

According to paragraph 1 Article 82, and related to paragraph 3 Article 82-h of the Aviation Act ("Official Gazette of the Republic of Macedonia", No. 14/06, 24/07, 103/08, 67/10 and 24/12), Director General of the Civil Aviation Agency issued the following

**REGULATION  
ON REQUIREMENTS AND PROCEDURE FOR PROVISION OF GROUND  
HANDLING SERVICES BY THE SUPPLIERS OF GROUND HANDLING  
SERVICES IN RESPECT OF RAMP HANDLING, BAGGAGE HANDLING,  
FREIGHT AND MAIL HANDLING AND FUEL AND OIL HANDLING**

**1. General Provisions**

**Article 1**

This Regulation shall prescribe the requirements and procedure for provision of ground handling services by the suppliers of ground handling services in respect of ramp handling, baggage handling, freight and mail handling and fuel and oil handling.

**Article 2**

1. Certain terms used in this Regulation have the meaning respectively assigned to them in Article 2 of the EU Directive 96/67, taken over according to Annex 1 to the Multilateral Agreement on the Establishment of a European Common Aviation Area ("Official Gazette of the Republic of Macedonia", No. 27/08 and 98/09).
2. Ground handling services provided to the airport users are specified in an Annex, which is an integral part thereof.

**2. Requirements and Procedures for Ground handling Services**

**Article 3**

To provide ground handling of aircraft, passengers, baggage, freight and mail (hereinafter referred to as ground handling services), and to ensure safe, regular and orderly operation of air traffic services, the supplier of ground handling services shall establish a unit for handling of aircraft, passengers, baggage, freight and mail meeting the following common requirements:

- a) to have organizational competence and capacity for safe and timely performance of requested scope of ground handling services;
- b) to provide satisfactory number of qualified and trained persons to carry out ground handling activities in respect of handling of aircraft, passengers, baggage, freight and mail which are in line with the scope and type of the air services operation at the airport during the peak operation hours;
- c) to ensure the required quantity and type of suitable equipment (facilities, vehicles, devices and machines) for carrying out of ground handling activities, which equipment has to be in line with the required level of operations, aircraft weight and type operating at the airport as well as appropriate to the scope and type of air services operation at the airport during the peak operation hours;
- d) to be natural or legal person registered in the Republic of Macedonia for provision of

ground handling services or with business address on the territory of a Member State of European Union and with representation or branch office in the Republic of Macedonia – proved through submitting of evidence of registration for ground handling activities at the Central Register of the Republic of Macedonia.

#### **Article 4**

1. In order to ensure safe, regular and timely air services operation, the supplier of ground handling services shall establish rules, procedures and methods for all participants in handling of aircraft, passengers, baggage, freight and mail to be approved by the Civil Aviation Agency (hereinafter referred to as: the Agency).
2. Working conditions of a supplier of ground handling services shall be adapted to the operational needs as well as to the weather and climate conditions under which the air services operation at the airport is carried out.

#### **Article 5**

1. Ground handling services shall be performed in accordance with:
  - a) Airport Handling Manual developed by the airport operator containing at least the following:
    - procedure for handling of aircraft according to the aircraft type;
    - method of passengers information;
    - check-in of passengers and baggage;
    - procedures and processes for passengers embarkation/disembarkation and their stay in/from an aircraft and during the fueling of an aircraft;
    - procedures in respect of transit/transfer passengers;
    - procedures and processes in respect of handling of disabled and passengers with reduced mobility according to Annex 9 to the ICAO Chicago Convention, EU Regulation 1107/2006 and ECAC Doc 30, Part I;
    - documents for carriage of passengers and baggage;
    - procedure for preparation of load capacity list and loading instructions;
    - procedure for handling of freight and special types of cargo;and
    - procedures and processes in respect of distribution of aeronautical information;
  - b) Aircraft Handling Manual developed by the airline;
  - c) Airport Manual and Safety Management System developed by the airport operator;
  - d) Contract on provision of services, between the airline and supplier of services if so, and
  - e) other directions, instructions and orders approved by the Agency.
2. If certain procedures are not covered in the manuals referred to in items a) and b) paragraph 1 of this Article, the ground handling services shall be carried out in

accordance with the established IATA standards.

## **2.2 Requirements for personnel for provision of ground handling services**

### **Article 6**

1. The supplier of ground handling services shall ensure that ground handling services are carried out only by a qualified and trained person holding ground handling personnel licence and/or other qualified personnel certificate of competence.
2. The supplier of ground handling services shall ensure that the personnel engaged in provision of ground handling services responsibly carries out its duties and observes the instructions and guidelines prescribed by the management.
3. The supplier of ground handling services shall ensure that no person under the influence of alcohol, narcotics or drugs or medicaments that might jeopardize safety of air services operation shall take part in provision of ground handling services.
4. Personnel not able to perform its duties in a safe and manner due to an illness, fatigue or similar reasons shall not provide any groundhandling services.

## **2.3 Technical Requirements for Handling of Aircraft**

### **Article 7**

To ensure handling of aircraft with maximum take-off mass up to seven tones, and depending on aircraft type, the supplier of groundhandling services shall be equipped with the following:

- a) wheel chocks;
- b) concrete blocks with minimum mass of 50 kg, with appropriate tow ropes with minimum capacity of 300 kg;
- c) wheel-chair with capacity of at least of 100 kg for sick persons, disabled and old persons and dotards, and
- d) ballast bags with capacity of at least of 25 kg.

### **Article 8**

To ensure handling of aircraft with maximum take-off mass from seven to 136 tones, the supplier of groundhandling services shall be equipped with the following:

- a) DC generator of 28 V and 1600 A, that is 112 V and 1000 A;
- b) AC generator of 115/200 V and 400 Hz/75 KVA;
- c) air starter from 32 to 50 PSI working pressure;
- d) freight loading/unloading equipment on/from board the aircraft, with minimum capacity of 200 kg;?
- e) forklift intended for transport to and loading of freight on board, of suitable capacity and lift height;
- f) service stairs of adequate height;

- g) passenger stairs of adequate height;
- h) two axis trolley for transport of freight and baggage, equipped with parking brake and with minimum capacity of 300 kg;
- i) device or an appropriate container for supplying the aircraft with drinking water, capacity of 500 liters, and with required hosepipe and connections;
- j) device or an appropriate container for discharging and washing of aircraft sanitary devices, with dirty water tank with minimum capacity of 100 liters, and suitable hosepipe and connections;
- k) wheel chocks;
- l) towing vehicle for groundhandling facilities;
- m) towing vehicle for aircraft up to 136 tones;
- n) towing bar;
- o) wheel-chair with capacity of at least of 100 kg for sick persons, disabled and old persons and dotards;
- p) means for cleaning and removal of garbage from the aircraft;
- q) nitrogen and air bottle pressure, with suitable hoses and connections;
- r) aircraft de-icing devices and equipment;
- s) ballast bags with capacity of at least of 25 kg;
- t) follow-me vehicle;
- u) weighing equipment within the cargo centre, with minimum capacity of 500 kg.

#### **Article 9**

1. To ensure handling of aircraft with maximum take-off mass over 136 tones, the supplier of groundhandling services shall, in addition to the equipment referred to in item c) Article 3 of this Regulation, be equipped with the following:

- a) AC generator of 115/200 V and 400 Hz/100 KVA;
- b) air starter of 32 PSI working pressure, with one outlet;
- c) passenger stairs of adequate height;
- d) towing tractor with capacity over 136 tones;
- e) towing bar;
- f) service stairs of adequate height;
- g) pallet loader with capacity of at least 1000 kg.

#### **Article 10**

If there is a need the airport to be open beyond the scheduled operating hours, and in order to ensure safe air services operation and provision of groundhandling services during

that time, the supplier of ground handling services shall to be equipped with equipment appropriate for the weight and type of the operating aircraft.

#### **Article 11**

1. Equipment intended for operation of the supplier of ground handling services shall be serviceable at any time and shall ensure safe operation, good mobility and efficiency during operation as well as visibility of facilities.
2. Equipment intended for operation of the supplier of ground handling services shall be regularly inspected and maintained in accordance with the manufacturers' manuals for inspection and maintenance.
3. The supplier of ground handling services shall not operate with defective ground handling equipment.

#### **Article 12**

1. The supplier of ground handling services shall, at least once in a year, carry out a technical inspection regarding the serviceability of the equipment used for provision of ground handling services.
2. The supplier of ground handling services shall record the technical inspection referred to in paragraph 1 of this Article, and keep it at least till the next technical inspection.

#### **Article 13**

The equipment intended for operation of the supplier of ground handling services might be handled only by a qualified and trained person for handling with such facilities.

#### **Article 14**

1. The equipment intended for operation of the supplier of ground handling services shall be placed at certain part of the apron or at specified area directly connected to the apron.
2. Closed area, garage or hangar shall be provided for at the airport and for storage of airport equipment or eaves for maintenance thereof in an operational serviceable state and protection, especially during adverse weather conditions.

#### **Article 15**

The equipment intended for operation of the supplier of ground handling services shall during handling of aircraft be organized according to the procedures and instructions established by an airline for certain type of aircraft.

### **2.4 Handling of Passengers and Baggage**

#### **Article 16**

The supplier of ground handling services and the airline shall determine their mutual co-operation in an agreement and shall specify the time frames regarding the performance of certain activities in order to ensure safe, regular and timely air traffic operation at the airport.

#### **Article 17**

1. The supplier of ground handling services shall, while check-in of passengers, comply with the requirements by the airline regarding the method and classification of the passengers.

2. The supplier of ground handling services shall, while check-in of passengers, check the passenger tickets, reconcile and determine the number of passengers prior to their embarkation on board the aircraft.

#### **Article 18**

1. The supplier of ground handling services shall complete the following tasks prior to the estimated time of departure, that is:
  - a) weighing the baggage;
  - b) putting suitable baggage tag;
  - c) ensure that the baggage contains the passenger's name, surname and address;
  - d) direct the registered baggage into the sorting area.
2. The supplier of ground handling services shall make a classification of transfer baggage and freight in accordance with the applicable customs regulations and shall forward the information regarding the weight and number of baggage parcels and freight to the unit calculating the loading and location of center of gravity or to the airline.

#### **Article 19**

1. The supplier of ground handling services shall not accept any baggage which might jeopardize the safety of flight or passengers or which is not packed in a suitcase or similar packaging product ensuring the security of things during usual handling and transport.
2. The supplier of ground handling services shall at the check-in desk put a notice in respect of the baggage permitted to be accepted for transport, or the requirements under which certain baggage may be accepted for transport.

#### **Article 20**

Upon acceptance of the baggage, the passenger shall be issued a receipt for registered baggage.

#### **Article 21**

While checking the passenger and baggage, special tags shall be put on carry-on baggage, and the carry-on baggage size and weight shall be in accordance with the airline's rules clearly placed in the vicinity of check-in desk.

#### **Article 22**

At airports not equipped with air bridges or if they are not appropriate for certain types of aircraft operating at the airport, the supplier of ground handling services shall provide a bus for transport of passengers from the terminal building to the aircraft in case there are more than eight parking positions at the apron.

#### **Article 23**

The supplier of ground handling services shall handle and take care for special type of passengers (disabled or passengers with reduced mobility, old persons, sick, unaccompanied children, mothers with children and others) according to the Annex 9 to ICAO Chicago Convention, EU Regulation 1107/2006 and ECAC Doc. 30, Part 1.

## **2.5 Freight and Mail Handling**

### **Article 24**

The supplier of ground handling services and the airline shall determine in an agreement their mutual co-operation and shall specify the time frames for performance of certain activities in respect of loading of freight and mail on board the aircraft, freight documentation in order to ensure safe, regular and orderly air traffic operation at the airport.

### **Article 25**

1. Freight loaded on baggage dolly or storage in special unit load device shall be weighed on special scale prior to its loading on board the aircraft.
2. At airports not equipped with freight weigh scale, the weight of every single piece of freight shall be measured.
3. Freight loading on board the aircraft shall be marked with appropriate labels or tags containing the data in respect of the freight type and weight, destination and flight number as well as the other required data.

### **Article 26**

The loading and distribution of freight on board the aircraft shall be done according to the loading instructions and in accordance with the aircraft loading list.

### **Article 27**

In case of loading of heavy cargo on board the aircraft, the maximum allowable floor loading shall not be exceeded and also in case of loading in containers and pallets the container or pallet maximum allowable floor shall not be exceeded.

### **Article 28**

The freight on board the aircraft shall be so secured as to prevent its movement or turning over.

### **Article 29**

Airport operator shall ensure the suitable equipment for handling of freight up to the allowable weight of the aircraft, except of the equipment already on board the aircraft.

### **Article 30**

1. Handling of special type of freight (dangerous goods and other special freight such as live animals, perishables, human remains, valuable cargo and similar) might be done by a person suitable qualified and trained to carry out such tasks according to ICAO Doc 9375 – Dangerous Goods Training Programme.
2. Dangerous goods handling shall be done in accordance with ICAO Doc 9284 – Technical Instructions for Safe Transport of Dangerous Good by Air and the applicable IATA DGR Manual.

## **3. Requirements and Procedure for Fuel and Oil Handling**

### **Article 31**

1. To carry out fuel and oil handling activities and to ensure safe, regular and orderly air services operation, the supplier of ground handling services shall establish a unit for supply of fuel and oil meeting the following requirements:

- a) to possess organizational competence and ability for safe and timely performance of the required scope of provision of ground handling services in respect of fuel and oil activities;
  - b) to ensure enough number of qualified persons to perform the duties regarding the provision of fuel and oil, which number shall be complied with the scope and type of aeronautical operations at the airport during the peak hours;
  - c) to ensure the necessary quantity and type of appropriate equipment for performance of fuel and oil activities, which equipment shall be in compliance with the required level of operations, weight and type of aircraft landing at the airport and with the scope and type of aeronautical operations at the airport during the peak hours;
  - d) to be natural or legal person registered in the Republic of Macedonia for provision of ground handling services or with business address on the territory of a Member State of European Union and with representation or branch office in the Republic of Macedonia – proved through submitting of evidence of registration for ground handling activities at the Central Register of the Republic of Macedonia
2. The supplier of ground handling services shall carry out the provision of fuel and oil in accordance with:
- a) the Airport Handling Manual developed by the airport operator containing at least the following:
    - procedure for handling of aircraft according to the aircraft type;
    - procedures and processes for passengers embarkation/disembarkation and their stay in/from an aircraft during the fueling of an aircraft;
    - procedures in respect of transit/transfer passengers;
    - protective measures and procedures for taking thereof during the activities of fuel and oil services;
    - accountables and their competences.
  - b) the Airport Manual and Safety Management System developed by the airport operator;
  - c) the Contract on provision of services between the airline and supplier of airport services, if so, and;
  - d) other guidelines, instructions and orders approved by the Agency.

### **Article 32**

The supplier of fuel and oil activities, airport operator and airline shall take precautions and safety measure prior to and while supplying the aircraft with fuel, as well as additional safety measures while supplying the aircraft with fuel in case the passengers are on board the aircraft, or when the aircraft is in transit in accordance with the provisions contained in ICAO Doc 9137, Part 1, Chapter 16.

### **Article 33**

The supplier of fuel and oil activities shall establish special procedures and methods for the following:

- 1) organization and carrying out of fueling/defueling operations;



- 2) fuel storage;
- 3) quality and quantity control of delivered fuel, and
- 4) replenishment of oil and other fluids.

#### **4. Requirements for provision of ground handling services at airports with annual traffic over thresholds established by the Aviation Act**

##### **Article 34**

At airports with annual traffic exceeding the thresholds established in Article 82–b of the Aviation Act, ground handling services and fuel and oil handling might be carried out by a supplier of ground handling services holder of an approval issued by the Civil Aviation Agency (hereinafter referred to as: the Agency) according to Article 82–h of the Aviation Act.

##### **Article 35**

1. To be issued the approval referred to in Article 34 f this Regulation, in addition to requirements specified in Chapters 2 and 3 of this Regulation, the supplier of ground handling services and fuel and oil operations shall meet the:

- 1) requirements relating to all suppliers of ground handling services, as follow:
  - a) to be adequately insured – proved through submitting of insurance policy valid for period of minimum one year, that is:
    - suppliers of ground handling services handling the aircraft on the apron, shall be insured to amount specified according to IATA AHM 810,
    - suppliers of ground handling services handling the passengers within the passenger terminal, shall be insured to amount of 100.000 EUR for an airport with up to one million passengers per year and additional 100.000 EUR for every additional million passengers,
    - self-handlers of ground handling services shall submit their corporate insurance policy;
  - b) to prove financial capability – proved through submission of the following documents:
    - for suppliers of ground handling services evidence showing that the applicant is not blocked for past six months and evidence showing that the applicant is not in debts,
    - for self-handlers submission of valid operating licence, if applicable;
  - c) to have deeds adopted according to paragraph 2 Article 145 of the Aviation Act;
  - d) to have deeds governing the labour relations of the employers according to the Labour Relations Act, and
  - e) to have assessment regarding the influence on the environment and environment protection action according to the Law on Environment.
- 2) requirements applying to a supplier of ground handling services holding a valid

approval containing an adequate scope of services in some other ECAA State:

- a) copy of the approval issued by other ECAA State, or
- b) other proof of experience as supplier of ground handling services and in fuel and oil activities.

#### **Article 36**

1. Holder of the approval referred to in Article 34 of this Regulation may carry out the ground handling services specified within the scope of approved ground handling services being an integral part of the approval.
2. Holder of the approval referred to in Article 34 of this Regulation shall notify the Agency in due time about the change of address, change of owner or significant change in ownership, change of management personnel, change of organization structure, as well as about any significant changes in equipment or technology used.

### **5. Common requirements, relations and procedures in respect of carrying out of ground handling services activities**

#### **Article 37**

1. For the purpose to ensure entire, precise and timely exchange of information required for preparation and carrying out of ground handling services there is a need to establish relations among the ground handling units and the other legal entities engaged in air services operation, such as airline's operations department, air navigation services provider, fire-fighting units, first aid units, airport border and customs units, as well as among the airports.
2. Relations referred to in paragraph 1 of this Article shall comprise the following: electronic, radio and other telecommunications lines to be organized and provided according to the scope and type of the aeronautical operation at the airport.

#### **Article 38**

Airport operator, supplier of ground handling services and aircraft operator shall, by an agreement, determine the working and time limit standards in respect of carrying out of certain ground handling operations to ensure safe, regular and orderly air services operation.

### **6. Transitional and Final Provisions**

#### **Article 39**

Upon entry into force of this Regulation terminates the effect of the Regulation on Ground Handling Services ("Official Gazette of SFRY", No. 66/87 and 57/90).

#### **Article 40**

This Regulation shall enter into force on the eighth day following the date of its publication in the "Official Gazette of the Republic of Macedonia".

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Director General  
Dejan Mojsoski Ph.D.

## List of Groundhandling Services

1. Ground administration and supervision comprise:
  - 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 comprises 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. Baggage handling comprises handling baggage in the sorting area, sorting it, preparing it for departure, loading it on to 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.
4. Freight and mail handling comprises:
  - 4.1. for freight: physical handling of export, transfer and import freight, handling of related documents, customs procedures and implementation of any security procedure agreed between the parties or required by the circumstances;
  - 4.2. for mail: physical handling of incoming and outgoing mail, handling of related documents and implementation of any security procedure agreed between the parties or required by the circumstances.
5. Ramp handling comprises:
  - 5.1. marshalling the aircraft on the ground at arrival and departure;
  - 5.2. assistance to aircraft packing and provision of suitable devices;
  - 5.3. communication between the aircraft and the air-side supplier of services;
  - 5.4. 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;
  - 5.5. the provision and operation of appropriate units for engine starting,
  - 5.6. the moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices;
  - 5.7. the transport, loading on to and unloading from the aircraft of food and beverages.
6. Aircraft services comprise:

- 6.1. the external and internal cleaning of the aircraft, and the toilet and water services;
  - 6.2. the cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft;
  - 6.3. the rearrangement of the cabin with suitable cabin equipment, the storage of this equipment.
7. Fuel and oil handling comprises:
    - 7.1. the organization and execution of fuelling and defuelling operations, including the storage of fuel and the control of the quality and quantity of fuel deliveries;
    - 7.2. the replenishing of oil and other fluids.
8. Aircraft maintenance comprises:
    - 8.1. routine services performed before flight;
    - 8.2. non-routine services requested by the airport user;
    - 8.3. the provision and administration of spare parts and suitable equipment;
    - 8.4. the request for or reservation of a suitable parking and/or hangar space.
9. Flight operations and crew administration comprise:
    - 9.1. preparation of the flight at the departure airport or at any other point;
    - 9.2. in-flight assistance, including re-dispatching if needed;
    - 9.3. post-flight activities;
    - 9.4. crew administration.
10. Surface transport comprises:
    - 10.1. 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;
    - 10.2. any special transport requested by the airport user.
11. Catering services comprise:
    - 11.1. liaison with suppliers and administrative management;
    - 11.2. storage of food and beverages and of the equipment needed for their preparation;
    - 11.3. cleaning of this equipment;
    - 11.4. preparation and delivery of equipment as well as of bar and food supplies.