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**COMMISSION DELEGATED REGULATION (EU) 2025/20**

**of 19 December 2024**

**supplementing Regulation (EU) 2018/1139 of the European Parliament and of the Council by laying down requirements for the safe provision of ground handling services and for organisations providing them**

(Text with EEA relevance)

THE EUROPEAN COMMISSION,

Having regard to the Treaty on the Functioning of the European Union,

Having regard to Regulation (EU) 2018/1139 of the European Parliament and of the Council of 4 July 2018 on common rules in the field of civil aviation and establishing a European Union Aviation Safety Agency, and amending Regulations (EC) No 2111/2005, (EC) No 1008/2008, (EU) No 996/2010, (EU) No 376/2014 and Directives 2014/30/EU and 2014/53/EU of the European Parliament and of the Council, and repealing Regulations (EC) No 552/2004 and (EC) No 216/2008 of the European Parliament and of the Council and Council Regulation (EEC) No 3922/91<sup>(1)</sup>, and in particular Article 39(1), points (d) and (e) thereof,

Whereas:

- (1) Regulation (EU) 2018/1139 establishes the essential requirements for the safe provision of ground handling services and organisations providing them at the Union aerodromes within the scope of that Regulation. Article 37(2) requires providers of ground handling services to make a declaration regarding their capability to discharge their responsibilities associated with the safe provision of ground handling services.
- (2) To ensure a total-system approach and guarantee a baseline for safety in all aviation-related activities, and in line with the principle of subsidiarity, detailed rules for the provision of ground handling services and the privileges and responsibilities of organisations providing them should be laid down.
- (3) Pursuant to Article 4 of Regulation (EU) 2018/1139, those rules are to reflect the state of the art and best practices in the field of ground handling; take into account the applicable International Civil Aviation Organization ('ICAO') Standards and Recommended Practices ('SARPs') and worldwide ground handling operation experience, as well as scientific and technical progress in the ground handling domain; be proportionate to the size and complexity of the ground handling activities; and provide for the necessary flexibility for customised compliance.
- (4) The Regulation should ensure a level playing field for the provision of ground handling services for all organisations providing those services, including self-handling by aircraft operators, at aerodromes within the scope of Regulation (EU) 2018/1139.
- (5) For aircraft operators performing self-handling or aerodrome operators providing ground handling services, which already have management system structures required under other Union regulations in the aviation sector, the ground handling requirements should be easy to integrate so as to create minimum disruptions to the established system of organisations and national competent authorities. Therefore, this Regulation should be aligned as much as possible particularly with Commission Regulations (EU) No 965/2012<sup>(2)</sup> and (EU) No 139/2014<sup>(3)</sup>, as the ground handling domain is an interface between air operations and aerodrome operations, and therefore the management systems as regulated by these acts should be aligned and the necessary cross-references established.

<sup>(1)</sup> OJ L 212, 22.8.2018, p. 1, ELI: <http://data.europa.eu/eli/reg/2018/1139/oj>.

<sup>(2)</sup> Commission Regulation (EU) No 965/2012 of 5 October 2012 laying down technical requirements and administrative procedures related to air operations pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council (OJ L 296, 25.10.2012, p. 1, ELI: <http://data.europa.eu/eli/reg/2012/965/oj>).

<sup>(3)</sup> Commission Regulation (EU) No 139/2014 of 12 February 2014 laying down requirements and administrative procedures related to aerodromes pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council (OJ L 44, 14.2.2014, p. 1, ELI: <http://data.europa.eu/eli/reg/2014/139/oj>).

- (6) This Regulation does not cover those ground handling activities that are already regulated by other acts, such as flight dispatch, load control, and ground supervision, which are covered by Regulation (EU) No 965/2012, marshalling of aircraft, which is covered by Regulation (EU) No 139/2014, or oil handling, which is covered by Commission Regulation (EU) No 1321/2014 (\*).
- (7) In line with the proportionality principle, with regard to self-handling by aircraft operators, this Regulation should only apply to self-handling activities by aircraft operators performing commercial air transport operations with complex motor-powered aircraft. It is considered that Regulation (EU) No 965/2012 sufficiently addresses the safety risks of self-handling activities performed by operators conducting any operations that are not commercial air transport operations, either with complex or with other-than-complex motor-powered aircraft.
- (8) The measures provided for in this Regulation should improve and promote the safety of ground handling services and a safety culture within the organisations providing such services. Therefore, the requirements laid down in this Regulation should provide the necessary tools and a description of the process for organisations to implement a safety reporting system, to help them collect and analyse the safety data obtained from those reports, and to establish and foster a safety culture with each individual employed in their organisation.
- (9) With this Regulation, ground handling organisations are to assume full responsibility for the safe provision of services, their operations, and control the operational risks of their activities, while aircraft operators continue to remain responsible for the safety of the aircraft and for the flight, while aerodrome operators continue to remain responsible for the safe operation of aerodromes. Therefore, ground handling organisations should develop and implement a management system with effective safety management processes capable of identifying and managing the safety risks, including those arising from interfaces with the aircraft operators and the aerodrome operators, through the application of adequate and proportionate mitigation measures.
- (10) The management system developed and implemented by ground handling organisations should be proportionate, scalable to the size and complexity of their organisation and activities, and should cover the management of safety, management of changes, safety reporting, training of personnel, records and documentation, maintenance of ground support equipment used, identification of safety-related interfaces with other stakeholders involved in ground handling activities, operational procedures, and compliance monitoring. Ground handling organisations should strive to develop and foster an organisational safety culture, in which employees understand their individual importance in the aviation safety chain and contribute actively to maintaining and improving the level of safety in their daily operational tasks. This Regulation contains provisions to support organisations to develop and cultivate a healthy reporting culture.
- (11) To ensure a common approach in addressing the safety risks arising from the interfaces between ground handling, aircraft and aerodrome operations, and to promote a common understanding of hazards and risks, ground handling organisations, aircraft operators and aerodrome operators should have the same safety information and safety data when these are relevant for them and when these information and data may affect the safety performance of either organisation. To achieve this, such organisations should be able to share among themselves relevant safety information, as well as information resulting from occurrence reports or oversight inspections and audits.
- (12) Ground handling services, provided to an aircraft at an aerodrome, are an interface in themselves between aircraft and aerodrome operations. The safety risks arising from this situation should be properly acknowledged through a regulatory framework for the interaction between organisations, so as to enable them to identify those operational interfaces having an effect on safety and apply proper mitigation measures to minimise the risks in operation. At the same time, ground handling organisations should be able to discuss safety on an equal ground with the other stakeholders involved in those operational interfaces and provide them with the possibility to apply their own operational procedures if they are based on their safety risk management processes and if this is agreed with the aircraft operator to which they provide services.

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(\* ) Commission Regulation (EU) No 1321/2014 of 26 November 2014 on the continuing airworthiness of aircraft and aeronautical products, parts and appliances, and on the approval of organisations and personnel involved in these tasks (OJ L 362, 17.12.2014, p. 1, ELI: <http://data.europa.eu/eli/reg/2014/1321/oj>).

- (13) To ensure a smooth transition from the existing national regulations of the Member States to this Regulation, it is necessary to provide ground handling organisations that are already operating at the time when this Regulation becomes applicable with sufficient time and minimum conditions to shift from the existing national regulations of the Member States to this Regulation.
- (14) Training of ground handling operational personnel is one of the most important measures for mitigating the safety risks in ground handling activities. Ground handling organisations should ensure that all operational personnel involved in ground handling activities are competent to provide those services. The competence of the operational personnel should always be maintained. Therefore, this Regulation establishes minimum requirements regarding the training and assessment programme for the safety-relevant personnel to ensure that they develop and maintain the competencies necessary to perform their tasks safely and effectively.
- (15) To support the mobility of personnel across ground handling organisations and to reduce the training costs upon re-training of a new employee that has already achieved the required qualifications at the previous employment, ground handling personnel should be able to easily provide proof of training already completed. The ground handling organisation should therefore provide to the employee a copy of respective training records, upon request, which should enable the easy assessment and mutual recognition of training across organisations subject to this Regulation.
- (16) Flight safety and safe provision of ground handling services depend heavily on the use of functional, properly maintained ground support equipment. The functionality of the equipment used for the provision of ground handling services should be ensured by the application of a maintenance programme, including preventive maintenance, developed and applied in accordance with instructions and manuals of the equipment manufacturer. The rules should also be technology-neutral, to allow innovations and a smooth adoption of new technologies at a fast pace, while keeping an environmentally friendly approach towards the choice of ground support equipment. At the same time, the rules should provide the possibility for organisations to adopt and implement practices and business models that minimise aerodrome congestion and make aerodrome operations safer and more efficient, such as equipment pooling or a safety stack model, where the aerodrome specificity allows for the implementation of such business models.
- (17) This Regulation should ensure a pragmatic and balanced approach between prescriptive and performance-based rules. Flexibility in the approach towards requirements on operational procedures for ground handling services is a key to achieving the safety objectives. Therefore, it is essential that the requirements covering the operational procedures remain performance-based and rely on the voluntary application of industry standards and good practices, as well as operational procedures well established by aircraft operators and ground handling organisations.
- (18) The essential requirements in Annex VII, point 4.1(c) to Regulation (EU) 2018/1139 mandate that organisations provide ground handling services in accordance with the operational instructions and procedures of the aircraft operators. The operational procedures for the same ground handling service and to the same type of aircraft may differ significantly between aircraft operators, and this increases the risk of human error as it could lead to aircraft damage and endanger flight safety. The essential requirements in Annex VII point 4.2.3 to Regulation (EU) 2018/1139 require that ground handling organisations develop their own operational procedures for the provision of ground handling services. This Regulation enables ground handling organisations to apply their own operational procedures if this is agreed by the aircraft operator. Furthermore, this Regulation makes ground handling organisations formally accountable and responsible for the safety of their own services by the application of an effective safety management system. This should also support ground handling organisations in developing, assessing, discussing and agreeing with the aircraft operators on common operational procedures that are safe for both parties. All these elements, placed in several requirements, should improve the existing level of trust between the aircraft operator and its provider of ground handling services, and lead towards a harmonisation of the operational procedures.

- (19) This Regulation should further ensure that it provides solid elements for organisations to improve their analysis of causes of events identified through their own compliance monitoring processes or through the national competent authority oversight, and also to improve their safety reporting culture. At the same time, the Regulation should also provide a framework for the provision by the national competent authorities of direct and consistent feedback on reported ground handling events directly to the ground handling organisations.
- (20) It is necessary to provide sufficient time for the ground handling industry and national competent authorities to implement the new regulatory framework after the entry into force of this Regulation, therefore a transition period of 3 years should be provided for its deferred applicability and a transition period of 6 years should be provided for the deferred applicability of the requirements covering the information security management.
- (21) The requirements laid down in this Regulation are based on Opinion No 01/2024<sup>(5)</sup> issued by the Agency in accordance with Article 75(2), points (b) and (c), and Article 76(1) of Regulation (EU) 2018/1139.
- (22) In accordance with Article 128(4) of Regulation (EU) 2018/1139, the Commission consulted experts designated by each Member State in accordance with the principles laid down in the Interinstitutional Agreement of 13 April 2016 on Better Law-Making<sup>(6)</sup>,

HAS ADOPTED THIS REGULATION:

#### *Article 1*

##### **Subject matter**

This Regulation establishes common requirements for the provision of ground handling services and organisations providing them at aerodromes within the scope of Regulation (EU) 2018/1139.

#### *Article 2*

##### **Scope**

1. This Regulation shall apply to the ground handling organisations that provide any of the ground handling services specified in paragraph 2 at one or more aerodromes within the scope of Regulation (EU) 2018/1139.
2. This Regulation shall apply to the following services provided to aeroplanes:
  - (a) passenger handling, including passengers with reduced mobility, including safety aspects of passenger and baggage acceptance at the aerodrome, safety of passengers during boarding and disembarkation using ground support equipment and during transit or transfer, and ground transportation of passengers between the aerodrome terminal and the aircraft;
  - (b) baggage handling, including baggage identification, sorting, building, transfer, arrival and reclaim;
  - (c) the following aircraft servicing activities:
    - (i) operation of ground support equipment (GSE) used for ground handling services, including loading and unloading of catering, and the movement of those GSE on the apron and around the aircraft;
    - (ii) aircraft refuelling and defuelling, namely into-plane fuelling services at the aerodrome;
    - (iii) aircraft toilet servicing;

<sup>(5)</sup> <https://www.easa.europa.eu/en/document-library/opinions/opinion-no-012024>.

<sup>(6)</sup> OJ L 123, 12.5.2016, p. 1, ELI: [http://data.europa.eu/eli/agree\\_interinst/2016/512/oj](http://data.europa.eu/eli/agree_interinst/2016/512/oj).

- (iv) potable water servicing;
  - (v) aircraft exterior cleaning;
  - (vi) aircraft de-icing and anti-icing;
- (d) the following aircraft turnaround activities:
- (i) activities upon aircraft arrival, including aircraft securing on the ground;
  - (ii) loading and unloading of baggage, cargo, mail, catering, and loading supervision;
  - (iii) activities upon aircraft departure;
  - (iv) aircraft towing and pushback;
- (e) the following cargo and mail handling at an aerodrome:
- (i) cargo acceptance on behalf of the aircraft operator;
  - (ii) final build-up and storage;
  - (iii) final weighing and tagging of unit load devices;
  - (iv) final checks before air transportation;
  - (v) ground transportation of cargo and mail between the point of final checks and the aircraft.
3. This Regulation shall not apply to the following activities and organisations performing them:
- (a) marshalling of aircraft;
  - (b) flight dispatch tasks performed by flight dispatchers as defined by Regulation (EU) No 965/2012;
  - (c) load control tasks related to load planning, mass and balance calculations, load control messages and communications, and issuance of load control documents;
  - (d) ground supervision;
  - (e) oil handling for the aircraft (including replenishment, servicing) performed by maintenance organisations approved under Regulation (EU) No 1321/2014, other organisations compliant with Regulation (EU) No 1321/2014, and other maintenance organisations holding an approval issued in compliance with ICAO Annex 8 Chapter 6;
  - (f) aircraft exterior cleaning when performed by maintenance organisations approved under Regulation (EU) No 1321/2014, other organisations compliant with Regulation (EU) No 1321/2014, and other maintenance organisations holding an approval issued in compliance with ICAO Annex 8 Chapter 6 and the activity is included in the organisation's maintenance manual;
  - (g) any other ground handling activity when performed by a maintenance organisation approved under Regulation (EU) No 1321/2014, other organisations compliant with Regulation (EU) No 1321/2014, and other maintenance organisations holding an approval issued in compliance with ICAO Annex 8 Chapter 6 for the purpose of aircraft maintenance;
  - (h) ground transportation of passengers and crew members when this is the only service provided by an entity;
  - (i) self-handling, when performed by aircraft operators performing any of the following types of operations:
    - (i) commercial air transport operations with other-than-complex motor-powered aircraft;
    - (ii) any flight operations with complex or other-than-complex motor-powered aircraft that are not commercial air transport operations;
  - (j) handling of passengers with reduced mobility, or ground transportation of passengers and crew members, or both, when these are the only ground handling services provided by an aerodrome operator with its own personnel, not cumulated with other ground handling services provided by that aerodrome operator.

*Article 3***Definitions**

For the purpose of this Regulation, the following definitions apply:

- (1) 'ground handling organisation' means one of the following:
  - (a) a stand-alone ground handling organisation or a ground handling organisation that is part of a single ground handling organisation business grouping;
  - (b) an aerodrome operator providing ground handling services;
  - (c) an aircraft operator providing ground handling services to itself or within a single air carrier business grouping (self-handling);
- (2) 'single ground handling organisation business grouping' means two or more ground handling organisations providing services in more than one Member State and are registered in territories to which the Treaties apply, which facilitate the harmonisation of their management systems and main organisation processes for the purpose of compliance with this Regulation, including applying the same policies, processes and procedures to the components of their management systems such as the safety management, documentation, compliance monitoring, management of changes, training of ground handling personnel, operational procedures, and maintenance programme for ground support equipment;
- (3) 'passenger handling' means activities related to any kind of assistance to arriving, departing, transfer or transit passengers, including, where applicable, passenger and baggage acceptance, travel documents and flight tickets check, boarding pass issuance, gate activities, passenger boarding and disembarkation;
- (4) 'ground support equipment (GSE)' means a motorised or non-motorised mobile vehicle, apparatus or piece of equipment that is designed, built and used for the provision of ground handling services on the movement area of an aerodrome;
- (5) 'baggage handling' means a process consisting of several steps covering baggage sorting, baggage build, baggage transportation from the sorting area to the aircraft and vice versa, gate delivery baggage, baggage arrival, mishandled baggage, baggage reconciliation;
- (6) 'into-plane fuelling service' means delivery of fuel to an aircraft;
- (7) 'aircraft de-icing' means a ground procedure by which frost, ice, snow or slush is removed from an aircraft in order to provide uncontaminated surfaces. The process can combine de-icing and anti-icing performed in two steps;
- (8) 'aircraft anti-icing', means a ground procedure that provides protection against the formation of frost or ice and accumulation of snow or slush on treated surfaces of the aircraft for a limited period of time (holdover time);
- (9) 'aircraft turnaround' means a coordinated process of activities associated with the handling of an aircraft, its passengers, baggage, mail and cargo, occurring in a predetermined time interval between the aircraft arrival and its departure;
- (10) 'aircraft loading' means stowing load or unit load devices (ULDs) on board the aircraft in accordance with the loading instructions;
- (11) 'baggage' means the personal property or other articles of a passenger or crew member carried on a flight;
- (12) 'cargo' or 'freight' means goods or property that are carried on an aircraft, other than baggage, mail, company material, company mail, and in-flight supplies, which are not consumed or used during flight;
- (13) 'mail' means dispatches of correspondence and other items, other than the aircraft operator's mail, tendered by and intended for delivery to postal services in accordance with the rules of the Universal Postal Union (UPU);
- (14) 'aircraft towing' means the forward movement of an aircraft in service or out of service by using external power of ground support equipment that supports the aircraft's nose landing gear or is attached to it;
- (15) 'aircraft pushback' means the movement of an aircraft from a nose-in parking position by using external power of ground support equipment. The operation may involve a towbar;

- (16) 'unit load device (ULD)' means a device for grouping and restraining cargo, mail and baggage for air transport that is either an aircraft container or a combination of an aircraft pallet and an aircraft pallet net, which is designed to be directly restrained by the aircraft cargo loading system (CLS);
- (17) 'load control' means a process under the responsibility of the aircraft operator, to ensure that the aircraft is safely and efficiently loaded before each flight;
- (18) 'organisation providing ground handling services in more than one Member State' means a ground handling organisation or a self-handling aircraft operator that provides services at aerodromes in more than one Member State and is overseen by more than one competent authority. It includes organisations that may or may not be part of a single ground handling organisation business grouping or of a single air carrier business grouping;
- (19) 'audit' means a systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which requirements are complied with;
- (20) 'inspection' means, in the context of compliance monitoring and oversight, an independent and documented conformity evaluation by observation and judgement accompanied, as appropriate, by measurements, testing or gauging, in order to verify compliance with applicable requirements; whereas an inspection may be part of an audit, but may also be conducted outside the normal audit plan, in particular, to verify the closure of a certain finding;
- (21) 'dangerous goods (DG)' means articles or substances which are capable of posing a hazard to health, safety, property or the environment and which are shown in the list of dangerous goods in the Technical Instructions or which are classified according to those Instructions;
- (22) 'ICAO Technical Instructions' means ICAO Doc 9284 'Technical Instructions for the Safe Transport of Dangerous Goods by Air';
- (23) 'notification to captain (NOTOC)' means accurate and legible written information provided to the commander or pilot-in-command concerning dangerous goods shipments or other special cargo that is to be carried on board the aircraft;
- (24) 'just culture' means just culture as defined in Article 2, point 12, of Regulation (EU) No 376/2014 of the European Parliament and of the Council <sup>(7)</sup>;
- (25) 'aircraft handling' means all the ground handling activities and communications occurring on the movement area, including aircraft refuelling and defuelling, aircraft de-icing and anti-icing, replenishing with potable water, toilet and wastewater services, catering handling, aircraft cleaning services, provision and operation of ground support equipment, aircraft access, securing of aircraft on the ground, aircraft loading and unloading, aircraft pushback or towing, equipment attachment and removal, operation of vehicles and equipment in the immediate vicinity of the aircraft;
- (26) 'passenger boarding bridge' means a telescopic corridor that extends from an airport terminal to an aircraft for the passenger boarding and disembarkation;
- (27) 'turnaround coordination' means a ground handling function with a safety role, which coordinates the ramp handling activities and ends with the release (dispatch) of a flight upon the completion of the ground handling services to the aircraft on the apron;
- (28) 'cargo compartment' means the area of an aircraft that may be used for the transport of cargo, and/or baggage;
- (29) 'equipment restraint area (ERA)' means a safety buffer area around the aircraft, which shall remain free from obstruction and foreign object debris before and after aircraft arrival and departure and during aircraft manoeuvring to and from the parking stand, except for the ground support equipment and personnel required for manoeuvring;

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<sup>(7)</sup> Regulation (EU) No 376/2014 of the European Parliament and of the Council of 3 April 2014 on the reporting, analysis and follow-up of occurrences in civil aviation, amending Regulation (EU) No 996/2010 of the European Parliament and of the Council and repealing Directive 2003/42/EC of the European Parliament and of the Council and Commission Regulations (EC) No 1321/2007 and (EC) No 1330/2007 (OJ L 122, 24.4.2014, p. 18, ELI: <http://data.europa.eu/eli/reg/2014/376/oj>).

- (30) 'loading instructions' means a set of instructions supporting the person supervising the aircraft loading in ensuring the correct and safe loading of the aircraft;
- (31) 'mass and balance documentation' means documents containing data about the aircraft mass and balance, centre of gravity, aircraft load, notification to captain (NOTOC) for dangerous goods, loading instructions, load information.

*Article 4*

**Conditions and procedures for organisations providing ground handling services**

The conditions and procedures for organisations providing ground handling services to declare their capability and the availability to them of the means, to discharge the responsibilities for the safe provision of services as referred to in Article 37(2) of Regulation (EU) 2018/1139, shall be as set out in Annexes I and II to this Regulation.

*Article 5*

**Transitional provisions**

Organisations already providing ground handling services on 27 March 2025 shall submit a declaration in accordance with point ORGH.DEC.100 of Annex I to this Regulation from 27 March 2024, in accordance with a plan established and agreed with their competent authority as identified in point ORGH.GEN.105 of Annex I to this Regulation.

*Article 6*

**Entry into force and application**

1. This Regulation shall enter into force on the twentieth day following that of its publication in the *Official Journal of the European Union*.
2. It shall apply from 27 March 2028.
3. However, point ORGH.MGM.201 of Annex I to this Regulation shall apply from 27 March 2031.

This Regulation shall be binding in its entirety and directly applicable in all Member States.

Done at Brussels, 19 December 2024.

*For the Commission*  
*The President*  
Ursula VON DER LEYEN



## ANNEX I

**RESPONSIBILITIES OF GROUND HANDLING ORGANISATIONS REGARDING THE SAFE PROVISION OF SERVICES AND CONDITIONS AND PROCEDURES FOR THE DECLARATION****(PART-ORGH)**

## SUBPART GEN

**GENERAL REQUIREMENTS****ORGH.GEN.100 Scope**

This Annex establishes requirements on the following:

- (a) responsibilities of the organisations listed in Article 3 definition (1) of this Regulation, which provide ground handling services at one or more aerodromes within the scope of Regulation (EU) 2018/1139;
- (b) conditions and procedures for the declaration by those organisations.

**ORGH.GEN.105 Competent authority**

- (a) The competent authority responsible for receiving declarations from an organisation providing ground handling services at an aerodrome within the scope of Regulation (EU) 2018/1139 shall be the authority designated by the Member State where the aerodrome is located.
- (b) A single ground handling organisation business grouping or a self-handling aircraft operator that has its principal place of business in a Member State and provides ground handling services in more than one Member State shall submit a declaration to the competent authority designated by the Member State where the organisation's principal place of business is located.
- (c) The principal place of business of a single ground handling organisation business grouping referred to in point (b) shall be determined based on all of the following criteria:
  - (1) it is the place where the corporate financial functions are exercised; these comprise all financial activities that are necessary to manage and maintain the organisation viable and financially fit;
  - (2) it is the place where the accountable manager, who holds the ultimate accountability for safety within their organisation, exercises their role;
  - (3) it is the effective and actual centre of control from where business development and continuity, strategy, and planning activities affecting the single ground handling organisation business grouping as a whole are managed on a regular basis.

**ORGH.GEN.110 Responsibilities of the ground handling organisation**

- (a) The ground handling organisation shall be responsible for the safe provision of services in accordance with all the following:
  - (1) Regulation (EU) 2018/1139 and its delegated and implementing acts;
  - (2) its declaration submitted pursuant to Article 37(2) of Regulation (EU) 2018/1139;
  - (3) the procedures for local operation contained in the aerodrome manual, as referred to in point 4.1(b) of Annex VII to Regulation (EU) 2018/1139, which are applicable to it as aerodrome user;
  - (4) the operational procedures and instructions of the aircraft operator related to ground handling services, when provided or, when not provided, in accordance with the ground handling organisation's operational procedures.
- (b) The ground handling organisation shall establish a ground handling manual in accordance with point ORGH.DOC.110 and shall operate in accordance with it.
- (c) The ground handling organisation shall establish standards and objectives for the safe performance of ground handling activities and develop operational procedures to achieve them. It shall also define the functions necessary to perform those activities, including the associated decision-making, authority, tasks and responsibilities of those functions.

- (d) The ground handling organisation shall ensure that all personnel involved in ground handling activities:
  - (1) are properly trained and have demonstrated their competence to perform the assigned tasks before being allowed to exercise their duties unsupervised, and that they maintain their competence;
  - (2) are aware of their responsibilities and understand their role and how their duties are related to the safety of aerodrome and air transport operations.
- (e) When using any ground support equipment (GSE) to perform ground handling activities, the ground handling organisation shall establish and implement a maintenance programme for its GSE.

#### **ORGH.GEN.115 Start of operation**

A ground handling organisation may start operating at an aerodrome when it fulfils both the following conditions:

- (a) formal arrangements with that aerodrome operator have been established;
- (b) the ground handling organisation has declared its activity to the competent authority using the form set out in Appendix 1.

#### **ORGH.GEN.120 Means of compliance**

- (a) The ground handling organisation may use alternative means of compliance (AltMoC) to the acceptable means of compliance (AMC) adopted by the Agency to demonstrate compliance with Regulation (EU) 2018/1139 and its delegated and implementing acts.
- (b) If the ground handling organisation uses AltMoC, it shall provide the competent authority with the list of those AltMoC and shall make them available to the competent authority in due time for oversight purposes.
- (c) If an organisation providing ground handling services in more than one Member State and having its principal place of business in a Member State applies an AltMoC only to aerodromes in one Member State, the organisation shall inform only the competent authority of that Member State. If such an organisation applies AltMoC to all its stations in the Member States, it shall inform the competent authority designated by the Member State where its principal place of business is located.

#### **ORGH.GEN.125 Use of industry standards**

In order to discharge their responsibilities regarding the safe provision of ground handling services, the ground handling organisation may use its own operational procedures or industry standards or both.

#### **ORGH.GEN.130 Management of changes**

- (a) The ground handling organisation shall develop, implement and maintain a process as part of its management system to manage changes to its established processes, procedures and services. If the changes directly affect its capability to safely provide ground handling services, it shall ensure the following:
  - (1) assess the safety risks of the expected changes, and implement mitigating measures to address those risks;
  - (2) determine whether and how the changes affect its interfaces with other organisations and, if necessary, involve those organisations in the safety risk assessment and risk mitigation and align those mitigating measures to avoid contradictions or deterioration of safety;
  - (3) communicate the changes and mitigating measures to the organisations affected by them;
  - (4) document the process.
- (b) If the changes affect its declaration, the ground handling organisation shall update the declaration and submit it to the competent authority without undue delay.
- (c) Notwithstanding points (a) and (b), the assessment of risks arising from any planned changes and the related documentation shall be proportionate to the size and complexity of the ground handling organisation.

- (d) Notwithstanding points (a), (b) and (c), aircraft operators performing self-handling and aerodrome operators providing ground handling services may apply their already existing process for the management of changes to manage the changes related to the provision of ground handling services.
- (e) The ground handling organisation shall provide the competent authority with the relevant documentation covering point (a) in due time for an audit or inspection.

#### **ORGH.GEN.140 Access**

For the purpose of determining whether a ground handling organisation acts in accordance with its declaration, the ground handling organisation shall ensure, at any time, that the persons duly authorised by the competent authority responsible for the oversight of that organisation:

- (a) are granted access to any facility, document, records, data, procedures or any other material relevant to the activity of the organisation;
- (b) are allowed to perform or witness any action, inspection, test, assessment or exercise that the competent authority finds necessary.

#### **ORGH.GEN.145 Provision of documentation for oversight purposes**

The ground handling organisation shall submit the following documents in their latest version to the competent authority as identified in point ORGH.GEN.105, preferably in an electronic format, within a time frame commonly agreed with the competent authority and in due time before an oversight audit or inspection:

- (a) if applicable, a list of the AltMoC used for the ground handling activities;
- (b) the organisation's ground handling manual;
- (c) any other documents requested by the competent authority in preparation of an audit or inspection.

#### **ORGH.GEN.150 Findings and corrective actions**

- (a) When the competent authority raises a finding of non-compliance, the ground handling organisation shall take the following steps within the time period determined by the competent authority:
  - (1) identify the root cause(s) of the non-compliance(s) and the contributing factors of that or those non-compliances;
  - (2) develop a corrective action plan that addresses the root cause(s) and the factors contributing to the non-compliance(s);
  - (3) demonstrate the implementation of the corrective action(s) to the satisfaction of the competent authority, either at the management system level or at the station level, or both, as the case may be.
- (b) In addition to point (a), in the case of an organisation providing ground handling services in more than one Member State that may or may not be part of a single business grouping, the findings raised on the operation or a component of the organisation's management system at one station and the related corrective action plans and corrective actions shall be communicated by the responsible person at that station to the organisation's head office at its principal place of business.
- (c) When the non-compliance directly affects the safety risk within, or the responsibilities of, the aircraft operator or the aerodrome operator, the ground handling organisation shall inform, without undue delay, the aerodrome operator and the aircraft operators concerned of the actions listed in point (a) and, if appropriate, coordinate such actions with them within the time period referred to in point (a).

#### **ORGH.GEN.155 Immediate reaction to a safety problem and safety directives**

- (a) The ground handling organisation shall implement, without undue delay, any safety measures or safety directives mandated by the competent authority as an immediate reaction to a safety problem.

- (b) The ground handling organisation shall inform, without undue delay, the aircraft operator to which it provides services and the aerodrome operators concerned of the implementation of the measures or safety directives referred to in point (a).

#### **ORGH.GEN.160 Reporting of safety-related occurrences**

- (a) As part of its management system referred to in point ORGH.MGM.200 of this Annex, the ground handling organisation shall establish and maintain a reporting system for safety-related occurrences and events that meets the requirements of Regulation (EU) No 376/2014 and Regulation (EU) 2018/1139, as well as their delegated and implementing acts. This system shall include mandatory and voluntary reporting.
- (b) The ground handling organisation shall report:
- (1) to the competent authority of the Member State of occurrence, as well as to any other organisation required to be informed by the Member State of occurrence, any safety-related event or condition that endangers or, if not corrected or addressed, could endanger an aircraft, its occupants or any other person, and in particular any accident or serious incident;
  - (2) the dangerous goods events to the appropriate authority of the Member State of occurrence.
- (c) The ground handling organisation shall also transmit the occurrence report referred to in point (b) to the aerodrome operator where the event occurred and the affected aircraft operator. If relevant, the report shall also be transmitted to the air traffic services provider and any other ground handling organisation concerned that operates at the aerodrome of the occurrence.
- (d) The occurrence reports shall:
- (1) be transmitted to the respective authorities referred to in point (b) and to the organisations referred to in point (c) as soon as practicable, but no later than 72 hours after the ground handling organisation became aware of the occurrence, unless exceptional circumstances prevent this; and
  - (2) contain all pertinent information about the condition known to the ground handling organisation at the time of reporting.
- (e) For reports referred to in point (b), the ground handling organisation shall produce, when relevant, a follow-up report providing details of actions it intends to take to prevent similar occurrences in the future, as soon as these actions have been identified. The follow-up report shall be:
- (1) sent to the entities referred to in points (b) and (c);
  - (2) made in a form and manner established by the competent authority referred to in point (b)(1) or, in the case of dangerous goods, by the appropriate authority referred to in point (b)(2).

#### **ORGH.GEN.165 Safety reporting system**

- (a) The reporting system referred to in point ORGH.GEN.160 shall contain the necessary means and procedures to enable the ground handling organisation to improve and promote safe provision of ground handling services and a safety culture within the organisation. It shall:
- (1) include an internal safety reporting scheme;
  - (2) be used for identifying the causes of, and contributing factors to, the errors, near misses and hazards reported, and address them as part of its safety risk management process in accordance with point ORGH.MGM.200(b)(2);
  - (3) be used for evaluating all known, relevant information relating to errors, near misses, hazards, and the failure to follow operational procedures;
  - (4) enable sharing of any other safety relevant information with the organisations with which it has interfaces;
  - (5) provide possibilities for voluntary reporting and for reporting anonymously as part of the internal safety reporting scheme;
  - (6) protect the identity of the reporter, ensure the reporter's full confidentiality and that of any personal data or details.

- (b) The ground handling organisation shall have procedures to:
- (1) cover internal safety reporting – mandatory and voluntary, including when the ground handling organisation uses a separate scheme for voluntary reporting;
  - (2) record all reports submitted;
  - (3) determine which events qualify for reporting under point ORGH.GEN.160(b);
  - (4) conduct investigations of internal reports, as appropriate;
  - (5) in cooperation with the aircraft operator, or the aerodrome operator, or both, as appropriate, analyse and assess the reports or groups of occurrences having the same root cause, in order to address safety deficiencies and identify trends;
  - (6) participate in the investigation of reported events conducted by the aerodrome operator or the aircraft operator, as appropriate, where the ground handling organisation is directly affected by the event or the proposed mitigating measures;
  - (7) take the necessary actions to address the root cause of the event and prevent reoccurrences;
  - (8) provide feedback to the reporter, if this is known, and decide on the appropriate means to disseminate the results and the mitigating measures;
  - (9) refrain from attribution of blame in line with the ‘just culture’ principle.
- (c) The ground handling organisation shall make arrangements to collect safety issues related to contracted activities referred to in point ORGH.MGM.205.
- (d) The safety reporting system shall be proportionate to the size and complexity of the ground handling organisation.

#### **ORGH.GEN.170 Psychoactive substances and medicines**

- (a) The ground handling organisation shall implement a procedure to ensure that its personnel:
- (1) do not perform any duties under the influence of alcohol, any psychoactive substances or any medicine that may have an effect on their abilities to perform their tasks in a manner contrary to safety;
  - (2) do not consume any of those substances while on duty.
- (b) The procedure shall be included in the ground handling organisation’s management system.

#### SUBPART MGM

#### **MANAGEMENT SYSTEM**

#### **ORGH.MGM.200 General requirements for the management system**

- (a) The ground handling organisation shall develop and implement a management system proportionate to the type and complexity of activities, the size of the organisation, and the operational context, to manage the safety risks; it shall aim for continuous improvement of this system and ensure fostering of a safety culture within its organisation. The management system shall cover all the systems and processes necessary for the ground handling organisation to discharge its responsibilities.
- (b) The management system shall include the following:
- (1) clearly defined lines of accountability and responsibility with regard to the overall activities of the organisation throughout the organisation, including a direct safety accountability of the accountable manager;
  - (2) a safety management system that includes the following elements:
    - (i) a description of the overall philosophy and principles of the organisation with regard to safety, referred to as ‘the safety policy’, signed by the accountable manager;
    - (ii) a process to identify safety hazards, and to assess and mitigate the safety risks in ground handling activities, including the human factors;

- (iii) a process to manage and improve the organisation's safety performance by establishing safety objectives, standards, and indicators, and to validate the proportionality and effectiveness of the mitigating measures in addressing the safety risks;
  - (iv) means to promote safety within the organisation, with the purpose of fostering a safety culture, in particular, means to communicate on safety topics, so that personnel are aware of their role in maintaining ground and flight safety and in contributing to the safety culture;
  - (v) identification of interfaces with other stakeholders, and the ground handling organisation's own safety accountability, authority and responsibility within those interfaces;
- (3) a process to manage changes in accordance with point ORGH.GEN.130;
- (4) methods to ensure a minimum level of control to prevent fatigue to its personnel by complying with the existing applicable requirements, also considering the different ground handling functions and the associated safety risks of the assigned tasks;
- (5) a training programme to ensure that personnel involved in the ground handling activities are competent to perform the safety-related duties and that they are familiarised with the rules and procedures relevant to their tasks;
- (6) a process to monitor compliance of the ground handling organisation with the applicable requirements and regulations under the terms of its declaration, which shall include feedback on findings to the accountable manager to ensure effective implementation of corrective actions as necessary, and continuous improvement and updates of the management system components;
- (7) a document management system.
- (c) The ground handling organisation shall document the processes of the management system referred to in points (b)(1) to (7).
- (d) Notwithstanding points (a), (b) and (c), if the ground handling organisation is part of a legal entity that holds one or more additional certificates, approvals, or authorisations or declares its activity in accordance with Regulation (EU) 2018/1139 and its delegated and implementing acts, the ground handling organisation may integrate its management system with the management system that it has already established under the provisions applicable to that certificate, approval, authorisation or declaration, as the case may be.

#### **ORGH.MGM.201 Information security management system**

The ground handling organisation shall establish, implement and maintain an information security management system in accordance with the Annex (Part-IS.D.OR) to Commission Delegated Regulation (EU) 2022/1645<sup>(1)</sup> to ensure the proper management of information security risks which may have an impact on aviation safety.

#### **ORGH.MGM.205 Contracted services or products**

- (a) Where the ground handling organisation, for the purpose of its operation or compliance with this Regulation, enters into contracts for services or products that are not certified, approved, authorised or covered by a declaration in accordance with Regulation (EU) 2018/1139 and its delegated and implementing acts, those services or products shall be provided once the ground handling organisation has applied the safety management process to manage the risk of those services or products for its own operation.

<sup>(1)</sup> Commission Delegated Regulation (EU) 2022/1645 of 14 July 2022 laying down rules for the application of Regulation (EU) 2018/1139 of the European Parliament and of the Council, as regards requirements for the management of information security risks with a potential impact on aviation safety for organisations covered by Commission Regulations (EU) No 748/2012 and (EU) No 139/2014 and amending Commission Regulations (EU) No 748/2012 and (EU) No 139/2014 (OJ L 248, 26.9.2022, p. 18, ELI: [http://data.europa.eu/eli/reg\\_del/2022/1645/oj](http://data.europa.eu/eli/reg_del/2022/1645/oj)).

- (b) When the ground handling organisation enters into contracts for services or products that are certified, authorised, approved or declared in accordance with Regulation (EU) 2018/1139 and its delegated and implementing acts, the organisation providing those services or products shall be responsible for their safety, in compliance with the EU aviation regulations applicable to that organisation and the relevant requirements of Annex I or Annex II to this Regulation.
- (c) The ground handling organisation shall ensure all the following:
  - (1) the contracted services or products comply with the applicable requirements, depending on the type of service or product;
  - (2) any aviation safety hazards associated with the contracted services or products are risk-assessed within its own management system;
  - (3) the competent authority is enabled access to the third-party provider, to determine continued compliance with the applicable requirements;
  - (4) any such contract is documented.

#### **ORGH.MGM.210 Personnel**

- (a) The ground handling organisation shall appoint an accountable manager. This person shall:
  - (1) be accountable for the safe provision of ground handling services;
  - (2) have the authority to ensure that sufficient resources are allocated so that all activities can be carried out in accordance with this Regulation;
  - (3) be responsible for establishing and maintaining an effective management system.
- (b) The ground handling organisation shall appoint one or more competent persons for the following functions:
  - (1) safety management;
  - (2) ground handling training;
  - (3) ground handling operations;
  - (4) if applicable, cargo operations.
- (c) The competent person for the safety management function shall be responsible for the management and implementation of the safety management system within the whole ground handling organisation. The competent person for this function shall act independently of other functions within the organisation, shall have direct access to the accountable manager and to other management personnel, as relevant for safety matters, and shall report to the accountable manager. The following arrangements may apply:
  - (1) depending on the scale of operations, one or more persons may be appointed to manage the safety of the provision of ground handling services at each aerodrome. One person may be responsible for more than one aerodrome. That or those persons shall report to the competent person(s) for the safety management [of the organisation], as determined by the ground handling organisation and clarified in its ground handling manual;
  - (2) aircraft operators performing self-handling and aerodrome operators providing ground handling services may integrate the safety manager function within another function with similar responsibilities already existing in their organisation under the applicable requirements.
- (d) The competent person for the ground handling training function shall be responsible for the development and implementation of the training and assessment programme and continued competence of the personnel involved in ground handling activities. The competent person for this function shall have direct access to the accountable manager and to the appropriate management for training matters.

- (e) The competent person for the ground handling operations function shall be responsible for the coordination and safety performance of all ground handling activities at all aerodromes or regionally, as established by the ground handling organisation and described in its standards and objectives in accordance with point ORGH.GEN.110(c). The competent person for this function shall have direct access to the accountable manager and to the appropriate management for operational matters. Aircraft operators, holders of an air operator certificate, who perform self-handling may integrate this function within the already existing function of the organisation's nominated person for ground operations.
- (f) The competent person for the cargo operations function shall be responsible for the coordination and safety performance of all cargo operations either at all aerodromes or regionally, as established by the organisation and described in its standards and objectives in accordance with point ORGH.GEN.110(c).
- (g) In addition, the ground handling organisation shall establish the following functions:
  - (1) a function for the implementation of the compliance monitoring process required under point ORGH.MGM.200(b)(6); the competent person or persons for that function shall have direct access to the accountable manager;
  - (2) a function for the operation and maintenance of the GSE, if the organisation uses GSE in the frame of its operation; the ground handling organisation shall determine the reporting lines for this function, which may be carried out by one or more persons.
- (h) The ground handling organisation shall establish a proportionate number of supervisory functions considering the structure of the organisation and the number of personnel employed. The persons exercising supervisory functions shall coordinate, advise and ensure that the individuals in a team perform the ground handling activities in accordance with the established standards and operational procedures included in the organisation's ground handling manual. The duties and responsibilities of the person or the persons exercising those functions shall be well defined, and any other arrangements shall be made to ensure that they can discharge their responsibilities. The supervisory functions shall be exercised by competent individuals with the skills to ensure the performance of ground handling activities as per the organisation's standards specified in the ground handling manual.
- (i) The same person may fulfil more than one function referred to in points (b), (g) and (h) if both the following conditions are met:
  - (1) they are trained and qualified to perform the assigned tasks;
  - (2) any conflict of interest in performing the assigned tasks has been addressed before the person takes up those functions.
- (j) The ground handling organisation shall have sufficient and qualified personnel for the safe provision of ground handling services in accordance with this Regulation.

#### **ORGH.MGM.215 Facilities**

- (a) The ground handling organisation shall ensure availability of facilities allowing the performance and management of all planned tasks and activities provided for in Annex I and Annex II to this Regulation.
- (b) Where the ground handling organisation uses a warehouse at the premises of an aerodrome within the scope of Regulation (EU) 2018/1139 to store and prepare cargo items containing dangerous goods, all the following requirements shall be complied with:
  - (1) the facility has clear in-bound and outbound flows and dedicated areas for dangerous goods acceptance and for loading and unloading of packages and ULDs;
  - (2) an X-ray verification area is provided;
  - (3) segregation of dangerous goods according to their compatibility and their separation from general cargo are ensured in accordance with the international standards and recommended practices;
  - (4) adequate conditions are provided to prevent any damage to the dangerous goods items;
  - (5) the storage area for dangerous goods items is visibly marked and is temperature-controlled, where applicable;
  - (6) an emergency toolkit is readily available.



**ORGH.MGM.220 Software used for the provision of ground handling services**

The ground handling organisation shall ensure that the software it uses for the provision of ground handling services is functional and does not negatively affect the safety of the flight. It shall ensure that:

- (a) a backup system is available to ensure operational continuity in case of breakdown;
- (b) the data is easily accessible and retrievable upon request by authorised persons;
- (c) if the software includes document issuance, it complies with point ORGH.DOC.100;
- (d) personnel are trained and competent to use the software to perform their assigned tasks.

SUBPART DEC

**DECLARATION****ORGH.DEC.100 Declaration – general requirements**

- (a) The ground handling organisation shall submit a duly filled declaration, including the annex for each aerodrome where it provides services, to the competent authority as identified in point ORGH.GEN.105.
- (b) If the ground handling organisation applies any of the following changes affecting the content of the declaration, it shall notify the competent authority of those changes and submit an amended declaration:
  - (1) the name of the organisation;
  - (2) the name and/or contact details of the accountable manager;
  - (3) adding or removing aerodromes where it provides ground handling services;
  - (4) adding or removing ground handling services provided at an aerodrome listed in the declaration;
  - (5) new AltMoC;
  - (6) implementation of an industry standard.
- (c) The ground handling organisation shall ensure compliance with this Regulation and with the information provided in the declaration and shall maintain continued compliance throughout its activities.

**ORGH.DEC.105 Termination of the provision of ground handling services**

If a ground handling organisation intends to permanently cease the provision of the ground handling service at an aerodrome, it shall:

- (a) notify the aerodrome operator and the competent authority as soon as possible, as well as the impacted aircraft operators as per the agreement;
- (b) submit to the competent authority a request for de-registration of the declaration, upon the date of termination of the provision of the services.

The prior notice to the aerodrome operator referred to in point (a) shall be made sufficiently in advance, as established in the formal arrangements with the aerodrome operator, so that the latter can take appropriate measures, as necessary, for the continuation of the service at the aerodrome.

Appendix 1

DECLARATION FORM

**DECLARATION**  
in accordance with Delegated Regulation (EU) 2025/20

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**Name of organisation:**  
Name, email and telephone number of the accountable manager:  
.....  
Organisation's principal place of business: .....

Provision of ground handling services: To third-party aircraft operators   
Self-handling (\*)

This organisation is:  
 a stand-alone ground handling organisation  
 integrated part of an aerodrome operator, namely .....  
 integrated part of an aircraft operator or of a single air carrier business grouping, namely  
.....

Name, email and telephone number of the person assigned with the ground handling safety function:  
.....

Intended date of starting ground handling operations (\*\*):  
.....

(\*) Including to aircraft operators part of the same single air carrier business grouping.  
(\*\*) For organisations already operating at the date of application of this Regulation, this date shall indicate the date at which the declaration is submitted.

EU aerodrome(s) at which the organisation provides services, in full name and ICAO code:

No	Aerodrome name	ICAO code	State
1	<i>e.g. Konrad-Adenauer Cologne Bonn</i>	<i>EDDK</i>	<i>Germany</i>
2			
3			
4			

<b>Statements</b>
<input type="checkbox"/> The ground handling organisation has developed and implements a management system that includes a safety policy, safety risk management, and procedures for the provision of ground handling service(s) covered by this declaration, in accordance with the essential requirements set out in point 4.2 of Annex VII to Regulation (EU) 2018/1139 and in point ORGH.MGM.200 (Management system) of Annex I to Delegated Regulation (EU) 2025/20.
<input type="checkbox"/> (If applicable) The AltMoC with references to the associated AMC they replace have been submitted to the competent authority.
<input type="checkbox"/> The ground handling services are carried out in accordance with the ground handling manual established as part of the essential requirements set out in point 4.2.3. of Annex VII to Regulation (EU) 2018/1139 and as required by point ORGH.DOC.110 of Annex I to Delegated Regulation (EU) 2025/20.
<input type="checkbox"/> All pieces of GSE used are current with the maintenance programme as specified in Subpart ORGH.GSE of Annex I to Delegated Regulation (EU) 2025/20.
<input type="checkbox"/> All ground handling personnel are trained in accordance with Subpart ORGH.TRG of Annex I to Delegated Regulation (EU) 2025/20 and their competence is maintained so that they perform their tasks safely and according to the standards established by the ground handling organisation.
<input type="checkbox"/> The ground handling organisation complies and will continue to comply with the occurrence-reporting obligations set out in [the essential requirements] point 4.2.2 of Annex VII to Regulation (EU) 2018/1139 and with the provisions of Regulation (EU) No 376/2014 and their delegated and implementing acts.
<input type="checkbox"/> (If applicable) The ground handling organisation implements industry standards and good practices. Name of the industry standards / good practices: _____ _____ _____
<input type="checkbox"/> The ground handling organisation will notify the competent authority of any changes to its organisation, the components of its management system, and its operation as declared herein and as detailed in point ORGH.DEC.100 of Annex I to Delegated Regulation (EU) 2025/20.

- The ground handling organisation confirms that all the necessary arrangements with the aerodrome operator(s) have been duly made in advance of starting operation, such as but not limited to:
- (a) the type of ground handling services intended to be provided at that aerodrome;
  - (b) the date of starting the operation at the aerodrome;
  - (c) methods of exchanging operational and relevant safety information with the aerodrome operator including the reporting and analysis of relevant safety occurrences; and
  - (d) participation in the aerodrome safety committees.

The ground handling organisation confirms that the information disclosed in this declaration, including all Annexes, is correct.

The ground handling organisation consents to the publication of its contact details provided in this declaration, either on the website of its national competent authority or on that of EASA, or on both, once the declaration has been received by the competent authority concerned.

.....  
.....

Date, name and signature of the accountable manager:

## Annex to the Declaration (\*)

(\*) To be filled individually for each aerodrome where the organisation provides ground handling services under this declaration.

<b>Annex No XXX to the Declaration</b>	
for .....	( <sup>1</sup> )
.....	( <sup>2</sup> )
Notes:	
( <sup>1</sup> )	Aerodrome name in full.
( <sup>2</sup> )	ICAO code.
(1) Name, email and telephone number of the representative of the ground handling organisation at the aerodrome referred to in this Annex: .....	
(2) Name, email and telephone number of the person responsible for the safety management at the aerodrome referred to in this Annex (*): .....	
Note: The same person may cumulate the responsibilities referred to in points (1) and (2) and may be responsible for more than one aerodrome.	
Starting date of operation at this aerodrome (*): .....	
(*) If the organisation already provides services at this aerodrome at the date when this Regulation becomes applicable, this date shall indicate the date when the declaration is submitted.	
<b>List of ground handling services provided at the aerodrome covered by this Annex to the Declaration, pursuant to Article 2(2) of Delegated Regulation (EU) 2025/20</b>	
Passenger handling (Article 2(2), point (a)) – please specify: .....	<input type="checkbox"/>
Handling of passengers with reduced mobility (Article 2(2), point (a))	<input type="checkbox"/>
Baggage handling (Article 2(2), point (b)) – please specify: .....	<input type="checkbox"/>
<b>Aircraft servicing</b>	
Operation of GSE used for ground handling services (Article 2(2), point (c)(i))	<input type="checkbox"/>
Aircraft refuelling and defuelling – into-plane fuelling services (Article 2(2), point (c)(ii))	<input type="checkbox"/>
Aircraft toilet servicing (Article 2(2), point (c)(iii))	<input type="checkbox"/>
Aircraft potable water servicing (Article 2(2), point (c)(iv))	<input type="checkbox"/>
Aircraft exterior cleaning (Article 2(2), point (c)(v))	<input type="checkbox"/>
Aircraft de-icing/anti-icing (Article 2(2), point (c)(vi)); also specify if supervision of de-icing/anti-icing is provided: .....	<input type="checkbox"/>
<b>Turnaround activities</b>	
Aircraft arrival activities (Article 2(2), point (d)(i))	<input type="checkbox"/>
Aircraft loading/unloading (Article 2(2), point (d)(ii))	<input type="checkbox"/>
Loading supervision (Article 2(2), point (d)(ii))	<input type="checkbox"/>
Aircraft departure activities (Article 2(2), point (d)(iii))	<input type="checkbox"/>

Aircraft towing/pushback (Article 2(2), point (d)(iv)):  Towing <input type="checkbox"/> Pushback <input type="checkbox"/> Vehicle operation <input type="checkbox"/> Headset communication <input type="checkbox"/> Wing-person guidance <input type="checkbox"/>	<input type="checkbox"/>
<b>Cargo and mail handling</b>	
Cargo acceptance on behalf of the aircraft operator (Article 2(2), point (e)(i))	<input type="checkbox"/>
Final build-up and storage (Article 2(2), point (e)(ii))	<input type="checkbox"/>
Final weighing and tagging of ULD (Article 2(2), point (e)(iii))	<input type="checkbox"/>
Final checks before air transportation (Article 2(2), point (e)(iv))	<input type="checkbox"/>
Ground transportation of cargo/mail between the point of final checks and the aircraft (Article 2(2), point (e)(v))	<input type="checkbox"/>
<b>Dangerous goods</b>	
Passenger handling	<input type="checkbox"/>
Baggage handling	<input type="checkbox"/>
Dangerous goods acceptance as cargo	<input type="checkbox"/>
Dangerous goods handling as cargo	<input type="checkbox"/>

## SUBPART DOC

**DOCUMENTS AND RECORDS****ORGH.DOC.100 Documents and records systems**

- (a) The ground handling organisation shall establish a document system and a record system as part of its management system.
- (b) The ground handling organisation shall ensure that all documents and records and any associated amendments are accessible to the ground handling organisation's personnel for duty purposes, and to authorities, or to other entities for audit or inspection purposes, upon request. The records shall be easily traced and retrievable throughout the required retention period.
- (c) The documents and records shall be stored and secured to ensure protection from damage, alteration and theft.
- (d) The documents and records shall be easily legible in any format they may be. The ground handling organisation shall specify in its documentation the method of disposal or deletion of the documents and records.

**ORGH.DOC.105 Record-keeping**

- (a) The ground handling organisation shall keep the records in accordance with the national requirements of the Member State(s) where the ground handling organisation provides its services.
- (b) Notwithstanding point (a), the ground handling organisation shall keep the following records as follows or in accordance with other applicable requirements, whichever is longer:
  - (1) the ground handling organisation's declaration and the AltMoC in use, for the period of validity of the declaration;

- (2) written arrangements with other organisations, such as aircraft operators and aerodrome operators, for the purpose of safe provision of ground handling services, for as long as such arrangements are in effect;
- (3) the ground handling manual and any other operational procedures, aerodrome operator procedures and instructions, and aircraft operator procedures and instructions, for as long as they are used by the ground handling organisation at that aerodrome, or for that aircraft operator;
- (4) safety assessment reports including accident and serious incident investigation reports, for the lifetime of the ground handling organisation;
- (5) personnel training certificates, qualifications, and, as applicable, medical records, driving on the apron authorisation or its revocation or cancellation, for at least 24 months after the end of a person's employment;
- (6) vehicle and GSE authorisations, preventive maintenance plan, and maintenance records, for at least 24 months after a vehicle is removed from operation;
- (7) documents for the preparation and servicing of a flight, for 3 months.

#### **ORGH.DOC.110 Ground handling manual**

- (a) The ground handling organisation shall include the following elements in its ground handling manual:
  - (1) all necessary instructions, information and procedures for the safe provision of ground handling services, adapted to the operational and local context and the safety risk at each aerodrome;
  - (2) the operational procedures provided by the aircraft operators to which the ground handling organisation provides services;
  - (3) the aerodrome procedures provided by the aerodrome operator, to ensure compliance with the aerodrome requirements applicable to the ground handling organisation;
  - (4) the duties and responsibilities of the ground handling personnel;
  - (5) the ground handling organisation's management system;
  - (6) the ground handling organisation's process for the management of changes;
  - (7) the training programme of the organisation's personnel involved in ground handling activities;
  - (8) the GSE maintenance programme;
  - (9) any other tasks within the scope of ground handling services mentioned in its declaration.
- (b) The ground handling manual may consist of a set of separate documents interlinked by cross references.
- (c) Aerodrome operators and aircraft operators performing ground handling services may integrate the ground handling elements in their existing manuals.
- (d) The ground handling organisation shall ensure that any information taken from other controlled documents such as those referred to in points (a)(2) and (a)(3) or other documents that are relevant for the safe provision of ground handling services, and any amendment thereof, is correctly and timely reflected in the ground handling manual.
- (e) The ground handling organisation shall ensure that the ground handling manual:
  - (1) is approved by the responsible person(s) assigned by the ground handling organisation, either in full or per parts, and there is evidence of this approval;
  - (2) is easy to read and is organised in a manner that facilitates its preparation, use and revision;
  - (3) is easily accessible to the personnel of the ground handling organisation and to third-party organisations, either in full or parts thereof, as relevant to their tasks and responsibilities, and the personnel are instructed on how to access and where to find the parts relevant to them;
  - (4) is available, including its latest amendments, to the competent authority in due time before an inspection or audit.

- (f) The ground handling organisation shall:
- (1) review the content of the ground handling manual periodically, ensure that it is up to date and amended whenever necessary;
  - (2) ensure that the procedures for amendment to and distribution of the ground handling manual are communicated to, and understood by, the personnel using the manual;
  - (3) develop and implement a process to manage and control the successive ground handling manual versions and make it visible in the manual;
  - (4) remove or clearly mark the obsolete parts;
  - (5) incorporate all amendments and revisions required by the competent authority, the aircraft operators to which the ground handling organisation provides services, the aerodrome operator, or by changes to its operation;
  - (6) disseminate operational instructions and changes thereof, as well as any other relevant information without delay to the personnel concerned.
- (g) The ground handling organisation shall ensure that the work instructions and operational procedures match the relevant parts of the ground handling manual and are written or communicated in a language and manner that can be understood by the relevant personnel.

SUBPART TRG

**TRAINING OF GROUND HANDLING PERSONNEL**

**ORGH.TRG.100 Training and assessment programme**

- (a) As part of its management system, the ground handling organisation shall develop and implement a training and assessment programme for its personnel, to ensure they achieve the necessary competence to perform their tasks to the standards and objectives established in accordance with point ORGH.GEN.110(c) and to ensure continued competence of personnel.
- (b) The training and assessment programme shall:
- (1) define training standards and objectives based on the specific tasks and duties for each ground handling function, operational procedures, operational context, and the hazards and associated safety risks inherent in each ground handling function;
  - (2) establish the required level of competence and develop the training programme to achieve it;
  - (3) include a training needs analysis that is performed before enrolling an individual for initial training; this step shall be used to enable recognition of any previous training completed by an individual, when relevant to the assigned function and tasks;
  - (4) cover knowledge, skills, and attitudes commensurate with the generic and specific tasks for each ground handling function as follows:
    - (i) the knowledge component shall be based on standard operational procedures related to the ground handling function, aircraft operator procedures, relevant aspects of the aerodrome procedures, and, as applicable, operations in adverse weather conditions, winter operations and night operations;
    - (ii) the skill component shall address the technical and human skills to ensure that the individual achieves the practical abilities to correctly perform the tasks specific to their role and the development of skills shall also address the operator-specific procedures;
    - (iii) the attitude component shall aim at preparing the individual to perform their tasks safely and efficiently, with the understanding and willingness to contribute to maintaining safety of operation at a high standard;
  - (5) establish a process to assess the level of achieved competence as regards the components referred to in points (2), (3) and (4), at the end of training;
  - (6) cover initial training, including on-the-job training, and continued competence training.



- (c) Taking into account the tasks and responsibilities specific to the individual functions, the training and assessment programme shall cover the following elements:
- (1) aviation basic knowledge;
  - (2) specific training per type of ground handling activity;
  - (3) the organisation's safety management system and safety management elements;
  - (4) airside safety and working around the aircraft including hazards posed by other operators on the apron;
  - (5) operation of GSE and any installation, facility or equipment provided by the aerodrome operator for the provision of ground handling services;
  - (6) human factors;
  - (7) turnaround process;
  - (8) reporting of safety events;
  - (9) dangerous goods;
  - (10) operational procedures of the aircraft operators relevant for the assigned specific ground handling function;
  - (11) local operational procedures and programmes of the aerodrome operators relevant for the specific ground handling function;
  - (12) any other training required by other applicable provisions of Regulation (EU) No 139/2014, Regulation (EU) No 965/2012 or Commission Implementing Regulation (EU) No 923/2012 <sup>(7)</sup>.
- (d) The ground handling organisation shall ensure, as part of its training and assessment programme, the personnel's continued competence by maintaining their knowledge, skills and attitudes to a level that enables them to perform their tasks in accordance with the standards and objectives established by the ground handling organisation in accordance with point ORGH.GEN.110(c). This shall be done by conducting the types of training referred to in points (e) to (h), each concluding with an assessment phase.
- (e) Recurrent training shall be performed no later than every 36 months. Recurrent training may be completed at any date within the last 3 calendar months of the recurrence interval, and then the new interval period may start at the date of completing the last recurrent training.
- (f) Refresher training shall be performed when an individual cannot demonstrate the required competence in the assigned function or has not performed tasks in the assigned function for 3 to 12 consecutive months. The content and the delivery form of refresher training shall be adapted to the length of the pause. Refresher training may be performed also as a form of seasonal variations of activities.

Update training shall be performed, as a subcategory of refresher training, in any of the following cases:

- (1) an individual is assigned new tasks or a new ground handling function;
  - (2) there are amendments to the regulations that directly affect the execution of their tasks;
  - (3) there are new processes, procedures, or changes to the operational environment.
- (g) Training to requalify an individual shall be performed when there are gaps in the individual's performance identified during daily operation or when an individual has not performed tasks in the assigned function for 12 to 24 consecutive months. It shall include training on the identified gaps in performance and an assessment of competence.
- (h) Retraining as per the initial training programme shall be performed when an individual has not performed tasks in the assigned function for more than 24 consecutive months.

<sup>(7)</sup> Commission Implementing Regulation (EU) No 923/2012 of 26 September 2012 laying down the common rules of the air and operational provisions regarding services and procedures in air navigation and amending Implementing Regulation (EU) No 1035/2011 and Regulations (EC) No 1265/2007, (EC) No 1794/2006, (EC) No 730/2006, (EC) No 1033/2006 and (EU) No 255/2010 (OJ L 281, 13.10.2012, p. 1, ELI: [http://data.europa.eu/eli/reg\\_impl/2012/923/oj](http://data.europa.eu/eli/reg_impl/2012/923/oj)).

- (i) The ground handling organisation shall ensure that the persons providing training and conducting the assessment are competent on the subject to be instructed and have skills to deliver the training and conduct the assessment effectively.
- (j) The training and assessment programme shall be included in the organisation's ground handling manual and shall be reviewed regularly for improvement.

#### **ORGH.TRG.105 Additional requirements related to training**

- (a) The ground handling organisation shall ensure that suitable facilities, means, equipment and tools are used for the delivery of training and the conduct of assessments.
- (b) The ground handling organisation shall ensure that the training material is provided in a language that can be understood by the ground handling personnel concerned.
- (c) The ground handling organisation shall maintain records of the training and assessments and associated qualifications. It shall provide a copy of such records to the individual, upon request. Such records shall include the following details:
  - (1) name of the employing organisation or, when training is provided by a third party, the organisation providing the training;
  - (2) name of training;
  - (3) targeted competencies of the training;
  - (4) summary of topics covered;
  - (5) achieved competencies and, if applicable, grade or pass-rate of the assessment;
  - (6) date of training and assessment completion.

#### **ORGH.TRG.110 Dangerous goods training**

- (a) Ground handling organisations, including those that do not handle dangerous goods, shall implement and maintain a dangerous goods training programme for ground handling personnel, commensurate with their functions and responsibilities and including detection of undeclared or mis-declared dangerous goods and reporting of dangerous goods events, in accordance with point GH.OPS.020 and Annex 18 to the Chicago Convention and the ICAO Technical Instructions.
- (b) The personnel shall also receive training on the specific dangerous goods procedures of the aircraft operators for which the ground handling organisation provides dangerous goods handling services.
- (c) Recurrent training on dangerous goods shall be performed no later than every 24 months.
- (d) The personnel of a ground handling organisation who perform any of the following functions shall be exempted from compliance with point (a):
  - (1) aircraft refueling and defuelling;
  - (2) aircraft toilet servicing;
  - (3) potable water servicing;
  - (4) aircraft exterior cleaning;
  - (5) aircraft de-icing and anti-icing;
  - (6) aircraft towing or pushback.

#### SUBPART GSE

#### **GROUND SUPPORT EQUIPMENT**

#### **ORGH.GSE.100 Ground support equipment – General requirements**

- (a) As part of its management system, the ground handling organisation shall have a process to ensure that the GSE used for the provision of ground handling services is:
  - (1) subject to an inspection prior to first use in operation or before start of seasonal operation;
  - (2) serviceable and in good condition so as not to cause any injuries to persons or damage to the aircraft or other equipment or property;

- (3) operated in accordance with the operating instructions and within the design parameters of the equipment;
  - (4) used only for the purpose(s) for which it is designed;
  - (5) suitable to the type of aircraft for which it is used;
  - (6) maintained in accordance with the ground handling organisation's maintenance programme and instructions, with due consideration to a minimum impact on the environment.
- (b) For the purpose of point (a), the ground handling organisation shall:
- (1) have and implement adequate procedures and instructions for the safe operation of the GSE;
  - (2) have established means of ensuring receipt of, and appropriate action on, service bulletins, service updates, recalls and other notifications regarding the safety and use of the equipment issued by the manufacturer and/or authorities;
  - (3) ensure that the personnel operating the GSE have a valid driver's licence and any other licence required for the operation of specialised vehicles, and have been authorised by the aerodrome operator to drive on the apron, and are properly trained and their competencies are maintained;
  - (4) comply with the maintenance programme requirements laid down in point ORGH.GSE.105;
  - (5) ensure, when GSE maintenance services are outsourced, that:
    - (i) the maintenance is performed in accordance with the equipment manufacturer instructions and specifications, which cover maintenance and repair instructions, servicing information, troubleshooting, and inspection procedures;
    - (ii) the ground handling organisation has GSE maintenance evidence from the outsourced GSE maintenance company;
  - (6) comply with the applicable design and manufacturing standards of the GSE used.
- (c) When the aerodrome operator provides equipment, facilities or installations for the provision of ground handling services, such as de-icing facilities, centralised baggage handling system, passenger boarding bridges and airbridges, the following aspects shall be clarified and documented as early as possible between the aerodrome operator and the users of such equipment, facilities or installations:
- (1) the responsibility for their maintenance;
  - (2) the responsibility for their operation;
  - (3) the responsibility for the training of personnel regarding the operation of such equipment, facilities or installations.

#### **ORGH.GSE.105 Ground support equipment maintenance programme**

- (a) As part of its management system, the ground handling organisation shall establish and implement a maintenance programme, to maintain the systems and equipment necessary for the provision of ground handling services in a state of operation that does not impair the safety of persons, aircraft and other vehicles or equipment, and the regularity of efficiency of operations. It shall ensure the following:
- (1) implementing a maintenance programme for its vehicles and equipment that operate on the movement area and other operational areas at the aerodrome;
  - (2) establishing procedures to implement the maintenance programme;
  - (3) performing maintenance in adequate workshops, by qualified personnel, and in accordance with the manufacturer's instructions or, in their absence, with the instructions provided by the GSE owner or lessor;
  - (4) effectively implementing the maintenance programme by using appropriate and adequate means and facilities, including when maintenance services are outsourced;
  - (5) clearly tagging unserviceable vehicles and GSE as 'out of service', not using them for operations, and promptly moving them to dedicated maintenance or storage areas for repairs;
  - (6) establishing a plan for preventive maintenance inspections, where appropriate;

- (7) keeping maintenance records for each vehicle and GSE.
- (b) The maintenance programme shall be adequate to the frequency and the specific conditions of use of a particular piece of GSE. It shall include, as a minimum:
  - (1) an inspection and fault reporting process;
  - (2) proof that the GSE has been verified before being released back into service.
- (c) The maintenance programme shall observe the human factors principles.
- (d) The maintenance programme shall ensure compliance with the specified service interval throughout the lifetime of the GSE.
- (e) When maintenance of the GSE is performed by other organisations participating in a pooled equipment agreement or rental agreement, the ground handling organisation shall ensure that the responsibility for the maintenance is documented.

**ORGH.GSE.110 Ground support equipment pooling**

- (a) Where GSE is provided by the aerodrome operator or by another organisation at an aerodrome, the ground handling organisation may, where appropriate, enter an agreement on GSE pooling with other organisations providing ground handling services at that aerodrome. The aerodrome operator shall be kept informed of such agreement at all times.
- (b) In the case of pooled GSE, the ground handling organisation shall ensure that the specific arrangement with the organisation providing the GSE meets the requirements of this Subpart and those applicable to contracted services within this Regulation, including ensuring training of personnel for the operation of the GSE, operational procedures for the use of the GSE, as well as the maintenance programme of the GSE.
- (c) The ground handling organisation shall effectively implement the safety requirements established through the GSE pooling agreement. It shall ensure that the level of safety is not below the standards established by its own safety management system. In such case, the ground handling organisation may request a review of the safety requirements of the GSE pooling agreement together with the other organisations involved in the agreement.

## ANNEX II

**RESPONSIBILITIES OF GROUND HANDLING ORGANISATIONS REGARDING OPERATIONAL PROCEDURES FOR GROUND HANDLING SERVICES****(PART-GH.OPS)****GH.OPS.005 General responsibilities for the provision of ground handling services**

- (a) The ground handling organisation shall ensure, for all the ground handling activities it performs, that:
- (1) the operational procedures and the instructions provided by the aircraft operator and, when applicable, by the aerodrome operator are correctly implemented;
  - (2) sufficient personnel are available to perform the assigned tasks safely;
  - (3) the personnel performing ground handling activities are trained and competent to perform the assigned tasks;
  - (4) the operation and maintenance of any equipment used for GH activities are performed in accordance with Subpart ORGH.GSE.
- (b) In accordance with point 4.1(c) of Annex VII to Regulation (EU) 2018/1139, the ground handling organisation shall provide services in accordance with the instructions and procedures of the aircraft operator. However, the ground handling organisation may apply its own operational procedures in either of the following cases:
- (1) if agreed and accepted by the aircraft operator;
  - (2) if the aircraft operator does not provide any operational procedures.
- (c) If the instructions and procedures provided by the aircraft operator differ from the operational procedures of the ground handling organisation, the procedures of the aircraft operator shall prevail. The ground handling organisation shall address with the aircraft operator any conflicting differences that may affect the safety of aircraft, its passengers, or the ground handling personnel as soon as they have been identified, and shall determine together with the aircraft operator whether the implementation of the operational procedures of the ground handling organisation are accepted instead.
- (d) The operational procedures of the ground handling organisation shall:
- (1) cover, as applicable, all services provided, as listed in Article 2(2) of this Regulation;
  - (2) be appropriate to the aircraft type and operational context;
  - (3) ensure that the aircraft handling activities are conducted in a way that the risks of damage to the aircraft or other vehicles on the ground and injuries to personnel and passengers are minimised, and that the safety of flight is not compromised.
- (e) In accordance with point 4.1(b) of Annex VII to Regulation (EU) 2018/1139, the ground handling organisation shall comply, to the extent relevant to the activities it carries out, with the procedures provided to it by the aerodrome operator related to the following operational aspects referred to in Regulation (EU) No 139/2014:
- (1) foreign object debris (FOD) control programme;
  - (2) authorisation and operation of drivers and vehicles;
  - (3) aircraft towing;
  - (4) communications between vehicles and air traffic control (ATC);
  - (5) control of pedestrians;
  - (6) fuel quality and safety of apron during refuelling/defuelling;
  - (7) operations in winter conditions;
  - (8) night operations;
  - (9) operations in adverse weather conditions;
  - (10) marking and lighting of vehicles and other mobile objects;
  - (11) aircraft arrival at and departure from the stand;
  - (12) information to organisations operating at the apron;
  - (13) alerting of emergency services;

- (14) jet blast precautions;
  - (15) high-visibility clothing.
- (f) The procedures of the aerodrome operator covering the elements in point (e) shall prevail over the procedures with the same scope of the ground handling organisation or of the aircraft operator. The ground handling organisation shall address any conflicting instructions or procedures with the aerodrome operator as soon as they have been identified.
- (g) Without prejudice to points (a) to (f), to ensure that safety of the aircraft and persons on the ground is not compromised during the provision of ground handling services, the ground handling organisation may decide to apply stricter operational procedures based on the procedures and instructions of the aircraft operator or the aerodrome operator if it considers that the local operational context requires additional safety precautions. These additional safety elements shall be documented and communicated to the aircraft operators or the aerodrome operators concerned, as applicable.
- (h) The ground handling organisation shall ensure that a copy of relevant operational instructions and procedures is available to its personnel, according to their tasks and communicated in a manner that ensures their understanding. The ground handling organisation shall also ensure that their personnel are able to understand and comply with the instructions and procedures from the aerodrome operator and/or competent authorities that might be provided only in the national language.

#### **GH.OPS.010 Interfaces with other organisations**

As part of its management system, the ground handling organisation shall have a process to identify the interfaces with the aerodrome operator and the aircraft operator(s) to which it provides services. The process to address the interfaces shall:

- (a) cover specific aircraft operator's operational procedures, local aerodrome environment, safety procedures and/or operational constraints, based on a safety risk assessment and in agreement with all relevant stakeholders;
- (b) ensure, in coordination with the aerodrome operator, that the relevant parts of its safety management system are compatible and complementary with those of the aerodrome operator as referred to in point ADR.OR.D.025 and the aircraft operator;
- (c) ensure mutual communication and sharing of safety relevant information on a regular basis, as relevant, with the organisations affected by the ground handling activities.

#### **GH.OPS.020 Handling of dangerous goods**

- (a) The ground handling organisation shall ensure that the handling of dangerous goods is performed at all times in accordance with the relevant provisions of Annex 18 to the Chicago Convention and the ICAO Technical Instructions relating to that Annex, and the instructions and procedures of the aircraft operator.
- (b) Ground handling organisations not involved in the handling of dangerous goods shall refuse goods containing hidden or undeclared dangerous goods and shall report the detection of undeclared or mis declared dangerous goods in accordance with point ORGH.GEN.160(b)(2).
- (c) The ground handling organisation shall ensure that the personnel involved in the handling of dangerous goods have access to and apply the variations specific to the aircraft operators to which the services are provided.

#### **GH.OPS.025 Ground transportation of passengers and crew members by an aerodrome operator**

When an aerodrome operator provides ground transportation services for passengers and crew members with its own personnel, either as a single service or cumulated with the handling of passengers with reduced mobility, as part of the exemption specified in Article 2(3)(h) or (j) of this Regulation, it shall comply with the following requirements of Annex I and Annex II to this Regulation:

- (a) Subpart ORGH.GSE;
- (b) point GH.OPS.300;
- (c) point GH.OPS.305.

**GH.OPS.030 Common language**

The ground handling organisation shall ensure that its personnel are able to communicate effectively for their daily operational tasks in the language(s) or hand signals that can be understood among themselves or, depending on their assigned functions, by the aerodrome personnel or the aircrew.

## SUBPART 1

**PASSENGER HANDLING****GH.OPS.100 Passenger handling – general requirements**

- (a) The passenger handling procedures established by the ground handling organisation shall cover the safety risks, including carriage of dangerous goods in passenger baggage or on the person, related to the following activities:
- (1) passenger and baggage acceptance and data transmission for load control purposes;
  - (2) handling of special categories of passengers, including passengers with reduced mobility;
  - (3) passenger boarding;
  - (4) passenger disembarkation, including, if applicable, handling of transit and transfer passengers;
  - (5) passenger transfer or transit.
- (b) The ground handling organisation shall ensure that the aerodrome requirements related to the control of pedestrians are observed during passenger boarding and disembarkation.

**GH.OPS.105 Control of passengers on the apron**

- (a) Passenger access on the apron or any other operational area shall observe the applicable requirements on control of pedestrians laid down in Regulation (EU) No 139/2014. The ground handling organisation shall ensure that the passengers do not move outside the clearly designated/marked area or path for passage between the aerodrome terminal and the aircraft and do not cross the marked aircraft danger zones.
- (b) The ground handling organisation shall apply the aircraft operator instructions and procedures unless agreed differently with the aircraft operator. When using passenger stairs, passenger boarding bridges or airbridges for passenger boarding and disembarkation, the operational procedures shall cover the safety of passengers during passenger boarding and disembarkation.

**GH.OPS.110 Handling of passengers with reduced mobility by an aerodrome operator**

When an aerodrome operator performs handling of passengers with reduced mobility with its own personnel, either as a single service or cumulated with the ground transportation of passengers and crew members, as part of the exemption specified in Article 2(3)(h) or (j) of this Regulation, it shall comply with the following requirements of Annexes I and II to this Regulation:

- (a) Subpart ORGH.GSE;
- (b) point GH.OPS.100(a)(2) applicable to those passengers;
- (c) point GH.OPS.305 on the operation of GSE.

## SUBPART 2

**BAGGAGE HANDLING****GH.OPS.200 Baggage handling – general requirements**

- (a) The safety procedures for baggage handling shall cover the following phases, depending on the range of operations of the ground handling organisation:
- (1) baggage identification;
  - (2) baggage sorting;
  - (3) baggage building, preparation for departure or transfer;

- (4) baggage arrival and reclaim.
- (b) The handling of dangerous goods in baggage shall be performed in accordance with Annex 18 to the Chicago Convention and the ICAO Technical Instructions relating to that Annex and the aircraft operator's procedures and instructions regarding dangerous goods in passenger baggage.
- (c) The ground handling organisation shall comply with any additional aerodrome procedures, depending on the centralised infrastructure provided by the aerodrome operator for baggage handling.
- (d) The ground handling organisation shall ensure that the personnel involved in baggage handling receive safety training relevant to their tasks and understand the consequences of their performance on the flight safety.

#### SUBPART 3

### **AIRCRAFT SERVICING**

#### **GH.OPS.300 Safety on the apron**

The ground handling organisation shall implement, besides aerodrome operator procedures applicable to that organisation as aerodrome user, operational procedures to cover the safety risks of working around the aircraft and on the aerodrome airside safety area, as follows:

- (a) the aerodrome operator's procedures regarding the following activities:
  - (1) walking and driving within the aerodrome airside areas;
  - (2) FOD programme;
  - (3) driving on the movement area;
  - (4) operations in adverse weather conditions, in winter or at night;
- (b) the ground handling organisation's operational procedures regarding the following activities:
  - (1) working on the apron and around the aircraft and safety on the apron;
  - (2) inspection of aircraft exterior and adjacent airside areas, as appropriate, prior to aircraft arrival and departure;
  - (3) working around the aircraft, whereby the following principles shall apply:
    - (i) aircraft danger areas shall be kept clear of persons and vehicles while engines are about to be started or are running;
    - (ii) personnel, other than those required to assist the arrival and departure of the aircraft, shall not approach the aircraft when the engines are running and the anti-collision lights are turned on;
    - (iii) the procedure shall include human factors principles;
  - (4) correct positioning of the ground support equipment around the aircraft for aircraft servicing and passenger boarding and disembarkation;
  - (5) depending on the responsibilities assigned to the organisation, either of the following:
    - (i) develop and implement an aircraft turnaround plan to ensure coordination and safety of all ground handling activities occurring at the aircraft during turnaround. It shall include, as a minimum, a description of the phases, as well as tasks and responsibilities required for the arrival, handling, and departure of the aircraft;
    - (ii) describe its tasks and responsibilities during turnaround when the aircraft turnaround plan is developed by another organisation.
- (c) The operational procedures referred to in point (b) shall be adapted to the operational context of the aerodrome, as well as its specific geographical and weather conditions.



**GH.OPS.305 General requirements for the operation of ground support equipment**

- (a) The ground handling organisation shall implement procedures for the safe operation of GSE, with specific safety actions to address the risk of equipment approaching, positioning, braking, manoeuvring, parking, departing from the aircraft and the area where the aircraft is being serviced, including the equipment used for the ground transportation of passengers with reduced mobility, as well as equipment securing when not in use and parking in designated areas.
- (b) Driving of GSE on the apron and movement area shall observe the aerodrome procedures developed in accordance with the applicable requirements of Annex IV (ADR.OPS) to Regulation (EU) No 139/2014.
- (c) All GSE used, motorised and non-motorised, shall be appropriately maintained and shall comply with the maintenance programme referred to in Subpart ORGH.GSE of Annex I to this Regulation. The passenger boarding bridges or passenger stairs shall be clear of any FOD to ensure swift evacuation of passengers and crews in case of an emergency during refuelling with passengers on board, passenger boarding or disembarking.
- (d) A no-touch policy shall be applied unless the GSE is equipped with proximity or self-levelling sensors, depending on the GSE type, or in specifically accepted circumstances required by the type of the GSE in operation.

**GH.OPS.310 Aircraft refuelling and defuelling**

- (a) The aircraft refuelling and defuelling services may be provided by the same organisation responsible for the provision of other ground handling services or by an into-plane fuelling service provider.
- (b) In addition to ensuring compliance with point GH.OPS.005, the into-plane fuelling service provider shall be responsible for the following:
  - (1) ensure safe provision of aircraft refuelling and defuelling and other necessary services in accordance with the operational procedures of the aircraft operator;
  - (2) have and implement communication procedures with the ground handling organisation(s) providing other services during aircraft turnaround, in particular with the turnaround coordination function, and with the aircrew in case of fire or fuel leakage;
  - (3) observe the requirements regarding fire prevention and extinction on the apron and at the parking stands;
  - (4) address any conflicting instructions with the aircraft operator or the aerodrome operator, as the case may be, as soon as they have been identified.
- (c) The into-plane fuelling service provider shall have the following responsibilities:
  - (1) apply its emergency procedure in the event of an emergency during refuelling or defuelling as described in its ground handling manual, in particular:
    - (i) stop refuelling;
    - (ii) disconnect the refuelling hose from the aircraft;
    - (iii) move the fuel vehicle or, depending on the refuelling system, press the emergency stop button from the fuel hydrant;
  - (2) use only the fuel type approved for the aircraft type in accordance with the aircraft operator's instructions to prevent any misfuelling and contamination of the fuel;
  - (3) ensure that their personnel wears distinctive clothing to enable their easy identification in case of an emergency during refuelling or defuelling operations;
  - (4) observe the refuelling zones as established by the aircraft operator according to the aircraft type, and, in coordination with the ground handling organisation exercising the aircraft turnaround coordination function, prevent any passengers or unauthorised persons from entering those zones or otherwise stop refuelling until the zone is clear;
  - (5) comply with the relevant procedure of the aircraft operator for refuelling or defuelling with passengers on board, passenger boarding or disembarking, including:
    - (i) stopping the refueling operation when the designated emergency exits and escape routes are obstructed;

- (ii) communication with the person that monitors the refuelling or defuelling operation, as appointed by the aircraft operator, in case of fire or fuel leakage;
- (6) comply with point ADR.OPS.D.060 of Regulation (EU) No 139/2014 as reflected in the aerodrome operator's procedures regarding apron safety during aircraft refuelling.
- (d) Refuelling or defuelling in hangars or similar enclosed buildings shall only be performed with the approval of the aircraft operator and the aerodrome operator and in accordance with the special procedures developed by them.

#### **GH.OPS.320 Potable water servicing**

The procedures for potable water servicing shall comply with the requirements laid down in point GH.OPS.005 and also with the following additional requirements:

- (a) liaising with the aerodrome operator to ensure the following:
  - (1) all water, for drinking and other personal use, uplifted into the aircraft is free from chemical substances and microorganisms;
  - (2) potable water quality test is conducted periodically in accordance with the local health authorities and as per the aircraft operator's procedure;
- (b) observing the requirements laid down in the applicable Union legal acts regarding personal protection equipment for the personnel performing potable water servicing;
- (c) properly mitigating the risk of producing FOD during this activity.

#### **GH.OPS.325 Aircraft toilet servicing**

The procedures for aircraft toilet servicing shall comply with the requirements in point GH.OPS.005 and also with the following additional requirements:

- (a) describing the applicable measures in case of leakage;
- (b) promptly identifying any leakage and handling it according to the instructions;
- (c) observing the requirements laid down in the applicable Union legal acts regarding personal protection equipment for the personnel performing aircraft toilet servicing;
- (d) properly mitigating the risk of producing FOD during aircraft toilet servicing.

#### **GH.OPS.330 Aircraft exterior cleaning**

The procedures for aircraft exterior cleaning shall comply with the requirements of point GH.OPS.005 and also with the following additional requirements:

- (a) performing the aircraft exterior cleaning with products approved by the aircraft manufacturer to avoid damage to the aircraft;
- (b) properly closing the aircraft exterior panels and doors after completing the cleaning;
- (c) observing the requirements laid down in the applicable Union legal acts regarding personal protection equipment for the personnel performing aircraft exterior cleaning;
- (d) using a dedicated area for aircraft exterior cleaning, as established by the aerodrome operator, if applicable;
- (e) properly mitigating the risk of producing FOD during aircraft exterior cleaning.

#### **GH.OPS.335 Aircraft de-icing and anti-icing**

- (a) The ground handling organisation shall ensure that the necessary checks to ensure availability of service before the cold season are planned and performed in due time for the de-icing and anti-icing operations to be executed safely.
- (b) In addition to compliance with the requirements laid down in point GH.OPS.005, the ground handling organisation shall be responsible for ensuring that the fluids used for de-icing and anti-icing comply with the fluid quality standards, that periodic testing is performed, and that proper storage is provided.
- (c) The ground handling organisation shall cooperate with the aerodrome operator and any relevant authority and organisation to enable the recovery and recycling of the de-icing and anti-icing fluid for environmental protection purposes.

- (d) Where the ground handling organisation uses remote platforms and stands to provide de-icing and anti-icing services, it shall appoint a de-icing coordinator and implement a procedure that includes:
- (1) communication on a dedicated radio frequency with the flight crew;
  - (2) stand allocation for aircraft awaiting the de-icing/anti-icing service at the de-icing and anti-icing stand;
  - (3) indication to the flight crew of the removal of equipment and end of de-icing and anti-icing operation for a safe return of the aircraft to the movement area.

## SUBPART 4

**AIRCRAFT TURNAROUND****GH.OPS.400 Coordination of aircraft turnaround activities**

- (a) The ground handling organisation shall ensure the safe provision of ground handling services and aircraft handling during turnaround by establishing a function for the coordination of turnaround activities. The coordination of the turnaround activities shall take into account the turnaround plan specified by the aircraft operator.
- (b) Where more than one ground handling organisation is involved in the provision of ground handling services to the same aircraft operator according to the aircraft operator's turnaround plan, the ground handling organisations concerned shall agree [among themselves] which one is responsible for the turnaround coordination function unless this is established by the aircraft operator.
- (c) The ground handling organisation responsible for the aircraft turnaround coordination shall have a written procedure for the coordination of the turnaround activities that includes the following aspects:
- (1) ground handling activities to be monitored and coordinated during aircraft turnaround;
  - (2) whether the turnaround coordination function is performed by a person or an automated device, on the aerodrome or remotely; if applicable, the person responsible for this function;
  - (3) coordination of communication with all the organisations involved, be it other ground handling organisations, the aircraft operator or the aerodrome operator;
  - (4) tasks associated with the turnaround coordination function;
  - (5) ensure that the load of tasks per person does not jeopardise the safety of activities;
  - (6) when refuelling and defuelling operations take place with passengers being on board, boarding or disembarking, ensure the following:
    - (i) all the following points shall be kept clear of obstacles:
      - (A) designated emergency exits;
      - (B) escape routes, including that of the fuel vehicle;
      - (C) the ground area beneath the aircraft exits intended for emergency evacuation and slide deployment areas when stairs are not in position for use in the event of an evacuation;
      - (D) Fuel Emergency Stop button, where fitted;
    - (ii) the into-plane fuelling service provider shall be informed immediately when the designated evacuation exits and escape routes are obstructed;
  - (7) dissemination of the written procedure to all the persons involved.
- (d) The turnaround plan applied to each aircraft shall observe the aircraft type specificities and aircraft limitations. The turnaround coordination shall take into account the operational context of the aerodrome.
- (e) The ground handling organisation shall observe the requirement to alert the aerodrome emergency services in accordance with point ADR.OPS.D.050 of Regulation (EU) No 139/2014 for accidents and incidents on the apron.

**GH.OPS.405 Aircraft arrival**

- (a) The operational procedures relating to the arrival of an aircraft shall be appropriate to the aircraft type and shall cover:
- (1) securing of the aircraft on the ground;
  - (2) marking the aircraft danger zones;
  - (3) operation of cargo compartment doors and service panels;
  - (4) positioning of the GSE, including the ground power unit and pre-conditioned air unit if applicable;
  - (5) operation of passenger boarding bridges or other GSE such as passenger stairs.
- (b) The parking stand shall be inspected prior to aircraft arrival and the applicable aerodrome operator procedures shall be applied.

**GH.OPS.410 Aircraft securing on the ground**

- (a) The ground handling organisation shall have and implement operational procedures to ensure that the aircraft is secured against any unintended movement, in accordance with the procedures and instructions of the aircraft operator or, as agreed with the aircraft operator, in accordance with the operational procedures of the ground handling organisation.
- (b) The procedures referred to in point (a) shall include safety measures to ensure that only ground handling personnel with specific tasks to be carried out in this phase are allowed to approach the aircraft before the anti-collision lights are turned off and the engines are shut.
- (c) The equipment restraint area shall be marked by placing safety cones around the aircraft areas that are susceptible to ground damage.

**GH.OPS.415 Aircraft loading and unloading**

The operational procedures for aircraft loading and unloading shall ensure the following:

- (a) aircraft loading is performed in accordance with the written loading instructions, and any loading specifications and requirements related to dangerous goods and other special cargo, mail, baggage items or equipment in compartment are observed;
- (b) the aircraft stability is maintained during unloading and loading;
- (c) the unloading team has the appropriate inbound flight documentation;
- (d) the aircraft cargo compartment is empty prior to loading except in the case of transit flights or where the aircraft operator instructions state otherwise, and there are no damages or leaks; if any damage is identified, the aircraft operator shall be informed;
- (e) the loading is performed so as not to damage the cargo compartment or the cargo compartment doors;
- (f) the ULDs and other loose equipment are in serviceable condition, do not contain water or snow, and there is no damaged or leaking cargo;
- (g) the items and ULDs loaded in the cargo compartments are properly restrained to prevent any movement or shifting during flight;
- (h) the ULD type loaded on the aircraft corresponds to what is specified in the loading instructions;
- (i) the cargo compartment doors are properly closed;
- (j) any last-minute changes related to baggage or cargo loading are recorded on the mass and balance documentation and distributed for the information of the persons identified in the aircraft operator's procedure;
- (k) the mass and balance document containing the loading instructions is signed by the person responsible for loading supervision to confirm that the aircraft loading and load distribution have been completed as per the instructions;

- (l) communication related to aircraft loading and load distribution is ensured between the person responsible for loading supervision and the person responsible for load planning and issuance of the related mass and balance documentation, as well as any other intermediary person if load planning is a remote function that is not performed at the departure station;
- (m) a copy of the mass and balance documentation containing the loading instructions is retained on the ground and accessible to the ground personnel responsible for flight operations until after the arrival of the flight;
- (n) loading and unloading are executed with GSE adequate to the aircraft type and task, as the case may be;
- (o) any damage or malfunctions identified to the in-plane loading system are notified to the aircraft operator.

#### **GH.OPS.420 Loading supervision**

The ground handling organisation shall implement procedures for the supervision of aircraft loading and unloading to ensure the following:

- (a) briefing of the unloading team in accordance with the loading messages received prior to aircraft unloading and briefing of the loading team in accordance with the loading instructions prior to aircraft loading;
- (b) monitoring of the aircraft unloading and loading, ensuring that the bulk load is intact and there is no damage or leakage prior to loading;
- (c) loading and securing of baggage and cargo items in the position indicated on the package, so as to prevent their movement in any direction and to maintain their segregation and separation in accordance with the dangerous goods requirements;
- (d) verifying that all the steps referred to in point GH.OPS.415 are complied with;
- (e) check of the load against the related documentation such as cargo manifest, baggage manifest, or the special load NOTOC, if available;
- (f) confirmation that loading is carried out as specified in the final loading instruction form;
- (g) report of any deviations from the planned loading and any special, overweight or non-standard items presented for loading not already included in the loading instructions.

#### **GH.OPS.425 Unit load devices**

The ground handling organisation shall ensure the following with regard to the ULDs for both baggage and cargo load:

- (a) the aircraft operator instructions are followed with regard to the correct use of the ULD type and the ULDs are within the acceptable limits established according to the manufacturer instructions and empty before use;
- (b) the ULDs are checked to ensure that they are serviceable before the build-up and do not exceed the allowed serviceability limits;
- (c) unserviceable ULDs are labelled and taken out of use;
- (d) for ULDs in the form of an aircraft container, arrangements are in place with the ULD owner for the repair or disposal of damaged ULDs;
- (e) the ULD build-up process observes the operational procedures related to all the following:
  - (1) aircraft mass and balance and ULD limitations;
  - (2) use of adequate ULDs regarding the size, type, structural suitability for shipping;
  - (3) interlocking and restraining of load within each pallet or container to prevent its movement during flight;
  - (4) segregation and separation of dangerous goods, as well as their storage and securing in the position indicated on the package, and prevention against movement in any direction within that ULD;
  - (5) integrity of the load and the ULD;
- (f) each ULD in the form of an aircraft container is identified by unique identification codes or markings;

- (g) the ULDs are stored in conditions that prevent their damage; storage on the ground shall not be permitted;
- (h) ULD storage limitations set by the aerodrome operator shall be complied with and when the planned number of ULDs stored at the airport is exceeded, the ground handling organisation shall have procedures and arrangements with the aircraft operators to transport the ULDs to other available locations as soon as possible;
- (i) the ULDs are safely transported and handled to prevent damages to the ULD and the load, the aircraft or other vehicles or equipment and injuries to persons;
- (j) the ULDs are properly secured to avoid uncontrolled movements in adverse weather conditions;
- (k) the ULDs are checked and damages are reported to the aircraft operator according to the aircraft operator instructions;
- (l) personnel involved in ULD handling are properly trained;
- (m) in case of ULD pooling, the organisations concerned shall establish and document clear responsibilities of each party involved in the pooling.

#### **GH.OPS.430 Aircraft departure activities**

- (a) The ground handling organisation shall coordinate the aircraft departure with the other organisations involved in this activity.
- (b) The operational procedure for engine starting shall ensure:
  - (1) that only the personnel and GSE required to assist the engine starting and pushback or towing operations remain within the equipment restraint area;
  - (2) that any condition that may endanger the safety of the engine starting is immediately communicated to the flight crew and the engine starting is delayed;
  - (3) that instructions for the use of the air start unit are included in the ground handling manual;
  - (4) the safety of personnel in the case of using an air start unit or a ground power unit;
  - (5) safe disconnection of equipment from the aircraft before departure;
  - (6) that the aircraft danger zone is clear of equipment and persons;
  - (7) that the final step of the engine start operation is clearly indicated so that the pushback or towing operation can begin.

#### **GH.OPS.435 Aircraft towing and pushback**

- (a) The responsibility for the aircraft towing/pushback operations may be split between several organisations. The ground handling organisation shall be responsible for the following:
  - (1) correct implementation of the operational procedures of the aircraft operator or of the ground handling organisation, if so agreed with the aircraft operator, which:
    - (i) are specific to the aircraft type and towing/pushback vehicle type; and
    - (ii) comply with the equipment manufacturer instructions for the operation of the towing equipment, where the manufacturer has provided such instructions;
  - (2) correct implementation of the communication procedures with the other persons involved in the towing or pushback operation;
  - (3) connection and disconnection of the aircraft to/from the vehicle/towbar;
  - (4) driving or remotely controlling of the towing/pushback vehicle;
  - (5) when a wing walker is involved, maintaining communication with the wing walker and alerting flight crew of the loss of communications during pushback/towing; this step shall be properly coordinated with the provider of apron management services;
  - (6) ensuring training and continued competence of its personnel performing these activities;
  - (7) operation and maintenance of any GSE used for the towing/pushback in accordance with Subpart ORGH.GSE.

- (b) In addition to the requirements listed in point (a), the ground handling organisation shall apply the aerodrome procedures established by the aerodrome operator in accordance with the provisions of Regulation (EU) No 139/2014 in relation to aircraft ground movements, in particular points ADR.OPS.B.028, ADR.OPS.B.080, ADR.OPS.D.001, ADR.OPS.D.015, ADR.OPS.D.040.

#### **GH.OPS.440 Communication and phraseology**

- (a) The communication between the flight crew and the ground handling persons responsible for aircraft pushback/towing shall ensure safe operation of the aircraft and the safety of its occupants and of the persons, d vehicles and other aircraft on the ground.
- (b) The ground handling organisation shall ensure that its personnel observe the standard phraseology for aircraft pushback/towing operations as established in point SERA.14001 of Implementing Regulation (EU) No 923/2012.

#### SUBPART 5

#### **CARGO AND MAIL HANDLING**

#### **GH.OPS.500 Cargo and mail handling – General requirements**

- (a) The activities referred to in Article 2.2(e) points (i) to (iv) of this Regulation may be performed in a cargo terminal or a cargo warehouse at an aerodrome or adjacent to it.
- (b) The ground handling organisation shall apply the operational procedures for cargo and mail handling provided by the aircraft operator unless agreed otherwise with the aircraft operator.
- (c) Notwithstanding point (a), the ground handling organisation shall have and implement operational procedures for the safe transportation of cargo and mail covering the following aspects:
- (1) acceptance of shipment on behalf of the aircraft operator and preparation for the flight in accordance with the applicable requirements and aircraft operator procedures, including:
    - (i) any necessary checks, not linked to safety aspects, as required by applicable regulations;
    - (ii) if applicable, dangerous goods acceptance checks in accordance with Annex 18 to the Chicago Convention and the ICAO Technical Instructions relating to that Annex;
    - (iii) cross-checks of the cargo against the accompanying documentation on behalf of the aircraft operator;
    - (iv) planning of the build-up;
  - (2) final build-up of the cargo, if this was not performed before its arrival at the cargo terminal, and storage of the cargo before the flight;
  - (3) transportation of the cargo shipment to and from the aircraft;
  - (4) intervention in case of cargo damage, leakage or spillage.
- (d) The cargo operations may be performed together by the qualified personnel of the ground handling organisation and the aircraft operator, as priorly agreed.

#### **GH.OPS.505 Handling of special cargo, other than dangerous goods**

The ground handling organisation shall handle special cargo in accordance with the operational procedures provided by the aircraft operator or, when agreed with the aircraft operator, in accordance with its own operational procedures referred to in GH.OPS.500(a).