



الطيران المدني
Civil Aviation
دولة الكويت - State of Kuwait



Ground Handling Operations

CASeD





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Objective of Kuwait's Ground Handling Operations?

- Kuwait DGCA's intention is to assure safe and efficient operations are enhanced by modern ground service, focusing on the performance aspects for delivery of Ground Handling services, which having consideration to safety, through the direct certification and surveillance of ground-handling providers.

The Challenge

- The most significant risk factors for ground damage occur in towing, ramp movements, ground service equipment and hangar movements, which include maintenance facilities and operations. One common thread running through all of these risk areas is a lack of training
- Direct costs associated with aircraft damage on the apron and in maintenance facilities are upwards of \$1.2 billion a year





The Challenge

- **Ground Safety** includes ramp safety, ground collisions as well as all ground servicing, preflight, engine start/departure and arrival events.
- Taxi and towing represent the **third highest category of accidents** as per ICAO recent safety report indicates.

Accident Statistics

Definitions and Methods

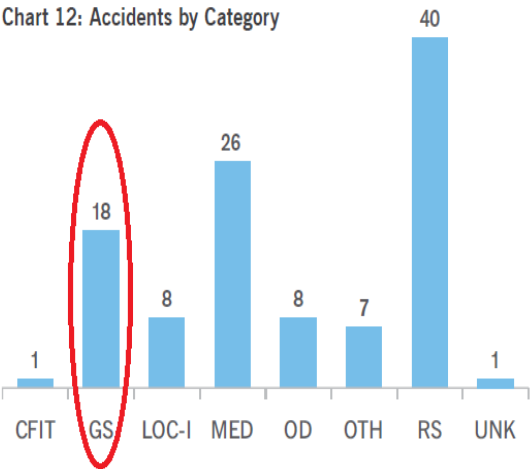
In order to build upon the harmonized accident rate presented in the last four safety reports, ICAO and IATA worked closely to develop a common taxonomy that would allow for a seamless integration of accident data between the two organizations. A detailed explanation of the harmonized accident categories and how they relate to the Commercial Aviation Safety Team/ICAO Common Taxonomy Team (CICTT) occurrence categories can be found in [Appendix 3](#).

Accidents by Category

Differences between the approaches of the ICAO (CICTT Occurrence Categories) and IATA (Flight-crew centric Threat and Error Management Model) classification systems required the harmonization of accident criteria to be used. The breakdown of accidents by harmonized category is shown in Chart 12 below.

Full details of categories can be found in [Appendix 3](#).

Chart 12: Accidents by Category



Accident Categories	
CFIT	Controlled Flight into Terrain
GS	Ground Safety
LOC-I	Loss of Control in-Flight
MED	Injuries to and/or Incapacitation of Persons
OD	Operational Damage
OTH	Other
RS	Runway Safety
UNK	Unknown

The Challenge

- IATA analysis shows the **major threat** to be the **Ground Events** for ground damage category, with **Regulatory Oversight** as the second major **Latent Condition**.

Ground Damage



LATENT CONDITIONS

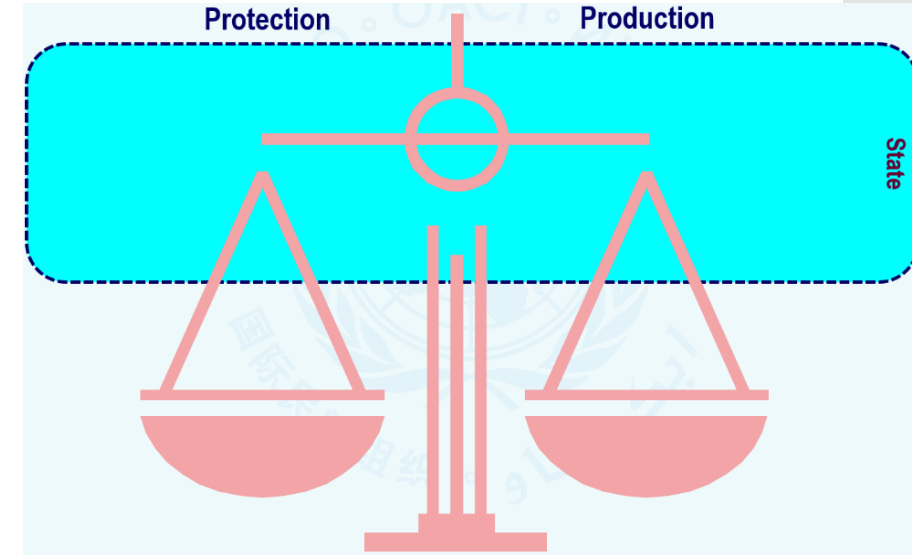
	Percentage Contribution
Ground Operations	26%
Regulatory Oversight	22%
Safety Management	17%
Ground Ops: SOPs & Checking	17%
Ground Ops: Training Systems	17%
Maintenance Operations	13%
Flight Ops: SOPs & Checking	9%
Flight Operations	9%
Design	9%
Maintenance Ops: SOPs & Checking	9%
Flight Ops: Training Systems	4%

THREATS

	Percentage Contribution
Ground Events	52%
Traffic	30%
Aircraft Malfunction	22%
Maintenance Events	17%
Fire/Smoke (Cockpit/Cabin/Cargo)	13%
Airport Facilities	9%
Secondary Flight Controls	4%
Meteorology	4%
Hydraulic System Failure	4%
Brakes	4%
Gear/Tire	4%
Operational Pressure	4%
Inad overrun area/trench/ditch/prox of structures	4%
Poor/faint marking/signs or runway/taxiway closure	4%
Wind/Wind shear/Gusty wind	4%
Flight Controls	4%
Optical Illusion/visual mis-perception	4%

The Approach

- Kuwait DGCA is following a balanced approach towards its obligation for safety improvement, regarding the service provider's perception(s) and a better travel experience via Kuwait International Airport.





Implementing Ground Handling Regulations in Kuwait

- The state of Kuwait took the initiative to establish basic regulations concerning Ground Handling Operations
- After coordinating with the Industry, the regulations have been successfully registered and KCASR 14 – Vol. 3 became the official national Ground Handling Operations National Regulatory reference

Scope of Ground Handling Manual

- Kuwait DGCA provides a comprehensive package of requirements dedicated for Aviation Ground Handling Services including:
 - Direct Performance-Based Oversight (Certification & Surveillance) for GHO service providers
- KCASR 14, Volume III -Ground Handling Operations (GHO)- contains the basic regulations to be complied with for civil aviation in the state of Kuwait



Kuwait Civil Aviation Safety Regulations

KCASR 14 – VOLUME III

GROUND HANDLING OPERATIONS (GHO)

KCASR 14 - Vol 3: Ground Handling Minimum Basic Charges

- Appropriate framework pertaining commercial matters and charges for delivery of GHO moving to a more competitive environment

الملحق (1) – جدول الحد الأدنى لرسوم الخدمات الأرضية الأساسية		
Annex (1) - GROUND HANDLING MINIMUM BASIC CHARGES		
Category	Aircraft Types	Immediate Implementation
Category 1	A318/CS100/B737-300-700 (MTOW -From 55,001 to 73,000 kgs)	KWD 329
Category 2	A319/320/321/B727/737-800,900/B737-900 ER/B757/BAC111/M80/90 (MTOW -From 73,001 - 95,000 kgs)	KWD 363
Category 3	TU134/154/DC-8/A310-300 (MTOW -From 95,001 - 157,000 kgs)	KWD 455
Category 4	IL76/IL86/B767-300,400ER/A300-600/B787-800/A330-200 (MTOW -From 157,001 - 245,000 kgs)	KWD 629
Category 5	A300-600/A330-300/A340-200/A350-800,900/B787-900/ (MTOW -245,001 - 275,000 kgs)	KWD 698
Category 6	A340-300 /B747SP/B777-300/DC10/MD11/IL96/L1011/MD11/A3501000/B747-100 to 400/B777-200LR/B777F/B777-300ER/A340-600/ (MTOW 275,001 - 400,000 kgs)	KWD 790
Category 7	AN124/B747-400ER/B747-8/A380-800/AN225 (Above 400,000 kgs)	KWD 938

KCASR 14 - Vol 3: Service Level Agreements Criteria and Penalties

- Provisions for the Level of Service between ground handling agent with air operators and with Kuwait International Airport

<i>Kuwait Civil Aviation Safety Regulations</i>		<i>KCASR 26 – Enforcement and Sanctions</i>
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Service Level Agreements Criteria and Penalties

1.0 ON-TIME DEPARTURES

Description	Delays	Targets	Penalties
Delays in Scheduled On-time departure	Delays > 3 mins	2 per 100 departures	1000KD
	Delays > 15 minutes	1per 100 departures	1000KD

2.0 PASSENGER HANDLING

2.1. Check-in

No	Description of Items	Target	Penalties
1	Flight closing	ETD- 30 mins	100KD

2.2 Arrival

No	Description of Items	Target	Penalties
1	Maximum delay for deployment of Pax Steps/Boarding	3 mins	200KD
2	Maximum turnaround time for round trip of Apron Bus	13 minutes	200KD

3.0 BAGGAGE HANDLING

No	Description of Items	Target	Penalties
1	1st Bag on the belt for First/Business Class passengers	10 minutes	500KD
2	Last Bag on the belt (Bridge/Remote stand)	30-40 minutes	500KD

4.0 CARGO HANDLING

No	Description of Items	Target	Penalties
1	Receipt of Cargo at Warehouse after arrival	30 mins	200KD
2	Receipt of Mail at Warehouse after arrival	30 mins	200KD
3	Cargo delivery for Aircraft loading	ETA -1 hour (1.30)	500KD
4	Mail delivery for Aircraft loading	ETA -1 hour (1.30)	500KD

5.0 RAMP HANDLING

No	Description of Items	Target	Penalties
1	Chock-on	AA+ 1min	200KD
2	Positioning of Pushback and Tow Bar	ETD - 15min	200KD

Brief Description of KCASR 14-Vol. 3 Requirements

- Ground handling operations must be carried out in compliance with:
 - KCASR 6
 - KCASR 9
 - KCASR 14 (Vol I and Vol II)
 - KCASR 16
 - KCASR 17
 - KCASR 18
 - KCASR 19
 - KCASR 26
 - KCASR 27
 - All DGCA resolutions listed but not limited to:
 - DGCA Presidential Resolutions No. (2736) (Ref. to Annex 5 of this Regulation).
 - DGCA Presidential Resolutions concerning GHO Operation.
- Ground Handling Operations (GHO) must be carried out in compliance with:
 - In accordance with the procedures, standards and training guidelines contained in the International Air Transport Association (IATA):
 - In conformity with National Regulation concerning fuel and with the specifications, procedures and recommended practices for into-plane fueling services, airport depots and hydrants.
 - In accordance with Ministry of Health Requirements and standards as well as procedures, standards and recommended practices contained in the Guide to Hygiene and Sanitation in Aviation of the World Health Organization (WHO) and the World Food Safety Guidelines for Airline Catering of the International Flight Services Association (IFSA).
 - In conformity with the requirements of the applicable parts and annexes of the Aerodrome Manual (ADM) and relevant SLAs.
 - In conformity with their customer's specific operating procedures and requirements (relevant SLAs), where applicable, and
 - In conformity with the certificate holder's manuals, policies, and procedures as accepted by Kuwait DGCA.

Certification Process

1. Service provider would apply for Ground Handling Operation Certification using the GHO application form (1444)
2. Service provider would submit their Ground Handling Operation manual (GHOM) AND RELEVANT DOCUMENTS
3. Service provider would proceed to pay the required fees as per KCASR 27
4. DGCA will review GHOM for compliance and acceptance
5. DGCA will arrange an audit in order to certify the service provider
6. DGCA prepares a final report, containing observations and findings that are related to the audit, within 2 weeks
7. The service provide would reply with a corrective action plan, if needed
8. DGCA will review corrective action plans, to either refuse certification or ask for adjustments on action plans
9. Certification is approved for the service provider for 2 years validity



Continuous Surveillance

Adopting a Performance-Based surveillance to continuously monitor GHO taking into consideration the assessment of the safety performance through:

- Role of GHO oversight assigned to the Aerodromes section, and working in liaison with Operations section (integrate work areas affected by GHO)
- KCASR 14 (Vol III) requires GHO to provide means of electronic data sharing with Kuwait DGCA (facilitate automatically data generated platform)
- The right that DGCA may delegate, as appropriate, international bodies (e.g.: IATA, ACI) to conduct audit activities for ground handling (exchange of safety data at the international level)

This constitutes the basis for surveillance activities focusing on the safety performance, besides ensuring compliance to identify any trend and decide an appropriate frequency for the oversight cycle



Thank you
Any Questions?

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Thank You