

Checklist Number: OPS-CLOMI-405

Checklist Name: OPS - Station, Ground Facilities and Systems

Applicability:

Location: Date:

No	Subject	Reference	S	U	N/A	Comment
1	Audit Preparation					
1.1	Prior to completing the check, the inspector should review the following references: (a) AOCR Chapter 2 Item 19 (b) AOCR Chapter 3 (c) AOCR Chapter 5 Item 1.8 (d) (d) AOCR Chapter 5 Item 2.1-2.2 and 2.4 (e) AOCR Chapter 5 Item 3-5 (f) AOCR Chapter 5 Item 14					
2	Management and Control					
2.1	Does the operator identify the levels of management with authority to make decisions regarding risk tolerability concerning the safety and/or security of ground handling operations?	AOCR Iss.02 Rev.01 Ch.5 Item 14.1(a)				
2.2	Does the operator identify clear lines of safety accountability, authorities, and responsibility throughout ground handling operations functions associated? Note: Applicable for both Management and Non-Management personnel.	AOCR Iss.02 Rev.01 Ch.5 Item 14.1(b), Ch.5 Item 14.1(c), Ch.5 Item 14.2				
2.3	Does the operator have a process and procedure for delegating duties within the management system whenever post holders cannot carry out work duties?	AOCR Iss.02 Rev.01 Ch.5 Item 14.3				
3	Safety Communication and Emergency Response					
3.1	Is there a process for the operator to communicate safety information throughout the organisation?	AOCR Iss.02 Rev.01 Ch.5 Item 14.4				
3.2	Does the operator have an operational safety reporting system for ground handling operations?	AOCR Iss.02 Rev.01 Ch.5 Item 10				
3.3	Does the operator establish communication about safety matters that: (a) Ensures that all personnel are aware of the safety management activities as appropriate for their safety responsibilities; (b) Conveys safety-critical information, especially relating to assessed risks and analyzed hazards; (c) Explains why particular actions are taken; and (d) Explains why safety procedures are introduced or changed.	AOCR Iss.02 Rev.01 Ch.5 Item 10.4.2.1				
3.4	Does the operator regularly meet with personnel where safety communication information and actions are discussed?	AOCR Iss.02 Rev.01 Ch.5 Item 10.4.2.2				
3.5	Does the operator have a corporate emergency response plan (ERP) that includes provisions for the appropriate coordination or is compatible with the ERPs of other potentially involved local organizations relevant to the event?	AOCR Iss.02 Rev.01 Ch.5 Item 10.1(e)				

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	<p>Note:</p> <p>(a) Ensure the correct numbers for telephone and/or fax notifications associated with emergency response are available;</p> <p>(b) Ensure an emergency management plan is in place for responding to incidents, accidents, or other emergencies during aircraft ground handling operations.</p>					
4	Operational Manuals and Documentation System					
4.1	Does the operator establish the operational policies, processes, procedures and other information necessary procedures and practices for all ground handling operations?	AOCR Iss.02 Rev.01 Ch.5 Item 5				
4.2	Does the operator have a system for managing and controlling the internal and external documents in the conduct and support of ground handling operations? Note: Access to regulations, aeronautical information, operations manuals, bulletins, notices, and safety information.	AOCR Iss.02 Rev.01 Ch.5 Item 14.7.1, Ch.5 Item 14.7.2				
4.3	Is there a process to ensure that the most recent edition of the activities Manual is readable at each location where ground handling activities are performed?	AOCR Iss.02 Rev.01 Ch.5 Item 14.7.2				
4.4	Does the operator have a system for managing and controlling ground handling records? Note: Ensure the content and retention of such records are subject to standardized processes.	AOCR Iss.02 Rev.01 Ch.5 Item 14.7.1, Ch.5 Item 14.7.2				
5	Training and Qualification					
5.1	Does the operator establish aircraft ground handling training requirements for all ground handling functions? Note: Ground handling training requirements should be clearly defined throughout ground handling operations functions associated.	AOCR Iss.02 Rev.01 Ch.5 Item 14.5, Ch.5 Item 14.9.1				
5.2	Does the personnel involved receive training as appropriate for their responsibilities, roles, and actions, including the various agencies as the following; (a) Safety training (b) Emergency response plan (c) Recurrent safety and emergency response plans should be planned with regular training and exercises. (d) Adequate safety and emergency response plan training records should be kept.	AOCR Iss.02 Rev.01 Ch.5 Item 10.4.1(b), Ch.5 Item 10.4.1(c), Ch.5 Item 10.4.1(d)				
5.3	Is there a process in place for ensuring that the individuals performed are qualified in the duty function within the scope of ground handling operations? Note:	AOCR Iss.02 Rev.01 Ch.5 Item 14.5 Ch.5 Item 2.1, Ch.5 Item 14.9.2				

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	The process should cover subcontracted/service providers wherewith.					
5.4	Does the operator ensure completion of required training by personnel performing operational duties within the scope of ground handling operations?	AOCR Iss.02 Rev.01 Ch.5 Item 14.9.3				
5.5	Does the operator have a system of training record-keeping that allows adequate storage and reliable traceability?	AOCR Iss.02 Rev.01 Ch.5 Item 14.9.3				
6	Supervision of Personnel					
6.1	Does the operator appoint sufficient personnel supervisors, considering the structure of the operator's organization and the number of personnel employed?	AOCR Iss.02 Rev.01 Ch.5 Item 2.2.1				
6.2	Does the operator define the supervisors' tasks and responsibilities on each duty function to ensure that the necessary arrangements can be made, and their supervisory responsibilities are met?	AOCR Iss.02 Rev.01 Ch.5 Item 2.2.2				
7	Quality Control to the Ground Handling Operations and Service Provider					
7.1	Does the operator establish a written agreement between the operator and the contracted organization? Note: (a) The contact should be included in the operator's safety management and compliance monitoring programs, and (b) Should clearly define contracted activities and applicable requirements.	AOCR Iss.02 Rev.01 Ch.5 Item 14.8.1-8.4, App.Q Item 2.6, App.Q Item 2.9				
7.2	Does the operator establish a compliance monitoring program for the auditing and evaluation of the operational functions within the scope of ground handling operations? Note: The monitoring program should include subcontracted/service providers wherewith.	AOCR Iss.02 Rev.01 Ch.5 Item 2.2.2, Ch.5 Item 14.8.3, App.Q Item 2.6, App.Q Item 2.7, App.Q Item 2.9				
8	Ground Handling Operations					
8.1	Facilities					
	Are the ground facilities appropriate for the safe handling of its flights? Note: (a) Adequate workspaces for the number of staff; (b) Adequate workspaces for managers; (c) Suitable and reliable IT and communication systems; and (d) A suitable managed operations library system.	AOCR Iss.02 Rev.01 Ch.5 Item 3				
8.2	Accommodation					
	Does the operator have sufficient office space at each operating base/ line station to provide a suitable working environment for the operational staff? Note: For example, adequate Lighting/air conditioning/access to food and drink, etc.	AOCR Iss.02 Rev.01 Ch.5 Item 4.1				

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8.3	Passenger and Baggage Handling					
8.3.1	Does the operator have a policy or associated procedures for the preflight acceptance of special categories of passenger handling?	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.1(b), Ch.5 Item 14.6.1(c)				
8.3.2	Does the operator have procedures for the refusal of embarkation?	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.2				
8.3.3	Do the passengers and baggage weigh before emplaning? Note: Enforcement of baggage weight and size restrictions (checked and hand baggage)	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.1(b), Ch.5 Item 14.6.1(c)				
8.3.4	Does the operator have a notification or communication system to ensure the information on the types of dangerous goods forbidden for transport aboard an aircraft to passengers?	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.1(h)				
8.3.5	Does the operator have adequate qualified staff for supervision & handling of baggage (arrival & departure)?	AOCR Iss.02 Rev.01 Ch.5 Item 14.2				
8.3.6	Monitoring restrictions on smoking and the use of mobile phones.	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.1(b), Ch.5 Item 14.6.1(c)				
8.3.7	Was the passenger security monitoring?	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.1(b), Ch.5 Item 14.6.1(c)				
8.3.8	If an aerobridge was not used, was a designated walk route with adequate guide persons available, etc.	AOCR Iss.02 Rev.01 Ch.5 Item 14.2				
8.4	Airside Operations					
8.4.1	Has responsibility for supervising all of its airside operational activities been delegated?	AOCR Iss.02 Rev.01 Ch.5 Item 14.2				
8.4.2	When passenger embarking or disembarking in the absence of flight crew members, does the operator ensure: (a) that at least one person on board the aircraft is qualified; (b) proper coordination between the aircraft and the airport.	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.4				
8.4.3	Does the operator follow the company practices and procedures for the aircraft service operations? (a) Aircraft arrival; (b) Aircraft stopped at the parking gate or stand; and (c) Aircraft departure. Note: (a) Marshaling of aircraft performing; (b) The ramp and gate areas are correctly marked for towing, taxiing, and parking position; (c) The aircraft parking area clear of carts and other vehicles during the parking of the aircraft;	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.1(a)				

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	(d) Wheel chocks are positioned at the nose /landing gear; (e) Safety cones are placed around the aircraft; (f) Ramp safety for embarking & disembarking passengers; and (g) Communication by ground staff with crew members.					
8.4.4	Does the operator follow the company practices and procedures for the opening and closing of aircraft cabin access doors? Note: Opening & closing of doors and hatches performed safely.	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.1(a)				
8.4.5	Does the operator follow the company practices and procedures for aircraft pushback or towing operations? Note: (a) The equipment used is suitable for the aircraft type; (b) A safe connection, operation, and disconnection of the pushback or towing equipment.	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.1(a), Ch.5 Item 14.6.1(f)				
8.5	Ground Support Equipment (GSE)					
8.5.1	Does the operator follow the company practices and procedures for operating GSE in aircraft handling operations? Note: (a) Parked equipment only in designated areas; (b) Secured to prevent movement from unauthorised persons.	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.1(f)				
8.5.2	Has mobile equipment used in the operation been inspected with a primary emphasis on adequacy, suitability, and safety? Note: (a) Maintenance completed on such equipment is recorded; (b) Such equipment remains serviceable and in good mechanical condition.	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.1(f)				
8.5.3	Inspect serviceability and mobile equipment to be utilized in the operation, such as; (a) Passenger steps & air-stairs (b) Fuelling vehicles and equipment; (c) Ground Power Unit / Air Start Unit; (d) Baggage & cargo handling equipment; (e) Oxygen and Compressed Gas Servicing Equipment; (f) Pushback and towing vehicles; (g) Lifting equipment for catering, Special Category of Passengers (SCPs) etc.; (h) Sanitary Servicing Trucks; (i) De-icing/anti-icing equipment etc. Note:	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.1(a), Ch.5 Item 14.6.1(f)				

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	Primary emphasis on adequacy, suitability, and the safety aspects of its use.					
9	Weight and Balance Controls					
9.1	Does the operator follow the company practices and procedures that provide for; (a) Aircraft weight and correct balance conditions and within limits (Aircraft Basic Weight/Index and Dry Operation Weight/Index); (b) Aircraft loaded in accordance with applicable regulations and specific loading instructions for the flight; (c) Information affects the Loading of Supplementary Information (SI); (d) Information, to include last-minute changes, that is agrees with the actual load on the aircraft and presented on a final load sheet; (e) LIR revision communication to relevant staff when changes; (f) Fuel Load Limitation; (g) Dissemination of dangerous goods and other special load information applicable to each flight; and (h) The Notification to Captain (NOTOC) if applicable.	AOCR Iss.02 Rev.01 Ch.3 Item 1				
9.2	Does the operator follow the company practices and procedures for aircraft weight and balance data; (a) Aircraft operational Limitations of the manufacturer and Operator; (b) Load Sheet Contents meet the minimum criteria, and (c) Are current and accurate.	AOCR Iss.02 Rev.01 Ch.3 Item 2				
9.3	Does the operator follow the company practices and procedures for performing weight and balance calculations for a departing flight in a remote location?	AOCR Iss.02 Rev.01 Ch.3 Item 1, Ch.5 Item 14.6.1				
9.4	Does the operator follow the company practices and procedures for retaining and disposing of weight and balance documentation, Load sheet, and, where applicable, NOTOC?	AOCR Iss.02 Rev.01 Ch.3 Item 1, Ch.5 Item 14.6.1				
10	Fuel Services					
10.1	Does the operator provide the designation of a person with responsibility for fueling operations during fueling operations with passengers when they are permitted to embark, disembark, or remain on board the aircraft?	AOCR Iss.02 Rev.01 Ch.2 Item 3.4(f), Ch.5 Item 14.6.1(g)				
10.2	Does the operator follow the company practices and procedures for fueling operations? Note: Ensure procedures are in place for summoning the rescue and firefighting service in case of a significant fire fuel spill or mixing fuels.	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.1(g)				

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11	De-icing and anti-icing on the ground (If Applicable)					
11.1	Does the operator have a process to ensure the availability and use of adequate facilities and equipment for aircraft de-/anti-icing operations?	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.3				
11.2	Does the operator ensure procedures are in place for ground handling personnel to communicate with the flight crew for aircraft de-/anti-icing operations? Note: (a) The aircraft is configured correctly prior to beginning the de-/anti-icing process; (b) The flight crew receives all necessary information relevant to fluid(s) applied to the aircraft surfaces; (c) The flight crew receives confirmation of a clean aircraft, etc.	AOCR Iss.02 Rev.01 Ch.5 Item 14.6.3				

S = Satisfied

U= Unsatisfied

N/A= Not Applicable

Comment= Description of the detail of compliance or Non-Compliance or other information

Inspector Name:.....

(.....)

Position:.....

Completed on:.....