

GROUND HANDLING PROCEDURES FOR AIR OPERATORS

1.0 PURPOSE

- 1.1 This advisory circular (AC) contains recommendations for ensuring safe ground handling procedures and services. It is designed for the use of flight crewmembers, maintenance and servicing personnel and other aviation personnel responsible for aircraft ground handling and aviation safety in general.

This AC contains information and guidance materials regarding ground handling procedures for their use. It recommends adherence to the clean aircraft concept. Operators should keep abreast of advancements in the industry to be aware of the latest approved ground handling procedures

2.0 REFERENCES

- 2.1 The Civil Aviation (Operation of Aircraft) Regulations.
2.2 The Civil Aviation (Air Operator Certification and Administration) Regulations

3.0 INTRODUCTION

- 3.1. “Ground handling” means:
- (i) ramp handling which shall include the activities specified in Annexure ‘A’;
 - (ii) traffic handling which shall include the activities as specified in Annexure ‘B’; and
 - (iii) any other activity specified by the Civil Aviation Authority to be a part of either ramp handling or traffic handling.
- 3.2 In accordance with the Tanzania Airports Authority, an airline operator may carry out ground handling services at an airport either by itself or engage the services of any of the following, namely:
- (i) Tanzania Airports Authority
 - (ii) Tanzania Air Operators; and
 - (iii) Any other agency licensed by the Tanzania Airports Authority.
- 3.3. The regulations are applicable to the airports managed by the Tanzania Airports Authority. With the restructuring of certain airports and development of a few airports and airstrips in the private sector, it has become imperative for the Civil Aviation Authority to lay down the eligibility criteria for various agencies to undertake ground handling services at all airports. The number of such agencies to be permitted at each airport is also to be determined by the Government having regard to all the relevant factors such as demand for such services, available infrastructure and competitive environment, without compromising the safety and security aspects.
- 3.4. Licensed public aerodromes shall, while providing ground handling services themselves, ensure a competitive environment and allow the ground handling service providers permitted by the Civil Aviation Authority to provide ground handling services at such



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aerodromes without any restriction. These ground handling service providers shall, however, be subject to security clearance of the Airport Authority. As such, it is for the Civil Aviation Authority to decide the agencies who can provide ground handling services at various aerodromes and also the eligibility criteria for such service providers.

4.0 ELIGIBILITY CRITERIA FOR GROUND HANDLING SERVICE PROVIDERS

4.1 While the Tanzania Airports Authority would promulgate the necessary regulations, with respect to provision of ground handling services at the airports under their control, it has been decided that with immediate effect, the following entities shall be eligible to undertake ground handling services at airports other than those belonging to the Tanzania Airports Authority:

(a) **All Airports that are ports of entry**

- (i) the appointed ground handling agents
- (ii) Any other ground handling service providers selected through competitive bidding on revenue sharing basis by the airport operator subject to security clearance by the Government and observance of performance standards as may be laid down by the airport operator.

(b) **At all other airports/ aerodromes:**

In addition to the entities mentioned above, the airline operators shall also be permitted to undertake self-handling. However, foreign airlines shall not be allowed to engage themselves in self-handling.

5.0 ENTRY INTO TERMINAL BUILDING / MOVEMENT AREA

5.1 Except as provided in the Airports Authority Regulations, the bonafide employees of the entities permitted to undertake ground handling services at airports in accordance with paragraph 2 shall also be allowed to enter and remain in the terminal building or movement area.

6.0 SECURITY PROTOCOL

6.1 Tanzania Airport Authority Security may impose such restrictions as may be necessary in this behalf on grounds of security.

6.2 All concerned agencies as specified in paragraph 2 hereinabove shall be required to follow the instructions issued by Tanzania Airports Authority or as may be altered/substituted/modified or amended from time to time.

6.3 Further, all concerned agencies, besides complying with the above, shall also be required to follow the provisions and the rules made there under and directions, orders and circulars issued from time to time.

7.0 EQUIPMENT



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7.1 All concerned agencies shall ensure that the state-of-art equipment are used and best practices are followed.

8.0 DEFENCE ENCLAVES

8.1 This AIC shall not apply to defence installations/enclaves/enclosures at the airports.

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Director Safety Regulation



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ANNEXURE 'A'

RAMP HANDLING

1.0 AIRCRAFT HANDLING

- 1.1 Attendance
- 1.2 Marshalling
- 1.3 Parking
- 1.4 Starting
- 1.5 Safety Measures
- 1.6 Mooring of Aircraft

2.0 AIRCRAFT SERVICING

- 2.1 Liaison for Fuelling and Defuelling
- 2.2 Liaison with suppliers for replenishing of oil and other fluids
- 2.3 Cabin Equipment
- 2.4 Routine and Non-Routine services
- 2.5 Cooling and heating

3.0 AIRCRAFT CLEANING

- 3.1 Exterior Cleaning
- 3.2 Interior Cleaning
- 3.3 Toilet service
- 3.4 Water services

4.0 LOADING AND UNLOADING

- 4.1 Loading and unloading of passenger baggage
- 4.2 Transshipment of passenger baggage
- 4.3 Operation of loading/unloading equipment
- 4.4 Positioning and removing of passenger stairs/bridges
- 4.5 Emplane/deplane passengers
- 4.6 Break/make-up of baggages
- 4.7 Bussing of passengers/crew
- 4.8 Bulk loading/unloading of baggage

5.0 CARGO HANDLING SERVICES

- 5.1 Loading, off-loading and transshipment of cargo on/from the aircraft
- 5.2 Mail handling services
- 5.3 Operate/provide/arrange essential equipments for handling of cargo
- 5.4 Transshipment of cargo
- 5.5 Palletisation/containerization of cargo
- 5.6 Break-up/make-up of cargo container/unit load device
- 5.7 Bulk loading/unloading

6.0 SECURITY

- 6.1 Watch and ward of registered baggage/cargo/aircraft and handling equipment
- 6.2 Aircraft security/inspection in transit



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- 6.3 Security/surveillance for ladders point check
- 6.4 Security for catering items

ANNEXURE 'B'

TRAFFIC HANDLING

1.0 Terminal Services

- 1.1 Handling documents and load control
- 1.2 Passengers and baggage handling at the airport terminals
- 1.3 Cargo handling services at the airport terminals
- 1.4 Mail handling services at the airport terminal
- 1.5 Traffic services at the airport terminals including passenger check-in

2.0 Flight Operations

- 2.1 Inform the carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility
- 2.2 Flight preparation at the airport of departure
- 2.3 Flight preparation at a point different from the airport of departure
- 2.4 In-flight assistance
- 2.5 Post flight activities
- 2.6 In-flight re-dispatch
- 2.7 Communication system associated with Ground Handling
- 2.8 Material handling

3.0 Surface Transport

- 3.1 Arrangements for the transportation of passengers/baggage and cargo between separate terminals at the same airport
- 3.2 Arrangements for passenger's/crew transport together with their baggage between Airport and city or other agreed points

4.0 Representational Services

- 4.1 Liaison with local authorities
- 4.2 Information to interested parties, movement of the carrier aircraft
- 4.3 Disbursement of payment on behalf of the carriers at all airports
- 4.4 Supervision and administration services

5.0 Security

- 5.1 Registered baggage X-ray scan check (baggage and cargo)
- 5.2 Surveillance/vigilance for registered baggage at baggage make-up/break-up area of the airport
- 5.3 Baggage identification/watch and ward of registered baggage



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