Ground Handling Operations

CASeD
Kuwait DGCA’s intention is to assure safe and efficient operations are enhanced by modern ground service, focusing on the performance aspects for delivery of Ground Handling services, which having consideration to safety, through the direct certification and surveillance of ground-handling providers.
The Challenge

- The most significant risk factors for ground damage occur in towing, ramp movements, ground service equipment and hangar movements, which include maintenance facilities and operations. One common thread running through all of these risk areas is a lack of training.

- Direct costs associated with aircraft damage on the apron and in maintenance facilities are upwards of $1.2 billion a year.
The Challenge

- **Ground Safety** includes ramp safety, ground collisions as well as all ground servicing, preflight, engine start/departure and arrival events.

- Taxi and towing represent the **third highest category of accidents** as per ICAO recent safety report indicates.
The Challenge

- IATA analysis shows the major threat to be the **Ground Events** for ground damage category, with **Regulatory Oversight** as the second major **Latent Condition**.
Kuwait DGCA is following a balanced approach towards its obligation for safety improvement, regarding the service provider’s perception(s) and a better travel experience via Kuwait International Airport.
Implementing Ground Handling Regulations in Kuwait

- The state of Kuwait took the initiative to establish basic regulations concerning Ground Handling Operations.
- After coordinating with the Industry, the regulations have been successfully registered and KCASR 14 – Vol. 3 became the official national Ground Handling Operations National Regulatory reference.
Kuwait DGCA provides a comprehensive package of requirements dedicated for Aviation Ground Handling Services including:

- Direct Performance-Based Oversight (Certification & Surveillance) for GHO service providers
- KCASR 14, Volume III -Ground Handling Operations (GHO)- contains the basic regulations to be complied with for civil aviation in the state of Kuwait
• Appropriate framework pertaining commercial matters and charges for delivery of GHO moving to a more competitive environment
• Provisions for the Level of Service between ground handling agent with air operators and with Kuwait International Airport

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<thead>
<tr>
<th>Description</th>
<th>Target</th>
<th>Penalties</th>
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</thead>
<tbody>
<tr>
<td>Flight delay</td>
<td>ETD - 30 mins</td>
<td>100KOD</td>
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<tr>
<th>Description</th>
<th>Target</th>
<th>Penalties</th>
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<tbody>
<tr>
<td>Maximum delay for deployment of Pax Steps/Boarding</td>
<td>3 mins</td>
<td>200KOD</td>
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<tr>
<td>Maximum turnaround time for round trip of Apron Bus</td>
<td>15 minutes</td>
<td>200KOD</td>
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<tr>
<th>Description</th>
<th>Target</th>
<th>Penalties</th>
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<tbody>
<tr>
<td>1st Bag on the belt for First/Business Class passengers</td>
<td>10 minutes</td>
<td>500KOD</td>
</tr>
<tr>
<td>Last Bag on the belt (Bridge/Remote stand)</td>
<td>30-40 minutes</td>
<td>500KOD</td>
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<tr>
<th>Description</th>
<th>Target</th>
<th>Penalties</th>
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<tbody>
<tr>
<td>Receipt of Cargo at Warehouse after arrival</td>
<td>30 mins</td>
<td>200KOD</td>
</tr>
<tr>
<td>Receipt of Mail at Warehouse after arrival</td>
<td>30 mins</td>
<td>200KOD</td>
</tr>
<tr>
<td>Cargo delivery for Aircraft loading</td>
<td>ETA + hour (1.30)</td>
<td>500KOD</td>
</tr>
<tr>
<td>Mail delivery for Aircraft loading</td>
<td>ETA + hour (1.30)</td>
<td>500KOD</td>
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<th>Description</th>
<th>Target</th>
<th>Penalties</th>
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<tr>
<td>Check-in</td>
<td>ETD - 15 mins</td>
<td>200KOD</td>
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Ground handling operations must be carried out in compliance with:
- KCASR 6
- KCASR 9
- KCASR 14 (Vol I and Vol II)
- KCASR 16
- KCASR 17
- KCASR 18
- KCASR 19
- KCASR 26
- KCASR 27

All DGCA resolutions listed but not limited to:
- DGCA Presidential Resolutions No. (2736) (Ref. to Annex 5 of this Regulation).
- DGCA Presidential Resolutions concerning GHO Operation.

Ground Handling Operations (GHO) must be carried out in compliance with:
- In accordance with the procedures, standards and training guidelines contained in the International Air Transport Association (IATA):
- In conformity with National Regulation concerning fuel and with the specifications, procedures and recommended practices for into-plane fueling services, airport depots and hydrants.
- In accordance with Ministry of Health Requirements and standards as well as procedures, standards and recommended practices contained in the Guide to Hygiene and Sanitation in Aviation of the World Health Organization (WHO) and the World Food Safety Guidelines for Airline Catering of the International Flight Services Association (IFSA).
- In conformity with the requirements of the applicable parts and annexes of the Aerodrome Manual (ADM) and relevant SLAs.
- In conformity with their customer's specific operating procedures and requirements (relevant SLAs), where applicable, and
- In conformity with the certificate holder's manuals, policies, and procedures as accepted by Kuwait DGCA.
1. Service provider would apply for Ground Handling Operation Certification using the GHO application form (1444)

2. Service provider would submit their Ground Handling Operation manual (GHOM) AND RELEVANT DOCUMENTS

3. Service provider would proceed to pay the required fees as per KCASR 27

4. DGCA will review GHOM for compliance and acceptance

5. DGCA will arrange an audit in order to certify the service provider

6. DGCA prepares a final report, containing observations and findings that are related to the audit, within 2 weeks

7. The service provide would reply with a corrective action plan, if needed

8. DGCA will review corrective action plans, to either refuse certification or ask for adjustments on action plans

9. Certification is approved for the service provider for 2 years validity
Continuous Surveillance

Adopting a Performance-Based surveillance to continuously monitor GHO taking into consideration the assessment of the safety performance through:

- Role of GHO oversight assigned to the Aerodromes section, and working in liaison with Operations section (integrate work areas affected by GHO)
- KCASR 14 (Vol III) requires GHO to provide means of electronic data sharing with Kuwait DGCA (facilitate automatically data generated platform)
- The right that DGCA may delegate, as appropriate, international bodies (e.g.: IATA, ACI) to conduct audit activities for ground handling (exchange of safety data at the international level)

This constitutes the basis for surveillance activities focusing on the safety performance, besides ensuring compliance to identify any trend and decide an appropriate frequency for the oversight cycle.
Thank you
Any Questions?