



Croatian Civil Aviation Agency

Zahtjev za izdavanje odobrenja pružatelju zemaljskih usluga

Hrvatska agencija za civilno zrakoplovstvo / Croatian Civil Aviation Agency
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Administrative fee - 70,00 kn

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 equipment.	<input type="checkbox"/>
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"/>