



RWANDA CIVIL AVIATION AUTHORITY

RWANDA CIVIL AVIATION TECHNICAL STANDARDS

**AERODROME AND GROUND AIDS, VOLUME 3
RCATS-26-003: GROUND HANDLING SERVICES**

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APPROVED BY AND PUBLISHED UNDER THE AUTHORITY OF THE DIRECTOR GENERAL



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FOREWORD

Aerodrome safety is a vital link in aviation safety. Aerodrome safety is achieved by providing aerodrome facilities and maintaining aerodrome environments that are safe for aircraft operations. By complying with the prescribed standards and procedures and taking a proactive safety management approach in the operation of their aerodromes, aerodrome operators can demonstrate that they have discharged their safety obligations to the travelling public.

This Rwanda Civil Aviation Technical Standards is issued in pursuant to Article 29 of the LAW N°20/2018 of 29/04/2018, which empowers the Rwanda Civil Aviation Authority (hereafter referred to as the Authority) to establish minimum safety standards for certification of aerodromes. The standards contained in this Technical Standards are applicable to all aerodromes intended for use for international air transport operations or for public use.

This Technical Standards complements the Civil Aviation (Aerodromes) Regulations. It sets out standards for ground handling services operator at a certified aerodrome and Aerodromes used by public use must comply in order to support aircraft operations. These standards form part of the overall safety specifications to satisfy the requirements of aerodrome certification.

Appendices, tables or figures, which are used to amplify or illustrate standards are considered to form part of the main document and therefore have the same status as the primary text. Notes and attachments comprise material supplementary to the standards or are included as a guide to their application.

Some standards in this Technical Standards incorporate, by reference, other standards contained in other documents. In such cases, the text of these references becomes part of this Technical Standards.

In addition to this Technical Standards, standards and procedures which do not reach the regulatory level and information of an educational or advisory nature, may be issued in the form of Advisory Circulars.

In some circumstances, the uniform application of a particular standard or procedure may not be possible or necessary. Such a standard or procedure will be phrased such as “if practicable”, “where physically practicable”, “where determined necessary” or similar words. Whilst such phrases may imply compliance is not mandatory as directed by the Authority, aerodrome operators need to provide justification for non-compliance and the final authority as to the applicability of the standard to a particular aerodrome facility or procedure rests with the Authority.

Aerodrome standards will change from time to time to meet identified safety needs, technological changes and changes in international standards and practices. Amendments to this Technical Standards is a responsibility of the Authority. Readers may forward advice of errors, inconsistencies or suggestions for improvement to the Authority.




Silas UDAHEMUKA
Director General
Rwanda Civil Aviation Authority



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CHAPTER 1: GENERAL

1.1 REGULATORY PROVISIONS

These Technical Standards are issued in support of Rwanda Civil Aviation Regulation, Part 26, **Regulation 26.526: Authorization of Ground Handling Support Services at Rwandan Airports.**

1.2 APPLICABILITY

This part has been established to govern the permission of carrying out ground handling services in the Rwandan airports and prescribes standards prevailing to the selection of ground handling companies, the standards governing the entitlement of air operating certificate (AOC) holder who wishes to conduct self-handling services, and the operational requirements for conducting ground handling activities.

1.3 DEFINITIONS AND ABBREVIATIONS

1.3.1 Definitions

Airport Operator	Party responsible to operate the airport and holds an Airport Operating Certificate.
Baggage	Such articles, effects, and other personal property of a passenger which are necessary or appropriate for wear, use, comfort, or convenience in connection with the trip. Unless otherwise specified, it includes both checked and unchecked baggage.
Cargo	Any goods carried on an aircraft, which are covered by an air waybill.
Civil Aviation Authority	The government authority responsible to oversee and regulate aviation activities in the state.
Dangerous Goods	Articles or substances, which are capable of posing a significant risk to health, safety or property when transported by air.
Flight Support Services	Services necessary to coordinate with appointed ground handling companies at an airport.
Ground Handling Services	Services necessary for an aircraft arriving at, and departing from, an airport, other than air traffic services.



Ground Handling Company	An organization intending to perform ground handling functions and must be registered in Rwanda or otherwise specified by the Authority.
IATA Airport Handling Manual	Published by the International Air Transport Association (IATA). It contains the standard classification and numbering system (AHM) for the ground handling functions described in ground handling manuals.
Load	Any item carried on an aircraft other than what is included in the basic operating weight.
Load Control	A function to ensure the optimum utilization of the aircraft capacity and distribution of load as dictated by safety and operational requirements.
Rwanda Civil Aviation Technical Standards	Standards set by the Authority to guide the service provider and they are enforceable.
Rwanda Civil Aviation Technical Standards (Aerodrome)	This manual provides direction and lines of responsibility in the day-to-day operation of a certified airport. As well as its detailed operating procedures to be followed for both routine matters and unusual circumstances or emergencies that may arise. The contents of this manual are designed to meet standards for airport certification contained in Rwanda Civil Aviation Regulations (Aerodrome) to ensure ground handling services meet standards.
Safety Management System	A system for the management of safety of operations. It includes the organizational structure, responsibilities, procedures, processes, and provisions for the implementation of safety policies by the organization. It provides for the control of safety within the organization and the safe use of facilities and equipment.
Self-Handler	An air operating certificate (AOC) holder who engages in self-handling.
Self-Handling	A situation in which an air operating certificate holder directly provides for itself one or more categories of ground handling services and concludes no contract with any ground handling company.



1.3.2 Abbreviations

AGA	Aerodrome and Ground Aids
AHM	Airport Handling Manual
AIP	Aeronautical Information Publication
AOC	Air Operator's Certificate
GHM	Ground Handling Manual
ICAO	International Civil Aviation Authority
IATA	International Air Transport Association
RCAA	Rwanda Civil Aviation Authority
RCATS	Rwanda Civil Aviation Technical Standards
RCARS	Rwanda Civil Aviation Regulations
SMS	Safety Management System
SOPs	Standard Operating Procedures

1.4 STANDARDS AND RECOMMENDED PRACTICES

- a) The ground handling activities shall be in accordance with the standards and recommended practices contained:
- Rwanda Civil Aviation Regulations (Part 10: Operations of Aircraft, and Part 26: Aerodromes),
 - Rwanda Civil Aviation Technical Standards (Aerodrome) volume III,
 - RCAA Dangerous Goods Regulation current edition unless required otherwise in this part
- b) These standards and recommended practices are the acceptable means of compliance adopted by the Rwanda Civil Aviation Authority and constitute the basis for the permission required to carry out ground handling activities and support services.

1.5 GROUND HANDLING SERVICES DESCRIPTION

- a) A person shall not carryout Ground handling service at the Rwandan Aerodromes without a licence issued by the Authority.
- b) The ground handling service company shall apply for the operating licence to the Authority as prescribed in RCATs and the ground handling operating licence shall be valid for a period of one (1) year.
- c) Airport operators can not authorize the ground handling service/ Aircraft support services that do not have RCAA license to start operations.
- d) Airport operators cannot limit the number of self-handlers or third-party suppliers of ground handling services or stop the self-handlers or third –party suppliers without permission from the RCAA. Limitations can only be granted on the grounds of specific safety, security, capacity, or available space constraints.
- e) Ground Handling Services are described in two schedules;
- schedule one related to the land side (Appendix B), and



- schedule two related to the airside (Appendix C).
- f) The ground handling operator will comply to all requirements set into the Rwanda Civil Aviation Technical Standards regarding ground handling services. Ground handling services include but not limited to;
- Ground administration & supervision.
 - Passenger handling.
 - Aircraft ground Support services
 - Fueling Activities.
 - Aircraft services.
 - Aircraft maintenance.
 - Flight operations & crew administration.
 - Surface transport.
 - Catering services.
 - Rescue Firefighting Activities
- g) The ground handling service providers shall ensure that the services offered are competitive and adhered to.
- h) The Authority may impose on the ground handling services provider any condition which it considers desirable for public interest, in the interest of safety, security and facilitation, or in order to prevent uneconomic competition.
- i) Ground handling service providers shall hold consultations with ground handling service users before effecting any new charge or a variation of an existing charge and shall avail documentary evidence for such consultations to the Authority upon demand.
- j) Where the Authority receives a complaint that a ground handling service provider, an airport or an air navigation service provider is acting in a way that contradicts to their requirement or raised any complaint. The Authority shall investigate the complaint.

1.6 SELF-HANDLING COMPANIES

- a) For an airport with more than two million passenger movement or 50,000 tons of freight per year, all air carriers are free to handle themselves, but, in case of practical constraints at the airside, the airport operator may reserve the right to self/ground-handling services for two or one air carriers as a minimum for the following categories of ground handling services as described in Appendix C:
- Baggage handling.
 - Ramp handling.
 - Fuel and oil handling
 - Freight and mail handling (physical, between air terminal and aircraft);

Provided that such air carriers are selected on the basis of their operational activities at the airport

- b) For an airport with less than two million passenger movement or 50,000 tons of freight per year, air carriers are free to handle themselves, but, in case of practical constraints at the airside, the airport operator may reserve the right to Self/ground- handling for one air carrier as a minimum for the above four categories of ground handling services:

Provided that such air carrier is selected on the basis of its operational activities at the airport

- c) For other ground handling categories, not mentioned above, all air carriers are free to handle themselves but, in case of practical constraints at the airside, the airport operator may reserve the right to Self/ground handling or support services for a minimum number of ground support services and should be authorized by the Authority. For the following. categories of ground handling services as described in Appendix B.
- Ground administration & supervision.
 - Passenger handling.
 - Aircraft Support services (Ground handling)
 - Fueling Activities.
 - Aircraft services.
 - Aircraft maintenance.
 - Flight operations & crew administration.
 - Surface transport.
 - Catering services.
- d) Airport may keep for itself the management of centralized infrastructures, such as baggage sorting, water purification, and fuel distribution systems and may require the self-handlers and Ground handling companies to use these infrastructures. Airport operators should be transparent, objective and non-discriminatory and should not hinder access of the users to ground handling.

1.7 THIRD-PARTY GROUND HANDLING COMPANIES

- a) Airports with more than two million passenger movement or 50,000 tons of freight per year) should ensure free access by suppliers of ground handling services to the market for the provision of ground handling services to third parties. But they may limit the number of suppliers for the airside categories of ground handling services.
- b) Airports with less than two million passenger movements or 50,000 tons of freight per year may limit the number of ground handling companies to one for the airside categories of ground handling services.
- c) Support services companies will perform their activities as prescribed in the standard operating manuals/procedures.
- d) Ground handling companies or ground support services may be limited due to Airside space and safety constraints, but this will be Authorized by the Authority.



1.8 SELECTION PROCEDURE FOR GROUND HANDLING COMPANIES

- a) RCAA Director General may appoint a ground handling company to carry out any specific ground handling services if it is warranted by the operational requirement of the airport. The petition shall contain relevant justification for submitting it.
- b) If a ground handling company relinquishes its ground-handling activities before the end of the period for which it was selected, it is to be replaced by another ground handling company using the same selection procedure, subject to the conditions established in subpart B of this part.

1.9 OPERATIONAL(LEASE) AGREEMENT

- a) The airport operator shall establish an operational(lease) agreement with the selected ground handling company or ground/Aircraft support services company containing the operational requirements to conduct ground handling services/ground support services in compliance with the requirements established in this RCAT, as well as containing a financial part relevant to charges of the selected ground handling company, and RCAA fees that are prescribed in the Rwanda (Aeronautical information publication) AIP Civil Aviation Regulations.

End of Chapter



CHAPTER 2: GROUND HANDLING/GROUND SUPPORT SERVICE SELECTION

2.1 GROUND HANDLING/GROUND SUPPORT SERVICES SELECTION REQUIREMENTS

The main components of the ground handling selection requirements are as follow:

- a) Ground handling companies/self-handlers wishing to operate at any Rwandan Airport shall submit an application form prescribed by RCAA as Attached in this manual.
- b) The ground handling company shall submit as well the operational or lease agreement from the Airport operator along with the application form for the licence.
- c) The application shall include the company's or self-handling SOP Manual and the results of the internal audits conducted.
- d) Company registered in the relevant Authorities for operating a company in the country.
- e) Company working experience in the related field for at least 5 years in the related field or as may be determined by RCAA.
- f) RCAA shall assess the management structures, facilities, equipment, services, and procedures contained in the applicant's Ground Handling Manual/support manual procedures to ensure that they are appropriate for the scope and type of services as proposed.
- g) Letter of recommendation from the CAA or the ministry in relation to aviation matters where the company is based (applicable to expatriate's companies).

2.2 RCAA SELECTION DETERMINATION PROCESS

- a) Upon receipt of an application for a ground handling selection, RCAA shall process the application in order to verify that the applicant has established the following:
 - i. A satisfactory ground handling manual has been prepared and submitted for approval;



- ii. A financial status report and safety audit has been conducted in accordance to company's SOPs;
 - iii. An acceptable safety management system is established within the organization (if applicable);
 - iv. An acceptable training programme is established;
 - v. The ground handling facilities, services, procedures, training, and equipment are appropriate for the scope of the proposed operation and in accordance with the relevant standards and recommended practices;
 - vi. The ground handling of dangerous goods is conducted in accordance with the Rwanda Civil Aviation (Aircraft Operations) regulations, Hazardous Materials and Dangerous Goods Regulations and;
 - vii. The company or self-handler is capable of operating in accordance with its ground handling manual (GHM).
- b) Upon successful completion of the application process, RCAA in his determination shall request the ground handling or Aircraft support service company to pay the licence fee as published in the AIP.
- c) Upon successful completion of the application process, RCAA in his determination shall issue a license and may endorse it with conditions or limitations to the operations as required.

2.3 DURATION OF GROUND HANDLING OPERATIONAL LICENCE

A ground handling licence under this part is valid for 1 year or until it is surrendered by the ground handling company/Aircraft ground support service or is suspended or revoked by the Authority.

2.4 GROUND HANDLING ANNUAL STATUS REPORT

The selected ground handling company/self-handler shall submit to the airport operator the Annual Status Report in respect of the ground handling and copy RCAA.

End of Chapter



CHAPTER 3: GROUND HANDLING MANUAL

3.1 SCOPE AND PURPOSE

- a) The ground handling manual is a fundamental requirement of the selection criteria. It shall contain all the pertinent information concerning the ground handling facilities, services, and equipment, operating procedures, training programmes, organizational structures, and safety management system. The information presented in the ground handling manual shall demonstrate that the company or self-handler conforms to the standards and recommended practices contained in the Airport Handling Manual, Dangerous Goods Regulations, RCAR Aircraft Operation, RCARs Aerodromes, and RCATs.
- b) The ground handling manual is the company's or self-handler policy and procedures document and provides the ground handling standards to be maintained and the level of services that the company or self-handler can provide at the applicable airport. Information provided in the ground handling manual will enable the airport operator to assess the suitability of the company or self-handler for the type and scope of operations proposed. It is the basic reference guide for conducting audits and safety inspections, for issuing/renewal of a licence to a ground handling services. The ground handling manual shall be developed by the ground handling company or self-handler and approved by the Authority.
- c) The ground handling manual is subject to amendments, in order to ensure that it provides current and accurate information at all times. The selected ground handling company or self-handler is responsible in this respect and also for submitting the amendment for Authority approval.

3.2 PREPARATION OF THE MANUAL

The ground handling manual shall be prepared in the following format;

- a) Printed in English and signed by an authorized person;
- b) Soft copy that facilitates review;
- c) Has a system for recording the currency of pages and amendments and shall include a page for logging revisions;
- d) Shall submit the ground handling manual with the application.

3.3 CONTENT OF THE MANUAL

The ground handling company or self-handler shall include the following particulars in the ground handling manual (detailed in Appendix 1):



- a) Company's or self-handler administration including the organizational structure, duties, responsibilities, and the reporting structure of all management and operations personnel;
- b) Description of the ground handling operation including scope, capabilities, facilities, and equipment;
- c) Safety management system;
- d) Ground handling of dangerous goods in accordance with Dangerous Goods Regulations current edition;
- e) Ground handling procedures, as applicable to the scope of the operation;
- f) Training programme including policy and procedures, initial, recurrent, and update training;
- g) The ground handling quality audit schedule;
- h) The airside safety performance audit schedule;
- i) Ground Support Equipment;
- j) Ground handling emergency response plan.

3.4 AMENDMENTS OF THE MANUAL

- a) The ground handling company or self-handler shall submit all amendments made to the ground handling manual to the RCAA in a timely manner.
- b) To maintain the currency of the ground handling manual, RCAA may issue written directions to a ground handling company or self-handler requiring them to alter or amend the manual in accordance with the applicable directions indicated by the Authority.

3.5 MANUAL DISTRIBUTION

- a) The ground handling company or self-handler shall provide to the RCAA with two complete and current copies of the ground handling manual for approval.
- b) The ground handling company or self-handler shall keep at least one complete and updated copy of the ground handling manual at their place of business.
- c) The ground handling company or self-handler shall make the ground handling manual available to all relevant personnel and for inspection by the airport operator and RCAA inspectors.

End of Chapter



CHAPTER 4: OPERATION

4.1 OBLIGATIONS AND RESPONSIBILITIES

- a) RCAA shall ensure the implementation of the provisions of this RCAT for all types of ground handling services for all airport users. Failure to provide such services will be the responsibility of the Ground handler who will hold the liabilities.
- b) The selection of a ground handling company or self-handler obliges the ground handling or self-handler to ensure safety, regularity and efficiency of their operations at Rwanda Airports and to allow personnel authorized by the airport operator and RCAA access to carry out safety audits and inspections.
- c) The ground handling company or self-handler shall be insured to cover liability in case of accident or incident, in particular in respect of passengers, baggage, cargo, mail, and third-party insurance.
- d) The ground handling company or self-handler shall ensure reporting of the incident to the airport operator and copy RCAA.
- e) The airport operator shall ensure that the ground handling company or self-handler airside operations are in compliance with the safety measures as prescribed in the Rwanda Civil Aviation Technical Standards and the ground handling manual submitted by the ground handling company or self-handler.

4.2 TRAINING AND COMPETENCE

- a) The ground handling company or self-handler shall employ adequate numbers of qualified and skilled personnel for performing all activities in its operations.
- b) Where the RCAA has established security and safety competency requirements for personnel, the ground handling company or self-handler shall employ only those persons possessing documented evidence or certificate showing they meet the applicable requirements.
- c) The ground handling company or self-handler shall implement a system to maintain the competency of the personnel.
- d) The ground handling company or self-handler shall implement training programs that include initial and recurrent training.



4.3 GROUND HANDLING OPERATIONS

- a) The ground handling company/Aircraft ground support service or self-handler shall operate in accordance with the procedures set out in its ground handling manual (SOPs) unless otherwise directed by the Authority.
- b) To ensure the safety of passengers, people and aircraft on the Airside, the airport operator or Authority may give written directions to the ground handling company or self-handler to alter the procedures set out in its ground handling manual.
- c) The ground handling company or self-handler shall ensure proper and efficient maintenance of its facilities and equipment.

4.4 SAFETY MANAGEMENT SYSTEM

- a) Ground handling company or self-handler shall establish a safety management system applicable to the size, scope, and complexity of their handling activities, with a view to ensuring that operations are carried out in a controlled and safe manner.
- b) The ground handling company or self-handler shall ensure that all management and operations personnel comply with the safety requirements.
- c) The ground handling company or self-handler shall ensure that all its personnel cooperate in the promotion of safety at the airport by immediately reporting accidents, incidents, defects, and faults, which have an impact on safety to the airport operator and the Authority.

4.5 INTERNAL AUDITS

- a) The ground handling company or self-handler shall arrange for an internal airside safety performance audit in accordance with Recommendations for Airside Safety Performance Audits.
- b) The audits shall be carried out every 12 months and the results shall be submitted to the airport operator and the Authority.
- c) The ground handling company or self-handler shall ensure that suitably qualified personnel prepare the audit reports.

4.6 DANGEROUS GOODS HANDLING

- a) The ground handling company or self-handler shall demonstrate compliance to recommend practices.



- b) Every person engaged in the handling, or transporting, of dangerous goods, shall be trained in the aspects of these activities that are applicable to their assigned duties.

4.7 EMERGENCY RESPONSE

- a) The ground handling company or self-handler shall establish a formal emergency response procedure and train its personnel on the implementation of that procedure.
- b) Emergency response contact information shall be made available to all ground handling company or self-handler personnel in order to enable timely response in case an emergency or incident requiring response action occurs.

4.8 EXTERNAL AUDIT

- a) The ground handling company or self-handler shall arrange an external audit for the established Safety Management System.
- b) The external audit shall be carried out every 48 months and the results shall be submitted to the airport operator and the Authority.

4.9 INSPECTION AUTHORITY

RCAA authorized personnel shall conduct inspections, including unscheduled or scheduled inspections, to determine compliance with this Rwanda Civil Aviation regulations and supporting documents. This inspection could be done on documents or facilities and equipment.

End of Chapter



APPENDICES



APPENDIX- A- PARTICULARS TO BE INCLUDED IN THE GROUND HANDLING/GROUND SUPPORT MANUAL.

1. **ORGANIZATION'S ADMINISTRATION**
 - a) The legal status of the organization.
 - b) Organizational chart.
 - c) Duties, responsibilities, and reporting structure of all management and operations personnel.

2. **DESCRIPTION OF THE GROUND HANDLING OPERATION**
 - a) Scope of ground handling services.
 - b) Capability statements, including aircraft types.
 - c) Facilities and equipment available (if applicable)

3. **SAFETY MANAGEMENT SYSTEM (if applicable)**
 - a) Safety policy statement.
 - b) Purpose of the safety management system.
 - c) Applicability.
 - d) Safety responsibilities.
 - e) Safety training.
 - f) Standard operating procedures.
 - g) Human factors.
 - h) Risk management.
 - i) Audits and inspections.
 - j) Safety performance monitoring.
 - k) Emergency response.

4. **GROUND HANDLING OF DANGEROUS GOODS(If applicable)**
 - a) Dangerous Goods policy statement.
 - b) Packing, labeling, and marking.
 - c) Ground handling organization's responsibilities.
 - d) Provision of information.
 - e) Establishment of training programs.
 - f) Compliance with IATA Dangerous Goods Regulations current edition, and RCARs.



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5. **GROUND HANDLING PROCEDURES (as applicable)**
 - a) Passenger handling
 - b) Baggage handling
 - c) Cargo/mail handling
 - d) Aircraft handling and loading
 - e) Load control
 - f) Airside safety and management
 - g) Aircraft movement control
 - h) Ground handling agreements
 - i) Ground support equipment
 6. **GROUND HANDLING QUALITY AUDIT SCHEDULE**
 7. **AIRSIDE SAFETY PERFORMANCE AUDIT SCHEDULE**
 8. **EMERGENCY RESPONSE PLAN**



APPENDIX- B- GROUND HANDLING SUPPORT SERVICES DESCRIPTION

1. Ground administration and supervision

- a) Representation and liaison services with local authorities or any other entity, disbursements on behalf of the airport user, and provision of office space for its representatives;
- b) Load control, messaging, and telecommunications;
- c) Handling, storage, and administration of unit load devices;
- d) Any other supervision services before, during, or after the flight and any other administrative service requested by the airport user.

2. Passenger handling

- (a) Any kind of assistance to arriving, departing, transfer or transit passengers, including checking tickets and travel documents, registering baggage, and carrying it to the sorting area.

3. Aircraft services

- a) The external and internal cleaning of the aircraft, and the toilet and water services;
- b) The cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft;
- c) The rearrangement of the cabin with suitable cabin equipment, the storage of this equipment.

4. Flight operations and crew administration

- a) Preparation of the flight at the departure airport or any other point;
- b) In-flight assistance, including re-dispatching if needed;
- c) Post-flight activities;
- d) Crew administration.

5. Surface transport

- a) The organization and execution of crew, passenger, baggage, freight, and mail transport between different terminals of the same airport, but excluding the same transport between the aircraft and any other point within the perimeter of the same airport;
- b) Any special transport requested by the airport user/any ground handler carrying activities on the airside.



6. Catering services

- a) Liaisons with suppliers and administrative management;
- b) Storage of food and beverages and the equipment needed for their preparation;
- c) Cleaning of this equipment;
- d) Preparation and delivery of equipment as well as bar and food supplies.

APPENDIX- C- GROUND HANDLING SERVICES DESCRIPTION

1. Baggage handling

Handling baggage in the sorting area, sorting it, preparing it for departure, loading it onto and unloading it from the devices designed to move it from the aircraft to the sorting area and vice versa, as well as transporting baggage from the sorting area to the reclaim area.

2. Freight and mail handling

The physical handling of freight and mail whether incoming, outgoing, or being transferred, between the air terminal and the aircraft.

3. Ramp handling

- a) Marshaling the aircraft on the ground at arrival and departure;
- b) Assistance to aircraft parking and provision of suitable devices;
- c) Communication between the aircraft and the airside supplier of services; (Provided that these services are not provided by the air traffic service)
- d) The loading and unloading of the aircraft, including the provision and operation of suitable means, as well as the transport of crew and passengers between the aircraft and the terminal, and baggage transport between the aircraft and the terminal;
- e) The provision and operation of appropriate units for engine starting;
- f) The moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices;
- g) The transport, loading on to and unloading from the aircraft of food and beverages.

4. Fuel and oil handling:

- a) The organization and execution of fueling and refueling operations, including the storage of fuel and the control of the quality and quantity of fuel deliveries;
- b) The procedures for replenishing of oil and other fluids.

APPENDIX- D- GROUND HANDLING/SUPPORT SERVICES CHECKLISTS

The following items must in compliance;

1. GROUND HANDLING IN GENERAL

SN	CHECKLIST FOR GROUND HANDLING COMPANY	S	N/S	N/A	COMMENT
1	Application form for the licence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	The ground handling facilities, services, procedures, training, and equipment are appropriate for the scope of the proposed operation and in accordance with the relevant standards and recommended practices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	The airport operator's operational agreement with the selected ground handling company or self-handler.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Payment receipt for the licence as prescribed by the Authority.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Training programme and training plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Register in the local authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Insurance company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	A satisfactory ground handling manual has been prepared and submitted for approval;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	A satisfactory internal audit conducted in accordance to RCAA standards and company SOPs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	An acceptable safety management system established within the organization;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	An acceptable training programme is established;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	The ground handling facilities, services, procedures, training, and equipment appropriate for the scope of the proposed operation and in accordance with the relevant standards and recommended practices;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	The ground handling of dangerous goods conducted in accordance with the Rwanda Civil Aviation Regulations (Aircraft Operations), Hazardous Materials and Dangerous Goods Regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	The company or self-handler competence skills (Certificates of previous work)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



2. SUPPORT SERVICES CHECKLIST

SN	CHECKLIST FOR SUPPORT SERVICE	S	N/S	N/A	COMMENT
1	Application form for licence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	The support services facilities, services, procedures, training, and equipment appropriate for the scope of the proposed operation and in accordance with the relevant standards and recommended practices;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	The airport operational agreement with the selected support service company or self-handler containing the operational requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Payment receipt for the licence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Support service procedures/manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Training programme and training plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Registered in the local authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	SMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3. FUEL FIRM CHECKLIST

SN	CHECKLIST FOR THE FUEL	S	N/S	N/A	COMMENT
1	Application form for licence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Fueling facilities, services, procedures, training, and equipment appropriate for the scope of the proposed operation and in accordance with the relevant standards and recommended practices;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	The airport operational agreement with the selected ground handling company or self-handler containing the operational requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Payment receipt for the licence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Fueling procedures and manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Training programme and training plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Register in the local authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	SMS manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



APPENDIX- E- GROUND HANDLING SERVICES APPLICATION FORM

 RWANDA CIVIL AVIATION AUTHORITY P.O Box: 1122 Kigali Tel: +250 252 585845 Email: info@caa.gov.rw Website: www.caa.gov.rw	<p>APPLICATION FOR GROUND HANDLING SERVICES</p> <p>Form No: RCAA/Form/AGA005</p>
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A. TYPE OF APPLICATION: Date Submitted: _____ Original Renewal

A. APPLICANT INFORMATION: *Complete only blocks 1 through 5 for renewal.*

1. COMPANY REGISTERED (AND TRADING) NAME	4. PERMANENT ADDRESS: PRINCIPAL PLACE OF BUSINESS (<i>Street or Postal Number</i>)
2. CENTRAL TELEPHONE & FAX NUMBERS	5. CITY STATE/PROVINCE MAIL CODE COUNTRY
3. REGISTERED NUMBER	6. PROPOSED START DATE

B. MANAGEMENT CONTACTS: *Complete all blocks for original or renewal.*

1. NAME & TITLE OF MANAGEMENT PERSONNEL	PHONE #	E-MAIL
2. NAME & TITLE OF MANAGEMENT PERSONNEL	PHONE #	E-MAIL
3. NAME & TITLE OF MANAGEMENT PERSONNEL	PHONE #	E-MAIL

C. DESCRIPTION OF SERVICES: *Provide detail description of proposed Ground Handling Services*

<input type="checkbox"/> Ground administration and supervision <input type="checkbox"/> Aircraft services <input type="checkbox"/> Flight operations and crew administration <input type="checkbox"/> Surface transport <input type="checkbox"/> Catering services <input type="checkbox"/> Other:	<input type="checkbox"/> Baggage handling <input type="checkbox"/> Freight and mail handling <input type="checkbox"/> Ramp handling <input type="checkbox"/> Fuel and oil handling <input type="checkbox"/> Passenger handling
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D. ADDITIONAL APPLICATION ATTACHMENTS: *Select blocks & attach copies of each for original application. For renewal, select on the boxes that have changed.*

Ground Handling Manual
 Licence of registration
 Tentative airport lease agreement

E. ADDITIONAL INFORMATION PERTINENT TO THIS APPLICATION:
 This space is provided for inclusion of information could not be inserted in the available category and spaces provided on front of form.



F. APPLICANT'S CERTIFICATION: <i>The undersigned certify that all statements and answers provided on this application form and as attachments are complete and true to the best of my knowledge and agree that they are to be considered as part of the basis for issuance operations specifications.</i>		
<i>A person shall not with intent to deceive or make any false representation for the purpose of procuring for himself or any other person the grant, issue, renewal or variation of any such approval.</i>	DATE	MANAGING DIRECTOR SIGNATURE:
	DATE	OPERATIONS DIRECTOR SIGNATURE
G. RCAA CERTIFICATION:		
1. APPROVED (See Specifications of Operations for Particulars): <input type="checkbox"/>		2. DISAPPROVED: <input type="checkbox"/>
3. Name and Title	4. Signature	5. Date
RCAA/Form/AGA005		