

Section: Ground Handling Training

Q1. What international regulatory standards do you use for training your staff in ground handling?

Answer: Our staff training in ground handling is aligned with globally recognized aviation safety and service standards. We primarily follow: 1. IATA Airport Handling Manual (AHM) 2. IATA Safety Audit for Ground Operations (ISAGO) 3. ICAO Annexes (particularly Annex 6 & Annex 14) 4. EASA & FAA Guidelines (where applicable) 5. Local Civil Aviation Authority Regulations.

Comment: By following these international standards, we not only ensure compliance but also maintain a high level of safety, efficiency, and service quality.

Q2. How do you maintain training records?

Answer: We maintain training records using a centralized digital Learning Management System (LMS), which securely stores staff certifications, training modules, and validity dates. Physical copies are also archived as per regulatory requirements.

Comment: Maintaining digital and physical records ensures transparency, easy retrieval during audits, and regulatory compliance.

Q3. How do you monitor training expiries?

Answer: Training expiries are tracked through automated alerts in our LMS. Supervisors and compliance teams receive reminders 30 and 7 days before any certification lapses.

Comment: This proactive system minimizes the risk of staff operating with expired qualifications.

Q4. Where are the training requirements for any of the tasks performed by your staff documented?

Answer: Training requirements are documented in our company Training Manual, aligned with IATA and ICAO guidelines, and approved by the local Civil Aviation Authority.

Comment: Documenting requirements ensures standardized training and adherence to global best practices.

Section: De-Icing

Q5. Can you provide anti-icing or de-icing?

Answer: Yes, we provide both anti-icing and de-icing services as per aircraft operational requirements.

Comment: Having this capability ensures safe operations in winter conditions.

Q6. If so which fluids do you use?

Answer: We use industry-standard Type I and Type IV fluids approved under SAE and IATA guidelines.

Comment: Using approved fluids ensures aircraft safety and compliance with international regulations.

Q7. How do you train and qualify staff to de-ice aircraft?

Answer: Our de-icing staff undergo theoretical training, simulator-based practice, and supervised live operations before certification.

Comment: Structured training ensures staff competency and operational safety.

Q8. Do you provide recurrent training? If so, at what intervals?

Answer: Yes, recurrent de-icing training is provided annually before the winter season.

Comment: Annual training refreshes staff knowledge and ensures readiness for winter operations.

Section: Dangerous Goods

Q9. Are your staff trained in the handling of dangerous goods?

Answer: Yes, staff are trained according to IATA Dangerous Goods Regulations (DGR).

Comment: This training ensures safe handling and compliance with global aviation safety standards.

Q10. Do you provide recurrent training? If so, at what intervals?

Answer: Recurrent Dangerous Goods training is conducted every 24 months, or sooner if regulations change.

Comment: Regular refreshers keep staff updated with the latest safety practices.

Q11. Who screens passengers for dangerous goods?

Answer: Passenger screening for dangerous goods is performed by security staff in accordance with local aviation security regulations.

Comment: Dedicated security personnel ensure compliance and passenger safety.

Q12. Do you display dangerous goods notices? If so, where?

Answer: Yes, dangerous goods notices are displayed at check-in counters, boarding gates, and baggage drop areas.

Comment: Clear visibility of notices increases passenger awareness and compliance.

Section: Security

Q13. Are your staff trained in security procedures?

Answer: Yes, all staff undergo security awareness and role-specific security training as mandated by ICAO Annex 17.

Comment: Security training ensures staff readiness to respond to potential threats.

Q14. How do you ensure the aircraft is secure during turnaround or overnight?

Answer: Aircraft are secured through restricted access zones, perimeter security checks, and coordination with airport security services.

Comment: This layered approach minimizes unauthorized access and enhances aircraft safety.

Q15. Who is responsible for controlling access to the aircraft?

Answer: Access control is managed by security personnel in coordination with ground handling supervisors.

Comment: Clear responsibility ensures accountability and proper security management.

Q16. Do you provide recurrent training? If so, at what intervals?

Answer: Yes, recurrent security training is provided every 24 months, or more frequently as required by local regulations.

Comment: Regular training ensures compliance and preparedness against evolving threats.

Q17. How are passenger movements on the ramp supervised?

Answer: Passenger movements are supervised by trained staff using designated pathways and coordination with airport security.

Comment: Supervision ensures safety and prevents unauthorized ramp access.

Section: Ground Service Equipment

Q18. What preventative maintenance procedures do you have for ground service equipment?

Answer: We follow a scheduled preventive maintenance program that includes regular inspections, servicing, and compliance checks as per manufacturer and aviation authority guidelines.

Comment: Preventive maintenance reduces equipment failures and ensures operational reliability.

Q19. What training do you provide for staff in the use of ground service equipment?

Answer: Staff receive theoretical and practical training on each type of equipment before authorization to operate.

Comment: Comprehensive training ensures safe and efficient equipment handling.

Q20. For which aircraft types do you have towing equipment for ground manoeuvring available?

Answer: We maintain towing equipment compatible with narrow-body and wide-body aircraft, including Airbus A320, A330, Boeing 737, and B777 families.

Comment: Having a wide range of towing capability supports diverse airline operations.

Q21. What training do you provide for the operators?

Answer: Operators undergo certified training programs that cover safe towing, communication protocols, and emergency procedures.

Comment: Proper operator training minimizes risks of aircraft damage and enhances safety.

Q22. What Insurance cover do you have for aircraft towing?

Answer: We maintain comprehensive liability insurance that covers aircraft towing operations as per regulatory and airline contractual requirements.

Comment: Insurance coverage provides financial protection and compliance assurance.

Section: Quality and Compliance

Q23. Do you have a Quality Assurance Programme for your company?

Answer: Yes, we maintain a Quality Assurance Programme aligned with ISAGO and ICAO standards.

Comment: This programme ensures continuous compliance and improvement of our operations.

Q24. How regularly do you perform audits of your operation to check compliance with the standards/regulations?

Answer: We conduct internal audits semi-annually and external audits annually, in line with ISAGO requirements.

Comment: Regular audits help identify gaps and strengthen compliance measures.

Q25. If you do not have a Quality Assurance Programme, would you accept an on-site audit from one of our staff?

Answer: We already maintain a Quality Assurance Programme, but we fully welcome on-site audits by airline partners or regulators.

Comment: Open collaboration builds trust and transparency with stakeholders.

Q26. If you subcontract to other service providers, how do you audit their compliance with regulations?

Answer: We audit subcontractors through contractual compliance checks, documentation reviews, and regular on-site inspections.

Comment: Auditing subcontractors ensures service consistency and regulatory adherence.

Q27. Is there anything else you would like us to know?

Answer: We are committed to providing safe, efficient, and customer-focused ground handling services, with continuous improvement as our core value.

Comment: This reflects our dedication to long-term partnerships and operational excellence.

