



International Civil Aviation Organization

WORKING PAPER

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ASSEMBLY — 36TH SESSION

TECHNICAL COMMISSION

Agenda Item 30: Other safety matters

CERTIFICATION OF AIRCRAFT HANDLING SERVICE PROVIDERS

(Presented by Antigua and Barbuda, Barbados, Dominica, Grenada, Guyana, Haiti, Jamaica, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Suriname and Trinidad and Tobago)

EXECUTIVE SUMMARY

This working paper provides a rationale for the development of Standards in Annex 6 for certification of aircraft handling service providers.

Action: The Assembly is invited to request States to give consideration to ICAO creating additional Annex 6 safety standards for aircraft handling service providers, including development of guidance for the certification, safety oversight and continuing surveillance of approved service providers.

<i>Strategic Objectives:</i>	This working paper relates to Strategic Objective A.
<i>Financial implications:</i>	
<i>References:</i>	

1. INTRODUCTION

1.1 This paper proposes that aircraft service providers, often called handling agencies should be subject to safety certification to gain the status of “approved service provider” similar to the manner in which other safety service providers such as approved training organizations, regulated cargo agents and approved maintenance organizations must meet regulatory safety certification standards and be subject to safety oversight inspections, audits and surveillance to ensure continuing compliance.

2. DISCUSSION

2.1 Currently all contracted aircraft handling services are considered to be the responsibility of the contracting air carrier and all safety oversight inspections focus on the air carrier which is expected to effect control over each handling agency that provides handling services to its aircraft. This creates an oversight workload for each Operator and also for the State of the Operator.

2.2 Typically, one aircraft handling service provider may be the service contractor for anywhere from one to many air carriers. Air carriers do express concern that they lack the practical capability and resources to fully control aircraft handling service providers. Inspections by safety oversight inspectors continue to reveal that some service providers may not properly record required training of staff and may in some cases fraudulently record such training. In such cases the air carrier is held responsible for what is a clear regulatory safety breach on the part of the service provider. This is seen to be unfair penalization of the carrier for the actions of the third party that is providing the safety related services. It follows that this is also expensive as many Operators and States of the Operators are expected to exercise safety oversight of the service providers, and this may be in many States to which the aircraft are flown.

2.3 A solution to ensure that handling agencies meet required safety standards is for the State in which the service provider is located to provide safety oversight and to certify only those service provider agencies that meet standards. International air transport operators should be restricted from using uncertified service providers and enforcement sanctions should be taken on the service provider agency and not the Operator alone when a certified handling agency breaches the standards without the awareness of the Operator.

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