4	☐	☐	☐	☐
	☐ NOTE (2): Inspect training records of contracted staff, as applicable.						
84.	Ground services personnel involved in direct communication with pilots in the context of their daily duties, must provide evidence that they can read, speak, write and	GACAR 68.7		☐	☐	☐	☐

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	understand the English language and use aviation terminology at least equivalent to Level 3 of ICAO English Language Proficiency requirements. ☐ NOTE: Inspect credentials of “Headset” operators and “Radio Com.” operators, as applicable.						
85.	Knowledge training instruction unit period must not be less than forty-five (45) minutes in length excluding breaks ☐ NOTE: Verify duration through sample attendance or interviews with instructors.	GACAR 68.9		☐	☐	☐	☐
86.	The ground service provider must maintain for each knowledge training session a record of attendance , indicating at the end the students absent from the corresponding training session. ☐ NOTE: Inspect attendance records and compare list of registered names Vs attendees.	GACAR 68.9		☐	☐	☐	☐
87.	For OJT training :	GACAR 68.11					
	(a) Each OJT training session must have a set of clearly defined learning objectives and syllabus. ☐ NOTE: Verify the availability of syllabi for each OJT training subject/function.			☐	☐	☐	☐
	(b) Each OJT instruction unit period must not be less than sixty (60) minutes in length. ☐ NOTE: Verify duration through sample attendance or interviews with OJT instructors.			☐	☐	☐	☐
	(c) Each ground service provider should maintain an OJT training log for each trainee. ☐ NOTE: Verify availability of OJT training logs for “operators”			☐	☐	☐	☐
88.	Each entry in the OJT training log must include the following information:	GACAR 68.11					
	☐ NOTE: Inspect OJT training log entries to verify inclusion of:			☐	☐	☐	☐
	(a) Full name and identification/passport number or Iqama of trainee.			☐	☐	☐	☐
	(b) Full name of instructor.			☐	☐	☐	☐
	(c) Airport location where the training activity was carried out.			☐	☐	☐	☐

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	(d) The date of the training activity.			☐	☐	☐	☐
89.	For OJT training logs , the description of the activity performed must include:	GACAR 68.11					
	(a) Process, procedure, scenario, function or task implemented , distinguishing between normal operating, contingency and emergency cases		☐	☐	☐	☐	
	(b) Prevailing or simulated conditions under which it was performed		☐	☐	☐	☐	
	(c) The airline and type of aircraft served (where applicable).		☐	☐	☐	☐	
	(d) The volume of passengers served (where applicable).		☐	☐	☐	☐	
	☐ NOTE: Inspect OJT training log activities to verify all of the above.						
90.	OJT assessments:	GACAR 68.15					
	(a) Cover all OJT training elements delivered.		☐	☐	☐	☐	
	☐ NOTE: Inspect OJT assessment records to covering all elements.						
	(b) Are carried out under real and diverse operating conditions.		☐	☐	☐	☐	
	☐ NOTE (1): Verify through observing an OJT assessment.						
	☐ NOTE (2): Verify assessment and comments by OJT assessor.						
91.	Knowledge examinations are held in an enclosed environment free of noise and distractions.	GACAR 68.13					
	☐ NOTE: Verify examination environment for absence of noise or distractions.		☐	☐	☐	☐	
92.	Knowledge examinations cover a representative number of topics and subtopics from each knowledge module of the corresponding training component.	GACAR 68.13					
	☐ NOTE: Inspect examination questionnaires / papers for certain job functions.		☐	☐	☐	☐	
93.	The database of examination questions must be reviewed, updated and enriched on an annual basis for all training relevant to the operations specifications of the certificate holder.	GACAR 68.13					
	☐ NOTE (1): Verify question databank “exists,” and it is “enriched” and updated “annually.”		☐	☐	☐	☐	
	☐ NOTE (2):						

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	Check if any dishonest behavior and cheating has been discovered during examinations in the past, and “how” it was treated.						
94.	Knowledge examinations have a minimum passing grade of 70% (or above). ☐ NOTE (1): Inspect knowledge examination scores of particular courses. ☐ NOTE (2): Inspect the “range” of these exam scores, and “how they compare with each other” for possible indication of dishonest behavior (cheating).	GACAR 68.13		☐	☐	☐	☐
95.	Relevant staff must have an aerodrome driving permit and a civil driving license of a type corresponding to the vehicle/GSE operated. ☐ NOTE: Inspect licenses of heavy GSE operators to ensure their civil driving license corresponds to the type of their GSE.	GACAR 68.7		☐	☐	☐	☐

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SECTION E: GROUND SUPPORT EQUIPMENT (GSE) & MAINTENANCE							
Item	Subject	Regulatory Ref.	Technical Ref.	S	U	I	X
96.	All serviceable motorized and non-motorized GSE with electromechanical or/and hydraulic components are less than 15 years old (unless otherwise authorized by GACA). ☐ NOTE 1: Inspect list of motorized and non-motorized electromechanical GSE indicating year of acquisition as new. ☐ NOTE 2: Identify number of overage GSE and their status (refer to Pre-audit Data Form).	GACAR 151.83		☐	☐	☐	☐
97.	For the technical inspection of GSE by the airport operator, in the context of GSE airside permit issuance and renewal, the airport operator employs appropriately trained and qualified personnel or outsources the GSE technical inspection to another qualified entity. ☐ NOTE: Enquire If trained and qualified technical personnel exist, and report any issues to GACA Aerodromes section.	GACAR 151.83		☐	☐	☐	☐
98.	GSE less than 4 years old are technically inspected by airport operator at least once every 2 years and have valid airside permit. ☐ NOTE (1): Inspect GSE records. ☐ NOTE (2) - RAMP INSPECTION: Inspect GSE condition during ramp inspection.	GACAR 151.83		☐	☐	☐	☐
99.	GSE more than 4 years old are technically inspected by airport operator at least every 1 year and have valid airside permit. ☐ NOTE (1): Inspect GSE records. ☐ NOTE (2) - RAMP INSPECTION: Inspect GSE condition during ramp inspection.	GACAR 151.83		☐	☐	☐	☐
100.	A Maintenance program for all GSE is implemented at station level. ☐ NOTE (1): Verify that such program exists, in paper or electronic form.	GACAR 151.85	ISAGO OMR 2.1.1	☐	☐	☐	☐

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	☐ NOTE (2): Verify if such program covers each type, brand, and model of all “motorized” GSE:						
	☐ NOTE (3): Verify if such program covers all “non-motorized” GSE.						
101.	Maintenance program follows manufacturer’s recommendations and includes , but is not limited to, to the following:	GACAR 151.85		☐	☐	☐	☐
	(a) Technical inspections , i.e. daily / weekly / monthly, as applicable.			☐	☐	☐	☐
	(b) Scheduled / periodic preventive maintenance tasks , including frequency and description .			☐	☐	☐	☐
	(c) Replacement of components including frequency requirements and description .			☐	☐	☐	☐
	(d) Technical procedures / instructions or reference to those in the manufacturer’s manuals, as applicable.			☐	☐	☐	☐
	(e) A current annual maintenance plan of items (b) and (c) above, which is updated yearly .			☐	☐	☐	☐
	☐ NOTE (1): Verify that the subjects above are included in the maintenance program: ☐ NOTE (2): Inspect “frequency” and “content” of certain maintenance tasks Vs manufacturer’s recommendations/manual .			☐	☐	☐	☐
102.	If station does not carry out maintenance, it has a contract with a qualified maintenance provider. ☐ NOTE: Verify a contract exists and is provided to GACA .	GACAR 151.85		☐	☐	☐	☐
103.	Suitable maintenance arrangements (own or outsourced) are provided:	GACAR 151.85					
	(a) Sufficient maintenance facilities: ☐ NOTE: Verify maintenance facility has adequate space for the number of GSE operated by the station.			☐	☐	☐	☐
	(b) Appropriate maintenance tools for light and heavy maintenance. ☐ NOTE: Verify appropriate tools are available.			☐	☐	☐	☐
	(c) Sufficient and qualified personnel			☐	☐	☐	☐

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	☐ NOTE (1): Inspect technician personnel training records.						
	☐ NOTE (2): Consider their number against anticipated work load.						
	(d) Written technical/operating procedures. ☐ NOTE: Inspect technical manuals or technical instructions for specific maintenance tasks, i.e. "work order," etc..			☐	☐	☐	☐
104.	A senior technical person is appointed at the ground station responsible for the day-to-day technical maintenance and serviceability of GSE. ☐ NOTE (1): Verify that such position is reflected in the organizational chart at station level. ☐ NOTE (2): Identify and interview the individual.	GACAR 151.85		☐	☐	☐	☐
105.	GSE are operationally inspected daily (e.g. at the beginning of each shift). ☐ NOTE: Verify that such inspections are implemented and documented.	GACAR 151.83 GACAR 151.85		☐	☐	☐	☐
106.	A handover/inspection procedure is established for all GSE returned from maintenance before released to operations. ☐ NOTE: Verify that such handover inspection is implemented and documented.	GACAR 151.83 GACAR 151.85		☐	☐	☐	☐
107.	Number of motorized and non-motorized GSE is adequate for all the services authorized in the Operations Specifications (or Application). ☐ NOTE: Inspect number of GSE Vs the information provided in the "Pre-Audit Data" Form.	GACAR 151.83		☐	☐	☐	☐
108.	Storage / staging for GSE is provided as appropriate. ☐ NOTE: Verify GSE staging areas are allocated by the airport operator.	GACAR 151.81		☐	☐	☐	☐
109.	Serviceable GSE are separated from unserviceable GSE and are marked appropriately. ☐ NOTE (1) - RAMP INSPECTION: Verify relevant "physical" separation.	GACAR 151.81		☐	☐	☐	☐

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	☐ NOTE (2) - RAMP INSPECTION: Verify equipment is “tagged” as “unserviceable.”						
110.	Ground station has procedures and means in place for fire protection and prevention on the airside. ☐ NOTE: Verify appropriate fire extinguishers are provided airside - Inspect during ramp safety inspection.	GACAR 151.81	ISAGO ORM 2.8.1	☐	☐	☐	☐
111.	Ground station has the procedures and means in place to address spillage of fluids on the airside. ☐ NOTE: Verify availability of a spill kit - Inspect during ramp safety inspection.	GACAR 151.81	ISAGO ORM 2.9.1	☐	☐	☐	☐
112.	Ground station has adequate and sufficient infrastructure for properly storing, transporting, building-up and breaking-down ULDs . ☐ NOTE: Verify relevant infrastructure/space – Inspect during ramp safety inspection.	GACAR 151.81	ISAGO ORM 2.5.1 ISAGO ORM 2.6.1	☐	☐	☐	☐

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SECTION F: QUALITY ASSURANCE/COMPLIANCE							
Item	Subject	Regulatory Ref.	Technical Ref.	S	U	I	X
113.	Quality post-holder reports directly to the Accountable Executive. ☐ NOTE: Confirm this is the case, and verify through organizational chart at corporate level.	GACAR 151.101		☐	☐	☐	☐
114.	Ground station Quality/Compliance Officer is appointed, and:	GACAR 151.101 GACAR 151.49		☐	☐	☐	☐
	(a) It is reporting directly to the Quality Post-holder. ☐ NOTE: Verify through organizational chart at corporate level.			☐	☐	☐	☐
	(b) Is appropriately qualified : ☐ NOTE (1): Inspect training records to verify that is trained on: (i) Applicable regulations. (ii) Auditing & inspection techniques, methods and procedures. (iii) Policies, operating processes and equipment used in the provision of ground services. ☐ NOTE (2): Verify through interview that is thoroughly familiar with the above.		ISAGO ORM 1.3.10	☐	☐	☐	☐
	(c) He has a minimum of 2 years of auditing experience. ☐ NOTE: Verify through personnel records.			☐	☐	☐	☐
	(d) Can read, speak, write and understand English. ☐ NOTE: Verify through interview.			☐	☐	☐	☐
115.	The station quality assurance/compliance department has sufficient number of staff to ensure all regulatory requirements are met. ☐ NOTE: Verify the number of quality assurance/compliance staff.	GACAR 151.41		☐	☐	☐	☐
116.	Personnel performing audits & inspections are qualified and can read, speak, write and understand English. ☐ NOTE (1): Inspect training records to establish that relevant personnel is trained on:	GACAR 151.49	ISAGO ORM 1.3.10	☐	☐	☐	☐

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	(i) Applicable regulations. (ii) Auditing & inspection techniques, methods and procedures. (iii) Policies, operating processes and equipment used in the provision of ground services. ☐ NOTE (2): Verify through interview(s) their English language skills and familiarity with the above.						
117.	Safety policy and relevant procedures are understood and implemented at all levels. ☐ NOTE: Discuss “how” is this established.	GACAR 151.101		☐	☐	☐	☐
118.	Ground station quality system is externally audited at least once every 24 months (external audit of “local” stations may be performed by the HQ of the organization, as applicable). ☐ NOTE (1): Inspect last external audit report(s) and findings. ☐ NOTE (2): Inspect status of the corresponding corrective actions.	GACAR 151.101		☐	☐	☐	☐
119.	Ground station has developed and implements an internal annual audit plan . ☐ NOTE (1): Inspect internal annual audit plan. ☐ NOTE (2): Inspect last internal audit report(s) & findings. ☐ NOTE (3): Ensure audit is conducted by a qualified/authorized person	GACAR 151.101	ISAGO ORM 1.3.9	☐	☐	☐	☐
120.	Ground station implements root cause analysis (RCA) for internal audit findings. ☐ NOTE: Inspect last RCAs report(s) for internal audit findings.	GACAR 151.101	ISAGO ORM 1.4.2	☐	☐	☐	☐
121.	Ground station implements corrective and preventive actions for internal audit findings. ☐ NOTE: Inspect records and discuss “how” are these implemented and “followed up.”	GACAR 151.101	ISAGO ORM 1.4.2 ISAGO ORM 1.5.3	☐	☐	☐	☐
122.	Compliance monitoring includes feedback system to the accountable executive to ensure awareness at the highest level.	GACAR 151.101		☐	☐	☐	☐

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	☐ NOTE: Verify that accountable executive receives internal audit findings.						
123.	Ground station holds management review meetings at least 2 per year and implements actions prescribed in minutes. ☐ NOTE (1): Inspect latest minutes of meeting. ☐ NOTE (2): Confirm prescribed actions define “who” is responsible and the “target date” of closure. ☐ NOTE (3): Verify “follow up” and “closure” of actions due.	GACAR 151.101	ISAGO ORM 1.4.1 ISAGO ORM 1.5.2	☐	☐	☐	☐
124.	The station has defined quality indicators (QPIs) . ☐ NOTE (1): Inspect quality indicators and “targets.” ☐ NOTE (2): Verify “current” status, i.e. above or below targets.	GACAR 151.101		☐	☐	☐	☐
125.	Quality records are retained for at least 5 years. ☐ NOTE: Inspect records to verify.	GACAR 151.112		☐	☐	☐	☐
126.	Incident/Accident records are retained for at least 10 years after the date of occurrence. ☐ NOTE: Inspect records to verify.	GACAR 151.112		☐	☐	☐	☐
127.	All safety and quality records (including operational) are stored in a manner that ensures protection from damage, alteration and theft. ☐ NOTE: Verify suitability of location, i.e.: (a) No water pipes/humidity. (b) Existence of fire extinguishing system. (c) Room always locked/access system in place.	GACAR 151.111	ISAGO ORM 3.3.1	☐	☐	☐	☐

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SECTION G: CONTRACTED ACTIVITIES							
Item	Subject	Regulatory Ref.	Technical Ref.	S	U	I	X
128.	Contracted activities (if any) are conducted under a contract/agreement . ☐ NOTE: Confirm that such contracts have been submitted to GACA.	GACAR 151.9	ISAGO ORM 1.6.1	☐	☐	☐	☐
129.	Ground station is not contracting out any activities for which it is not authorized to perform in its Operations Specifications . ☐ NOTE: Inspect all contractors' scope of work from the corresponding contract and confirm that all subjects are covered in the OpSpecs of the organization.	GACAR 151.9		☐	☐	☐	☐
130.	Ground station has developed and implements an annual audit plan for all its contractors . ☐ NOTE: Inspect annual audit plan for all contractors.	GACAR 151.101		☐	☐	☐	☐
131.	Each contracted entity has been audited by the station, or headquarters, at least once every 12 months . ☐ NOTE (1): Confirm frequency of such audits. ☐ NOTE (2): Inspect last audit report(s) and findings for all contracted activities, and retain a copy of the report.	GACAR § 151.23	ISAGO ORM 1.6.2	☐	☐	☐	☐
132.	Contracted entities (if any) have not subcontracted any of their services provided to the ground station to a third party . ☐ NOTE: Verify implementation, as applicable.	GACAR 151.9		☐	☐	☐	☐