

**Republic of Iraq
Ministry of Transport
Iraq Civil Aviation Authority**



**REGULATIONS
(27)**

**GROUND HANDLING
SERVICES**

Introduction

Regulations No. 27 for the “*Ground Handling Services*” is issued by the Iraqi Civil Aviation Authority under the Civil Aviation Act.148 of 1974 and pursuant to article 208.

Signed by Director General

Iraqi Civil Aviation Authority

LIST OF EFFECTIVE PAGES

Section	Page	Amendment No.	Date
Title page	I	Initial Issue	24-07-2016
Introduction	II	Initial Issue	24-07-2016
List of Amendments	III	Initial Issue	24-07-2016
List of Effective Pages	IV	Initial Issue	24-07-2016
	V	Initial Issue	24-07-2016
Table of Contents	VI	Initial Issue	24-07-2016
	VII	Initial Issue	24-07-2016
	VIII	Initial Issue	24-07-2016
Preamble	1	Initial Issue	24-07-2016
Chapter One	1	Initial Issue	24-07-2016
	2	Initial Issue	24-07-2016
	3	Initial Issue	24-07-2016
	4	Initial Issue	24-07-2016
Chapter Two	5	Initial Issue	24-07-2016
	6	Initial Issue	24-07-2016
Chapter Three	6	Initial Issue	24-07-2016
	7	Initial Issue	24-07-2016
	8	Initial Issue	24-07-2016
Chapter Four	8	Initial Issue	24-07-2016
	9	Initial Issue	24-07-2016
	10	Initial Issue	24-07-2016
Appendix A	11	Initial Issue	24-07-2016
	12	Initial Issue	24-07-2016
Appendix B	13	Initial Issue	24-07-2016
	14	Initial Issue	24-07-2016
Appendix C	15	Initial Issue	24-07-2016

TABLE OF CONTENTS

Item	Page
Title Page	I
Introduction	II
Amendments	III
List of Effective Pages	IV
Table of Contents	V
Iraqi Civil Aviation Regulations No.(27) “Ground Handling Services”	1
Chapter One / Preamble	1
1.1 Citation	1
1.2 Definitions and Acronyms	1
1.3 Applicability	2
1.4 Standards and Recommended Practices	2
1.5 Ground handling services description	2
1.6 Self handling Companies.	3
1.7 Third party Ground handling Companies	4
1.8 Selection Procedure for Ground Handling Companies	4
1.9 Operational Agreement	4
Chapter two / Ground Handling Selection	5
2.1 Ground Handling Selection Requirements	5
2.2 Airport Operator Selection Determination Process	5
2.3 Duration of Ground Handling Agreement	6
2.4 Ground Handling Annual Status Report	6
Chapter Three / Ground Handling Manual	6
3.1 Scope and Purpose	6
3.2 Preparation of the Manual	7
3.3 Content of the Manual	7
3.4 Amendments of the Manual	7
3.5 Manual Distribution	8
Chapter Four/ Operation	8
4.1 Obligations and Responsibilities	8
4.2 Training and Competence	9
4.3 Ground Handling Operations	9
4.4 Safety Management System	9
4.5 Internal Audits	9
4.6 Dangerous Goods Handling	10
4.7 Emergency Response	10
4.8 External Audit	10
4.9 Inspection Authority	10
APPENDIX A / PARTICULARS TO BE INCLUDED IN THE GROUND HANDLING MANUAL	11
APPENDIX B / GROUND HANDLING SERVICES DESCRIPTION	13
APPENDIX C / GROUND HANDLING BAGGAGE DESCRIPTION	15

REGULATIONS

PREAMBLE

Made by the Authority with the approval of the Director General of Iraqi Civil Aviation Authority under “The Civil Aviation Act no. 148 of 1974”, article 208.

REGULATIONS No. (27)

Ground Handling Services

CHAPTER ONE

1.1 Citation

These Regulations may be cited as: (*Ground Handling Services*)

1.2 Definitions and Acronyms

In this regulation:

“Airport Certification Manual: Manual provides direction and lines of responsibility in the day-to-day operation of a certified airport. As well as, its details operating procedures to be followed for both routine matters and unusual circumstances or emergencies that may arise. The contents of this manual are designed to meet ICAA rules and regulations for airport certification contained in ICAR 12.

IATA Airport Handling Manual: Published by the International Air Transport Association IATA. It contains the standard classification and numbering system (AHM xxxx) for the ground handling functions described in ground handling manuals.

Airport Operator: Regulatory responsible to operate the airport and holds an Airport Operating Certificate.

Baggage: Such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort, or convenience in connection with the trip. Unless otherwise specified, it includes both checked and unchecked baggage.

Cargo: Any goods carried on an aircraft, which are covered by an air waybill.

Dangerous Goods: Articles or substances, which are capable of posing significant risk to health, safety or property when transported by air.

Ground Handling: Services necessary for an aircraft arriving at, and deregulationuring from, an airport, other than air traffic services.

Ground Handling Company: An organization intending to perform ground handling functions, and must be registered in the republic of Iraq according to the applicable Companies Law.

IATA Dangerous Goods Regulations: Published by the International Air Transport Association IATA. The globally accepted field source reference for companies shipping hazardous materials by air, as amended

Load: Any item carried on an aircraft other than what is included in the basic operating weight.

Load Control: A function to ensure the optimum utilization of the aircraft capacity and distribution of load as dictated by safety and operational requirements.

Safety Management System: A system for the management of safety of operations. It includes the organizational structure, responsibilities, procedures, processes and provisions for the implementation of safety policies by the organization. It provides for the control of safety within the organization and the safe use of facilities and equipment.

Self-Handler: An air operating certificate (AOC) holder who engages in self-handling.

Self-Handling: A situation in which an air operating certificate holder directly provides for itself one or more categories of ground handling services and concludes no contract with any ground handling company.

1.3 Applicability

The Standards contained in this Regulation has been established to govern the permission of carrying out ground handling services in the Iraqi airports, and prescribes rules prevailing to the selection of ground handling companies by airport operator, and the rules governing the entitlement of air operating certificate (AOC) holder who wishes to conduct a self-handling services; as well as the operational requirements for conducting ground handling activities.

1.4 Standards and Recommended Practices.

The ground handling activities shall be in accordance with the standards and recommended practices contained in the IATA Airport Handling Manual and the IATA Dangerous Goods Regulation current edition unless required otherwise in this regulation and ICAR 12. These standards and recommended practices are the acceptable means of compliance adopted by the Iraq Civil Aviation Authority, and constitute the basis for the permission required to carry out ground handling activities.

1.5 Ground handling services description.

ICAA is intended to liberalize ground handling at Iraqi Civil airports with consideration of the passengers' numbers a year. Airport operators can not limit the number of self-handlers or third party suppliers of ground handling services without permission from the ICAA. Limitations can only be granted on the grounds of specific safety, security, capacity or available space constraints. GH Services are described in two schedules; schedule one related to the land side (Appendix B) and schedule two related to the air side (Appendix C).

1.6 Self handling Companies.

- (a) For an airport with more than two million passenger movement or 50,000 tones of freight per year, all air carriers are free to handle themselves, but, in case of practical constraints at the airside the airport operator may reserve the right to selfhandling for two air carriers as a minimum for the following categories of ground handling services as described in appendix C:
- (1) Baggage handling.
 - (2) Ramp handling.
 - (3) Fuel and oil handling
 - (4) Freight and mail handling (physical, between air terminal and aircraft); Provided that such air carriers are selected on the basis of their operational activities at the airport i.e. total number of annual passenger movement or total tones of freight.
- (b) For an airport with less than two million passenger movement or 50,000 tons of freight per year, air carriers are free to handle themselves, but, in case of practical constraints at the airside the airport operator may reserve the right to Self handling for one air carriers as a minimum for the above four categories of ground handling services:
- (c) Provided that such air carrier is selected on the basis of its operational activities at the airport i.e. total number of annual passenger movement or total tones of freight.
- (d) For other ground handling categories, not mentioned above, all air carriers are free to handle themselves and such applications cannot be denied or limited for the following categories of ground handling services as described in appendix B;
- (1) Ground administration & supervision.
 - (2) Passenger handling.
 - (3) Aircraft services.
 - (4) Aircraft maintenance.
 - (5) Flight operations & crew administration.
 - (6) Surface transport.
 - (7) Catering services.
- (e) Temporary and exceptional - exemptions to the provisions of section 1.6 are possible, but the necessity thereof has to be proven to ICAA, wherein ICAA may check the validity of the need for an exemption and may reject the exemption in regulation or in whole.
- (f) Airport may keep for itself the management of centralized infrastructures, such

as baggage sorting, de-icing, water purification and fuel distribution systems and may require the selfhandlers and Ground handling companies to use these infrastructures. Airport operator should be transparent, objective and non-discriminatory and should not hinder access of the users to ground handling. Ground handling Companies and selfhandlers (may) have to pay for the use of these facilities.

1.7 Third Party Ground handling Companies.

(a) Airports with more than two million passenger movement or 50,000 tones of freight per year) should ensure "free access by suppliers of ground handling services to the market for the provision of ground handling services to third parties. But they may limit the number of suppliers to two for the airside categories of ground handling services. At least one of these suppliers should be independent of the airport operator and of the national air carriers.

(b) Airports with less than two million passenger movement or 50,000 tones of freight per year may limit the number of ground handling companies to one for the airside categories of ground handling services.

1.8 Selection Procedure for Ground Handling Companies.

(a) The airport operator shall establish criteria to select ground handling organizations subject to the ICAA approval.

(b) The airport operator may petition the ICAA DG for the approval of directly appointing a ground handling company to carry out any specific ground handling services if it is warranted by the operational requirement of the airport. The petition shall contain relevant justification for submitting it.

(c) Ground handling companies are selected for at least two years period.

(d) If a ground handling company relinquishes its ground-handling activities before the end of the period for which it was selected, it is to be replaced by another ground handling company using the same selection procedure, subject to the conditions established in chapter Two of the this regulation.

1.9 Operational Agreement.

(a) The airport operator shall establish an operational agreement with the selected ground handling company or self-handler containing the operational requirements to conduct ground handling services in compliance with the requirements established in this regulation, as well as containing a financial regulation relevant to charges of the selected ground handling company, and ICAA fees that prescribed in the ICAA`s related Fees and Charges regulations.

(b) The operational agreement shall be subject to the ICAA Director General approval.

CHAPTER TWO

Ground Handling Selection

2.1 Ground Handling Selection Requirements.

The main components of the ground handling selection requirements are as follow:

- (a) Ground handling companies and self-handlers wishing to operate at any Iraqi Airport shall submit an application for selection on a form prescribed by the airport operator.
- (b) The application shall include the company's or self-handling's Ground Handling Manual and the results of the internal audits conducted in accordance with the Airport Handling Quality Audit (AHM060) and Recommendations for Airside Safety Performance Audits (AHM612).
- (c) The airport operator shall assess the management structures, facilities, equipment, services and procedures contained in the applicant's Ground Handling Manual to ensure that they are appropriate for the scope and type of services as proposed.
- (d) The airport operator shall process the applications that meet the requirements in a timely manner and not exceeding (90 days).

2.2 Airport Operator Selection Determination Process.

- (a) Upon receipt of an application for a ground handling selection, the airport operator shall process the application in order to verify that the applicant has established the following:
 - (1) A satisfactory ground handling manual has been prepared and submitted to the airport operator for approval;
 - (2) A satisfactory internal audits has been conducted in accordance with the Airport Handling Quality Audit (AHM 060) and Recommendations for Airside Safety Performance Audits (AHM 612);
 - (3) An acceptable safety management system is established within the organization;
 - (4) An acceptable training programme is established;
 - (5) The ground handling facilities, services, procedures, training and equipment are appropriate for the scope of the proposed operation and in accordance with the relevant IATA standards and recommended practices;
 - (6) The ground handling of dangerous goods is conducted in accordance "Regulations No. 27 "Ground Handling Services"

with the ICAR 24 and IATA Dangerous Goods Regulations latest revision and;

(7) The company or self-handler is capable of operating in accordance with its ground handling manual (GHM).

(b) Upon successful completion of the application process, the airport operator may issue his determination and shall reach an agreement as prescribed in 1.9 may endorse it with conditions or limitations to the operations as required.

2.3 Duration of Ground Handling Agreement.

A ground handling agreement duration under this regulation is effective for at least two years or until it is surrendered by the ground handling company, or is suspended or revoked by the airport operator (s).

2.4 Ground Handling Annual Status Report.

The selected ground handling company and self-handler shall submit, to the airport operator, the Annual Status Report in respect of the ground handling, in a form acceptable to the airport operator.

CHAPTER THREE Ground Handling Manual

3.1 Scope and Purpose.

(a) The ground handling manual is a fundamental requirement of the selection criteria. It shall contain all the pertinent information concerning the ground handling facilities, services, and equipment, operating procedures, training programmes, organizational structures and safety management system. The information presented in the ground handling manual shall demonstrate that the company or self-handler conforms to the standards and recommended practices contained in the IATA Airport Handling Manual and Dangerous Goods Regulations current edition, and to the requirements of ICAR 12.

(b) The ground handling manual is the company's or self-handler's policy and procedures document and provides the ground handling standards to be maintained and the level of services that the company or self-handler can provide at the applicable airport. Information provided in the ground handling manual will enable the airport operator to assess the suitability of the company or self-handler for the type and scope of operations proposed. It is the basic reference guide for conducting audits and inspections, for issuing a ground handling selection determination and for subsequent safety inspections. The ground handling manual shall be developed by the ground handling company or self-handler and approved by the airport operator.

(c) The ground handling manual is subject to amendments, in order to ensure that it provides current and accurate information at all times. The selected ground handling company or self-handler is responsible in this respect and also for submitting amendment for airport operator approval.

3.2 Preparation of the Manual.

The ground handling manual shall be prepared in the following format;

- (a) Printed in English and signed by an authorized person;
- (b) Printed in a format that facilitates revision; and
- (c) Has a system for recording the currency of pages and amendments and shall include a page for logging revisions;

3.3 Content of the Manual.

The ground handling company or self-handler shall include the following particulars in the ground handling manual (detailed in Appendix A):

- (a) Company's or self-handler administration including the organizational structure, duties, responsibilities and the reporting structure of all management and operations personnel;
- (b) Description of the ground handling operation including scope, capabilities, facilities and equipment;
- (c) Safety management system in accordance with AHM 610;
- (d) Ground handling of dangerous goods in accordance with IATA Dangerous Goods Regulations current edition;
- (e) Ground handling procedures, as applicable to the scope of the operation, using the IATA AHM number system to identify the procedures in their respective categories;
- (f) Training programme including policy and procedures, initial, recurrent and update training;
- (g) The ground handling quality audit schedule in accordance with AHM 060– Airport Handling Quality Audit;
- (h) The airside safety performance audit schedule in accordance with AHM 612– Recommendations for Airside Safety Performance Audits; and
- (i) Ground Support equipment.

3.4 Amendments of the Manual.

- (a) The ground handling company or self-handler shall submit all amendments to the airport operator in a timely manner and as soon as practicable, in respect to any amendments that the company or self-handler has made to the ground handling manual.

- (b) The ground handling company or self-handler shall amend the ground handling manual, whenever necessary, in order to maintain the validity of the manual.
- (c) To maintain the currency of the ground handling manual, the airport operator may issue written directions to a ground handling company or self-handler requiring them to alter or amend the manual in accordance with the applicable directions.

3.5 Manual Distribution.

- (a) The ground handling company or self-handler shall provide the airport operator with two complete and current copies of the ground handling manual for approval.
- (b) The ground handling company or self-handler shall keep at least one complete and updated copy of the ground handling manual at their place of business.
- (c) The ground handling company or self-handler shall make the ground handling manual available to all relevant personnel and for inspection by the airport operator and ICAA inspectors.
- (d) Airport operator shall provide the ICAA with the updated ground handling manual and any amendment.

CHAPTER FOUR Operation

4.1 Obligations and Responsibilities.

- (a) Airport operator shall ensure the implementation of the provisions of this regulation for all types of the ground handling services for all airport users. Failure to provide such services will be the responsibility of the airport operator who will hold the liabilities.
- (b) The selection of a ground handling company or self- handler obliges the ground handling or self-handler to ensure safety, regularity and efficiency of their operations at Iraqi Airports and to allow personnel authorized by the airport operator and ICAA access to carry out safety audits and inspections.
- (c) The ground handling company or self-handler shall be insured to cover liability in case of accident or incident, in particular in respect of passengers, baggage, cargo, mail and third party insurance.
- (d) The airport operator shall ensure that the ground handling company or self-handler airside operations are in compliance with the safety measures as prescribed

in the Airport Certification Manual.

4.2 Training and Competence.

(a) The ground handling company or self-handler shall employ adequate numbers of qualified and skilled personnel for performing all activities in its operations.

(b) Where the ICAA has established security and competency requirements for personnel, the ground handling company or self-handler shall employ only those persons possessing documented evidence or certificate showing they meet the applicable requirements.

(c) The ground handling company or self-handler shall implement a system to maintain the competency of the personnel.

(d) The ground handling company or self-handler shall implement training programs that include initial and recurrent training.

4.3 Ground Handling Operations.

(a) The ground handling company or self-handler shall operate in accordance with the procedures set out in its ground handling manual, unless otherwise directed by the airport operator.

(b) To ensure the safety of passengers and aircraft, the airport operator may give written directions to the ground handling company or self-handler to alter the procedures set out in its ground handling manual.

(c) The ground handling company or self-handler shall ensure proper and efficient maintenance of its facilities and equipment.

4.4 Safety Management System.

(a) Ground handling company or self-handler shall establish a safety management system applicable to the size, scope and complexity of their handling activities, with a view to ensuring that operations are carried out in a controlled and safe manner.

(b) The ground handling company or self-handler shall ensure that all management and operations personnel comply with the safety requirements applicable at Iraqi Airports in accordance with the Standards and requirements established in this regulation, and shall monitor such compliance.

(c) The ground handling company or self-handler shall ensure that all its personnel cooperate in the promotion of safety at the airport by immediately reporting accidents, incidents, defects and faults, which have an impact on safety.

4.5 Internal Audits.

(a) The ground handling company or self-handler shall arrange for an internal airside safety performance audit in accordance with Recommendations for Airside

Safety Performance Audits AHM 612.

(b) The audits, referred to in 2.14 (a) shall be carried out every 12 months and the results shall be submitted to the airport operator.

(c) The ground handling company or self-handler shall ensure that suitably qualified personnel prepare the audit reports.

4.6 Dangerous Goods Handling.

(a) The ground handling company or self-handler shall demonstrate compliance to recommend practices contained in the IATA Airport Handling Manual and Dangerous Goods Regulations latest revision.

(b) Every person engaged in the handling, or transporting, of dangerous goods shall be trained in the aspects of these activities that are applicable to their assigned duties.

4.7 Emergency Response.

(a) The ground handling company or self-handler shall establish a formal emergency response procedure and train its personnel on the implementation of that procedure.

(b) Emergency response contact information shall be made available to all ground handling company or self-handler personnel in order to enable timely response in case an emergency or incident requiring response action occurs.

4.8 External Audit.

(a) The ground handling company or self-handler shall arrange an external audit for the established Safety Management System.

(b) The external audit referred to in 2.17 (a) shall be carried out every 30 months and the results shall be submitted to the airport operator.

4.9 Inspection Authority.

Each airport operator shall allow ICAA authorized personnel to conduct inspections, including unannounced inspections, or spot inspections to determine compliance with this regulation, when it is warranted.

APPENDIX-A

PARTICULARS TO BE INCLUDED IN THE GROUND HANDLING MANUAL

(1) ORGANIZATION'S ADMINISTRATION.

1. Legal status of the organization.
2. Organizational chart.
3. Duties, responsibilities and reporting structure of all management and operations personnel.

(2) DESCRIPTION OF THE GROUND HANDLING OPERATION.

1. Scope of ground handling services.
2. Capability statements, including aircraft types.
3. Facilities and equipment available.

(3) SAFETY MANAGEMENT SYSTEM AHM 610.

1. Safety policy statement.
2. Purpose of safety management system.
3. Applicability.
4. Safety responsibilities.
5. Safety training.
6. Standard operating procedures.
7. Human factors.
8. Risk management.
9. Audits and inspections.
10. Safety performance monitoring.
11. Emergency response.

(4) GROUND HANDLING OF DANGEROUS GOODS.

1. Dangerous Goods policy statement.
2. Packing, labeling and marking.
3. Ground handling organization's responsibilities.
4. Provision of information.
5. Establishment of training programmes.
6. Compliance with IATA Dangerous Goods Regulations current edition, and ICAR24.

(5) GROUND HANDLING PROCEDURES (as applicable).

- | | |
|----------------------------------|---------------|
| 1. Passenger handling | AHM 100 - 199 |
| 2. Baggage handling | AHM 200 - 299 |
| 3. Cargo/mail handling | AHM 300 - 399 |
| 4. Aircraft handling and loading | AHM 400 - 499 |
| 5. Load control | AHM 500 - 599 |
| 6. Airside safety and management | AHM 600 - 699 |
| 7. Aircraft movement control | AHM 700 - 799 |
| 8. Ground handling agreements | AHM 800 - 899 |
| 9. Ground support equipment | AHM 900 - 999 |

(6) GROUND HANDLING QUALITY AUDIT SCHEDULE **AHM 060**

(7) AIRSIDE SAFETY PERFORMANCE AUDIT SCHEDULE **AHM 612**

APPENDIX-B
GROUND HANDLING SERVICES DESCRIPTION
(SCHEDULE I)

1. Ground administration and supervision, comprising:

- 1.1 representation and liaison services with local authorities or any other entity, disbursements on behalf of the airport user and provision of office space for its representatives;
- 1.2 load control, messaging and telecommunications;
- 1.3 handling, storage and administration of unit load devices;
- 1.4 any other supervision services before, during or after the flight and any other administrative service requested by the airport user.

2. Passenger handling comprising

Any kind of assistance to arriving, departing, transfer or transit passengers, including checking tickets and travel documents, registering baggage and carrying it to the sorting area.

3. Aircraft services, comprising:

- 3.1 The external and internal cleaning of the aircraft, and the toilet and water services;
- 3.2 The cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft;
- 3.3 The rearrangement of the cabin with suitable cabin equipment, the storage of this equipment.

4. Aircraft maintenance, comprising:

- 4.1 routine services performed before flight;
- 4.2 non-routine services requested by the airport user;
- 4.3 The provision and administration of spare regulations and suitable equipment;
- 4.4 The request for or reservation of a suitable parking and/or hangar space.

5. Flight operations and crew administration, comprising:

- 5.1 preparation of the flight at the departure airport or at any other point;
- 5.2 In-flight assistance, including re-dispatching if needed;
- 5.3 post-flight activities;
- 5.4 crew administration.

6. Surface transport comprising:

- 6.1 the organization and execution of crew, passenger, baggage, freight and mail transport between different terminals of the same airport, but excluding the same transport between the aircraft and any other point within the perimeter of the same airport;

6.2 Any special transport requested by the airport user.

7. Catering services comprising:

7.1 liaisons with suppliers and administrative management;

7.2 storage of food and beverages and of the equipment needed for their preparation;

7.3 cleaning of this equipment;

7.4 preparation and delivery of equipment as well as of bar and food supplies.

Appendix C
GROUND HANDLING BAGGAGE DESCRIPTION
SCHEDULE II

1. Baggage handling, comprising:

handling baggage in the sorting area, sorting it, preparing it for departure, loading it onto and unloading it from the devices designed to move it from the aircraft to the sorting area and vice versa, as well as transporting baggage from the sorting area to the reclaim area.

2. Freight and mail handling as regards:

The physical handling of freight and mail whether incoming, outgoing or being transferred, between the air terminal and the aircraft.

3. Ramp handling comprising:

3.1 Marshalling the aircraft on the ground at arrival and departure;

3.2 Assistance to aircraft parking and provision of suitable devices;

3.3 Communication between the aircraft and the airside supplier of services; (Provided that these services are not provided by the air traffic service)

3.4 the loading and unloading of the aircraft, including the provision and operation of suitable means, as well as the transport of crew and passengers between the aircraft and the terminal, and baggage transport between the aircraft and the Terminal;

3.5 The provision and operation of appropriate units for engine starting;

3.6 The moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices;

3.7 The transport, loading on to and unloading from the aircraft of food and beverages.

4. Fuel and oil handling, comprising:

4.1 The organization and execution of fuelling and refuelling operations, including the storage of fuel and the control of the quality and quantity of fuel deliveries;

4.2 The replenishing of oil and other fluids.