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*International Civil Aviation Organization*The Seventh Meeting of the Asia/Pacific
Aerodrome Assistance Working Group (AP-AA/WG/7)*Bangkok, Thailand, 27 to 30 May 2025***Agenda Item 8: AP-AA/WG Task List****THAILAND'S EXPERIENCES AND PRACTICES FOR SAFETY OVERSIGHT
OF GROUND HANDLING SERVICES**

(Presented by Thailand)

SUMMARY

This paper presents Thailand's experiences and practices for safety oversight of Ground Handling Services.

1. INTRODUCTION

1.1 The Civil Aviation Authority of Thailand (CAAT) does not have a direct regulatory framework governing Ground Handling Service Providers. Instead, safety oversight of ground handling activities is carried out through audits and inspections of aerodrome operators and air operators.

2. DISCUSSIONInternational Standards & Thailand's Compliance

2.1 State letter AN 4/1.1.58-23/33 dated 30 May 2023 contains details of the proposed amendments to Annex 14, Volume I related to ground handling are new definitions, safety-related aspects affecting apron design and management pertaining to ground handling, and impact assessment and oversight requirements for the ground handling sector which will be applicable on 26 November 2026. Doc 10121 Manual on Ground Handling also provides guidance for all stakeholders involved in the ground handling of aircraft that might impact the safety of operations.

2.2 CAAT has promulgated several regulations on the standards and requirements for ground handling services activities provided at aerodromes. It also sets out provisions requiring public aerodrome operators to establish a supervision system and an internal audit system to ensure that ground handling service activities, whether performed directly by the aerodrome operator or by subcontractors, are conducted safely and in compliance with applicable standards and requirements. In addition, CAAT has developed Guidance Material on Apron Management and Apron Safety to provide guidance for aerodromes operators on how apron management and apron safety can be managed within the context of a systematic and structured management approach within a Safety Management System (SMS).

2.3 In support of ground operations safety, the Flight Operations Standards Department of CAAT oversees compliance with the Thai Civil Aviation Regulations (TCAR OPS) particularly Management Systems, Contracted Activities, and Personnel Requirements. To complement these regulations, CAAT has developed Guidance Material for Ground Handling Operations, which provides detailed recommendations for air operators to manage ground handling activities safely and effectively. This guidance includes provisions on general requirements, management systems, documentation and records, training, ground support equipment, operational procedures, and passenger and baggage handling.

Safety Oversight of Ground Handling Activities - Aerodrome Operators

2.4 CAAT oversees the compliance of public aerodromes with the procedures outlined in the Aerodrome Operations Manual and relevant regulations. This oversight includes two key areas related to the provision of ground handling services, which are apron management and apron safety. Additionally, CAAT ensures that aerodrome operators have established a supervision system and internal audit system. These systems must cover contracting organizations.

2.5 CAAT developed the Aerodrome Inspection Manual (AIM) to guide aerodrome inspectors in conducting audits and inspections in compliance with the audit policy and process. This includes aspects related to Ground Handling oversight, as follows:

- Apron management service
- Apron safety management (Ground servicing of aircraft)
- Aerodrome's Internal audits system

2.6 CAAT developed the Airside Operations Inspection Checklist and Safety Management System (SMS) Evaluation Tool to assess compliance of both aerodrome operators and subcontractors providing ground handling services (GHS) with the aerodrome operations manual and relevant regulations. These tools also ensure that aerodrome operators have established a system to regulate subcontractors effectively.

Safety Oversight of Ground Handling Activities – Air Operators

2.7 Even though OPS has no direct authority to oversight the ground handling agent but the surveillance programme to ensure that air operator shall establish an organizational structure which includes the safety of ground handling operations shall be established;

- (a) accountability, authorities and responsibilities of management and non-management
- (b) personnel that perform functions relevant to the safety and/or security of ground
- (c) handling operations.

2.8 This is not limited to establishment of the line of responsibilities should be clearly defined for ground handling operations functions associated with, but not limited to, the following:

- (a) Ramp Operations;
- (b) Passenger Handling;
- (c) Baggage Handling;
- (d) Cabin services;
- (e) Weight and balance control;
- (f) Ground support equipment;
- (g) Fuel services;

3. ACTION BY THE MEETING

3.1 The meeting is invited to note the information contained in this information paper.