

Ground Handling Manual - Template

Manual Template Reading Sample

Table of Contents

How to use this manual template.....	7
0. Administration and Control of the GHM.....	9
0.1. Competent Authority.....	9
0.2. Common Language.....	9
0.3. Company Manuals.....	9
0.4. System of Amendment and Revision.....	10
0.4.1 General Information.....	10
0.4.2. Revision Process.....	11
0.4.3. Marking of Changes in Revisions.....	12
0.5. Compliance List EASA ORGH and GH.OPS.....	13
0.6. Compliance List IS-BAH.....	16
1. Management System of the GHSP.....	16
1.1. The Organization Structure.....	17
1.1.1 Introduction.....	19
1.1.2. Scope of Activity.....	19
1.1.3. Accountable Manager Statement.....	19
1.1.4. Relevant Standards and Requirements.....	21
1.1.5. Compliance Statement.....	21
1.1.6. Exemption and Derogation.....	22
1.1.7. Means of Compliance.....	22
1.1.7.1. Acceptable Means of Compliance (AMC).....	23
1.1.7.2. Alternative Means of Compliance (AltMoC)*.....	23
1.1.7.3. Procedure for AltMOC.....	24
1.1.8. Locations, Facilities, and Infrastructure.....	25
1.1.9. Access and Oversight by the Competent Authority.....	26
1.1.10. Validity of the approval.....	26
1.1.11. Organisational Structure.....	27
1.2. List of Management Personnel.....	29
1.2.1. Duties, Responsibilities and Accountabilities of personnel.....	29
1.2.2. Accountable Manager.....	30
1.2.3. Safety Manager.....	31
1.2.4. Compliance Monitoring Manager.....	33
1.2.5. Station / FBO Manager.....	34
1.2.6. Training Manager.....	36
1.2.7. Security Manager.....	37
1.2.8. GSE Maintenance Manager.....	39
1.2.9. Ground Handling Personnel.....	41
1.2.10. Ground Handling Supervisors.....	42
1.3. Description of the Management System.....	43
1.3.1. Safety Management System.....	43
1.3.1.1. Safety Policy.....	45
1.3.1.2. Introduction.....	46
1.3.1.3. SMS Framework.....	46
1.3.1.4. Benefits of safety management.....	47
1.3.1.5. Management dilemma.....	47
1.3.1.6. Interfaces and integrated management system.....	48
1.3.1.7. Maturity assessment.....	48

1.3.1.8. The Concept of Safety and its Evolution.....	49
1.3.1.9. Safety culture.....	50
1.3.1.10. Monitoring safety culture.....	51
1.3.1.11. Hazard Identification and Risk Management.....	52
1.3.1.12. Hazard Identification.....	53
1.3.1.13. Hazard Identification Processes.....	54
1.3.1.14. Hazard Classification.....	55
1.3.1.15. Hazard Identification Sources.....	55
1.3.1.16. Hazard Recording.....	56
1.3.1.17. Safety Risk Assessment & Mitigation.....	56
1.3.1.17.1. Severity.....	57
1.3.1.17.2. Probability.....	58
1.3.1.17.3. Safety Risk Index.....	58
1.3.1.17.4. Safety Risk Matrix.....	59
1.3.1.18. Safety Risk Matrix.....	59
1.3.1.19. Safety Risk Register.....	60
1.3.1.20. Safety Risk Mitigation Strategies.....	61
1.3.1.21. Safety Risk Management Documentation.....	61
1.3.1.22. Safety Programmes.....	62
1.3.1.23. Safety Assurance.....	62
1.3.1.24. Safety Objective.....	63
1.3.1.25. Safety Performance Indicators (SPIs) & Safety Performance Targets (SPTs).....	63
1.3.1.26. Continuous Improvement.....	65
1.3.1.27. Safety Promotion.....	66
1.3.1.28. Communication.....	67
1.3.1.29. Records keeping.....	67
1.3.1.30. Safety Review Board (Safety Committee).....	69
1.3.2. Management of Changes.....	70
1.3.2.1. Scope.....	71
1.3.2.2. Responsibilities.....	71
1.3.2.3. Process.....	72
1.3.3. Compliance monitoring and related procedures.....	73
1.3.3.1. Introduction.....	73
1.3.3.2. Organisational Setup.....	74
1.3.3.3. Key Responsibilities.....	75
1.3.3.4. Compliance Software Tool.....	76
1.3.3.5. Regulatory Watch.....	76
1.3.3.6. Compliance List/ Register.....	77
1.3.3.7. Compliance Training.....	78
1.3.3.8. Audits and Inspections.....	78
1.3.3.9. Audit programme.....	78
1.3.3.10. Audit interval.....	79
1.3.3.11. Audit schedule.....	79
1.3.3.12. Feedback system.....	79
1.3.3.13. Audit procedures.....	79
1.3.3.14. Inspection procedures.....	81
1.3.3.15. Auditors and Inspectors.....	82
1.3.3.16. Qualification of Auditors.....	82
1.3.3.17. Duty and Responsibility of the Internal Inspectors.....	83
1.3.3.18. Qualification of internal Inspectors.....	83

1.3.3.19. Findings, Corrective- and Preventive Actions.....	83
1.3.3.20. Findings raised by the Competent Authority.....	84
1.3.3.21. Root Cause Determination.....	84
1.3.3.22. Corrective and preventive actions.....	85
1.3.3.23. Classification of Findings.....	85
1.3.4. Procedures for reporting to the competent authority and other organisations, including notifying and reporting accidents, serious incidents and occurrences.....	86
1.3.4.1. Reporting Form.....	87
1.3.4.2. Reporting Process.....	88
1.3.4.3. Occurrence Reporting, general.....	89
1.3.4.4. Mandatory reporting.....	91
1.3.4.5. Dangerous Goods Reporting.....	92
1.3.5. Procedure related to the consumption of alcohol, psychoactive substances and medicines.....	92
1.3.5.1. Alcohol.....	93
1.3.5.2. Self Medication.....	93
1.3.5.3. Testing Procedures.....	93
1.3.6. Procedures for reaction to safety problems.....	94
1.3.7. Environment Commitment Policy.....	95
1.3.8. Business Ethics Policy.....	95
1.3.9. Emergency Response Plan Checklist.....	96
1.3.9.1. Objectives and Scope.....	96
1.3.9.2. Events that may activate the Emergency Response Plan.....	98
1.3.9.3. Definitions.....	98
1.3.9.4. Reaction to an Emergency Call.....	100
1.3.9.5. Emergency Numbers.....	100
1.3.9.6. Alerting Process.....	101
1.3.9.7. Accident or Incident occurring outside of the company premises.....	102
1.3.9.8. Crisis Management Centre – Activation Levels.....	102
1.3.9.9. Activation of the Crisis Management Centre.....	103
1.3.9.10. Crisis Log.....	104
1.3.9.11. Internal Communication.....	104
1.3.9.12. External Communication.....	105
1.4. Contracted Services.....	105
1.4.1. New Contractors.....	108
1.4.2. Existing Contractors.....	108
1.4.3. Evaluation process of contractors / suppliers.....	108
1.4.4. Monitoring of contractors / suppliers.....	110
1.4.5. Third-party providers.....	111
1.1.12 Interfaces with Other Organizations.....	111
2. Qualification and training program of Ground Handling Personnel.....	112
2.1. Description of the required qualifications/competencies.....	112
2.1.1. Training Philosophy.....	114
2.1.2. Responsibility and Supervision.....	114
2.1.3. Training Environment and Facilities.....	115
2.1.4. Types of training.....	115
2.1.5. Contractors and Training Providers.....	115
2.1.6. Training Manager and Training Instructors.....	115
2.1.6.1. Dangerous Goods Training Instructor.....	116
2.1.6.2. Other course instructors.....	116
2.1.7. Periods of validity.....	116

2.1.8. Competency Certification.....	116
2.1.9. Training Records.....	116
2.2. Training and Assessment Program.....	117
3. Standard Operational Procedures (SOPs) per type of GH service provided.....	124
3.1. Procedure and Instructions for passenger, baggage, ramp, cargo and mail handling activities.....	125
3.1.0. Customer Care Policy.....	125
3.1.1. Procedure and Instruction for passengers handling Check-in.....	127
3.1.1.1. Check-in.....	127
3.1.1.2. Handling of passengers with disabilities.....	129
3.1.2. Procedure and Instructions for baggage handling.....	130
3.1.2.1. Baggage Acceptance.....	131
3.1.2.2. Baggage Categories.....	132
3.1.2.3. Cabin Baggage (Carry-on).....	132
3.1.2.4. Checked Baggage.....	133
3.1.2.5. Special Baggage.....	133
3.1.2.6. Baggage Tagging.....	135
3.1.2.7. Loading and unloading of Dangerous Goods.....	136
3.1.2.8. Transport of Dangerous Goods.....	137
3.1.2.9. Dangerous Goods Awareness.....	137
3.1.2.10. Reporting of Dangerous Goods.....	137
3.1.2.11. Load control and documentation.....	137
3.1.2.12. Transfer Baggage Handling.....	138
3.1.3. Procedures and Instructions for cargo and Mail handling.....	138
3.1.3.1. Cargo Acceptance.....	139
3.1.3.2. Special Cargo (other than Dangerous Goods).....	140
3.1.4. Procedures and Instructions for ramp activities.....	140
3.1.4.1. Aircraft Marshalling.....	142
3.1.4.2. Aircraft Pushback and towing.....	142
3.1.4.3. Specificities for Aircraft Towing.....	144
3.1.4.3.a. Towbarless Tow Vehicles.....	145
3.1.4.4. Aircraft Parking and Chocking.....	145
3.1.4.5. Baggage and Cargo Handling.....	146
3.1.4.6. Refuelling.....	146
3.1.4.6.1.a. Fuel quality.....	147
3.1.4.6.1.b. Defueling.....	147
3.1.4.6.1.c. Fuelling specification for helicopters.....	148
3.1.4.6.1.d. Parking for fuel vehicles.....	148
3.1.4.7. Catering Services.....	148
3.1.4.7.a. Customer Satisfaction on service delivery.....	149
3.1.4.8. Lavatory and Potable Water Services.....	149
3.1.4.9. Passenger Boarding and Disembarking.....	149
3.1.4.10. Ground Power Unit (GPU) and Air Conditioning Unit (ACU) Connection.....	150
3.1.4.11. Aircraft De-icing and Anti-icing.....	151
3.1.4.12. Aircraft and Cabin Cleaning.....	153
3.1.4.13. Maintenance and Inspection.....	154
3.1.4.14. Passenger and Crew Transport.....	154
3.1.4.15. Third Party Vehicle Escorting.....	154
3.1.4.16. Engine Start Assistance.....	155
3.1.5. Procedures and Instructions regarding safety on the ramp.....	155
3.1.5.1. Working, walking and driving on the airside.....	156

3.1.5.2. Foreign Object Debris (FOD).....	156
3.1.5.3. Aircraft Danger Areas.....	157
3.1.5.4. Adverse Weather Conditions.....	157
3.1.5.5. Personnel Protection Equipment (PPE), Health and Safety of personnel and passengers....	159
3.1.5.6. Passengers and Crew Health.....	160
3.1.5.7. Use of Portable Electronic Devices.....	160
3.1.6. Procedure on the coordination of turnaround activities.....	161
3.1.6.1. Aircraft Arrival.....	162
3.1.6.2. Aircraft Securing on the ground.....	164
3.1.6.3. Aircraft loading and unloading.....	165
3.1.6.4. Loading Supervision and Unit Load Device.....	167
3.1.6.5. Aircraft Departure.....	168
3.1.6.6. Lone Working.....	170
3.1.6.7. Deviations from SOPs standards.....	170
3.1.6.8. Communication and Phraseology.....	170
3.1.7. Procedure on the spill prevention, control and containment.....	171
4. GSE Operations, maintenance and repair instructions, servicing information, troubleshooting and inspection procedures.....	171
4.1. Ground Services Equipment – Operations.....	171
4.2. Ground Services Equipment – Maintenance Programme.....	174
4.2.1. Maintenance Requirement.....	174
4.2.1.1. Maintenance Schedule.....	174
4.2.1.2. Type of maintenance.....	174
4.2.1.3. GSE maintenance records.....	175
4.2.2. GSE Repair Instructions, servicing, troubleshooting and inspection.....	175
5. Dangerous Goods Instructions.....	175
6. Security Programme.....	176
7. Information Security Management System.....	177

Manual Template Reading Sample

How to use this manual template

This manual template provides a comprehensive guide for managing and operating your ground handling service provider organization in full compliance with applicable standards and regulations, including IS-BAH and EASA's new ground handling regulations. It offers clear, step-by-step instructions and reference materials to ensure consistent application of regulatory requirements across all operational and management functions.

The manual is intended to help each ground handling service provider (GHSP) create a document tailored to their own company and operations. You are therefore required to complete the provided chapters and text fields with your company-specific details, procedures, and operational practices.

How to use this generic AMAS.aero manual

The generic manual leverages advanced AMAS.aero features. When preparing your own manual, please follow these steps:

- Replace all bold or italic text in brackets (e.g., *(Responsible Manager)* or *(GHSP Name)*) with the relevant information for your organization.
- Keep headings unchanged, but insert "Not Applicable" in the text if a section does not apply to your operations.
- Adapt the generic procedures to your organization's needs as required, ensuring full compliance with all regulatory requirements.
- Remove all additional info boxes, including Your input needed boxes, Warning Boxes, Additional Information Boxes, and Approval by the Competent Authority Needed boxes.
- Update or link the compliance list accordingly.

Your goal is to ensure that, by the end, all colored boxes have been removed and all relevant information about your organization has been completed

The different types of additional Information boxes in this generic manual:

Blue box

Additional Information - This information box is used in the generic manual whenever more information or an explanation is needed. This information is highlighted in a blue information box.

Yellow box

Your Input Needed - When the generic manual requires information specific to your organization, it is highlighted in a yellow information box. You should complete and customize the relevant chapter.

Red box

Warning - This box contains essential information that must be followed.

Green box

Approval by the Competent Authority Required - Procedures or processes requiring approval are highlighted in a green box.

Review the relevant chapters of the manual for detailed information on processes, roles, and responsibilities, ensuring that all procedures align with your organization's approved policies and compliance standards. To facilitate navigation, the manual includes a table of contents and links to compliance and supporting documents on the AMAS.aero platform. Regular review and updating of the manual are essential to reflect changes in regulations, organizational requirements, and industry best practices.

Note: Once the manual is complete, this chapter should be deleted before the manual is released.

Manual Template Reading Sample

0. Administration and Control of the GHM

0.1. Competent Authority

Your Input Needed

Define your competent authority for your organization

The competent authority for our organization is ...

0.2. Common Language

Your Input Needed

All documents and manuals in our company are published in *(English)*.

The preferred language for all verbal communication is *(language used)*.

The ground handling organization ensure that its personnel are able to communicate effectively for daily operational tasks. Communication shall be conducted in the language(s) or via hand signals understood among the personnel. Depending on their assigned functions, personnel must also be able to communicate effectively with aerodrome staff or aircrew.

0.3. Company Manuals

Your input Needed

Revise the table below according to your manual structure.

Overview of all company manuals

Manual	Title	Description
GHM	Ground Handling Manual	The Ground Handling Manual documents the company's best practices, including philosophies, policies, processes, guidelines, and responsibilities, in accordance with relevant regulations or standards.

0.4. System of Amendment and Revision

0.4.1 General Information

Our management system documentation is fully paperless and hosted on the AMAS.aero platform within the company's secure environment. All documents are electronically controlled, ensuring that only the current, approved version is available on the platform.

Printed copies are uncontrolled and not subject to automatic updates. They may be used for reference only if the user verifies that the printed version matches the current version on the AMAS.aero platform.

Manual Template Reading Sample

0.4.2. Revision Process

Your Input Needed

This table describes a standard process. Please adapt it to the GHSP's organizational procedures, if necessary.

Step	Activity / Remarks	Tool	Responsibility
1. Monitoring and Change Identification	- Collect suggestions and discrepancies - Document findings, corrective and preventive actions - Track changes in relevant standards and requirements	- Rules and regulations - Audit and inspection reports - Change management and risk assessment	Manual Owner
2. Elements Requiring Prior Approval	- Identify elements requiring prior approval - Verify administrative requirements - Ensure compliance before submission to the authority - Perform change management and risk assessment, if necessary	- List of changes/elements requiring (prior) approval - Change management and risk assessment with AMAS.aero applications	Manual Owner, Compliance Manager
3. Draft New Revision	- Edit and establish changes - Modify the manual chapter	AMAS.aero manuals application	Manual Owner, Editors
4. Compliance Check	- Verify compliance with standards and regulations, ensuring harmonization with other documents - Conduct risk assessment if required - Ensure traceability of changes - Check completeness - Verify the compliance list	- S&R Application - Compliance List - Risk Assessment (for flexibility provisions or Alternative Means of Compliance – AltMoc)	Compliance Manager, Editor
5. Approval	- Internal approval according to the AMAS.aero manuals release workflow - External (prior) approval by the authority, if necessary	AMAS.aero manuals application	Compliance Manager, Accountable Manager, Authority
6. Publish New Version	- Notify employees via email about the new version, including the read-and-sign procedure - Provide additional training for employees if necessary	AMAS.aero manuals application	Compliance Manager

0.4.3. Marking of Changes in Revisions

Changes to documents are clearly marked with a vertical yellow bar next to the relevant sections. The change indicators will be removed in the next revision of the page.

Example:

Rev. 2 / Iss. O (10.06.2024)

Management System Manual

aeroex[®]

4.1 General requirements

AeroEx GmbH is committed to maintaining an effective process-orientated quality management system. This manual has been prepared to satisfy the requirements of the EN ISO 9001:2015. The practical implementation of the quality management system is verified by regular reviews and audits that compare management practices against the requirements of the written procedures on quality management system standards. Corrective actions are taken where necessary and are subsequently reviewed for effectiveness. AeroEx also monitors and reviews relevant information about external and internal issues.

Manual Template Reading Sample

0.5. Compliance List EASA ORGH and GH.OPS

Your Input Needed

Please add any changes made to the manual structure to this list as required.

Our organization ensures compliance with ORGH.GEN.110 through the following compliance list.

Regulatory Requirement	Documented in GHM / Heading
ORGH.GEN.100 Scope	1.1.2
ORGH.GEN.105 Competent authority	0.1
ORGH.GEN.110 Responsibilities of the GHSP	1.1.5
ORGH.GEN.115 Start of operations	1.11.1
ORGH.GEN.120 Means of compliance	1.1.8
ORGH.GEN.125 Use of industry standards	3
ORGH.GEN.130 Management of changes	1.3.2
ORGH.GEN.140 Access	1.1.10
ORGH.GEN.145 Provision of documentation for oversight purposes	0
ORGH.GEN.150 Findings and corrective actions	1.3.3.19 + 1.3.3.20
ORGH.GEN.155 Immediate reaction to a safety problem and safety directives	1.3.6
ORGH.GEN.160 Reporting of safety-related occurrences	1.3.4.3
ORGH.GEN.165 Safety reporting system	1.3.4
ORGH.GEN.170 Psychoactive substances and medicines	1.3.5
ORGH.MGMT.200 General requirements for the Management system	1
ORGH.MGMT.201 Information security management system	1
ORGH.MGMT.205 Contracted activities or products	1.4
ORGH.MGMT.210 Personnel	1.2