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## GACAR PART 151 – GROUND SERVICE PROVIDERS

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**SUBPART A – GENERAL**

**§ 151.1 Applicability.**

(a) This part prescribes the rules and technical requirements governing organizations who provide ground services at an aerodrome within the Kingdom of Saudi Arabia (KSA) within the applicability of GACAR Part 139.

(b) For the purposes of this part, a ground service includes any of the following—

- (1) Ramp handling.
- (2) Passenger handling.
- (3) Baggage handling.
- (4) Freight and mail handling.
- (5) Load control and dispatch.
- (6) Unit load device control.
- (7) Aircraft servicing.
- (8) Into-plane fuel services.
- (9) Representation and supervision.
- (10) Surface transport.
- (11) In-flight catering services.
- (12) Any other ground service accepted by the President.

(c) As used in this part—

- (1) Ramp handling includes:

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- (i) Marshaling the aircraft on the ground at arrival and departure, assistance to aircraft parking and securing including the provision of suitable devices;
  - (ii) The loading and unloading of the aircraft including the provision and operation of suitable means;
  - (iii) The boarding and deplaning of passengers and crew including the provision of suitable means or the operation of boarding bridges, where provided;
  - (iv) The transport of crew, passengers and baggage between the aircraft and the terminal, including the provision of suitable means;
  - (v) The provision and operation of suitable ramp equipment for assistance to passengers with reduced mobility;
  - (vi) The provision and operation of appropriate units for aircraft engine starting;
  - (vii) The provision and operation of appropriate units for the supply of electrical ground power to aircraft; or
  - (viii) The provision and operation of suitable equipment for the towing/push-back of aircraft and the communication with flight crew.
- (2) Passenger handling includes:
- (i) Any kind of assistance to arriving, departing, transfer or transit passengers, the operation of a departure control system, checking tickets and travel documents, registering baggage and carrying it to the designated area(s), escorting passengers for operational reasons.
  - (ii) The provision and operation of suitable means at the airport terminal for assistance to passengers with reduced mobility;
- (3) Baggage handling includes:
- (i) Handling and sorting baggage in the designated area(s), loading it on to and unloading it from the relevant devices with the purpose of moving it from the aircraft to

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the designated area(s) and vice versa, as well as the transfer of baggage from the designated area(s) to the reclaim area, including the provision and operation of suitable means; or

(ii) The operation/handling of the baggage reconciliation system.

(4) Freight and mail handling includes:

(i) For freight: physical handling of export, transfer and import cargo, handling of related documents, customs procedures and implementation of any security procedures required by regulations and agreed between the parties at the on-aerodrome relevant facilities/cargo warehouses;

(ii) For mail: physical handling of incoming and outgoing mail, handling of related documents and implementation of any security procedures required by regulations and agreed between the parties at the on-aerodrome relevant facilities/cargo warehouses;

(iii) The physical handling of freight or/and mail, whether incoming, outgoing or being transferred, between the on-aerodrome relevant facilities/cargo warehouses and the passenger aircraft, including the provision and operation of suitable means; or

(iv) The physical handling of freight or/and mail, whether incoming, outgoing or being transferred, between the on-aerodrome relevant facilities/cargo warehouses and the cargo aircraft, including the provision and operation of suitable means.

(5) Load control and dispatch includes:

(i) Load planning;

(ii) Aircraft weight & balance calculations;

(iii) Issuing loading instruction reports, notification to captain and load sheet;

(iv) Loading supervision or/and aircraft turnaround coordination;

(v) Preparation of the flight at the departure airport or at any other point;

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- (vi) Messaging and telecommunications, including communication with the flight crew via means of radio; or
  - (vii) Crew administration.
- (6) Unit load device control includes:
- (i) Unit load device serviceability inspection, handling and storage; or
  - (ii) The provision of adequate and sufficient infrastructure for proper storing, transporting, moving, transferring, build-up and break down of unit load devices.
- (7) Aircraft servicing includes:
- (i) The external and internal cleaning of the aircraft including the provision and operation of appropriate units or equipment;
  - (ii) The waste and potable water servicing, including the control of the quality of potable water and the provision and operation of appropriate units and equipment;
  - (iii) The cooling and heating of the aircraft cabin including the provision and operation of appropriate units or equipment; or
  - (iv) The removal of snow and ice, the de-icing or anti-icing of the aircraft including the provision and operation of appropriate units or equipment.
- (8) Into-plane fuel services include aircraft fueling and defueling operations, incorporating the control of the quality and quantity of fuel deliveries and the provision and operation of suitable means and equipment.
- (9) Representation and supervision includes:
- (i) Representation and liaison services with local authorities or any other entity, disbursements on behalf of the customer and provision of office space for its representatives;
  - (ii) Any other supervision service before, during or after the flight and any other

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administrative service requested by the customer.

(10) Surface transport includes:

(i) The provision and operation of suitable means for the transport of crew, passenger, baggage, cargo and mail between different terminals of the same aerodrome, but excluding the transport between the aircraft and any other point within the perimeter of the same aerodrome; or

(ii) Any special transport requested by the customer.

(11) In-flight catering services include the transport, loading on to and unloading from the aircraft of catering supplies (food, beverage or other relevant supplies) including the provision and operation of suitable means.

(12) Other ground services as defined or accepted by the President subject to GACAR § 151.25.

### **§ 151.3 Requirement for Certification.**

(a) Except as provided in paragraph (b) or (c) of this section, no ground service provider may be established and operated in the Kingdom of Saudi Arabia (KSA) except in accordance with the provisions of the certificate and operations specifications issued under this part for each aerodrome at which the ground service provider is operating.

(b) All GACA regulated entities operating in an aerodrome certificated under GACAR Part-139 who provide ground services for their own operations only, hereinafter referred to as "self-handlers", do not require a certificate and operations specification issued under this part provided their ground services comply with the technical requirements in GACAR § 151.5 and their systems, procedures, programs, personnel, manuals, equipment and facilities are equivalent to those prescribed in Subparts C, D, E, F, G, H and I of this part. If the President determines that the ground services provided by the air operator do not provide an acceptable level of safety, the President may prohibit the air operator from providing its own ground services.

(c) Organizations providing ground services as a subcontracted entity to a ground service provider certificated under this part must comply with GACAR § 151.9.

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### § 151.5 Technical and Operational Standards for Ground Services.

(a) Ground services must be carried out, as applicable:

(1) In accordance with the procedures, standards and training guidelines contained in the International Air Transport Association (IATA):

(i) Ground Operations Manual (IGOM);

(ii) Airport Handling Manual (AHM), including the technical safety requirements and standards for motorized and non-motorized 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) In conformity with the specifications, procedures and recommended practices contained in the Joint Inspection Group (JIG) standards for into-plane fuelling services, airport depots and hydrants.

(3) In accordance with the procedures, standards and recommended practices contained in the Guide to Hygiene and Sanitation in Aviation of the World Health Organization (WHO) and the World Food Safety Guidelines for Airline Catering of the International Flight Services Association (IFSA).

(4) In conformity with the requirements of the applicable aerodrome operator.

(5) In conformity with their customer's specific operating procedures and requirements, where applicable, and

(6) In conformity with the certificate holder's manuals, policies, and procedures as accepted by the President.

(b) In addition to the requirements prescribed in paragraph (a) of this section and the rest of this



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part, ground services must be carried out in compliance with:

- (1) GACAR § 91.29 for the marshaling of aircraft.
- (2) GACAR Part 109 for the safe transportation of dangerous goods by air.
- (3) GACAR Part 139 for the driving of vehicles on the airside of aerodromes.
- (4) GACAR Part 5 for the Safety Management System; and
- (5) GACAR Part 7 for the prevention and safety programs for the problematic use of psychoactive substances.

(c) In cases where the procedures, standards and recommended practices contained in the documents referenced in paragraph (a) of this section contradict any requirements prescribed in this part or relevant GACA regulatory and guidance material, this part or GACA regulatory and guidance material must prevail.

### **§ 151.7 Ownership, Business Office and Operations Base.**

- (a) Each ground service provider must maintain a principal business office in the Kingdom of Saudi Arabia and an operations base at the aerodrome at which services are provided.
- (b) Each ground service provider must provide written notification to the President at least 30 calendar days before a change in the location of its principal business office or its operations base at the aerodrome.
- (c) Each ground service provider must provide written notification to the President upon any change in the ownership structure of its business.

### **§ 151.9 Subcontracted Activities.**

(a) Subcontracted activities include all activities prescribed within the ground service provider's operations specifications that can be performed by another organization either certificated under this part to carry out such activity or if not certificated, working under the ground service provider's certificate.

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- (b) When the ground service provider subcontracts any part of its activity to an organization that is not itself certificated in accordance with this part to carry out such activity, the subcontracted organization must work under the responsibility and quality assurance system of the certificated ground service provider.
- (c) Subcontracting to a non-certificated entity is permitted only by an organization certificated under GACAR Part 151.
- (d) A non-certificated subcontractor may provide their ground services to only one certificated organization under this part, unless otherwise authorized by the President.
- (e) Non-certificated subcontractors are required to display on their ground support equipment the commercial logo of the certificated organization for which they are providing their services.
- (f) No certificated ground service provider may subcontract more than half of its authorized activities at a specific aerodrome to a non-certificated entity, unless otherwise authorized by the President.
- (g) The ground service provider must ensure that when subcontracting or purchasing any part of its activity, the subcontracted or purchased service or product conforms to this part and applicable requirements and a contractual agreement between the two parties exists.
- (h) All subcontracting arrangements under this section must be authorized by the President in the certificate holder's operations specifications.
- (i) The certificated ground service provider must conduct a full audit of the subcontracted organization to the satisfaction of the President at least once every 24 months.
- (j) Each independent organization subcontracted by a ground service provider or an aerodrome operator to conduct audits or inspections relevant to the serviceability of its ground support equipment and facilities must obtain the acceptance of the President.
- (k) A subcontracted organization is not permitted to subcontract any of its services to a third party or organization.

### **§ 151.11 Inspections.**

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(a) Each ground service provider must allow the President to inspect its operation, personnel, facilities, equipment, manuals, records and documents at any time to determine the ground service provider's compliance with this part.

(b) A ground service provider must not subcontract the performance of an activity or function to an entity unless it provides in its contract with that entity that the President is given unlimited access to the subcontracted organization to determine compliance with the applicable requirements of this part and perform any inspections of the subcontracted activities as in paragraph (a) of this section.

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### **SUBPART B – CERTIFICATION**

#### **§ 151.21 Applicability.**

This subpart sets out the requirements for the organizations prescribed in GACAR § 151.3(a) for obtaining a ground service provider certificate and operations specifications.

#### **§ 151.23 Application for Certification.**

Each applicant for a ground service provider certificate must apply in a manner prescribed by the President and include with the application—

(a) The following manuals for the acceptance of the President:

- (1) The ground operations manual, in accordance with GACAR § 151.63 and the local ground operations supplement, where applicable, in accordance with GACAR § 151.65.
- (2) The training manual, in accordance with GACAR § 151.73.
- (3) The quality assurance manual, in accordance with GACAR § 151.101 and the local quality assurance supplement, where applicable, in accordance with GACAR § 151.103.
- (4) The Safety Management System (SMS) manual, in accordance with GACAR Part 5, including, but not limited to, the SMS implementation plan, maintenance of up-to-date incident/accident database, root cause analysis methodology for incidents/accidents, corrective and preventive action planning and a safety promotion plan incorporating a FOD prevention program.
- (5) The emergency response plan (ERP) in accordance with GACAR Part 5 and consistent with the aerodrome emergency plan. The ERP must specify the actions of the ground service provider in emergency situations including, but not limited to, the emergency cases defined by the President.

(b) The ownership structure and organizational chart of the ground service provider with the names and titles of management and supervisory personnel.

(c) A compliance report showing that the ground service provider meets each applicable

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requirement of this part.

(d) The names, knowledge and experience of the key management personnel prescribed in GACAR § 151.43 for the acceptance of the President.

(e) A copy of the service level agreement between the ground service provider and the aerodrome operator.

(f) A copy of the economic license issued by GACA.

(g) A copy of the latest comprehensive JIG audit report for the into-plane fuel service providers with a minimum rating of “satisfactory”.

### **§ 151.25 Issue of Certificate.**

The President may issue a ground service provider a certificate and operations specifications if he is satisfied that—

(a) The applicant meets the requirements of this part, and

(b) The issue of the certificate and operations specifications is in the interests of aviation safety, the quality and comprehensiveness of the ground services provided.

(c) The capabilities and the number of ground service providers operating at an aerodrome is sufficient to handle the anticipated yearly volume of passengers and aircraft movements without raising operational concerns or congestion on the airside or exceeding the capacity of the aerodrome’s infrastructure.

### **§ 151.27 Contents of Operations Specifications.**

Each certificate holder must obtain operations specifications containing all of the following:

(a) The specific location of the certificate holder’s operations base and, if different, the address that will serve as the primary point of contact for correspondence between the President and the certificate holder.

(b) The type(s) of ground service provided as defined in GACAR § 151.1(b).

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- (c) The aerodrome where the ground services are to be provided.
- (d) A listing of any authorized subcontracted activities and the corresponding subcontracted organizations.
- (e) The conditions and limitations under which each ground service is to be conducted, where applicable.
- (f) Any exemption granted from any requirement, where applicable.
- (g) Any other item the President determines is necessary.

### **§ 151.29 Certificate Holders Duty to Maintain Operations Specification.**

- (a) Each certificate holder must maintain a complete set of its operations specifications at its principal business office.
- (b) Each certificate holder must insert pertinent excerpts of, or references to, its operations specifications into its manuals and must—
  - (1) Clearly identify each such excerpt as a part of its operations specifications, and
  - (2) State that compliance with the operations specifications is mandatory.
- (c) Each certificate holder must keep each of its personnel and other persons used in its operations informed of the provisions of its operations specifications that apply to that person's duties and responsibilities.

### **§ 151.31 Validity of Certificate and Operations Specifications.**

- (a) The validity period of a certificate issued under this part is 2 year unless the President prescribes a shorter period.
- (b) A certificate issued under this part is effective until—
  - (1) The certificate expires;
  - (2) The certificate holder surrenders it to the President, or

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- (3) The President suspends, revokes, or otherwise terminates the certificate.
- (c) The operations specifications issued under this part are effective unless—
  - (1) The certificate issued under this part expires;
  - (2) The President suspends, revokes, or otherwise terminates the certificate;
  - (3) The operations specifications are amended; or
  - (4) The President suspends or revokes the operations specifications or any part of these.
- (d) Within 30 calendar days after a certificate holder terminates its operations, the certificate and operations specifications must be surrendered by the certificate holder to the President.

### **§ 151.33 Amending a Certificate or Operations Specifications.**

- (a) The President may amend any certificate or operations specifications issued under this part if—
  - (1) The President determines that aviation safety or/and the public interest require the amendment; or
  - (2) The certificate holder applies for the amendment and the President determines that the criteria of GACAR § 151.25 have been met.
- (b) When the President proposes to issue an order amending, suspending, or revoking all or part of any certificate or operations specifications, the procedure in GACAR Part 13 applies.
- (c) When the certificate holder applies for an amendment of its certificate or operations specifications, the following procedure applies:
  - (1) The certificate holder must file an application to amend its certificate or operations specifications with GACA at least 30 calendar days before the date proposed by the applicant for the amendment to become effective, unless the President approves filing within a shorter period.
  - (2) The application must be submitted in the form and manner prescribed by the President.

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### **§ 151.37 Renewal of Certificate.**

(a) A person applying to the President for the renewal of a certificate issued under this part must submit an application in a form and manner prescribed by the President.

(b) Each applicant must submit the application for renewal to the President not less than 60 calendar days before the certificate expires.

### **§ 151.39 Display of Certificate & Policies.**

(a) Each certificate holder must display the certificate and operations specifications at its operations base and in a place that is visible and normally accessible to the public.

(b) The certificate and operations specifications must be made available for inspection upon request by the President.

(c) The Safety, Security and Quality policy, or a combination of those, must be visible at the principle business office and at all ground stations of the certificate holder in places accessible to all staff and the public.



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### **SUBPART C – PERSONNEL REQUIREMENTS**

#### **§ 151.41 General.**

(a) Each ground service provider must appoint an accountable executive who, within the context of GACAR § 5.25, has corporate authority for ensuring that all services required by airline customers can be financed and carried out to the standard required by this part.

(b) Each ground service provider must have sufficient number of appropriately qualified staff, who possess adequate knowledge, experience and competence to ensure that all of the requirements of this part are met given the ground service provider's scope of operations and the expected work.

(c) In addition to the key management personnel prescribed by GACAR § 151.43, each ground service provider must provide enough qualified personnel, who possess adequate knowledge, experience and competence to plan, supervise and perform the ground services authorized by the President in the operations specifications.

(d) Any personnel performing any of the ground service functions listed in GACAR § 68.3 must hold a valid and appropriate ground services personnel work permit issued under GACAR Part 68.

(e) Each ground service provider must ensure that staff at all levels have been given appropriate authority to be able to discharge their allocated responsibilities.

#### **§ 151.43 Management Personnel Requirements.**

(a) In addition to the management personnel prescribed by GACAR § 5.25(c) the accountable executive of each ground service provider must nominate the following key management personnel, hereinafter referred to as "post-holders", for the acceptance of the President:

(1) A ground station post-holder, for each aerodrome in the KSA that the ground service provider operates, leading the administration and all operations at the ground station.

(2) An operations post-holder at the corporate level, if the ground service provider operates in more than one aerodrome in the KSA, in charge of all ground stations post-holders.

(3) A quality post-holder at the corporate level leading the quality assurance system of the

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organization.

(4) A training post-holder at the corporate level leading training planning and implementation.

(b) Each ground service provider must ensure its nominated post-holders:

(1) Possess sufficient knowledge, skills and experience enabling them to perform the duties to which they are assigned.

(2) Are directly employed by the ground service provider on a full time basis to exercise the duties and responsibilities relevant to their post.

(3) Do not hold any other post within the organization or work for any other organization or third party unless authorized by the President, and

(4) Are able to understand, read, speak, and write satisfactorily in the English language.

(c) The certificate holder must, if a post-holder's position becomes vacant, appoint a suitable replacement in acting capacity and notify immediately the President. No person may serve in an acting capacity as a post-holder for more than 60 calendar days, unless otherwise authorized by the President.

(d) The certificate holder must obtain the written acceptance of the President for the change of any post-holder prior to that change coming into effect.

(e) The President may withdraw the acceptance of a post-holder whenever the individual:

(1) Demonstrates a lack of willingness or ability to comply consistently with regulatory requirements.

(2) 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.

(3) Deliberately provides inaccurate information and reports, or falsifies data and records.

(4) Fails to coordinate effectively with GACA and to comply with GACA ground operations

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safety requirements.

(f) Upon withdrawal of the acceptance of a post-holder, the certificated organization must nominate a new post-holder within 30 calendar days in accordance with paragraph (a) of this section.

### **§ 151.45 Management Personnel Responsibilities.**

(a) The responsibilities of the ground station post-holder must include, but not be limited to —

(1) Ensure that all requirements of this part are met by the ground service provider at the aerodrome to which they are assigned.

(2) 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 service provider and customer's manuals, processes and procedures, compliance with service level agreements.

(b) The responsibilities of the operations post-holder at the corporate level, where applicable, must include but not limited to ensure —

(1) That all requirements of this part are met at all ground stations of the certificated organization.

(2) Effective operational and safety oversight at all ground stations.

(3) Efficient operational organizational structure and reporting.

(4) Timely recruitment, adequate personnel training and optimum utilization of relevant staff to meet all operational needs of the certificated organization in the KSA.

(5) That maintenance of ground support equipment is carried out to the highest standards.

(6) Consistency in the implementation of the certificated organization's and customer's manuals, processes and procedures.

(7) Consistency in the compliance with service level agreements at all ground stations.

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- (c) The responsibilities of the quality post-holder are to ensure the quality assurance function as prescribed by GACAR § 151.101(g) is carried out effectively.
- (d) The responsibilities of the training post-holder must include, but not be limited to —
- (1) Select and develop sufficient number of staff with appropriate qualifications to plan, supervise, perform training, examine and assess personnel as required.
  - (2) Ensure that personnel pass an initial or recurrent proficiency test/assessment prior to being assigned duties and their competence conforms to this part and customer requirements.
  - (3) Ensure the competence of sub-contracted staff, including any part-time staff, conforms at all times to this part and customer requirements.
  - (4) Maintain accurate and up to date training records and to ensure that all trainees and staff records are stored in secure conditions.
  - (5) Ensure that all training material is consistent with the corresponding course syllabi and is systematically updated to incorporate any applicable changes to regulatory or/and ground services policies and procedures.
  - (6) Ensure that office accommodation, training facilities and means are available and appropriate for the planned training and for the use of training staff.
  - (7) Ensure that training techniques, procedures and standards are in accordance with GACAR § 151.71.

### **§ 151.47 Supervisory Personnel Requirements.**

- (a) Each ground service provider must ensure it has an adequate number of experienced, skilled and knowledgeable supervisory personnel to ensure the ground services performed under its certificate and operations specification are adequately supervised and controlled.
- (b) Each supervisor must—
- (1) Have a minimum of 3 years practical experience in the area of work being performed and be trained in and thoroughly familiar with the methods, techniques, practices, policies,

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procedures and equipment used to perform their duties.

(2) Understand, read, speak and write in the English language.

### **§ 151.49 Safety, Audit and Inspection Personnel Requirements.**

(a) Each ground service provider must ensure that a senior person is appointed for the administration and day-to-day implementation of the safety management system.

(b) Each ground service provider must ensure that personnel performing audits and inspections under the ground service provider's safety and quality assurance system be trained in and are thoroughly familiar with applicable regulations, with audit and inspection procedures and with applicable methods, techniques, practices, policies, procedures and equipment used in the provision of ground services.

(b) Each ground service provider must ensure its inspectors understand, read, speak and write in the English language.

### **§ 151.51 Instructor Personnel Requirements.**

(a) Each ground service provider must maintain an adequate number of ground service instructors who are qualified to conduct duties in accordance with GACAR § 151.49.

(b) Each ground service provider must ensure its instructors understand, read, speak and write in the English language.

(c) No person may serve as a ground service provider instructor unless that person —

(1) Has at least 3 years of applied experience on the subject matter in an aerodrome ground handling environment and possesses comprehensive practical and theoretical knowledge on the relevant topics.

(2) Has received a formal instructor's training and demonstrates proficiency on instructional skills and teaching methods with the ability to train personnel on ground service functions appropriate to their duties.

(3) Fulfills the currency requirements on the course training material delivered.

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(d) Each dangerous goods instructor must meet the instructor requirements prescribed by GACAR § 109.103.

(e) Instructor personnel authorized by the ground service provider to serve as practical assessor must have at least 3 years of training experience and 3 years of applied experience on the subject matter, and possess comprehensive practical and theoretical knowledge on the relevant topics.

### **§ 151.53 Instructor Personnel Responsibilities.**

Each ground service instructor must be responsible to —

(a) Ensure that trainees complete all corresponding training material and accomplish all related tests in accordance with ground service provider's accepted training manual, training program, course syllabi and policies.

(b) Certify personnel test and assessment reports and training records.

(c) Update training material to incorporate any applicable changes to regulatory and ground services policies and procedures.

(d) Act as a mentor to personnel.

### **§ 151.55 Recruitment.**

Each ground service provider must ensure recruitment is conducted in a manner that it consistently maintains the required number of trained and qualified personnel required for the safe provision of ground services performed under its certificate and operations specification.

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**SUBPART D – GROUND OPERATIONS MANUAL REQUIREMENTS**

**§ 151.61 General.**

(a) Each ground service provider must develop and maintain a ground operations manual that—

(1) Is in a form easy to revise and organized in a manner helpful to the preparation, review and acceptance processes.

(2) Is in the English language and signed by the certificate holder's accountable executive;  
and

(3) Revisions submitted are traceable and identifiable in the text.

(b) The manual, including any revision, is accepted by the President.

(c) Each ground service provider must keep its Ground Operations Manual current at all times and must provide the President with a complete and most current copy of its accepted Ground Operations Manual.

**§ 151.63 Ground Operations Manual Contents.**

The ground operations manual must include but not limited to—

(a) A statement signed by the accountable executive confirming that the ground operations manual and any referenced associated manuals define the organization's compliance with this part and will be complied with at all times.

(b) The ground service provider's scope of work at the aerodrome where services are provided, as authorized by the President.

(c) The organization's safety, security and quality policy.

(d) The manual administration and control procedures.

(e) The organizational chart showing associated chains of responsibility and reporting lines.

(f) The duties and responsibilities of the nominated post holders under GACAR § 151.43.

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- (g) The assignment of duties and responsibilities of the management and supervisory personnel.
- (h) A general description of manpower resources.
- (i) A description of facilities and equipment.
- (j) A description of the ground support equipment maintenance program.
- (k) The standard operating procedures relevant to all services defined in the certificate holder's operations specifications.
- (l) The contingency procedures relevant to all services defined in the certificate holder's operations specifications, including but not limited to\_
  - (1) Extreme weather related phenomena such as extreme temperature, strong winds and low visibility procedures.
  - (2) Loss of information & telecommunication systems / loss of power / airport key systems failure including common use terminal equipment and the baggage handling and reconciliation systems.
  - (3) Problematic staff access to airport / lack of required manpower / disruption of services; and
  - (4) Threatened industrial action / civil unrest.
- (m) The Security Management Program.
- (n) The Health & Safety program.
- (o) A description of the Environmental Plan and policies.
- (p) Incident notification and reporting procedures as prescribed by GACAR Part 4.
- (q) Education and prevention program for the problematic use of psychoactive substances that meet the requirements of GACAR Part 7, including ad-hoc surveys for the use of such substances.
- (r) A procedure for the evaluation and subcontracting of ground services and a list of



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subcontracted organizations.

(s) Notification procedures for organizational changes, including the notification of the President for acceptance of the nominated post-holders.

(t) Manual amendment procedure, including the notification of the President for acceptance of revisions.

(u) Internal communication procedure for the dissemination and exchange of operational information, procedural updates and changes to all applicable personnel in a timely and controlled manner which can validate the comprehension of the recipient staff.

(v) A description of the record keeping and document control system.

(w) Any other applicable information required by the President.

### **§ 151.65 Local Ground Operations Supplement.**

(a) Ground service providers operating at more than one aerodrome in the KSA must additionally submit a local ground operations supplement for each of the ground stations, addressing all information, particularities and differences with the generic ground operations manual including, but not limited to, the local\_

(1) Organization, structure and accountabilities.

(2) Processes and procedures.

(3) Facilities and staging areas.

(4) Ground support equipment and maintenance.

(5) Budgeted/required personnel.

(b) Ground service providers using a generic operations manual applicable to or originated from other countries, must additionally\_

(1) Address in the local ground operations supplement all regulatory requirements of this part.

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(2) Ensure that its generic operations manual does not contradict any requirements prescribed in this part, or any other relevant GACA regulation, as in this case this part and GACA regulation must prevail.

### **§ 151.67 Distribution and Availability.**

(a) Each ground service provider must maintain at least one complete and current copy of its accepted ground operations manual at each aerodrome it provides ground services and one copy at the operator's principal place of business, if other than the aerodrome. The manual must be available for inspection by the President.

(b) Each ground service provider must ensure that the accepted ground operations manual, as prescribed in GACAR § 151.63, and its local supplement are readily accessible by all personnel responsible for its implementation.

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### **SUBPART E – TRAINING REQUIREMENTS**

#### **§ 151.71 General.**

(a) Each ground service provider must deliver adequate training to all staff engaged in the provision of ground services, and at all levels.

(b) Each ground service provider must—

(1) Establish and implement a training program, that consists of initial and recurrent training, for all staff requiring a Work Permit issued under GACAR Part 68. Such training may be provided by the certificated organization or by an entity acceptable to the President.

(2) Ensure that personnel employed or used by the ground service provider are adequately trained to perform assigned duties.

(3) Provide adequate training facilities and properly qualified instructors for the training required by this subpart, if such training is conducted by the certificated organization.

(4) Ensure that the training manual and training material keeps current with respect to the latest advances in the applicable technical and training standards as listed in GACAR § 151.5.

(c) Each ground service provider must 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) authorized.

#### **§ 151.73 Training Manual Contents.**

(a) Each ground service provider must submit a training manual for the acceptance of the President, which must include but not limited to:

(1) A statement by the accountable executive confirming that the training manual and any associated material are in compliance with this part and shall be complied with at all times.

(2) The responsibilities and duties of the training post-holder, the training instructors and

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the examiners or/and practical assessors.

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

(4) A list of the training program curriculums for all types of basic and recurrent training provided by the organization.

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

(6) A general description of the training facilities, if initial or recurrent training is conducted by the certificated organization, and

(7) The training manual amendment procedure including the notification of the President for acceptance of revisions.

(b) As a minimum, the training program must cover all functions and tasks required to be performed by the ground services staff relevant to the operations specifications of the certificated organization, and must include—

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

(2) Airside safety awareness training, where applicable.

(3) Airside driving training specific to the aerodrome at which an employee is based, where applicable.

(4) Emergency response procedures and contingency training.

(5) Health and safety training including fire safety.

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

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

(8) Security awareness training.

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- (9) Customer specified training, where applicable.
- (10) Airport familiarization, tailored to address the specific circumstances at each aerodrome served by the ground service provider.
- (11) English language and aviation terminology training appropriate to the functions performed by the ground services staff.
- (12) Human factors training.
- (13) Training on national and international aviation regulations relevant to the functions performed.

### **§ 151.75 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 in accordance with GACAR Part 109.

### **§ 151.77 Recency.**

Each ground service provider must ensure that all operational personnel who have not exercised their privileges for the last 6 consecutive months, undertake a refresher training designed to qualify the person for the job function(s) for which they are employed.

### **§ 151.79 Training Facilities.**

(a) Each ground service provider must provide an adequate training facility, if initial or recurrent training is conducted by the organization, that is temperature controlled, lighted and ventilated to conform to building, sanitation and health codes and must be acceptable to the President.

(b) Training courses conducted through a computer or internet-based medium must be acceptable to the President.

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**SUBPART F – GROUND SUPPORT EQUIPMENT AND FACILITIES**

**§ 151.81 Facilities.**

(a) Each ground service provider must-

- (1) Provide facilities for its personnel for properly performing the ground services for which it is authorized in its operations specifications.
- (2) Have suitable space and sufficient infrastructure for the staging, storage and protection of ground support equipment relevant to its operations and for the build-up and breakdown of ULDs, where applicable.
- (3) Have maintenance facilities and tools for ground support equipment in accordance with GACAR § 151.85.
- (4) Segregate and appropriately identify unserviceable ground support equipment from serviceable equipment.
- (5) Have the means and procedures in place for fire protection and prevention on the airside and for addressing spillage of fluids.

(b) Facilities for personnel must include the following -

- (1) Sufficient work space.
- (2) Segregated work areas enabling environmentally hazardous or sensitive operations to be done properly and in a manner that does not adversely affect other activities.
- (3) Ventilation, lighting, and control of temperature, humidity, and other climatic conditions sufficient to ensure personnel perform duties to the standards required.
- (4) Ventilated rest areas for operational staff working on shift.

(c) For all facilities operated by a ground service provider which are not provided by the aerodrome operator, the certificated organization must present evidence of the facility's certification or/and approval by the pertinent authority or aerodrome operator regarding its

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compliance with the applicable fire safety, health & safety, hygiene and security requirements.

### **§ 151.83 Motorized and Non-Motorized Ground Support Equipment.**

- (a) Each ground service provider must ensure that it has motorized and non-motorized ground support equipment that is adequate and functional for all the services authorized to provide in its operations specifications.
- (b) Motorized and non-motorized ground support equipment must meet the basic technical safety requirements prescribed in GACAR § 151.5(a)(1).
- (c) Ground support equipment must be operated in accordance with manufacturer's instructions.
- (d) Ground support equipment operating airside must be issued with a valid airside permit by the corresponding aerodrome operator. This permit must be displayed on ground support equipment at all times when operating airside.
- (e) Technical inspections of GSE for the purpose of renewing the airside permit may be performed by qualified personnel of the airport operator or an organization accepted by the President in the context of GACAR § 151.9(j), with the following frequencies:
  - (1) Not less than once every 2 years for all GSE which are less than 4 years old from the date of purchase as newly manufactured;
  - (2) Not less than once every year for all GSE which are more than 4 years old.
- (f) Unless authorized by the President, ground support equipment must not be more than fifteen years old.

### **§ 151.85 Maintaining Ground Support Equipment.**

- (a) Each ground service provider must\_
  - (1) Appoint a senior technical person at each ground station responsible for the day-to-day technical maintenance and serviceability of its ground support equipment.
  - (2) Have a ground support equipment maintenance program that follows manufacturer

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recommendations and includes, but is not limited to, inspections, preventative, non-scheduled and corrective maintenance.

(3) Ensure that ground support equipment is fully fit for its intended use and its condition is such that it will not endanger vehicles, ground support equipment, passengers, personnel, aircraft or property.

(4) Provide appropriate infrastructure for the maintenance of ground support equipment or have a contract with an appropriately qualified maintenance organization, if such maintenance is not performed by the ground service provider. The maintenance contract is subject to review by the President.

(b) The maintenance infrastructure of the ground service provider, or of its subcontracted maintenance organization, must include adequate facilities, specialized maintenance equipment and tools, sufficient and qualified technical staff and the necessary procedures in place to conduct all required preventive and corrective maintenance of the ground support equipment required to perform all activities prescribed in its operations specifications.

(c) The maintenance contract must indicate that the subcontracted maintenance organization is subject to inspection by the President.

(d) Each ground service provider must implement procedures, where applicable, to ensure that ULDs are inspected and are airworthy.

### **§ 151.87 Personal Protective Equipment (PPE).**

(a) Each ground service provider must ensure that personnel whose duties involve working airside are issued with and wear appropriate personal protective equipment (PPE) when performing their duties.

(b) Personal protective equipment (PPE) consists of, but is not limited to, high visibility clothing, safety shoes, ear defenders, gloves, face mask and eye protection.



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### **SUBPART G – FATIGUE MANAGEMENT**

#### **§ 151.91 General.**

(a) Each ground service provider and its subcontractors must ensure that the risks due to fatigue of the ground service personnel are managed to an acceptable level.

(b) In managing the risks due to fatigue, the ground service provider must consider the effects of the length and timing of the duty period and rest period.

#### **§ 151.93 Personnel Duty Period Limitations and Rest Requirements.**

(a) Except as provided in paragraph (b) of this section, each certificate holder or subcontracted organization performing ground services for the certificate holder, must:

(1) Relieve each person performing ground services from duty for a period of at least 24 consecutive hours during any 7 consecutive days; and

(2) Ensure no person is scheduled to perform ground services for more than 10 consecutive hours of duty.

(b) If, for exceptional operational reasons, a person performing ground services works more than a total of 10 hours within 24 consecutive hours, the certificate holder or the subcontracted organization performing ground services for the certificate holder, must provide the person with a rest period of at least 8 hours before or at the end of 10 hours of duty.

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### SUBPART H – QUALITY ASSURANCE

#### § 151.101 Quality Assurance System.

- (a) Each ground service provider must establish a quality assurance system to ensure compliance with, and the adequacy of, the procedures required under this part.
- (b) The quality assurance system must be described in a quality assurance manual acceptable to the President, which must include but not limited to\_
- (1) Procedures to ensure the monitoring and continuing compliance of the ground service provider and its subcontracted organizations with this part and to ensure the adequacy of operating procedures;
  - (2) 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.
  - (3) 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.
  - (4) A procedure for preventive action(s) to ensure that potential causes of problems that have been identified within the organization are remedied.
  - (5) An internal audit plan for the organization and all subcontracted entities to ensure conformity with the procedures in the manual and to achieve the goals set in the safety policy established under GACAR Part 5.
  - (6) Management review procedures, that should include the use of statistical analysis where appropriate, to ensure the continuing suitability and effectiveness of the quality assurance system in satisfying the requirements of this part, and
  - (7) Manual amendment procedure, including the notification of the President for acceptance of revisions.
- (c) The procedure required under paragraph (b)(3) of this section for corrective action(s) must specify how—

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- (1) To conduct a root cause analysis for identified problems.
  - (2) To correct an existing quality problem.
  - (3) To follow up a corrective action to ensure the action is effective.
  - (4) To amend any procedure required under this part as a result of a corrective action, and
  - (5) Management will measure the effectiveness of any corrective action taken.
- (d) The procedure required under paragraph (b)(4) of this section for preventive action(s) must specify how—
- (1) To correct a potential quality problem.
  - (2) To follow-up a preventive action to ensure the action is effective.
  - (3) To amend any procedure required under this part as a result of a preventive action, and
  - (4) Management will measure the effectiveness of any preventive action taken.
- (e) The internal audit program required under paragraph (b)(5) of this section must—
- (1) Specify the frequency and location of the audits taking into account the nature of the activity to be audited;
  - (2) 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
  - (3) Require preventative or corrective action to be taken by the personnel responsible for the activity being audited if problems are identified by the audit.
- (f) The procedure for management review required under paragraph (b)(6) of this section must—
- (1) Specify the frequency of management reviews of the quality assurance system, taking into account the need for the continuing effectiveness of the system and ensuring that they take place no less than two times per calendar year.

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- (2) Identify the senior person responsible for the management reviews referred to in paragraph (f)(1) of this section.
- (g) The quality post-holder appointed in accordance with GACAR § 151.43 must—
- (1) Ensure that the safety policy and the relevant procedures are understood, implemented, and maintained at all levels of the organization.
  - (2) Appoint at each aerodrome the ground service provider operates a person responsible for audits and inspections meeting the requirements prescribed in GACAR § 151.49 and with a direct reporting line to the quality post-holder.
  - (3) Ensure that the audits are performed by trained auditing personnel as prescribed by GACAR § 151.49 and who are independent of those having direct responsibility for the activity being audited.
  - (4) Ensure that the results of the audits are reported to the personnel responsible for the activity being audited.
  - (5) Ensure that all corrective and preventative actions are followed up to review the effectiveness of those actions.
  - (6) Ensure that the results of the management review meetings are evaluated and recorded, and
  - (7) Report directly to the accountable executive and have direct access to all post-holders and personnel on matters affecting the quality of ground services provided under this part.
  - (8) Ensure that the quality system is audited by an external independent auditor at least once every 24 months.

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### § 151.103 Local Quality Assurance Supplement.

(a) Ground service providers operating at more than one aerodrome in the KSA must additionally submit a local quality assurance supplement for each of the ground stations, addressing all information, particularities and differences with the generic/corporate quality assurance manual including, but not limited to, the local\_

- (1) Quality department organization and accountabilities.
- (2) Quality procedures.
- (3) Ground station audit and inspection program.

(b) Ground service providers using a generic/corporate quality manual applicable to or originated from other countries, must additionally\_

- (1) Include in the local quality assurance supplement all regulatory requirements of this part.
- (2) Ensure that the generic quality/corporate manual does not contradict any requirements prescribed in this part, or any other relevant GACA regulation, as in this case this part and GACA regulation must prevail.

(c) The ground service provider may combine the local quality assurance supplement and the local ground operations supplement, as prescribed in GACAR § 151.65, into one single document if so accepted by the President.

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### **SUBPART I – RECORDS AND REPORTS**

#### **§ 151.111 General.**

- (a) Each ground service provider must establish procedures to create, store, maintain and dispose the records prescribed in this subpart.
- (b) The procedures must ensure that —
- (1) Personnel records are maintained as prescribed by GACAR § 151.113.
  - (2) Training records are maintained as prescribed by GACAR § 151.115.
  - (3) There is a record of each incident notified and reported to the President under GACAR Part 4.
  - (4) There is a record of each internal quality assurance review of the ground service provider's organization carried out under the procedures prescribed in GACAR § 151.101.
  - (5) All records are legible and of a permanent nature.
- (c) The records under this subpart must be stored in a manner that ensures protection from damage, alteration and theft.

#### **§ 151.112 Retention Period.**

- (a) Personnel and training records must be retained for the entire period that a person is employed by the ground service provider.
- (b) Records for incident and accidents must be retained for at least 10 years after the date of occurrence.
- (c) Quality records must be retained for at least 5 years.
- (d) All other records must be retained for at least 3 years unless a longer period is defined by the President.

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### § 151.113 Personnel Records.

(a) Each ground service provider must maintain in a format acceptable to the President the following -

- (1) A record with the names and qualifications of management personnel.
- (2) A record with the names and qualifications of supervisory personnel.
- (3) A record with the names and qualifications of audit and inspection personnel.
- (4) A record with the names and qualifications of instructor personnel.
- (5) A record with the names, qualifications and work permit number of all staff required to hold a ground services personnel work permit under GACAR Part 68.

(b) Each ground service provider must make available upon request by the President the personnel records.

### § 151.115 Training Records.

(a) Each ground service provider must document the details of personnel training.

(b) The record of training must include—

- (1) The individual's name and ground services personnel work permit number, where applicable.
- (2) The training course name and content.
- (3) The training completion date.
- (4) The instructor's name.
- (5) The name and address of the organization providing the training.
- (6) Evidence that shows that a test / assessment has been completed satisfactorily, including any previous unsatisfactory attempts, if applicable.

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(c) The training record must also provide details of applicable due dates for mandatory and recurrent training.

(d) Each ground service provider must make training records available upon request of the employee or the President.

### **§ 151.117 Occurrence Reporting.**

(a) In addition to all incidents that must be notified and reported to the President as prescribed by GACAR Part 4, each ground service provider must ensure that all occurrences in which they are involved and which endanger, or which if not corrected would endanger, the following entities are reported to the aerodrome operator and to the President within 24 hours of their occurrence:

- (1) An aircraft or its occupants.
- (2) Ground support equipment.
- (3) Ground services personnel.
- (4) Crew members.
- (5) Passengers.
- (6) Any other person.
- (7) Facilities.

(b) The reporting of occurrences under this section must be made in a form and manner acceptable to the President.

(c) Each ground service provider must additionally submit to the President\_

- (1) A Quarterly Ground Safety Report, endorsed by the Quality post-holder and approved by the Executive Accountable, in the form and manner prescribed by the President.
- (2) An annual statistical safety report at the beginning of each calendar year, endorsed by the Quality post-holder and approved by the Executive Accountable, comparing the types and number of occurrences of the last five years in a consistent and systematic way and identifying



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safety trends.