



The Seventh Meeting of the Asia/Pacific Aerodrome Assistance Working Group (AP-AA/WG/7)

**WP15 - Practices, Experience And Challenges For The Safety
Oversight Of Ground Handling Services In Malaysia**

Agenda Item 3: Aerodrome Certification and Safety Management System

**Bangkok, Thailand
27-30 May 2025**

TEAM CAAM
Safe Sustainable *Skies*

Objectives



Highlight the critical role of ground handling services in ensuring aviation safety and operational efficiency.



Identify key challenges and gaps in safety oversight, including compliance, training and documentation.



Present implemented strategies and collaborative efforts to enhance safety, regulatory compliance and coordination.

Introduction

Importance of GHSPs

Essential for safe, efficient, and smooth air transport operations.

Regulatory

MAVCOM: Certifies GHSPs.

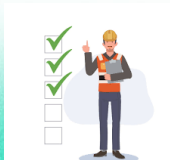
CAAM: Conducts safety audits and ensures regulatory compliance.

Audit and Compliance

Oversight based on ICAO Doc 10121 and CAD 6010. Audits assess operations and staff qualifications to ensure safety and compliance.



Inspection Practices

Unrestricted Access for Inspectors	Planned vs. Unplanned Audits	Role of Nominated Post Holder	Documentation of Findings
- Inspectors have full access, including airport passes, to observe real-time ground operations. - Enables timely identification of safety risks in dynamic environments. 	- Planned audits allow GHSPs to prepare documents and staff. - Unplanned audits assess actual day-to-day compliance (e.g., vehicle use), ensuring continuous adherence. 	- NPH must be present during audits. - Responsible for providing documents, access, and addressing inspectors' questions. 	- Results recorded in the Compliance Questionnaire (CQ) checklist. - Audit report highlights non-compliance, recommends corrective actions, and outlines follow-up procedures. 

Field Experiences



Lack of Familiarity with Regulations

- GHSP personnel often unaware of CAD 6010 requirements.
- Inspectors provide guidance, clarify compliance needs and recommend corrective actions.
- Outcome: Improved compliance and strengthened safety culture.



Varying Personnel Competency

- Differences in skill levels observed.
- Inspectors identify training gaps and suggest refresher courses or revised programs.
- Outcome: Enhanced workforce proficiency and safer operations.



Inconsistent Documentation

- Issues found in manuals, checklists, logs and records.
- Inspectors support GHSPs in revising documents and aligning them with actual practices.
- Outcome: Better compliance and operational consistency.

Oversight Challenges



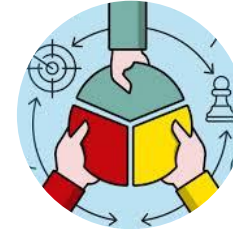
Limited Resources & Expertise

- Shortage of qualified inspectors across all 12 ground handling categories.
- Complex operations require specialized knowledge not always available.



NPH & Compliance Challenges

- Nominated Post Holders often lack understanding of audit processes and CQ checklist.
- Causes delays and complicates compliance verification.
- No direct enforcement power limits inspectors' ability to act on non-compliance.



Multi-Stakeholder Coordination

- Requires collaboration with aerodrome operators, airlines, and regulators.
- Creates logistical and administrative challenges in maintaining consistent compliance across airports.

Conclusion

- Oversight remains essential, with ongoing improvements.
- Key challenges include limited resources, lack of enforcement authority, and complex coordination among stakeholders.
- To address these, Malaysia has implemented enhanced training for GHSP personnel and strengthened inter-agency collaboration to improve compliance and safety.



The meeting is invited to:

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- ✓ note the information contained in this paper;
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- ✓ share relevant challenges and experience by other States in the Asia-Pacific Region;
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- ✓ share relevant best practices in dealing with ground handling service providers; and
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- ✓ discuss any relevant matters as appropriate.
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Thank You



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