

Postupak i kriteriji za izdavanje Odobrenja za pružanje zemaljskih usluga

Sigurnosna direktiva ASO-2010-005

Broj revizije: 1 / 19.04.2010.

Pokretač: Agencija za civilno zrakoplovstvo

Područje primjene:

Direktiva se odnosi na upravno tijelo zračne luke, korisnike zračne luke (samostalno obavljanje zemaljskih usluga) te pružatelje zemaljskih usluga u zračnim lukama na teritoriju Republike Hrvatske u skladu sa Pravilnikom o pružanju zemaljskih usluga ("Narodne novine" br. 39/10).

Referentni propisi:

Zakon o zračnom prometu („Narodne Novine“ br. 69/09)
Pravilnik o pružanju zemaljskih usluga („Narodne Novine“ br. 39/10).

Referentne smjernice:

IATA - ISAGO Standards Manual
IATA - ISAGO Technical Reference Manual

Svrha:

Ova Direktiva izdana je u svrhu utvrđivanja postupaka i kriterija za izdavanje Odobrenja za pružanje zemaljskih usluga, u skladu sa člankom 13. Pravilnika o pružanju zemaljskih usluga ("Narodne novine" br. 39/10).

1. Uvod

Direktiva Vijeća 96/67/EC od 15. listopada 1996. o pristupu tržištu zemaljskih usluga u Zajednici zahtijeva od država članica da poduzmu sve potrebne mjere da tržište zemaljskih usluga na svim velikim zračnim lukama postane otvoreno. To osigurava zračnim prijevoznicima odabir pružatelja prema svojim potrebama. Ova Direktiva predviđa da je u većim europskim zračnim lukama pružateljima zemaljskih usluga pristup tržištu slobodan te da za određene kategorije usluga broj pružatelja ne može biti manji od dva za pojedinu kategoriju usluge. Slične odredbe postoje u slučaju kada zračni prijevoznici obavljaju te usluge samostalno. Za ove usluge trebaju postojati najmanje dva zračna prijevoznika.

Članak 36 Zakona o zračnom prometu:

Operator aerodroma obavezan je omogućiti nesmetanu uporabu operativnih površina, objekata, uređaja i opreme prema njihovoj namjeni i kapacitetu, u skladu s odredbama Zakona o zračnom prometu, propisa donesenih na temelju Zakona i odgovarajućih EU propisa.

Procedure and Criteria for Issuing Approval for provision of groundhandling services

Air Safety Order ASO-2010-005

Revision No. 1 /19.04.2010.

Initiated by: Croatian Civil Aviation Agency

Effectivity:

This Air Safety Order (hereinafter: ASO) is applicable to: managing body of the airport where it provides third party handling, airport users wishing to self-handle and suppliers of groundhandling services, on airports on the territory of the Republic of Croatia subject to the Ordinance on provision of groundhandling services (Official Gazette No. 39/10).

Regulation Reference:

*Air traffic act (Official Gazette No. 69/09)
Ordinance on provision of groundhandling services (Official Gazette No. 39/10)*

Guidance Material Reference:

*IATA - ISAGO Standards Manual
IATA - ISAGO Technical Reference Manual*

Purpose:

This Air Safety Order is published to establish procedure and criteria for issuing CCAA Approval for provision of ground handling services, pursuant to article 13 of the Ordinance on provision of groundhandling services (Official Gazette No. 39/10)

1. Background

Council Directive 96/67/EC of 15 October 1996 on access to the ground handling market at Community airports requires Member States to take all necessary measures to open up the ground handling market at big airports. In turns, it ensures that airlines can select their ground handling supplier according to their needs. The Directive essentially stipulates that the larger EU airports access to the market by suppliers of ground handling services is free and that for certain categories of services the number of suppliers may be no fewer than two for each category of service. Similar provisions exist with regard to self-handling which means that airlines provide the services in question for themselves: for these services there should at least be two air carriers admitted.

In article 36 of Air Traffic Act it is stated:

The aerodrome operator is obliged to enable undisturbed use of movement areas, facilities, devices and equipment according to their intended use and capacity, in accordance with the provisions of this Act, regulations adopted on the basis of this Act and in accordance with relevant EU acquis.

Članak 39 stavak 2 Zakona o zračnom prometu:

Obavljanje poslova prihvata i otpreme zrakoplova, putnika i prtljage, tereta i pošte te pružanje drugih zemaljskih usluga može biti povjereno drugim poduzetnicima, u skladu s uvjetima utvrđenima propisom donešenim na temelju ovog Zakona i u skladu s odgovarajućim EU propisima.

Članak 40 Zakona o Zračnom prometu:

Pružanje zemaljskih usluga na zračnim lukama obavlja se u skladu s propisom donesenim na temelju Zakona o zračnom prometu i u skladu s odgovarajućim EU propisima.

Direktiva Vijeća 96/67/EZ implementirana je kroz Članak 40 Zakona o zračnom prometu („Narodne novine“ br.69/09) te Pravilnik o pružanju zemaljskih usluga („Narodne novine“ br.39/10). Članak 13. Pravilnika o pružanju zemaljskih usluga određuje da će Agencija za civilno zrakoplovstvo (u daljnjem tekstu: Agencija) odrediti kriterije za izdavanje Odobrenja za pružanje zemaljskih usluga za određene kategorije zemaljskih usluga u slučaju kada broj pružatelja usluga nije ograničen kao i za korisnike usluga koji žele samostalno obavljati zemaljske usluge, a u skladu s člankom 8. Pravilnika o pružanju zemaljskih usluga za zračne luke koje spadaju u područje primjene navedenih odredbi.

Članak 13 Pravilnika o pružanju zemaljskih:

Za kategorije zemaljskih usluga za koje broj pružatelja zemaljskih usluga nije ograničen, kao i za samostalno obavljanje zemaljskih usluga sukladno članku 8. Pravilnika o pružanju zemaljskih usluga, pružatelj zemaljskih usluga i korisnik zračne luke koji samostalno obavlja zemaljske usluge, ako su registrirani za pružanje zemaljskih usluga, može započeti s obavljanjem tih usluga nakon što dobije odobrenje od Agencije.

Odobrenje se izdaje na pisani zahtjev pružatelja zemaljskih usluga ili korisnika zračne luke koji želi samostalno obavljati zemaljske usluge, temeljem utvrđenih kriterija. Agencija mora definirati kriterije i učiniti ih javno dostupnim.

Zainteresirana stranka, na zahtjev, biti će obaviještena o proceduri za dobivanje odobrenja.

Odobrenje se može uskratiti ili povući na temelju kriterija propisanih u članku 13.

Svaka strana koja ima pravni interes može, u roku od 15 dana od dana primitka odluke o izdavanju odobrenja, odnosno o uskraćivanju ili ukidanju odobrenja, uputiti žalbu Ministarstvu mora, prometa i infrastrukture protiv te odluke.

2. Odobrenje

2.1 Obrazac Odobrenja

Odobrenje se sastoji od dvije stranice:

Odobrenje Opći dio - sadrži opće podatke o odobrenom pružatelju zemaljskih usluga ili o korisniku zračne luke koji želi samostalno obavljati usluge i izjavu odobrenja; te:

The article 39 paragraph 2 of Air Traffic Act states:

Performing of operations of handling of aircraft, passengers and baggage, cargo and mail and other ground handling services may be entrusted to undertakings other than the aerodrome operator in accordance with other conditions determined by a regulation adopted on the basis of this Act and in accordance with relevant EU acquis.

The article 40 of Air Traffic Act states:

Ground handling at airports shall be governed in accordance with the regulation adopted on the basis of this Act and in accordance with relevant EU acquis.

In accordance with requirements set out in Article 40. of Air Traffic Act ("Official Gazzette", No.69/09) and Ordinance on providing ground handling services ("Official Gazzette" No.39/10), Directive 96/67/EC has been transposed. Article 13 of the Ordinance on providing ground handling services defines that Croatian Civil Aviation Agency (hereinafter: the Agency) shall specify criteria for issuing approval for provision of ground handling services, for the categories of groundhandling services where the number of suppliers is not limited, as well as for self-handling in accordance with Article 8. of the Ordinance, as appropriate for airports which fall under the scope and issue approval.

The article 13 of Ordinance on ground handling services states:

For the categories of ground handling services where the number of suppliers is not limited, as well as for self-handling in accordance with Article 8. of this Ordinance, the supplier of ground handling services and airport user wishing to self-handle, can begin providing such services after obtaining the approval from the Agency.

That approval is issued on request from a supplier of ground handling services or airport users wishing to self-handle, based on determined criteria. The Agency has to specify those criteria and make them public.

An interested party shall upon request be informed of the procedure for obtaining approval.

The approval may be withheld or withdrawn on the grounds proscribed in article 13.

Any party with a legitimate interest can appeal to the Ministry about the criteria and on decision on issuing approval, or on withholding or withdrawal of approval, against that decision within 15 days from the date when it receives the decision.

2. Approval

2.1 Approval Form

Approval is consisting of two pages:

Approval general part containing general data of approved supplier of groundhandling service or airport user wishing to self-handle and approval statement; and

Opseg odobrenja koji sadrži:

- odobrenje za određene zračne luke
- odobreni opseg zemaljskih usluga
- valjanost odobrenja

Nositelju Odobrenja dozvoljeno je obavljanje samo onih usluga koje su unutar odobrenog djelokruga rada te na zračnim lukama koje su naznačene u Opsegu odobrenja.

Nositelj odobrenja dužan je pravodobno obavijestiti Agenciju o sljedećim promjenama: promjeni adrese, promjeni vlasnika ili značajnijoj promjeni u vlasništvu, promjeni rukovodnog osoblja, promjeni organizacijske sheme te značajnije promjene u opremi ili tehnologiji koja se koristi.

Primjer Odobrenja nalazi se u prilogu 1 ove sigurnosne direktive.

2.2 Valjanost odobrenja

Odobrenje se izdaje s valjanošću od sedam godina. Odobrenje se može produžiti više puta uz uvjet da se provede postupak obnove Odobrenja iz točke 5. ove sigurnosne direktive.

Odobrenje se može u bilo kojem trenutku mijenjati na zahtjev nositelja Odobrenja za:

- dodavanjem nove zračne luke u Opseg odobrenja
- povećanjem ili smanjenjem opsega pružanja zemaljskih usluga ili samostalnog obavljanja zemaljskih usluga.

Promjena Odobrenja na zahtjev nositelja Odobrenja podliježe provedbi postupka promjene odobrenja.

Nositelju Odobrenja nije dozvoljeno odstupanje od odobrenog djelokruga rada.

Slijedom svojih ovlaštenja, a u skladu sa Zakonom o zračnom prometu, Agencija će provoditi nadzor ili procjenu najmanje jedanput godišnje. Nadzor Agencije temelji se na IATA-ISAGO programu. Agencija zadržava pravo izmjene, privremeno povlačenja ili ukidanja Odobrenja u slučaju da nositelj Odobrenja ne zadovoljava propisane sigurnosne standarde. Privremeno povučena ili ukinuta Odobrenja moraju se odmah vratiti Agenciji.

3. Kriteriji za podnositelje

U svrhu dobivanja odobrenja, podnositelj zahtjeva mora ispunjavati sljedeće kriterije:

- 1) I. dio - odnosi se na sve podnositelje

Approval schedule containing:

- approval referent airports
- approved scope of ground handling services
- approval expiry date

Approval holder is allowed to perform only activities that are within the approved scope and at the airports that are indicated on Approval Schedule.

Approval holder has to inform CCAA in timely manner about following changes: change of address, change of owner or significant change in ownership, change of management personnel, change of organization scheme and major change in equipment or technology used.

Example of the Approval is showed in Attachment 1 of this Order.

2.2 Approval Validity

Approval is issued with validity of seven years. Approval validity can be extended repeatedly for subsequent validity periods of seven years providing that procedure of approval renewal from item 5. of this ASO is accomplished.

Approval may be varied at any time on the initiative of Approval holder to:

- add new airport to the Approval schedule;
- increase or decrease scope of approved ground handling or self-handling activities.

Variation of the Approval on the initiative of the Approval holder is subject to completion of Approval variation procedure.

Approval holder is not allowed to deviate from approved scope.

Pertinent to its enforcement powers in accordance with Air Traffic Act, CCAA will perform audit or assessment once in a year, at least. Audit or assessment, performed by CCAA, is based on IATA-ISAGO program. CCAA has right to varyate, suspend or revoke an Approval in case that approval holder does not meet required safety standards as defined in relevant regulations. Suspended or revoked Approval has to be immediately returned to CCAA.

3. Criteria for Applicants

In order to obtain Approval, applicant has to fulfill following criteria as minimum:

- 1) Part I - applies to all applicants



- a) dokazati organizacijsku stručnost i sposobnost za sigurno i pravodobno obavljanje traženog opsega aktivnosti zemaljskih usluga za svaku zračnu luku - dobiveno kroz uspješno obavljen nadzor Agencije temeljen na međunarodnim zahtjevima i ISAGO programu.
- b) da ima odgovarajuću policu osiguranja ovisno o lokaciji pružanja zemaljskih usluga - podnoseći policu osiguranja uz valjanost za razdoblje od najmanje godinu dana:
- Pružatelji zemaljskih usluga, usmjereno na opsluživanje zrakoplova na stajanci, mora biti osigurano na iznos od:
 - 500.000 EUR za zračnu luku do milijun putnika godišnje, te dodatnih 500.000 EUR za svaki dodatni milijun putnika,
 - Pružatelji zemaljskih usluga, usmjereni na opsluživanje putnika u okviru putničkog terminala, moraju biti osigurani na iznos od:
 - 100.000 EUR za zračnu luku do milijun putnika godišnje, te dodatnih 100.000 EUR za svaki dodatni milijun putnika.
 - Korisnici zračne luke koji žele samostalno obavljati zemaljske usluge dužni su dostaviti svoje korporativne police osiguranja.
- c) dokazati financijsku sposobnost - podnošenjem slijedećih dokumenata:
- Pružatelji zemaljskih usluga:
 - dokaz da podositelju zahtjeva nije blokiran račun u posljednjih šest mjeseci
 - dokaz da podnositelj zahtjeva nije u dugovima
 - dokaz da je podnositelj zahtjeva platio sve poreze i davanja
 - Korisnici zračne luke koji žele samostalno obavljati zemaljske usluge:
 - postojeća polica osiguranja
 - važeća operativna dozvola (licencija), ako je to primjenjivo.
- d) biti fizička ili pravna osoba registrirana za pružanje zemaljskih usluga, u Republici Hrvatskoj ili s poslovnom adresom na teritoriju države članice ECAA sporazuma (u daljnjem tekstu: ECAA država) sa Regionalnim uredom registriranim u Republici Hrvatskoj – potreban je dokaz o registriranoj djelatnosti pružanja zemaljskih usluga na hrvatskom trgovačkom sudu.
- 2) II dio – odnosi se na podnositelja sa već važećim Odobrenjem za usporedivi opseg usluga u nekoj EU/ECAA državi
- kopija drugih odobrenja (i) ili
 - neki drugi dokaz o iskustvu
- a) to prove organizational competence and capacity for safe and timely performance of requested scope of ground handling activities at each requested airport - obtained through successful performance of CCAA audit assessment based on international requirements and ISAGO program.
- b) to have adequate insurance policy depending on location of providing groundhandling services, proved through submission of insurance policy valid for period of minimum one year:
- Suppliers of groundhandling services, focused on the handling of the aircraft on the apron, shall be insured to amount of:
 - 500.000 EUR for airport with up to one million passengers and additional 500.000 EUR for every additional million of passengers,
 - Suppliers of groundhandling services, focused on the passenger services within the passenger terminal, shall be insured to amount of:
 - 100.000 EUR for airport with up to one million passengers and additional 100.000 EUR for every additional million of passengers.
 - Airport users wishing to self-handle are obliged to submit its corporate insurance policy.
- c) to prove financial capability - proved through submission of following documents:
- Suppliers of groundhandling services:
 - evidence showing that the applicant is not blocked for past six months
 - evidence showing that the applicant is not in debts
 - evidence showing that the applicant has paid all taxes
 - Airport users wishing to self-handle:
 - existing insurance policy
 - valid operating licence, if applicable.
- d) to be natural or legal person registered in Republic of Croatia or natural or legal person registered for provision of groundhandling services with business address on the territory of the state party to the ECAA agreement (hereinafter: ECAA state) with Regional Branch Office registered in Republic of Croatia - proved through submission of evidence of registration for groundhandling activities at Croatian Commercial Court
- 2) Part II - applies to applicants that already hold valid Approval with the comparable scope of services in some other EU/ECAA state
- copy of other Approval(s) or
 - other proof of experience



3) III dio – se odnosi na podnositelja koji u dijelu II nije mogao pokazati relevantno iskustvo

- Demonstriranje stručnosti u procesu pružanja zemaljskih usluga na zračnoj luci nadziranom od strane Agencije u periodu od mjesec dana

Podnositelju će se izdati Privremeno odobrenje na period od mjesec tijekom kojega će Agencija nadzirati podnositelja zahtjeva.

Ako je podnositelj pokazao stručnost i kompetentnost za sigurno i pravodobno obavljanje zemaljskih usluga, postupak prelazi na sljedeći korak, u suprotnom Agencija izdaje izvješće o nesukladnosti na kraju nadziranog razdoblja.

Podnositelju će se ponuditi još jedno Privremeno odobrenje kako bi pokazao da su sve neusklađenosti s prvog nadzora otklonjene.

Ako podnositelj zahtjeva ni u drugom pokušaju ne dokaže svoju kompetentnost i sposobnost, Agencija će odbaciti zahtjev i zaustaviti postupak izdavanja Odobrenja.

4) IV dio – se odnosi na podnositelja zahtjeva koji zapošljava više od pet zaposlenika na zračnoj luci.

Odgovarajući Operativni priručnik koji sadrži: organizacijsku shemu, rukovodno osoblje, opis odgovornosti i dužnosti, opremu u uporabi, stručnost osoblja, odgovarajući zahtjevi za školovanje i plan školovanja, procedure upravljanja sigurnošću, standardne procedure prihvata i otpreme, procedure prihvata i otpreme za specifične operatore - klijente.

4. Postupak odobravanja

4.0. Uvodni sastanak

Prije bilo koje druge aktivnosti podnositelj zahtjeva mora obavijestiti Agenciju o svojim namjerama i zatražiti formalni sastanak u sjedištu Agencije gdje će iznijeti svoje planove, djelokrug rada, zračne luke od interesa i sl.

4.1. Zahtjev za odobrenje

Podnositelj zahtjeva mora dostaviti popunjeni obrazac definiran u Dodatku 2. ove sigurnosne direktive zajedno s priložima definiranim u točki 3.

4.2. Provjera dostavljenih dokumenata

Agencija mora provjeriti potpunost i primjerenost dostavljenih dokumenata. U slučaju nepotpunosti ili neprimjerenosti dokumenata, od podnositelja zahtjeva biti će zatraženo da

3) Part III - applies to applicants that could not demonstrate under part II the relevant experience:

- demonstration of competence performed during one month of monitored real time performance of ground handling activities at the requested airport

The applicant will be issued a Temporary Approval for one month of operation monitored by CCAA.

If applicant has demonstrated overall competency and capacity to safely and timely perform ground handling activities, procedure moves to next step, otherwise CCAA will issue non-conformance statement at the end of demonstration period.

Applicant will be granted one more Temporary Approval to demonstrate that all non-conformities found on first demonstration have been rectified.

If applicant fails to demonstrate his competence and capacity on the second demonstration period, CCAA shall reject application and stop the approval procedure.

4) Part IV - applies to applicants that employ more than five employees on requested airport

Adequate procedure manual containing: organization chart, management personnel, description of responsibilities and duties, equipment in use, qualification requirements for personnel, corresponding training requirements and training plan, safety management procedures, standard handling procedures, specific handling procedures related to specific operators-customers.

4. Approval procedure

4.0. Introduction meeting

Prior to any other activity applicant shall inform CCAA about its intentions and ask for a formal meeting in CCAA HQ to announce its plans, scope of work, airports of interest etc.

4.1. Application for Approval

Applicant has to submit completed Application form defined in Attachment 2 of this Order together with attachments defined in Item 3.

4.2. Verification of submitted documents

CCAA has to check application documents for completeness and adequacy. In case of incompleteness or inadequacy of documents, applicant will be requested to supplement the

dopuni dokumentaciju ili izvrši potrebne ispravke. Podnositelj zahtjeva mora odgovoriti na dodatne zahtjeve Agencije, ovisno o složenosti tog zahtjeva, u zadanim rokovima. U suprotnom, zahtjev će biti odbijen.

4.3. Izdavanje odobrenja

Agencija će podnositelju zahtjeva izdati Odobrenje nakon uspješnog završetka prethodnih koraka.

5. Postupak za obnovu odobrenja

5.0. Kao što je navedeno u točki 2.2 ove Direktive, subjekt kojem je izdano odobrenje u skladu sa Direktivom može podnijeti zahtjev za obnovu istoga.

Zahtjev za obnovu mora se podnijeti najkasnije mjesec dana prije isteka postojećeg odobrenja.

5.1. Zahtjev za obnovu odobrenja

Podnositelj zahtjeva mora dostaviti popunjeni obrazac definiran u Dodatku 2 ove Direktive.

5.2. Nadzor/procjena

Agencija mora obaviti nadzor ili procjenu. Ovisno o veličini podnositelja zahtjeva i zatraženom opsegu pružanja zemaljskih usluga ili samostalnog obavljanja usluga, ova faza može obuhvatiti nadzor/procjenu u trajanju od jednog tjedna ili kraće u slučaju vrlo ograničenog opsega aktivnosti. Tijekom nadzora/procjene, svi relevantni dokumenti, u skladu sa člankom 3. će se provjeriti da li su važeći i primjereni.

5.3. Izvješće sa nadzora/procjene

Agencija donosi izvješće sa nadzora/procjene navodeći sve nesukladnosti, dok istovremeno podnositelj zahtjeva mora:

- izraditi odgovarajući plan korektivnih mjera,
- provjeriti primjerenost planiranih korektivnih mjera s Agencijom
- ispraviti navedene nesukladnosti u skladu sa odobrenim planom korektivnih mjera
- informirati Agenciju o izvršenim korektivnim mjerama, a kada je izvršeno, Agencija će zatvoriti sve nalaze o nesukladnostima.

Podnositelj zahtjeva mora se pobrinuti za izvršenje svih korektivnih mjera u dogovorenom vremenskom roku. U slučaju da se to ne ispoštuje, Agencija može poduzeti prisilne mjere.

Za slučaj da ne postoje nesukladnosti koje utječu na sigurnost i da je Agencija zadovoljna sa rezultatom nadzora/procjene, postupak po zahtjevu prelazi u sljedeću fazu.

documentation or to perform necessary corrections. Applicant has to respond to additional requests from CCAA within given timeframe, defined by CCAA depending on the complexity of additional requests. Otherwise application for approval will be rejected.

4.3. Issuing of Approval

CCAA shall upon successful accomplishment of previous steps issue the Approval to the applicant.

5. Approval renewal procedure

5.0. As stated in item 2.2 of this ASO, entity holding an approval issued in accordance with this ASO may apply for renewal of the approval.

Entity wishing to renew the approval shall apply not later than one month prior to expiry of existing approval.

5.1. Application for Renewal of Approval

Applicant has to submit completed Application form defined in Attachment 2 of this Order.

5.2. Audit/assessment

CCAA has to perform audit or assessment. Depending on the applicant's size and requested scope of ground handling or self-handling activities, this stage may involve a full scale audit in duration of one week or it may be only short verification in case of very limited scope of small scale activities. During the course of audit/assessment, all relevant documents stated in Art. 3 will be examined for currency and adequacy.

5.3. Audit/Assessment Report

CCAA shall issue an Audit Report stating all non-conformities found while in parallel applicant has to:

- develop adequate corrective action plan,
- verify adequacy of planned corrective actions with the CCAA,
- rectify stated non-conformities as per verified corrective action plan,
- inform CCAA about corrective actions performed and
- after being satisfied, CCAA shall close its findings.

Applicant has to take care to perform all corrective actions within agreed period of time. Failure to do so may create the ground for enforcement action of CCAA.

In case that there are no non-conformities that affect safety and that CCAA is satisfied with overall audit result, application procedure moves to next step.

5.4. Obnova odobrenja

Nakon uspješno završenih prethodnih koraka, Agencija će podnositelju zahtjeva obnoviti Odobrenje sa novom stranicom Opsega odobrenja i datumom valjanosti.

6. Postupak odobravanja promjene

6.1. Zahtjev za odobrenje promjene

Podnositelj zahtjeva može dostaviti popunjeni obrazac definiran u Dodatku 2 ove sigurnosne direktive navodeći željenu promjenu odobrenja.

U slučaju izmjene i dopune popisa odobrenih zračnih luka, treba provesti cijeli postupak za početno odobrenje kako je navedeno u čl. 4. U suprotnom, primjenjuje se postupak iz točke 6.4.

6.2. Nadzor/procjena

Agencija mora provesti nadzor ili procjenu. Ovisno o traženoj promjeni, ovaj korak može obuhvatiti detaljni nadzor/procjenu u području željene promjene ili kraće u slučaju manje promjene sa ograničenim opsegom aktivnosti. Tijekom nadzora/procjene, svi relevantni dokumenti u svezi sa željenom promjenom će se provjeriti da li su važeći i primjereni.

6.3. Izvješće sa nadzora/procjene

Agencija donosi izvješće sa nadzora/procjene navodeći sve nesukladnosti, dok istovremeno, podnositelj zahtjeva mora:

- izraditi odgovarajući plan korektivnih mjera,
- provjeriti primjerenost planiranih korektivnih mjera s Agencijom
- ispraviti navedene nesukladnosti u skladu sa odobrenim planom korektivnih mjera
- informirati Agenciju o izvršenim korektivnim mjerama, a kada je izvršeno, Agencija će zatvoriti sve nalaze o nesukladnostima.

Podnositelj zahtjeva mora se pobrinuti za izvršenje svih korektivnih mjera u dogovorenom vremenskom roku. U slučaju da se to ne ispoštuje, Agencija može poduzeti prisilne mjere.

Za slučaj da ne postoje nesukladnosti koje utječu na sigurnost i da je Agencija zadovoljna sa rezultatom nadzora/procjene, postupak primjene prelazi u sljedeću fazu.

6.4. Promjena odobrenja

Nakon uspješno završenih prethodnih faza, Agencija će izdati promjenu Odobrenja podnositelju zahtjeva putem nove stranice Opsega odobrenja sa novim opsegom pružanja zemaljskih usluga ili samostalnog obavljanja zemaljskih usluga ili novim zračnim lukama.

5.4. Renewal of Approval

CCAA shall upon successful accomplishment of previous steps issue the Approval renewal to the applicant by means of new Approval Schedule page with new validity date.

6. Approval variation procedure

6.1. Application for Variation of Approval

Applicant may submit completed Application form defined in Attachment 2 of this Order stating desired variation of Approval.

In case of amending the list of approved airports, whole procedure for initial approval as defined in Art. 4 has to be followed for new location. Otherwise, procedure from item 6.4. applies.

6.2. Audit/assessment

CCAA has to perform audit or assessment. Depending on the requested variation, this stage may involve a detailed audit in the area of desired variation or it may be only short verification in case of small variation.

During the course of audit/assessment, all supporting documents relative to desired variation will be examined for currency and adequacy.

6.3. Audit/Assessment Report

CCAA shall issue an Audit/assessment Report stating all non-conformities found while in parallel applicant has to:

- *develop adequate corrective action plan,*
- *verify adequacy of planned corrective actions with the CCAA,*
- *rectify stated non-conformities as per verified corrective action plan,*
- *inform CCAA about corrective actions performed and*
- *after being satisfied, CCAA shall close its findings.*

Applicant has to take care to perform all corrective actions within agreed period of time. Failure to do so may create the ground for enforcement action of CCAA.

In case that there are no non-conformities that affect safety and that CCAA is satisfied with overall audit result, application procedure moves to next step.

6.4. Variation of Approval

CCAA shall upon successful accomplishment of previous steps issue the Approval variation to the applicant by means of new Approval Schedule page with new approved scope of ground handling or self-handling activity or new airport as appropriate.

7. Nadzor

Agencija će redovito provjeravati da li pružatelj usluga ili korisnik zračne luke ispunjava uvjete za odobrenje, uključujući obavljanje zemaljskih usluga.

7.1. Nadzor/procjena

Agencija će obaviti nadzor/procjenu, u skladu sa IATA-ISAGO programom, vezanu uz sigurnost usluga koje osigurava pružatelj zemaljskih usluga ili korisnik zračne luke. Ovisno o veličini tvrtke i djelokrugu pružanja zemaljskih usluga, nadzor ili procjena može trajati do tjedan dana ili kraće u slučaju vrlo ograničenog opsega aktivnosti.

7.2. Izvješće sa nadzora/prociene

Agencija donosi izvješće sa nadzora navodeći sve nesukladnosti, dok istovremeno, podnositelj zahtjeva mora:

- izraditi odgovarajući plan korektivnih mjera,
- provjeriti primjerenost planiranih korektivnih mjera s Agencijom
- ispraviti navedene nesukladnosti u skladu sa odobrenim planom korektivnih mjera
- informirati Agenciju o izvršenim korektivnim mjerama, a kada je izvršeno, Agencija će zatvoriti sve nalaze o nesukladnostima.

Podnositelj zahtjeva mora se pobrinuti za izvršenje svih korektivnih mjera u dogovorenom vremenskom roku. U slučaju da se to ne ispoštuje, Agencija može poduzeti prisilne mjere.

Za slučaj da ne postoje nesukladnosti koje utječu na sigurnost i da je Agencija zadovoljna sa rezultatom nadzora/prociene, postupak primjene prelazi u sljedeću fazu.

8. Prijelazne odredbe

Upravna tijela zračnih luka koje pružaju usluge trećim strankama u trenutku stupanja na snagu ove sigurnosne direktive, moraju unutar jednog mjeseca od stupanja na snagu aplicirati za Odobrenje u skladu sa zahtjevima ove sigurnosne direktive.

Ako je odobrenje odbijeno ili nije dodijeljeno unutar šest mjeseci od stupanja na snagu ove sigurnosne direktive, upravno tijelo ne može nastaviti pružati zemaljske usuge.

U Zagrebu, 20.04.2010.

Za Agenciju za civilno zrakoplovstvo:
For Croatian Civil Aviation Agency:

Omer Pita, dipl.ing.
Direktor

7. Oversight

CCAA shall regularly verify if the conditions of the approval, including the performance of groundhandling activities, are met by the supplier or airport user.

7.1. Audit/assessment

CCAA will perform audit or assessment, based on IATA-ISAGO program, and related to the safety of services provided by the supplier or airport user. Depending on the company's size and scope of ground handling activities, this may involve a full scale audit in duration of one week or it may be only short verification in case of very limited scope of small scale activities

7.2. Audit/assessment report

CCAA shall issue an Audit/assessment Report stating all non-conformities found while in parallel applicant has to:

- develop adequate corrective action plan,
- verify adequacy of planned corrective actions with the CCAA,
- rectify stated non-conformities as per verified corrective action plan,
- inform CCAA about corrective actions performed and
- after being satisfied, CCAA shall close its findings.

Applicant has to take care to perform all corrective actions within agreed period of time. Failure to do so may create the ground for enforcement action of CCAA.

In case that there are no non-conformities that affect safety and that CCAA is satisfied with overall audit result, application procedure moves to next step.

8. Transitional measures

Managing bodies of airports providing third party handling at the time of the entry into force of this Air Safety Order shall within one month from the entry into force apply for an approval in accordance with the requirements of this ASO.

If the approval is rejected or not granted within six months from the entry into force of this ASO, the managing body may not continue to provide groundhandling services.

REPUBLIKA HRVATSKA
REPUBLIC OF CROATIA



Croatian Civil Aviation Agency

Na temelju članka 39. i 40. Zakona o zračnom prometu ("Narodne novine", broj 69/09) i članka 13. Pravilnika o pružanju zemaljskih usluga ("Narodne novine", broj 39/10), nakon što je utvrđeno da su ispunjeni propisani uvjeti, Agencija za civilno zrakoplovstvo izdaje

In accordance with requirements set out in Article 39. and 40. of Air Traffic Act („Official Gazette”, No. 69/09) and Article 13. of the Ordinance on provision of groundhandling services („Official Gazette”, No. 39/10), and after it has been determined that it meets legal requirements, the Croatian Civil Aviation Agency hereby issues

**ODOBRENJE
APPROVAL FORM**

Broj/No: _____

**PRUŽATELJ ZEMALJSKIH USLUGA /
KORISNIK ZRAČNE LUKE KOJI SAMOSTALNO OBAVLJA ZEMALJSKE USLUGE
SUPPLIER OF GROUND HANDLING SERVICES/SELF-HANDLING AIRPORT USER**

Za pružanje usluga na hrvatskom tržištu zemaljskih usluga radi obavljanja jedne ili više kategorija zemaljskih usluga navedenih u Dodatku 1 Pravilnika o pružanju zemaljskih usluga (NN 39/10). Pružatelj zemaljskih usluga odobren od strane Agencije za civilno zrakoplovstvo može pružati usluge navedene u listi odobrenih usluga koja čini sastavni dio ove Potvrde.

For providing services on the Croatian ground handling market in order to carry out one or more categories of ground handling services listed in Annex 1 to the Ordinance on provision of groundhandling services (OG 39/10). As a supplier of groundhandling services approved by the Croatian Civil Aviation Agency it may provide services listed in the attached approval schedule which is an integral part of this Approval.

Datum izdavanja:
Date of issue:

For Croatian Civil Aviation Agency

Vrijedi do :
Date of expiry :

APPROVAL SCHEDULE

Organization name:

Reference:

Station:

Insert list of approved services! Example is given below:

1.	Ground administration and supervision
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.

This approval schedule is limited to activities and scope described in Ordinance on provision of groundhandling services (OG 39/10) and approved organization's procedures manual based on CCAA audit.

Reference:

CONDITIONS:

Insert list of conditions

For Croatian Civil Aviation Agency

Date of issue:

APPROVAL REQUEST FORM

The following form shall be completed at the headquarters level of supplier of groundhandling services or airport users wishing to self-handle.

CCAA is committed to maintain the confidentiality of information provided and will only use it for the purpose of applicant evaluation and for the scheduling of audits based on procedures described in CCAA Aerodromes Department Manual and IATA-ISAGO Programme.

Company name:

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(Please state the legal name of the company. This name will be used on the CCAA approval form)

Company details:

Street	
City	
State/Province	
Postal Code	
Country	
Telephone	
Fax	

Key contact details:

Name	
Title	
Telephone	
Fax	
GSM	
Email	

Ground handling services will be provided by:

Managing body of the airport	<input type="checkbox"/>
Airport users wishing to self-handle	<input type="checkbox"/>
Other suppliers of ground handling services	<input type="checkbox"/>

Approval type:

Temporary approval	<input type="checkbox"/>
Initial approval	<input type="checkbox"/>
Approval change	<input type="checkbox"/>
Approval renewal	<input type="checkbox"/>

Date (dd.mm.yyyy.)	Name of the authorized representative	Signature

APPENDIX 1

1. Location:

Nominate station you will provide ground handling services	
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2. List of services:

1.	Ground administration and supervision	<input type="checkbox"/>
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;	<input type="checkbox"/>
1.2.	Load control, messaging and telecommunications;	<input type="checkbox"/>
1.3.	Handling, storage and administration of unit load devices;	<input type="checkbox"/>
1.4.	Any other supervision services before, during or after the flight and any other administrative service requested by the airport user.	<input type="checkbox"/>
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.	<input type="checkbox"/>
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.	<input type="checkbox"/>
4.	Freight and mail handling	<input type="checkbox"/>
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	<input type="checkbox"/>
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	<input type="checkbox"/>
5.	Ramp handling	<input type="checkbox"/>
5.1.	marshalling the aircraft on the ground at arrival and departure (*);	<input type="checkbox"/>
5.2.	assistance to aircraft packing and provision of suitable devices (*);	<input type="checkbox"/>
5.3.	communication between the aircraft and the air-side supplier of services (*);	<input type="checkbox"/>
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;	<input type="checkbox"/>
5.5.	the provision and operation of appropriate units for engine starting;	<input type="checkbox"/>
5.6.	the moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices;	<input type="checkbox"/>
5.7.	the transport, loading on to and unloading from the aircraft of food and beverages	<input type="checkbox"/>
6.	Aircraft services	<input type="checkbox"/>
6.1.	the external and internal cleaning of the aircraft, and the toilet and water services;	<input type="checkbox"/>
6.2.	the cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft;	<input type="checkbox"/>
6.3.	the rearrangement of the cabin with suitable cabin equipment, the storage of this	<input type="checkbox"/>



	equipment.	
7. Fuel and oil handling		<input type="checkbox"/>
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;	<input type="checkbox"/>
7.2.	the replenishing of oil and other fluids.	<input type="checkbox"/>
8. Aircraft maintenance		<input type="checkbox"/>
8.1.	routine services performed before flight;	<input type="checkbox"/>
8.2.	non-routine services requested by the airport user;	<input type="checkbox"/>
8.3.	the provision and administration of spare parts and suitable equipment;	<input type="checkbox"/>
8.4.	the request for or reservation of a suitable parking and/or hangar space.	<input type="checkbox"/>
9. Flight operations and crew administration		<input type="checkbox"/>
9.1.	preparation of the flight at the departure airport or at any other point;	<input type="checkbox"/>
9.2.	in-flight assistance, including re-dispatching if needed;	<input type="checkbox"/>
9.3.	post-flight activities;	<input type="checkbox"/>
9.4.	crew administration.	<input type="checkbox"/>
10. Surface transport		<input type="checkbox"/>
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;	<input type="checkbox"/>
10.2.	any special transport requested by the airport user.	<input type="checkbox"/>
11. Catering services		<input type="checkbox"/>
11.1.	liaison with suppliers and administrative management;	<input type="checkbox"/>
11.2.	storage of food and beverages and of the equipment needed for their preparation;	<input type="checkbox"/>
11.3.	cleaning of this equipment;	<input type="checkbox"/>
11.4.	preparation and delivery of equipment as well as of bar and food supplies.	<input type="checkbox"/>

3. Financial capability:

You should provide proof of financial capability through submission of following documents:

a) suppliers of groundhandling services submit:

Evidence	Submitted	Not submitted
the company account has not been blocked within the last six months	<input type="checkbox"/>	<input type="checkbox"/>
that the company does not have debts	<input type="checkbox"/>	<input type="checkbox"/>
the company does not have any unpaid taxes	<input type="checkbox"/>	<input type="checkbox"/>

b) Airport users wishing to self-handle submit:

Evidence	Submitted	Not Submitted	N / A
existing insurance policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
valid operating license (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Insurance liability:

a) suppliers of groundhandling services submit:

For providing handling of aircraft on the apron	Evidence	For providing passenger services within the passenger terminal	Evidence
Airport with up to one million passengers - insurance policy shall be minimum 500.000 EUR	<input type="checkbox"/>	Airport with up to one million passengers - insurance policy shall be minimum 100.000 EUR	<input type="checkbox"/>
For every additional million passengers - insurance policy shall be increased for 500.000 EUR	<input type="checkbox"/>	For every additional million passengers - insurance policy shall be increased for 100.000 EUR	<input type="checkbox"/>

b) Airport users wishing to self-handle submit:

Evidence	Submitted	Not submitted
corporate insurance policy	<input type="checkbox"/>	<input type="checkbox"/>

5. Company procedure manual

1. Please enclose adequate document(s) (procedures or manuals) containing:
 - a. organization chart,
 - b. list of management personnel,
 - c. description of responsibilities and duties,
 - d. equipment in use,
 - e. qualification requirements for personnel,
 - f. corresponding training requirements and training plan,
 - g. safety management procedures,
 - h. standard handling procedures,
 - i. specific handling procedures related to specific operators-customers

2. Please enclose in any additional supporting documents, including organizational charts, company presentations, etc.

Evidence	Submitted	Not submitted
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>