

BOSNIA AND HERZEGOVINA
Ministry of Communications and Transport
Directorate of Civil Aviation

**RULEBOOK ON THE GROUNDHANDLING OF
AIRCRAFT, PASSENGERS AND CARGO
AT AIRPORTS**

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Pursuant to Article 16 and Article 61(1) of the Law on Administration (Official Gazette of BIH, No 32/02), Article 6(1) and Article 14 of the Aviation Law of Bosnia and Herzegovina (Official Gazette of BIH, No 2/04), the Director General of the Bosnia and Herzegovina Directorate of Civil Aviation has hereby adopted

RULEBOOK
ON THE GROUNDHANDLING OF AIRCRAFT, PASSENGERS AND CARGO AT AIRPORTS

PART ONE – INTRODUCTORY NOTES

Article 1

(Scope)

This Rulebook lays down the tasks, technical and other requirements for the groundhandling of aircraft, passengers, cargo and mail, and the execution of the tasks of handling aircraft, passengers and cargo (hereinafter: groundhandling service) from the aspects of safety and regularity of air navigation.

Article 2

(Terms)

The terms used in this Rulebook shall have the following meanings:

- a) *Airport* means an aerodrome or a portion of an aerodrome equipped and open for public air transport.
- b) *Apron* means a portion of an airport designated for the groundhandling of aircraft, passengers and cargo, and for the fuelling, lubrication, parking, accommodation and maintenance of aircraft not obstructing the normal flow of traffic at the airport.
- c) *Airport operator* means a holder of an airport operator certificate.
- d) *Airport services undertaking* means, for the purpose of this Rulebook, an airport operator providing partial or full groundhandling services, and other authorised organisations and undertakings performing such tasks partially or fully as per contract or on their own account.
- e) *Groundhandling* means the prescribed actions, measures and procedures undertaken and implemented by designated airport services in order to ensure the safe arrival, accommodation and departure from the airport of aircraft, passengers and cargo.
- f) *Aircraft user* means a legal or natural person who decides on its use and utilisation based on the available and approved documentation.
- g) *Airline* means an air transport undertaking operating the public transport of passengers and cargo.

Article 3

(General groundhandling requirements)

- (1) In order to ensure a safe, regular and orderly flow of air traffic, the undertaking organising a groundhandling service shall provide a sufficient number of expert personnel for the groundhandling of aircraft, passengers and cargo, which should be aligned with the scope and type of traffic at the airport's peak hour.
- (2) The undertaking organising the groundhandling service shall provide for the necessary quantity and type of equipment adequate for the provision of groundhandling services, which should be aligned with the required level of operations, aircraft types and peak hour.

- (3) The procedures and activities of all participants in the groundhandling of aircraft, passengers and cargo shall be laid down and the relevant personnel shall be trained for any normal or abnormal situations in order to avoid disruption to the regular and safe flow of air traffic.
- (4) Activities between all participants shall be strictly coordinated and performed in a professional manner.
- (5) Working conditions shall be aligned with the operational requirements and any time- and weather-related requirements regarding the conduct of air operations at the airport.

PART TWO – TASKS, EXPERT PERSONNEL AND THE HANDLING OF AIRCRAFT, PASSENGERS AND CARGO

Article 4

(Tasks of the groundhandling service)

The tasks of handling aircraft, passengers and cargo relevant to the safety, regularity and orderly flow of air traffic that are performed by a groundhandling service shall include:

- a) guidance, parking and startup of aircraft on the apron;
- b) placing aircraft wheel chocks, landing gear pins, aircraft tail stands, control surface locks, air intake covers, and covers for engines and exhaust pipes openings;
- c) supplying the aircraft with electric power, hot air, fresh water, food and ballast;
- d) cleaning the cabin and servicing toilets;
- e) aircraft towing;
- f) check-in for passengers and passenger baggage;
- g) receiving, sorting and issuing passenger baggage, cargo and mail;
- h) loading and unloading of passengers by using air bridges or stairs, as well as transporting and guiding passengers;
- i) loading and unloading of cargo (handling the loading/unloading equipment; transporting cargo from/to aircraft; manipulating, securing and binding cargo);
- j) developing a load sheet and a balance chart, as well as a freight arrangement sheet;
- k) developing other flight-critical documents (instructions, passenger and cargo manifest, general declaration, ramp list, and any other documents required);
- l) receiving and sending any required aircraft movement- and load-related messages, passenger categories, types of cargo, and messages about any other required information;
- m) processing and supporting special types of passengers (VIP, WHCR, UM, Business, and other special types of passengers);
- n) providing airport traffic information to passengers;
- o) searching for lost baggage and taking care of found baggage;
- p) organising and coordinating the handling of aircraft, passengers and cargo;
- q) removing snow and ice deposits, de-icing and anti-icing;

- r) issuing notifications (NOTAM, SNOWTAM) on the status of the surfaces, equipment and appliances used for the handling of aircraft, passengers and cargo;
- s) measuring the friction-braking coefficient on maneuvering areas;
- t) manipulating special types of cargo (dangerous goods, perishable goods, HUM and other special types of cargo).

Article 5

(Tasks of other groundhandling services)

(1) The groundhandling tasks relevant to the safety, regularity and orderly flow of air traffic performed by an airport operator or another contracted undertaking shall be as follows:

- a) aircraft fuelling and lubrication service;
- b) rescue-firefighting service providing rescue and firefighting services by means of fire protection of the airport and aircraft
- c) medical service responsible for providing first aid;
- d) maintenance service for maneuvering areas, responsible for the inspection, repairs and cleaning of the maneuvering areas and other areas by means of removing foreign object debris and snow and ice deposits;
- e) security service, responsible for securing the facilities and for security by means of technical screening of passengers and baggage;
- f) other tasks relevant to the safe and orderly flow of air traffic.

(2) The groundhandling tasks performed by other entities at an airport are:

- a) Air traffic control service, providing guidance to aircraft;
- b) State border service, responsible for passport control and the screening of passengers and cargo;
- c) Customs service, responsible for customs-related tasks;
- d) representatives of air carriers, responsible for the supervision and coordination of the tasks.

Article 6

(Groundhandling personnel)

(1) The personnel performing groundhandling tasks relevant to the safety of air navigation under Article 4 and Article 5(1) a) and b) shall meet the prescribed requirements regarding professional qualifications, work experience, medical fitness, and shall pass an examination in accordance with a Training Programme aimed at obtaining a certificate of competence for such tasks.

(2) The training for the personnel shall be conducted at the airport's training centre or with another organisation that meets the prescribed operational requirements and having obtained an operational approval by the Bosnia and Herzegovina Directorate of Civil Aviation (hereinafter: BHDCA).

(3) The training of personnel whose tasks are not directly involved in groundhandling shall be organised and implemented by the airport operator, in accordance with its own plans and needs. Such training plans and programmes shall be developed and approved.

Article 7

(Groundhandling methodology)

- (1) All persons performing groundhandling tasks shall responsibly execute their duties and honour operational orders given by their superiors.
- (2) Groundhandling tasks shall be performed in line with the prescribed and approved procedures in accordance with:
 - a) Aerodrome Manual, developed by the airport operator;
 - b) Ground Operations Manual, developed by the airport operator;
 - c) Aircraft Handling Manual, developed by an air carrier;
 - d) other approved instructions, guidelines and orders.
- (3) The service tasks under Article 5 (1) and (2) shall be performed pursuant to dedicated rulebooks;
- (4) No person under the influence of alcohol, intoxicating drugs or other drugs that may jeopardise the safety of air navigation, shall be allowed to perform groundhandling tasks.
- (5) Groundhandling tasks shall not be performed by a person who, due to illness, fatigue or a similar reason, is not able to perform these tasks safely.

PART THREE – TECHNICAL AND OTHER REQUIREMENTS FOR PERFORMING GROUNDHANDLING TASKS

Article 8

(Groundhandling equipment)

For the purpose of a safe and orderly flow of traffic, the airport operator or the undertaking organising an groundhandling service shall provide the type and quantity of the equipment required to perform groundhandling tasks depending on the mass and type of the aircraft utilised at the airport, and depending on the volume and type of peak-hour traffic at the airport.

Article 9

(Groundhandling equipment for aircraft of up to 5.7 tonnes)

For groundhandling tasks for aircraft of up to 5.7 tonnes of maximum take-off mass, the following equipment shall be provided at the airport, depending on the aircraft type:

- a) 24V and 36A batteries;
- b) wheel chocks for the handling of aircraft on the apron;
- c) rings anchored into concrete or concrete blocks with the mass of at least 50kg, including corresponding ropes with least 300kg of bearing capacity, for binding the aircraft on the apron;
- d) wheelchairs for the ill, disabled, elderly or feeble persons, with the bearing capacity of at least 100kg;
- e) ballast bags, with the mass of at least 15kg.

Article 10

(Groundhandling equipment for aircraft of up to 13 tonnes)

- (1) For groundhandling tasks for aircraft of up to 13 tonnes of maximum take-off mass, the following equipment shall be provided at the airport, depending on the aircraft type:

- a) 24V and 36A batteries or adequate power supply sources;
 - b) service stairs of up to 3 meters in height;
 - c) passenger stairs of an adequate height;
 - d) a supply device or an adequate canister for providing fresh water to aircraft, with the capacity of at least 100l, accompanied by any required hoses and fittings;
 - e) a device or an adequate canister for emptying and rinsing the sanitary installations on board the aircraft, with a tank for contaminated water with the capacity of at least 100l, and a rinse-water tank with the capacity of at least 100l, accompanied by any required hoses and fittings;
 - f) wheel chocks for the handling of aircraft on the apron;
 - g) a pressurised tank filled with nitrogen and air, with any required hoses and fittings;
 - h) cargo-baggage trailer, with the bearing capacity of at least 100kg;
 - i) a tow vehicle for towing the groundhandling equipment;
 - j) rings anchored into concrete or concrete blocks with the mass of at least 50kg, including corresponding ropes with least 300kg of bearing capacity, for binding the aircraft on the apron;
 - k) wheelchairs for the ill, disabled, elderly or feeble persons, with the bearing capacity of at least 100kg;
 - l) ballast bags, with the mass of at least 20kg;
 - m) aircraft de-icing equipment and devices.
- (2) For airports where no icing occurs during the winter months, the equipment specified under point m) of this Article's paragraph (1) shall not be required.

Article 11

(Groundhandling equipment for aircraft of up to 27 tonnes)

For groundhandling tasks for aircraft of up to 27 tonnes of maximum take-off mass, the following equipment shall be provided at the airport:

- a) a 28V and 1600A direct-current generator or a corresponding transformer;
- b) aircraft cargo loading/unloading equipment with the bearing capacity of at least 200kg;
- c) a hoist/forklift for the transfer and loading of cargo, with an adequate bearing capacity and operational height;
- d) service stairs of an adequate height;
- e) passenger stairs of an adequate height;
- f) 2-axis cargo-baggage trailer, with parking brakes, with the bearing capacity of at least 200kg;
- g) a device or an adequate canister for providing fresh water supply to aircraft, with the capacity of at least 200l, accompanied by any required hoses and fittings;
- h) a device or an adequate canister for emptying and rinsing the sanitary installations on board the aircraft, with a tank for contaminated water with the capacity of at least 100l, accompanied by any required hoses and fittings;
- i) wheel chocks for the handling of aircraft on the apron;

- j) a tow vehicle for towing the groundhandling equipment;
 - k) a tow vehicle for towing the aircraft of up to 27 tonnes;
 - l) a tow bar for aircraft operated at the airport;
 - m) wheelchairs for the ill, disabled, elderly or feeble persons, with the bearing capacity of at least 100kg;
 - n) aircraft cleaning and waste removal equipment;
 - o) a pressurised tank filled with nitrogen and air, with any required hoses and fittings;
 - p) aircraft de-icing equipment and device;
 - q) ballast bags, with the mass of up to 25kg;
 - r) weighing scales capable of weighing freight mass of at least 100kg.
- (2) For airports where no icing occurs during the winter months, the equipment specified under point p) of this Article's paragraph (1) shall not be required.

Article 12

(Groundhandling equipment for aircraft of up to 72 tonnes)

- (1) For groundhandling tasks for aircraft of up to 72 tonnes of maximum take-off mass, the following equipment shall be provided at the airport:
- a) a 28V and 1600A or 112V and 1000A direct-current generator or a corresponding transformer,
 - b) a 115/200V and 400 Hz/75 KVA alternate-current generator;
 - c) an air-driven starter with an operational pressure of 32 to 50 PSI;
 - d) aircraft cargo loading/unloading equipment with the bearing capacity of at least 200kg;
 - e) a hoist-forklift for the transfer and loading of cargo, with adequate bearing capacity and operational height;
 - f) service stairs of an adequate height;
 - g) passenger stairs of an adequate height;
 - h) 2-axis cargo-baggage trailer, with parking brakes, with the bearing capacity of at least 300kg;
 - i) a supply device for providing fresh water to aircraft, with the capacity of at least 500l, accompanied by any required hoses and fittings;
 - j) a device for emptying and rinsing the sanitary installations on board the aircraft, with a tank for contaminated water with the capacity of at least 100l, accompanied by any required hoses and fittings;
 - k) wheel chocks for the handling of aircraft on the apron;
 - l) a tow vehicle for towing the aircraft of up to 72 tonnes;
 - m) a tow bar for aircraft operated at the airport;
 - n) a tow vehicle for towing the groundhandling equipment;
 - o) aircraft cleaning and waste removal equipment.

- p) wheelchairs for the ill, disabled, elderly or feeble persons, with the bearing capacity of at least 100kg;
 - q) a pressurised tank filled with nitrogen and air, with any required hoses and fittings;
 - r) aircraft de-icing equipment and device;
 - s) ballast bags, with the mass of up to 25kg;
 - t) a FOLLOW ME car;
 - u) weighing scales capable of weighing freight mass of at least 500kg, or step-on scales.
- (2) For airports where no icing occurs during the winter months, the equipment specified under point r) of this Article's paragraph (1) shall not be required.

Article 13

(Groundhandling equipment for aircraft weighing more than 72 tonnes)

For groundhandling tasks for aircraft weighing more than 72 tonnes of maximum take-off mass, the following supplementary equipment shall be provided at the airport, in addition to the equipment specified in Article 8 of this Rulebook:

- a) a 115/200V and 400Hz/100KvA alternate-current generator;
- b) an air-driven starter with an operational pressure of 32 PSI, with a single outlet;
- c) passenger stairs of an adequate height;
- d) a tow vehicle for towing the aircraft with more than 72 tonnes of bearing capacity;
- e) a tow bar for towing the aircraft operated at the airport;
- f) service stairs of an adequate height;
- g) a cargo loader, with the bearing capacity of at least 1000kg.

Article 14

(Supplementary equipment for wide-body aircraft)

For the groundhandling of wide-body aircraft, the same equipment shall be required as for the groundhandling of aircraft weighing more than 72 tonnes.

Article 15

(Equipment for when an airport is open outside normal working hours)

Where it is regulated, for the purpose of safety, that an airport must be open outside the normal working hours as well, equipment adjusted to the type and mass of the aircraft conducting operations at the airport shall be provided for the provision of groundhandling services at such time.

Article 16

(Equipment maintenance)

- (1) The equipment for the provision of groundhandling services shall at all times be working properly and shall ensure safe operation, good mobility and operational efficiency, as well as visibility of the resources.
- (2) The equipment for the provision of groundhandling services shall be regularly inspected and maintained in accordance with the prescribed inspection and maintenance instructions.
- (3) Operating unserviceable groundhandling equipment shall be strictly forbidden.

Article 17

(Equipment handling)

Groundhandling equipment may be handled only by persons specifically trained for operating such equipment.

Article 18

(Equipment accommodation)

- (1) Groundhandling service equipment shall be located at a specific part of the apron or in a specific area directly connected to the apron.
- (2) An enclosed space, garage, hangar or canopy should be provided at the airport in order to accommodate the airport equipment for the purpose of protecting and maintaining it in a functional state, especially in adverse weather conditions.

Article 19

(Equipment allocation during groundhandling activities)

During the provision of groundhandling services to aircraft, the airport equipment shall be allocated on the basis of the procedures and instructions established by airlines for the particular type of aircraft.

PART FOUR – GROUNDHANDLING OF PASSENGERS AND BAGGAGE

Article 20

(Operating hours of check-in desks for passengers and baggage)

The airport operator and air carrier shall contractually establish the operating hours for check-in desks for passengers and baggage in accordance with the time required to complete all activities with regards to boarding the passengers and baggage and processing the required flight documents, so that such activities could be completed before the planned take-off time.

Article 21

(Passenger control and arrangement)

For passenger check-in, the airlines' requirements on passenger arrangement per categories shall be observed.

Article 22

(Baggage tagging and weighing)

The groundhandling service shall:

- a) weigh baggage;
- b) properly tag the baggage;
- c) make sure the baggage includes the passenger's full name and address;
- d) dispatch the checked baggage on to the baggage handling system.

Article 23

(Transfer baggage and cargo handling)

The groundhandling service shall ensure that transfer baggage and cargo are handled in accordance with the applicable customs legislation, and shall submit the information on the mass and quantity of baggage and cargo to the airline and to the relevant service responsible for calculating the load and centre of gravity.

Article 24

(Inadmissible baggage)

- (1) Any baggage items which may affect the safety of the flight or passengers or which have not been packed inside a suitcase or similar container ensuring that the items are secure when handled and transported normally.
- (2) Check-in desks shall display notices of which baggage items cannot be admitted for carriage and of the conditions under which certain baggage items may be admitted for carriage.

Article 25

(Checked baggage receipt)

After the baggage has been admitted for carriage, the number and mass of the pieces of baggage shall be entered into the passenger sheet and the passenger shall be issued with an appropriate checked baggage receipt.

Article 26

(Hold baggage handling)

A notice on the number and dimensions of hold baggage pieces as prescribed by airlines shall be visibly placed near check-in desks.

Article 27

(Checking boarding passes and the number of boarding passengers)

The groundhandling service shall check boarding passes and shall coordinate and ascertain the number of passengers prior to their boarding the aircraft.

Article 28

(Transport of passengers)

The airport operator shall provide buses for transporting passengers from the terminal building to the aircraft if there are more than five aircraft parking positions or if the positions are distributed in two rows.

Article 29

(Special passenger types)

The airport operator shall ensure that special passenger types (VIP, disabled, elderly, medically ill passengers, unaccompanied children, mothers with children, and other special passenger types) are processed and cared for.

PART FIVE- GROUNDHANDLING OF CARGO AND MAIL

Article 30

(Reception hours for cargo and mail for carriage)

The airport operator and airlines shall contractually define the time up to which cargo and mail may be received for carriage in relation to the time required to complete all the activities with regards to loading the cargo and mail onto the aircraft and in relation to the freight documentation, so that such activities are completed before the planned take-off time.

Article 31

(Freight weighing and tagging before loading)

- (1) Freight loaded onto a baggage trailer or placed inside a unit load device (ULD) shall be weighed using step-on weighing scales or another appropriate type of scales, prior to being loaded on board the aircraft.

- (2) For airports not equipped with step-on weighing scales, each individual piece (crate) of freight shall be weighed.
- (3) Baggage trailers loaded with weighed freight shall include information on the total mass of the freight.
- (4) The freight loaded on board an aircraft shall be appropriately marked with stickers or tags that must contain information about the freight's mass, destination and flight number, as well as any other required information.

Article 32

(Cargo loading)

The loading and arrangement of items on board the aircraft shall be performed as per loading instructions, in accordance with the aircraft's load sheet.

Article 33

(Heavy cargo loading)

When loading heavy cargo (HEA) on board an aircraft, the aircraft's maximum floor loading as well as the maximum floor loading of other equipment in case of loading the cargo into containers and pallets, shall not be exceeded.

Article 34

(Securing air cargo)

- (1) Cargo on board an aircraft shall be secured so that it cannot move and overturn.
- (2) The air carrier shall, in a timely manner, submit to the groundhandling undertaking all the required equipment for securing cargo on board an aircraft.

Article 35

(Cargo handling equipment)

The airport operator shall provide the appropriate equipment for handling cargo up to an allowed weight, except for the equipment that is already on board the aircraft.

Article 36

(Handling of dangerous goods)

Dangerous types of cargo (dangerous goods, perishable goods, HUS) may be manipulated only by personnel trained specifically for such tasks and at a location designated for such tasks.

PART SIX – GROUNDHANDLING PROCEDURES AND INTERFACES

Article 37

(Interfaces between participants in air traffic operations)

(1) The interfaces between all groundhandling services and the services of the undertakings and authorities participating in the conduct of air traffic operations - such as airlines' operational services, air traffic control service, rescue-firefighting service, medical emergency service, state border services and customs service, at an airport as well as between airports – shall allow for a complete, accurate and timely exchange of information necessary for the preparation and execution of all tasks involving the groundhandling of aircraft, passengers and cargo.

(2) The interfaces referred to in paragraph 1 of this Article shall include: electronic, radio and telephone communications, organised in accordance with the volume and type of traffic at the airport.

Article 38

(Groundhandling manual)

- (1) The airport operator or an undertaking organising the groundhandling service shall observe the prescribed and approved groundhandling procedures for aircraft, passengers and cargo in accordance with a Groundhandling Manual (GOM).
- (2) A GOM shall be developed by the aircraft user for each type of operated aircraft and shall be submitted to the airport operator.
- (3) The undertaking referred to in paragraph 1 of this Article shall establish operational procedures that must be aligned with the groundhandling procedures for aircraft, passengers and cargo.
- (4) The procedures in a Groundhandling Manual shall include in particular:
 - a) the groundhandling methodology for aircraft on the apron according to aircraft type;
 - b) passenger information practices;
 - c) passenger and baggage handling;
 - d) arrangements for passengers embarking/disembarking an aircraft;
 - e) handling transit/transfer passengers;
 - f) passenger and baggage transport documents;
 - g) developing a load sheet and loading instructions;
 - h) cargo and special cargo handling;
 - i) types of messages.

Article 39

(Groundhandling contracts)

The airport operator and an aircraft user shall contractually define the tasks and timeframes for individual groundhandling operations in order to ensure a safe, regular and orderly conduct of traffic operations.

Article 40

(Inspection)

- (1) The groundhandling service shall be inspected by authorised BHDCA inspectors.
- (2) The airport operator shall allow the inspectors to have unobstructed access to all the premises, equipment, resources and documentation pertaining to the work of this service.

PART SEVEN – TRANSITIONAL AND FINAL PROVISIONS

Article 41

(BHDCA Director General's operational orders)

- (1) The Director General of the BHDCA may, by means of an operational order, restrict the use of this Rulebook or determine specific or supplementary requirements for the implementation of this Rulebook, if so required by the relevant legislation of BIH and of the Entities, and if that arises from the regulatory requirements of ICAO, IATA, JAR, and others.

- (2) An operational order shall include:
- a) grounds for issuance;
 - b) applicability and validity duration;
 - c) actions and procedures to be undertaken.

Article 42

(Repeal of the previously published Rulebook)

The Rulebook on the groundhandling of aircraft, passengers and cargo at air terminals (Official Journal of SFRY, No 66/87) shall be repealed on the date of entry into force of this Rulebook.

Article 43

(Other obligations)

- (1) Airport operators and aircraft users, as well as all participants in groundhandling operations, shall as soon as practicable implement the provisions of this Rulebook into actual groundhandling operations for aircraft, passengers and cargo.
- (2) For any details not defined in this Rulebook, the standards and practices of IATA, ICAO, EASA and the national regulations relating to this area shall apply.

Article 44

(Entry into force)

This Rulebook shall enter into force on the eighth day following its publication in the Official Gazette of BiH.

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Sarajevo

Director General
Đorđe Ratkovica, sgd.