

REGULATORY COMPLIANCE REPORT

GACAR Part 151 – Ground Service Provider Initial Certification

ORGANIZATION:	
AERODROME/GROUND STATION:	
NAME OF PERSON IN CHARGE OF THIS REPORT:	
DATE COMPLETED:	
SIGNATURE:	

No.	Subject:	Regulatory Reference:	HOW it is met: (Provide reference/Explain)	Remarks: (If pending, non-compliant or not applicable)
SECTION A: General				
1.	Based on the privileges for which the organization has applied, ensure that: (a) All processes, procedures, and documentation are completed, and are in place.	151.1 151.3 151.41		
	(b) All relevant ground support equipment (GSE) and systems to carry out the aforementioned privileges are in place.			
	(c) All required staff to exercise the aforementioned privileges are adequately trained (theoretical and OJT), satisfactorily assessed, and are in place.			
2.	Provide principal business office address established in the KSA.	151.07		
3.	Provide operations base address of ground station (if different from item 1).	151.07		
4.	Provide SLAs/contractual agreement with all entities providing contracted activities as indicated in the application form.	151.09		
5.	Your subcontracted organization (if any) does not subcontract its services to a third party.	151.09		
6.	A full audit has been conducted by your organization to all entities providing contracted activities within the past 12 months.	151.09		
7.	The audit report(s) conducted within the preceding 12 months from the date of application of all entities providing contracted activities in the context of GACAR § 151.9 submitted.	151.23		
8.	Ground Operations Manual submitted.	151.23		

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9.	Training Manual Submitted.	151.23		
10.	Quality Assurance/Compliance Manual submitted.	151.23		
11.	Safety Management System (SMS):	151.23		
	(a) Safety Management System Manual submitted.			
	(b) SMS implementation plan included.			
	(c) Incident/Accident database established.			
	(d) Root cause analysis methodology established.			
	(e) Methodology for corrective and preventive action planning established.			
	(f) Safety promotion plan established (including an FOD program).			
12.	Emergency Response Plan (ERP):	151.23		
	(a) ERP submitted.			
	(b) ERP is consistent with aerodrome operator's ERP.			
	(c) ERP covers the cases defined by the President (E-book Vol. 16).			
13.	Ownership structure (with the names of the physical persons or entities and their corresponding percentage of ownership) submitted.	151.23		
14.	Organizational chart submitted.	151.23		
15.	Names and credentials (CVs), verifying experience, of nominated post-holders submitted.	151.23		
16.	Copy of Commercial License issued by GACA submitted.	151.23		
17.	Copy of the latest comprehensive JIG audit report (for into-plane fuel service providers) with a minimum rating of "satisfactory submitted.	151.23		
18.	Copy of the credentials issued by the Ministry of Health and the Food and Drugs Administration for aircraft catering service providers (in-flight catering)	151.23		
19.	Copy of Service Level Agreement (SLA)/contractual agreement, or relevant document, with the aerodrome operator submitted.	151.23		
20.	The training material of all mandatory training modules, initial and recurrent, defined in GACAR § 68.7, if the organization provides such training, submitted.	151.23		
21.	Safety, Security and Quality policy, or a combination of those, are visible at the principle business office and at the ground station.	151.39		

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22.	For facilities which are not part of aerodrome's own infrastructure and are operated/owned by the organization (within the airport premises), provide evidence of approval/certification of fire safety, health & safety/hygiene and security standards/requirements.	151.81		
SECTION B: Personnel Requirements				
23.	It is clearly described that the accountable executive has corporate authority for ensuring that all services authorized to perform in its operations specifications can be financed and carried out to the standard required by this part – Provide reference.	151.41		
24.	A ground station post-holder is appointed for the subject ground station, leading the administration and all operations at the ground station and reporting to the accountable executive or the operations post-holder, where applicable.	151.41		
25.	An operations post-holder is appointed at the corporate level, in charge of all ground station post-holders and reporting directly to the accountable executive, if the ground service provider considers such post organizationally or operationally appropriate.	151.41		
26.	A quality assurance/compliance post-holder is appointed at the corporate level, reporting directly to the accountable executive, and leading the quality assurance/compliance system of the organization.	151.41		
27.	A training post-holder of appropriate seniority is appointed at the corporate level leading training planning and implementation.	151.41		
28.	It is established that there is sufficient number of appropriately qualified staff, who possess adequate knowledge, experience and competence, is employed at the ground station to perform all activities in the scope of services – Provide Budgeted Vs Actual roster.	151.41		
29.	Provide number of qualified staff to plan, supervise and perform activities within the scope of services – Submit detailed breakdown of manpower per job function.	151.41 / 151.47		
30.	Nominated post-holders:	151.43		

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	(a) Possess sufficient knowledge, skills and experience enabling them to perform the duties to which they are assigned.			
	(b) Are directly and exclusively employed by the ground service provider on a full time basis.			
	(c) Do not hold any other post within the organization or work for any other organization or third party.			
	(d) Are able to understand, read, speak, and write satisfactorily in the English language.			
31.	All organization's or subcontracted staff, before assigned to duty, has successfully passed an operational assessment and found to be competent to exercise the responsibilities of the job function(s) assigned with.	151.71		
32.	Supervisory personnel:	151.47		
	(a) Have a minimum of 3 years practical experience in the area of work performed.			
	(b) Are trained and thoroughly familiar with methods, techniques, practices, policies, procedures and equipment used to perform their duties.			
	(c) Understand, read, speak and write in English language.			
33.	A senior person is appointed for the administration and day-to-day implementation of the safety management system.	151.49		
34.	Personnel performing audits and inspections:	151.49		
	(a) Are trained and thoroughly familiar with applicable regulations, procedures, methods, techniques, practices, policies, procedures and equipment.			
	(b) Have a minimum of 2 years of auditing experience.			
	(c) Understand read speak and write in the English language.			
35.	Identify number of Safety audit & inspection personnel.	151.53		
36.	(a) There is an adequate number of ground service instructors (if training is provided in-house).	151.51		
	(b) Instructors understand, read, speak and write in the English language			

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	(c) Instructors have at least 2 years of applied experience on the subject matter in an aerodrome ground handling environment and possess comprehensive practical and theoretical knowledge on the relevant topics.			
	(d) Instructor personnel have received a formal instructor’s training and demonstrate proficiency on instructional skills and teaching methods with the ability to train personnel on ground service functions appropriate to their duties			
	(e) Instructors fulfill the currency requirements on the course training material delivered.			
	(f) Dangerous goods instructors must meet the instructor requirements prescribed by GACAR § 109.103			
37.	Practical assessors have at least 1 year of training experience on the subject matter.	151.51		
38.	Recruitment is conducted in a manner that it consistently maintains the required number of trained and qualified personnel required for the safe provision of ground services performed under its certificate and operations specification – Provide recruitment procedure & policy.	151.55		
39.	Organization possesses are in place to ensure compliance with fatigue management requirements for operational staff working on a shift basis – Describe means/system.	151.91		
	(a) Each person performing ground services from duty for a period of at least 24 consecutive hours during any 7 consecutive days, and			
	(b) No person is scheduled to perform ground services for more than 10 consecutive hours of duty.			
SECTION C: Ground Operations Manual Contents				
40.	A statement signed by the accountable executive confirms that “the ground operations manual and any referenced associated manuals define the organization’s compliance with this Part and will be complied with at all times”.	151.63		

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41.	Scope of services at the subject aerodrome/ground station is described as per the application.	151.63		
42.	Organization's safety and quality policy incorporated.	151.63		
43.	Manual administration and control procedures defined.	151.63		
44.	Organizational chart showing associated chain of command (reporting lines) included.	151.63		
45.	Duties and responsibilities of the nominated post-holders are clearly defined.	151.63		
46.	Duties and responsibilities of all management posts depicted in the organizational chart (including supervisory personnel) described.	151.63		
47.	General description of manpower resources provided.	151.63		
48.	Detailed description of facilities and ground support equipment provided.	151.63		
49.	Description of the ground support equipment Maintenance Program provided.	151.63		
50.	Standard operating procedures relevant to all services defined in the operations specifications of the holder's certificate are included.	151.63		
51.	Contingency procedures relevant to all services defined in the certificate holder's operations specifications are described, including but not limited to:	151.63		
	(a) Extreme weather-related phenomena such as extreme temperature, strong winds and low visibility procedures.			
	(b) Loss of information & telecommunication systems / loss of power / airport key systems failure including common use terminal equipment and the baggage handling and reconciliation systems.			
	(c) Problematic staff access to airport / lack of required manpower / disruption of services.			
52.	Security Management Program included.	151.63		
53.	Health & Safety Program included.	151.63		
54.	Description of the Environmental Plan and policies included.	151.63		
55.	Incident notification and reporting procedure, as per GACAR Part 4, included.	151.63		
56.	Education and prevention programs for the use of psychoactive substances, as per GACAR Part 7, included.	151.63		
57.	Procedure for the evaluation and subcontracting of ground services included.	151.63		

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58.	Notification procedure for organizational changes, including the notification of the President for acceptance of nominated post-holders, provided.	151.63		
59.	Manual amendment procedure, including the notification of the President for acceptance of revisions described.	151.63		
60.	Internal communication procedure included for the dissemination and exchange of operational information, procedural updates and changes to all applicable personnel in a timely and controlled manner, which can validate the comprehension of the recipient staff.	151.63		
61.	Description of the record keeping and document control system provided.	151.63		
62.	Operations manual does not contradict any requirements prescribed in this part, or any other relevant GACA regulation.	151.65		
63.	Local ground operations supplement, identifying the differences between the generic GOM and the local ground station, submitted and includes at least:	151.65		
	(a) Organization, structure and accountabilities			
	(b) Processes and procedures			
	(c) Facilities and staging areas			
	(d) Ground support equipment and maintenance			
	(e) Budgeted/required personnel			
64.	Current copy of GOM maintained at station under certification.	151.67		
65.	Current copy of GOM is readily accessible by all personnel responsible for its implementation.	151.67		
SECTION D: Training & Training Records				
66.	All personnel employed, subcontracted, or used by the ground service provider are adequately trained to perform assigned duties in accordance with GACAR Part 68 (Appendix A), and are familiar with the airport operational environment, safety and security rules and regulations. Such personnel include:	151.71		
	(a) All full-time, part-time, and seasonal employees			
	(b) Workforce not subject to the issuance of a work permit in accordance with GACAR Part 68			

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67.	Training program is established and addresses both initial and recurrent training.	151.71		
68.	Training manual includes:	151.73		
	(a) Statement by the accountable executive confirming that the “training manual and any associated material define the compliance with this Part and shall be complied with at all times”.			
	(b) Responsibilities and duties of the following are identified: (1) Training manager. (2) Training instructors. (3) Examiners and practical assessors.			
	(c) List of training instructors, examiners and assessors, or any third parties contracted to provide training, is submitted.			
	(d) Provisions for annual training planning.			
	(e) Training manual amendment procedure, including the notification of the President for acceptance of revisions, is provided.			
	(f) A general description of the training facilities, if initial or recurrent training is conducted by the certificated organization.			
	(g) The training manual amendment procedure including the notification of the President for acceptance of revisions			
	(h) A training Program.			
69.	The Training Program:	151.73		
	(a) Covers all functions and tasks required to be performed by the ground services staff relevant to the operations specifications of the certificated organization.			
	(b) Includes the training curriculum (training matrix) for all job functions relevant to the operations specifications of the organization.			
	(c) Includes the syllabus for each initial or recurrent training component indicating all topics and subtopics covered.			
	(d) Defines the knowledge training hours required for each training component for both initial and recurrent training.			

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	(e) Defines the associated OJT hours or number of events required to be performed for each relevant job function.			
	(f) Identifies the qualification criteria for both knowledge examinations and OJT assessments for each relevant training component and/or job function.			
	(g) Identifies the currency requirement for each training component.			
70.	Training Program addresses at least the following training subjects:	151.73		
	(a) Knowledge, practical and on-job-training in the required functions and tasks;			
	(b) Airside safety awareness training, where applicable;			
	(c) Airside driving training specific to the aerodrome at which an employee is based, where applicable;			
	(d) Emergency response procedures and contingency training;			
	(e) Health and airport/safety training including fire safety;			
	(f) Technical training on ground support equipment and systems operation, where applicable;			
	(g) Training related to transportation of dangerous goods, where applicable;			
	(h) Security awareness training;			
	(i) Customer specified training, where applicable;			
	(j) Airport familiarization, tailored to address the specific circumstances at each aerodrome served by the ground service provider;			
	(k) English language and aviation terminology training appropriate to the functions performed by the ground services staff;			
	(l) Human factors training;			
	(m) Training on national and international aviation regulations relevant to the functions performed;			

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	(n) Awareness training on Safety Management System.			
71.	Recency requirement for staff who has not performed duties over the past 6 consecutive months incorporated.	151.77		
72.	Adequate training facilities are provided, if training is conducted in-house.	151.71/79		
73.	Training facilities provided (if training is conducted in-house) are: (a) Temperature controlled, lighted, ventilated. (b) Conform to building, sanitation and health codes.	151.79		
74.	Confirm training records include: (a) The individual's name. (b) The training course name (and ground service personnel work permit number, if applicable). (c) The training completion date. (d) The training course name and content. (e) The instructor's name. (f) The name and address of the organization providing the training. (g) Evidence that shows that a test/assessment has been completed satisfactorily, including failed attempts.	151.115		
75.	Confirm that training records details of applicable due dates for mandatory, recurrent training are maintained.	151.115		
76.	CBT/WBT-based training material has been submitted, if applicable.	151.79		
SECTION E: Quality Assurance & Record System				
77.	Procedures to ensure the monitoring and continuing compliance of the ground service provider and its subcontracted organizations with this Part are included.	151.101		
78.	Quality indicators, including personnel and customer feedback to identify existing problems within the organization, are included.	151.101		
79.	Provide procedures for identifying the root causes and the corrective action(s): (a) To conduct a root cause analysis for identified problems. (b) To correct an existing problem.	151.101		

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	(c) To follow up a corrective action to ensure the action is effective. (d) To amend any procedure required under this Part as a result of a corrective action. (e) Management to measure the effectiveness of any corrective action taken.			
80.	Provide procedure for preventive action(s) to ensure that the causes of problems, identified within the organization, are remedied and to specify how: (a) To correct a potential quality problem. (b) To follow-up a preventive action to ensure the action is effective. (c) To amend any procedure required under this Part as a result of a preventive action. (d) Management will measure the effectiveness of any preventive action taken.	151.101		
81.	Internal audit plan for the organization and all the subcontracted entities is provided and: (a) Specifies the frequency and location of the audits taking into account the nature of the activity to be audited. (b) Measures the effectiveness of any preventative or corrective action taken by the personnel responsible for the activity being audited since the last audit.	151.101		
82.	Management review procedure is described, including the use of statistical analysis (if appropriate): (a) Specify the frequency of management reviews of the quality assurance/compliance system, taking into account the need for the continuing effectiveness of the system and ensuring that they take place no less than two times per calendar year. (b) Identify the senior person responsible for the management reviews.	151.101		
83.	Manual amendment procedure provided, including the notification of the President for acceptance of revisions.	151.101		

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84.	A person responsible for audits and inspections, meeting the requirements of Pat 151.49, is appointed at each aerodrome reporting to the quality post-holder.	151.101		
85.	Compliance monitoring includes a feedback system to the accountable executive to ensure awareness at the highest level within the certificated organization and corrective action as appropriate.	151.101		
86.	Local quality assurance/compliance supplement applicable to ground station submitted and includes at least:	151.103		
	(a) Quality department organization and accountabilities.			
	(b) Quality assurance/compliance procedures			
	(c) Ground station audit and inspection program.			
87.	Records are stored in a manner that ensures protection from damage, alternation and theft.	151.111		
88.	Confirm retention periods for records is stated in relevant document:	151.112		
	(a) Personnel and training records are retained for the entire period that a person is employed.			
	(b) Records for incident and accidents are retained for at least 10 years after the date of occurrence.			
	(c) Quality records are retained for at least 5 years.			
	(d) All other records are retained for at least 3 years.			
89.	Confirm the following are maintained for personnel:	151.113		
	(a) A record with the names and qualifications of management personnel.			
	(b) A record with the names and qualifications of supervisory personnel.			
	(c) A record with the names and qualifications of audit and inspection personnel.			
	(d) A record with the names and qualifications of instructor personnel.			
	(e) A record with the names, qualifications and ground services personnel work permit number of all personnel required to hold a ground services personnel work permit under GACAR Part 68.			
90.	Display detailed records of all incidents and accidents fort the last 12 months.	151.117		

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SECTION F: Facilities & Ground Support Equipment (GSE)				
91.	Sufficient work space is provided for all personnel.	151.81		
92.	Housing for personnel with ventilation, lighting, and control of temperature, humidity and other climatic conditions sufficient to ensure personnel the performance of duties to the standards required is provided.	151.81		
93.	Segregated work areas are provided to enable environmentally hazardous or sensitive operations to be done properly and in a manner that does not adversely affect other activities.	151.81		
94.	Ventilated rest areas for operational staff working on shift are provided.	151.81		
95.	Have suitable space for:	151.81		
	(a) Staging of GSE.			
	(b) Storage and protection of GSE.			
	(c) Build-up and breakdown of ULDs (if relevant to operations specifications).			
96.	Have the means and procedures in place for addressing spillage of fluids (from own GSE or aircraft fuel for the into-plane fuel companies).	151.81		
97.	Unserviceable and Serviceable GSE are segregated.	151.81		
98.	Number of motorized and non-motorized ground support equipment is adequate and functional for all the services authorized to provide in operations specifications – Provide list of GSE indicating age.	151.83		
99.	Ground Support Equipment meet the basic technical safety requirements prescribed in 151.5(a)(1).	151.83		
100.	Ground support equipment operating airside are issued with a valid airside permit by the corresponding aerodrome operator.	151.83		
101.	Ground support equipment are not more than 15 years old.	151.83		
102.	Ground Support Equipment is fully fit for its intended use and its condition will not endanger people of property.	151.85		
103.	Ground support equipment maintenance program follows manufacturer recommendations and includes, but is not limited to:	151.85		
	(a) Type and frequency of technical Inspections.			
	(b) Preventative maintenance schedule.			

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	(c) Relevant maintenance procedures.			
	(d) Comprehensive annual maintenance plan updated yearly.			
104.	A senior technical person is appointed at the ground station responsible for the day-to-day technical maintenance and serviceability of its ground support equipment.	151.85		
105.	Adequate infrastructure for the maintenance of GSE is provided or a contract with a qualified maintenance organization is in place.	151.85		
106.	Provide contract with an appropriately qualified ground support equipment maintenance organization (if such maintenance is not performed by your organization).	151.85		
107.	Maintenance arrangements (whether own or the subcontractor's) includes:	151.85		
	(a) Adequate facilities for the number and type of the ground support equipment operated.			
	(b) Specialized maintenance equipment and tools.			
	(c) Sufficient and qualified staff.			
	(d) The necessary procedures.			
108.	Procedures to ensure ULDs are inspected and are airworthy are included.	151.85		
109.	Operational personnel is provided with PPE including high visibility clothing, safety shoes, ear defenders, face mask and eye protection.	151.87		