

Draft Acceptable Means of Compliance (AMC) and Guidance Material (GM) to Part-DEF, Part-ORO and Part-CAT of Regulation (EU) No 965/2012 on air operations

The Annex to ED Decision 202X/OXX/R is amended as follows:

- The text of the amendment is arranged to show deleted, new or amended, and unchanged text as follows:
- deleted text is ~~struck through~~;
- new or amended text is highlighted in **blue**;
- an ellipsis '[...]' indicates that the rest of the text is unchanged.

Disclaimer

This is a draft document and is provided for information purposes only. Its contents have not been subjected to any type of review whatsoever.



GMx to Annex I Definitions

GROUND SUPERVISION

- (a) Ground supervision of ground handling (GH) activities is a service in itself, which is contracted by an operator as an individual service. It comprises of activities to supervise one or more GH activities, which may be performed by one or more providers of GH services.
- (b) Ground supervision does not include a ground handling organisation's self-management of its own activities.
- (c) A person responsible for ground supervision may act on behalf of more than one operator to ensure safe delivery of the services by the ground handling organisations.
- (d) Ground supervision includes general activities, such as official representation of the contracting aircraft operator(s) in relation to the aerodrome authorities or any other organisations operating at that aerodrome, as well as supervision of a range of ground handling activities taking place before, during and after turnaround, as follows:
 - (1) operational planning,
 - (2) supervision of airside activities,
 - (3) activities related to aircraft arrival, vehicles and ground support equipment operations and parking,
 - (4) passenger and baggage handling,
 - (5) catering handling,
 - (6) aircraft departure activities,
 - (7) apron services, aircraft cleaning, refuelling/defueling operations, toilet servicing, water servicing,
 - (8) aircraft pushback or towing,
 - (9) safety and service performance monitoring,
 - (10) workload management,
 - (11) coordination in case of emergency response, in accordance with the operator's procedures,
 - (12) accidents, incidents and near misses reporting.

Annex III Part-ORO

AMC3 ORO.GEN.110(f) Operator responsibilities

TURNAROUND COORDINATION

The operator should establish a turnaround plan for its aircraft and ensure that the ground handling organisation coordinates the aircraft turnaround activities in accordance with that plan.



GM5 ORO.GEN.200(a)(3) Management system

INTERFACES WITH GH ORGANISATIONS AND AERODROME OPERATORS

When identifying aviation safety hazards entailed by its activities, the operator should consider interfaces with ground handling organisations and aerodrome operators.

Not all stakeholders will have a role to play in each of the operational procedures that are part of the interfaces. In order to avoid any confusion in this sense, it is important that they clarify their responsibilities and tasks for each of the common activities and that their personnel are familiarised with them.

The operational interfaces should identify the clear tasks and responsibilities for at least the following processes and activities. However, it should be kept in mind that the interfaces may involve more stakeholders depending on the contracted activities and the concluded agreements.

It is recommended that the aircraft operator uses the guidelines for establishing operational interfaces provided in ICAO Doc 10121 Manual on Ground Handling, particularly Chapter 6 thereof.

AMC1 ORO.GEN.205 Contracted activities

RESPONSIBILITY WHEN CONTRACTING ACTIVITIES

- (a) The operator may decide to contract certain activities to external organisations.
- (b) A written agreement should exist between the operator and the contracted organisation clearly defining the contracted activities and the applicable requirements. In case of ad-hoc operations without a prior ground handling agreement, the ground handling services may be provided on a short notice from the operator or the commander/pilot-in-command.
- (c) The contracted safety-related activities relevant to the agreement should be included in the operator's safety management and compliance monitoring programmes.
- (d) The operator should ensure that the contracted organisation has the necessary authorisation or approval when required, or that a ground handling organisation contracted to provide services at an EU aerodrome in the scope of Regulation (EU) 2018/1139 operates under a declaration and commands the resources and competence to undertake the activities task.

AMC3 ORO.GEN.205 Contracted activities

GROUND HANDLING SERVICES

When contracting a ground handling organisation that has declared its activities in accordance with Regulation (EU) 202x/yy [ground handling], the operator should adopt a risk-based approach to comply with the requirements of ORO.GEN.205.

GM1 ORO.GEN.205 Contracted activities

CONTRACTING — GENERAL

- (a) Operators may decide to contract certain activities to external organisations for the provision of services related to areas such as:
 - (1) ~~ground de-icing/anti-icing;~~



- ~~(2)~~ ground handling;
 - ~~(23)~~ flight support (including performance calculations, flight planning, navigation database and dispatch);
 - ~~(34)~~ training; and
 - ~~(45)~~ manual preparation.
- (b) Contracted activities include all activities within the operator's scope of approval that are performed by another organisation either itself certified, ~~or~~ authorised or covered by a declaration to carry out such activity or, if not certified, ~~or~~ authorised or declaring its activity, working under the operator's approval.
- (c) The ultimate responsibility for the product or service provided by external organisations should always remain with the operator.
- (d) Notwithstanding point (c), a ground handling organisation providing services to an operator is not exonerated from its own responsibility for the safe provision of services in compliance with the requirements of Regulation (EU) 2018/1139 and its delegated and implementing acts.

GM1 ORO.GEN.315 Operational procedures for ground handling

ADDITIONAL GUIDANCE

Additional guidance on ground handling operational procedures may be found in Appendix A to ICAO Doc 10121 Manual on Ground Handling.

AMC1 ORO.GEN.315(b);(c) Operational procedures for ground handling

INSTRUCTIONS AND PROCEDURES FOR GROUND HANDLING SERVICES

When contracting ground handling services to a third-party ground handling organisation, the operator should ensure either of the following:

- (a) The operator's instructions and procedures for ground handling activities are made available to the GH organisation. If both the operator and the GH organisation apply GH procedures based on the same industry standards or good practices, the operator should consider reducing the variations from those industry standards and good practices by proving through a safety risk assessment that those variations ensure a higher safety level than the industry standards. The operator should also specify in the instructions and procedures any exceptions or deviations from the applied industry standards and good practices that are related to safety; or
- (b) The GH organisation provides those services in accordance with industry standards and good practices.

AMC1 ORO.GEN.315(b) Operational procedures for ground handling

INFORMATION ON THE TRANSPORT OF PASSENGERS WITH REDUCED MOBILITY AND THEIR MOBILITY DEVICES

For the carriage of passengers with reduced mobility and their mobility devices, the operator should ensure the following:

- (a) publish applicable restrictions on the carriage of mobility devices, including the electrical ones;



- (b) provide means to receive information from passengers, either directly or indirectly, about any requirements for passenger assistance, including on the transport of their mobility devices;
- (c) establish procedures to address the following risk areas:
 - (1) communication of safety-relevant information related to the transport of passengers requiring assistance and their mobility devices to the contracted providers of ground handling services at the aerodrome, to prepare the packing and loading of the mobility aid for safe transport, as applicable, in accordance with the ICAO Technical Instructions;
 - (2) aircraft mass and balance and any loading limitations that apply;
- (d) ensure that appropriate masses are used for the mobility devices when preparing the mass and balance documentation and comply with load-spreading requirements;
- (e) include the instructions in its operations manual, as applicable, for passenger acceptance, load control and aircraft loading.

GM1 ORO.GEN.315(c)(2) Operational procedures for ground handling

USE OF OPERATIONAL PROCEDURES OF THE GROUND HANDLING ORGANISATION

The following are examples of cases when the operator is in the position of not being able to provide its operational procedures for ground handling to the ground handling organisation, while still being compliant with the requirements of this Regulation. The examples are not exhaustive:

- (a) an NCO operator, as it is not mandatory for NCO operators to have operational procedures for GH;
- (b) landing at an alternate aerodrome, where the ground handling service provider does not have the operator's operational procedures for the provision of ground handling services;
- (c) emergency landing at any aerodrome that is not included among the operator's regular or alternate aerodromes of operation;
- (d) a change of the operational flight plan during flight, as it may often be the case of non-commercial operators (NCC).

GM2 ORO.AOC.135(a) Personnel requirements

COMPETENCE OF NOMINATED PERSONS

[...]

- (e) Ground operations. The nominated person should have a thorough knowledge of the AOC holder's ground operations concept and be familiar with the relevant requirements of Regulation (EU) 202x/yy on ground handling applicable to their operation.

AMC3 ORO.MLR.100 Operations manual

TRAINING PROGRAMME FOR THE OPERATOR'S PERSONNEL PERFORMING GH ACTIVITIES

[...]

D TRAINING



[...]

- 2.5 for operations personnel other than crew members (e.g. flight dispatcher, ground handling personnel, etc.), all other relevant items prescribed in Annex IV (Part-CAT) and in this Annex pertaining to their duties.

[...]

Annex IV Part-CAT

GM1 CAT.GEN.MPA.220(a) Additional responsibilities for CAT operators of complex motor-powered aeroplanes performing self-handling

SINGLE AIR CARRIER BUSINESS GROUPING

The term 'single air carrier business grouping' refers to two or more operators (AOC holders) having their principal place of business in the territory to which the Treaties apply, that facilitate the harmonisation of their management systems, operations and other processes for the purpose of applying the requirements for self-handling. This includes applying common standards to components of their management system addressing ground handling, training of personnel performing GH activities, ground operational procedures, and the maintenance programme for ground support equipment.

GM1 CAT.GEN.MPA.220(b) Additional responsibilities for CAT operators of complex motor-powered aeroplanes performing self-handling

TRAINING PROGRAMME

The training programme for the operator's ground handling personnel does not require prior approval of the competent authority.

This approach is consistent with Regulation (EU) 202x/yy [ground handling], which establishes the requirements for GH training applicable also to a CAT operator of complex motor-powered aeroplanes performing self-handling. The GH Regulation does not require any prior approval of any element of the organisation's management system, as organisations providing GH services operate under a declaration regime.

GM CAT.GEN.MPA.200 Transport of dangerous goods

CHANGES TO THE LOADING POSITION OF DANGEROUS GOODS

If a change to the loading position of dangerous goods is necessary, the change should be made in accordance with the operator's instructions on the segregation of dangerous goods in accordance with the Technical Instructions. An amendment should be made to the notification to the commander (NOTOC) and given to the commander before departure. The commander should confirm that the amendment has been received. A copy of this information should be kept on the ground and be accessible to the operational control personnel responsible for flight operations until after the arrival of the flight.



AMC1 CAT.OP.MPA.250 Ice and other contaminants – ground procedures

PREPARATION FOR THE COLD SEASON

The operator should coordinate with the aerodrome operators and the GH organisations providing de-icing/anti-icing services the preparation of the de-icing/anti-icing operations sufficient time in advance of the starting of the cold season. The plan for the winter season should be communicated to all stakeholders concerned.

GM1 CAT.OP.MPA.250 Ice and other contaminants – ground procedures

PREPARATION OF DE-ICING/ANTI-ICING OPERATIONS IN COORDINATION WITH THE STAKEHOLDERS CONCERNED

- (a) Coordination should include the following elements of all stakeholders involved, as a minimum:
 - (1) aligning the documents/procedures/manuals covering cold season operations;
 - (2) local procedures at the aerodrome of operation, including instructions and procedures for cold weather operations.
- (b) The operator should ensure the relevant personnel receive updated training for de-icing/anti-icing operations.
- (c) When possible, the plan for winter operations should be tested.

GM1 CAT.POL.MAB.105(d) Mass and balance data and documentation

LAST-MINUTE CHANGES

- (a) Mass and balance documentation are expected to reflect the actual loaded state of the aircraft before departure. The final mass and balance documentation needs to reflect any change that was made to the aircraft loading compared to the initial issue of the documents. These later adjustments are called last-minute changes (LMC).
- (b) LMCs are used for entering late updates to the mass and balance documentation without requiring the preparation of a new issue of the document.
- (c) If in any doubt about the limitations of the aircraft, the operator should ensure that the mass and balance documents are reissued.

The LMC should contain the following minimum information:

- (1) the load to be changed (baggage, passengers, cargo, etc).
- (2) the mass of the load to be changed;
- (3) the current location of the load to be changed (cabin/bay area, cargo compartment, etc.).
- (4) the nature of the change (enter + or – as appropriate).
- (5) the intended location of the load (if remaining onboard).
- (6) the total mass and index change of the LMC.



- (d) Aircraft flight envelopes may be more restrictive at lower weights. Changes in loading applied to a lighter-loaded aircraft will affect its centre of gravity more, so a LMC should be checked carefully.
- (e) With an increasing number of pieces of hand baggage, some of them may need to be relocated into a cargo compartment. In such cases, the calculations should be completed as part of the LMC.

AMC1 CAT.POL.MAB.110 Load control process

LOAD CONTROL PROCESS

- (a) The operator should ensure the load control process covers at least the following:
 - (1) identification of the functions and the tasks associated to each function;
 - (2) the mass and balance documentation including, as applicable, the loading instruction form and the NOTOC, is distributed to the relevant persons as identified in the load control process;
 - (3) communication of information related to aircraft loading and load distribution between the person responsible for loading supervision and the persons responsible for load planning and issuance of related mass and balance documentation, as well as any other designated intermediary person in case load planning is a remote function that is not performed at the departure station;
 - (4) the aircraft loading and load distribution are performed in accordance with the loading instructions;
 - (5) the mass and balance document and the loading instructions are not in contradiction and include any last-minute changes.
- (b) Points (2) and (3) do not apply when the mass and balance documentation and loading/unloading of baggage are performed by the flight crew.

GM1 CAT.POL.MAB.110 Load control process

LOADING INSTRUCTIONS

- (a) The loading instructions are generated for the purpose of providing support to the person supervising the aircraft loading in order to facilitate this activity and ensure that the load distribution and aircraft loading are completed as per the instructions.
- (b) The loading instructions contain information about the maximum mass of load items that may be loaded in each cargo compartment and instructions for safe and optimal distribution of items to be loaded in the aircraft cargo compartments.
- (c) The confirmation that the aircraft has been loaded in accordance with the loading instructions is usually in the form of a signature by the person responsible for loading supervision, on the mass and balance documentation. A signed copy of this document is retained on the ground.



GM2 CAT.POL.MAB.110 Load control process

LOADING SUPERVISION AND LOAD PLANNING

It is recommended that aircraft loading and unloading supervision should be done, if possible, by a different person than the one(s) responsible for load planning and issuance of the mass and balance documentation, the loading instructions and/or NOTOC.

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