



# FOCA GM/INFO

Guidance Material / Information

## Ground Operations Manual (GOM)



Scope	Ground Operations Manual - Essential Elements
Applies to	AOC-Holders
Valid from	15.07.2020

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Prepared by	scb/SBOC
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## 0 Introduction

All guidance material and information (GM/INFO) is intended to assist the organisation/operator in administrative matters. The administrative requirements and processes will facilitate liaising with the Federal Office of Civil Aviation (FOCA). It is to be considered a tool for the organisation/operator in order to ease processes of obtaining required and defined approvals and authorisations issued by FOCA. Using the GM/INFO will be conducive to establishing compliance with FOCA requirements and will lead through the respective certification or variation process with regard to administrative tasks.

### 0.1 Terms and Conditions

The most frequent abbreviations EASA uses for technical terms or organisations can be found on their website: 'www.easa.europa.eu/abbreviations'.

When used throughout the GM/INFO, terms such as «shall, must, will, may, should, could, etc.» all have the meaning as defined in the English Style Guide of the European Commission.

### 0.2 Legal References

Commission Regulation (EU) No 965/2012:

- Technical requirements and administrative procedures related to air operations pursuant to Regulation (EC) No 216/2008

Commission Regulation (EU) No 376/2014:

- On the reporting, analysis and follow-up of occurrences in civil aviation

Commission Regulation (EU) No 1107/2006:

- Concerning the rights of disabled persons and persons with reduced mobility when travelling by air

ICAO Doc 8335

- Manual of Procedures for Operations Inspection, Certification and Continued Surveillance

ICAO Doc 10121

- Manual on Ground Handling

### 0.3 Purpose of this GM/INFO

This guidance material is intended to assist air operators who have opted to maintain a separate ground operations manual (GOM) whilst also utilising information from the current air operator's operations manual A (chapters 8.1 & 8.2).

When not otherwise specified in (EU) No 965/2012 or other relevant Commission regulations, specific details of procedures and work instructions are not part of the GOM's verification process as conducted by FOCA. Nonetheless, a periodic verification of the factual accuracy of the GOM will be conducted in the form of a desktop audit as part of the continuing oversight process according to ICAO Doc 8335.

**Note:** If a GOM is listed in the air operator's management system compliance list, compliance must subsequently be demonstrated within the relevant manual framework in accordance with EASA Air Operations MLR.100 and is consequently part of FOCA's certification and oversight process. Prior to publication, the GOM must be submitted to FOCA for approval or acceptance (including the form 'Proposed Revision/Amendment').

### 0.4 Scope

The list in chapter 2 of this GM/INFO will be utilised by FOCA for verification of the factual accuracy of the GOM. The GOM should include processes and work instructions which fulfill the requirements listed under chapter 2.

Dangerous goods regulations and all aspects of aviation security are not part of this GM/INFO. For dangerous goods requirements, please refer to the 'CL Dangerous Goods Complex Aeroplanes' on FOCA's homepage. For security requirements and provisions, please refer to FOCA guidelines and requirements also published on FOCA's homepage.

## 0.5 Air Operator Responsibilities

- Air operators are required to submit any new issue or revision of their GOM to FOCA.
- Responsibility for the content of the GOM rests solely with the air operator.

## 1 The Ground Operations Manual

The GOM should precisely define air operator general policies, duties and responsibilities of personnel, operational control policy and procedures - together with all instructions and information necessary to enable flight and ground personnel to perform their duties to the highest possible level of safety.

The GOM shall be available to all flight crew and air operator ground handling service providers (GHSP).

### 1.1 Complexity of the Ground Operations Manual

FOCA recommends simplifying and streamlining the content and structure of the GOM wherever possible and appropriate. The content of the manual may be based upon or refer to industry codes of practice. If any references are made to any other manual or documentation, the air operator must ensure that:

- All referenced manuals/documents are available to all users of the air operator's GOM.
- All referenced procedures and work instructions are in accordance with the existing air operator's procedures.

### 1.2 ICAO Doc 10121 – Manual on Ground Handling

In addition to any industry standards published by various aviation associations, all ICAO-published best practice information for ground handling is located in ICAO Doc 10121 – 'Manual on Ground Handling'.

## 2 Ground Operations Manual – Essential Elements

The GOM must be in compliance with the following requirements and provisions:

Subject/Regulation	Standard	Operator documentation/evidence	FOCA Inspection checklist for future use
AMC3 ORO.MLR.100  Operations manual - general	The GOM should contain the processes / work instructions in the areas listed under AMC3 ORO.MLR.100 – '8.2 Ground handling instructions. As applicable to the operation'.  If applicable, relevant information for GHSPs under 8.1.8 should also be included.		<input type="checkbox"/> ok <input type="checkbox"/> finding <input type="checkbox"/> observation

Subject/Regulation	Standard	Operator documentation/evidence	FOCA		
			Inspection future use	checklist	for
ORO.GEN.110 Operator responsibilities	The air operator is responsible to ensure that all personnel, including contractors, are properly instructed and comply with air operator requirements, as well as applicable local laws.  Please refer to the following paragraphs:  (b) (e) (f) (g) (j)		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation
ORO.GEN.140 Access	The GOM shall include instructions for granting access to all facilities and all air operator documentation to any persons authorised by the CA.		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation
ORO.GEN.160 Occurrence reporting	GHSPs shall report all occurrences and incidents in accordance with the air operator's specific reporting guidelines. In addition, the reporting of all occurrences and incidents required by any applicable local laws and reporting regulations shall also be reported (refer to (EU) 376/2014 for all EASA MS).		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation
ORO.GEN.200 Management System	Duties & responsibilities of the air operator and the ground handling service provider relating to all ground handling activities shall be precisely defined in the GOM.		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation
ORO.GEN.205 Contracted activities	Any applied monitoring method of contracted and sub-contracted ground handling services shall be precisely defined in the GOM.		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation
ORO.MLR.115 Record-keeping	The required storage periods shall be precisely defined in the GOM (minimum periods as defined in ORO.MLR.115).		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation
CAT.GEN.MPA.170 Psychoactive substances	<b>Passengers:</b> Air operator policies, procedures and responsibilities applicable to passengers under the influence of psychoactive substances shall be precisely defined in the GOM.		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation
CAT.GEN.MPA.170 Psychoactive substances	<b>Personnel:</b> Air operator policies concerning personnel under the influence of psychoactive substances shall be precisely defined in the GOM.		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation

Subject/Regulation	Standard	Operator documentation/evidence	FOCA Inspection checklist for future use
CAT.GEN.MPA.175 (a) Endangering safety	<p><b>General Considerations:</b> All policies and procedures for air operators defined in the GOM shall ensure that no person recklessly, intentionally or negligently endangers the safety of aircraft or persons therein or cause or permit an aircraft to endanger any person or property.</p> <p><b>Note1:</b> Careful consideration should also be given to health and safety of personnel.</p> <p><b>Note2:</b> Severe weather procedure should be included in the GOM.</p>		<input type="checkbox"/> ok <input type="checkbox"/> finding <input type="checkbox"/> observation
CAT.GEN.MPA.180 Documents, manuals and information to be carried CAT.GEN.MPA.185 Information to be retained on the ground	<p>Any flight documents which GHSPs are obliged to prepare pre-flight shall be precisely defined in the GOM. Furthermore, it must be registered which specific documents the GHSP must retain on ground and which documents must be handed over to the flight crew before departure.</p>		<input type="checkbox"/> ok <input type="checkbox"/> finding <input type="checkbox"/> observation
CAT.OP.MPA.155 Carriage of special categories of passengers (SCPs)	<p>All conditions of carriage and any extra considerations must be precisely defined in the GOM for the following categories of passenger:</p> <ul style="list-style-type: none"> <li>a) PRM – referencing (EC) No 1107/2006</li> <li>b) infants and unaccompanied children</li> <li>c) deportees, inadmissible passengers or prisoners in custody</li> </ul> <p><b>Note:</b> According to the provisions of (EC) No 1107/2006 a PRM is allowed to transport 2 mobility aids.</p>		<input type="checkbox"/> ok <input type="checkbox"/> finding <input type="checkbox"/> observation
CAT.OP.MPA.160 Stowage of baggage and cargo	<p>Procedures shall include all provisions necessary for safe stowage, including but not limited to:</p> <ul style="list-style-type: none"> <li>a) baggage size and weight</li> <li>b) gate bags</li> <li>c) cargo in cabin provision (please note special EASA provisions for cargo only)</li> <li>d) cargo in hold - see under CAT.POL.MAB.100</li> </ul> <p><b>Note:</b> For Live Animals in cabin and in hold, please refer to IATA Live Animal Regulation.</p>		<input type="checkbox"/> ok <input type="checkbox"/> finding <input type="checkbox"/> observation

Subject/Regulation	Standard	Operator documentation/evidence	FOCA		
			Inspection future use	checklist	for
CAT.OP.MPA.165 Passenger seating	Procedures relating to passenger seating shall be precisely defined in the GOM with regards to each individual aircraft type and configuration – see also CAT.POL.MPA.155.		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation
CAT.OP.MPA.205 Push back and towing – aeroplanes	Detailed instructions taking into consideration applicable industry standards (for example, SAE ARP) shall be precisely defined in the GOM.  <b>Note:</b> Standard phraseology for push back and towing should be included.		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation
CAT.POL.MAB.100 Mass and balance, loading	If applicable, instructions shall be included for mass & balance, loading and supervision of loading in accordance with:  (e), (f), (g), (h), (i), (j)  Note: Any standard masses for other load items or changes of EASA standard masses (AMC1 & AMC2 CAT.POL.MAB100(e)) must be approved beforehand by FOCA.		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation
CAT.POL.MAB.105 Mass and balance data and documentation	All necessary information for the calculation of mass & balance and details of required documentation shall be given in accordance with:  a) the type of operation b) specific individual aircraft type / configurations c) last minute changes (LMC)		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation
CAT.OP.MPA.250 Ice and other contaminants – ground procedures	All duties and responsibilities for de-icing/anti-icing providers shall be precisely defined in the GOM in addition to terminologies, phraseology, allowed methods and de-icing/anti-icing fluids (see also industry standards SAE).  Note: A separate manual may be issued for Winter Operation.		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation
CAT.OP.MPA.295 Refuelling//defuelling with passengers embarking, on board or disembarking	Procedures regarding ground handling operations and communication between flight crew and ground handling personnel shall be precisely defined in the GOM. Any especial safety precautions due to the type of fuel used must also be defined.		<input type="checkbox"/> ok	<input type="checkbox"/> finding	<input type="checkbox"/> observation