



EAC 112-1

Cargo Service Provider

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Chapter A General

112-1.1 Applicability

The ECAA have adopted the ECAR Part 112 as part of their Regulations to be applied to any Cargo Service Provider working under umbrella of Egyptian Civil Aviation Authority.

This ECAR Part 112 have been established to confirm to the Egyptian Civil Aviation Authority Regulations and the Egyptian Law in addition to the Aviation Industry needs worldwide regarding Quality, Safety, Security, Health and Environment, Human Resources, Facility, Equipment, and Cargo Operations.

Any Cargo Service Provider have to comply to this ECAR Part 112 in order to Get his Cargo Operation Certificate for the first time and on renewals, in this view the Cargo Service Provider have to continually adhere to all the requirements in this part, and agree to be audited by the ECAA, flight operation central administration (Dangerous Goods General Directorate) on a schedule base or on a non-schedule base.

The ECAA have used the regulations of the International Civil Aviation Organization (ICAO), the International Air Transport association (IATA), The International Organization for Standardization Related Standards, other ECAR Regulations and National security Program.

The Cargo Service Provider Have to obtain an approval from ECAA, flight operation central administration (Dangerous Goods General Directorate) which has requirement in the subparts here after before applying for his Certificate.

This Part has taken into consideration all elements required to manage any entity provides cargo service in an effective and efficient way.

This ECAR Part has 15 sub-parts covers all the required main topics to ensure an effective and efficient operation expected from the Cargo Service Provider and an effective control by the Civil Aviation Authority on the cargo activities, this sub-parts are related to:

The certification rules for the cargo service provider obtaining the Cargo Operator certificate (COC).

The rules governing all certificate holders under this Part.

The requirements for preparing and maintaining manuals by the cargo service provider.

The instrument and equipment requirements for the cargo service provider.

The requirements applicable to each cargo service provider for establishing and maintaining a training program for all management and operations personnel, and for the approval Curriculums, instructors, training aids, and training facility.

The qualifications for the training center personnel authorized under ECARs requirements.

The requirements applicable to any cargo service provider conducts Cargo and mail handling operations include but not limited to Acceptance, transitional storage Handling, ULD Loading and Cargo safety and Security measures to ensure the safety and security standards required in the aviation industry, Control ground operation, and compliance with the relevant authorities and the customer airlines requirements.

The facilities requirement must be considered in every cargo warehouse that handles all cargo activities.

The requirements for the preparation and maintenance of records and reports for all cargo service providers.

Establishing and Implementing appropriate community measures, in order to prevent acts of unlawful interface against civil Aviation.

Managing and controlling procedures for safety, health and environment to comply with national, international and local regulations (Labor laws, Environment law, and Standard specifications for safety, health and environment.

A quality management system ensure the supervision and control of functions and activities within the scope of cargo operation specification in accordance with standards of the cargo handling service provider and requirements of the ECAA and other applicable authorities.

A performance level on an ongoing basis is to ensure that the service provider is working efficiently and effectively with the aim of continually improving performance to satisfy customer needs.

A safety management system (SMS) that identifies safety hazards; ensures that remedial action necessary to maintain an acceptable level of safety is implemented; provides for continuous monitoring and regular assessment of the safety level achieved; and aims to make continuous improvement to the overall level of safety.

112-1.3 Definitions and Abbreviations

A:

Advance arrangement: The shipper must contact the carrier prior to tendering the consignment.

Agent: A person or organization authorized to act for or on behalf of another person or organization.

Air Waybill (AWB): The document made out by or on behalf of the shipper which evidences the contract between the shipper and carrier(s) for carriage of goods over routes of the carrier(s).

C:

Cargo (Also known as Goods): Anything carried or to be carried in an aircraft except

- mail or other property carried under the terms of an international postal convention
- baggage carried under a passenger ticket and baggage check
- Unaccompanied baggage moving under an AWB is cargo.

Cargo Aircraft: Any aircraft other than a passenger aircraft is carrying goods or property.

Cargo IMP, Cargo Interchange Message Procedures: ATA/IATA Cargo Interchange Message Procedures, developed by the Member Airlines of the Air Transport Association of America and the International Air Transport Association.

Cargo Service Provider: An entity as handling agent for one or more customer airlines, provided one or more of the services relating to cargo handling activities.

Cargo, Transfer Cargo: Arriving at a point by one flight and continuing there from by another flight of the same or a connecting carrier.

Cargo, Transit Cargo: Arriving at a point and departing there from by the same through flight.

Carriage (Also known as Transportation): The carriage of cargo by air, whether gratuitously or for reward.

Carriage, Domestic Carriage: In which according to the contract of carriage, the place of departure and the place of destination are situated within one country.

Carriage, International (Except for the purpose of the Warsaw Convention): Carriage in which, according to the contract of carriage, the place of departure and any place of landing are situated in more than one State. As used in this definition the term "STATE" includes all territory subject to the sovereignty, suzerainty, mandate, authority, or trusteeship thereof. Carrier includes the air carrier issuing the AWB and all other air carriers that carry or undertake to carry the cargo under the AWB or to perform any other services related to such air carriage.

Consignee: The person's name appears on the AWB as the party to whom the goods are to be delivered by the carrier.

Customs Broker: An agent specialized in inbound customs clearance.

Customs Clearance Agent: Customs Broker or other agent of the consignee designated to perform customs clearance services for the consignee.

D:

Dangerous Goods: Articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of IATA Dangerous Goods Regulations or which are classified according to IATA Dangerous Goods Regulations.

Delivering Carrier: The person who delivers the consignment to the consignee or his agent.

Delivery order: The authorization of the entitled party to deliver the shipment to a party other than the consignee shown in the AWB.

Destination: The ultimate stopping place according to the Contract of Carriage.

Dolly: A piece of equipment used to move containers or pallets around the airport with the aid of a tractor.

E:

Embargo: The refusal by a carrier, for a limited period, to accept for transportation over any route or segment thereof, and to or from any area, or point, of connecting carrier, any commodity, type or class of cargo duly tendered.

F:

First carrier: The carrier who actually performs the first part of the air transportation.

Flight number: The designation of a flight.

G:

Gross weight: The weight of the shipment including all packing, blocking, etc..., also including weight of platforms, special bracing, etc..., if required.

H:

Hague Protocol Amendment to the Warsaw Convention, signed at The Hague, September 28, 1955.

House Air Waybill (HAWB): The document which covers each individual shipment of a consolidation. It is issued by the consolidator and contains instructions to the break bulk agent.

I:

IATA Cargo Agent: An agent approved by IATA and registered in the IATA Cargo Agency List. This enables the agent, upon authorization of the IATA carrier, to receive shipments, execute air waybills and collect charges.

IATA Member Indicates an Airline being a member of IATA.

IATA resolution Description of procedures to be filed with governments.

Insurance certificate Proof that an insurance contract for a particular shipment has been concluded.

Interline agreement: Contract between two or more carriers to expedite exchange of traffic between the parties to the agreement.

Interline Carriage: The carriage over the routes of two or more Air Carriers.
Interline Carrier A carrier with whom another Carrier has an interline agreement.

Issuing Carrier: The carrier whose AWB is issued.

L:

Last carrier: The participating carrier over whose air routes the last section of carriage under the AWB is undertaken or performed; or for the purposes of determining the responsibility for collecting charges collect and disbursements amounts, the carrier which delivers the consignment to the consignee whether or not that carrier has participated in the carriage.

M:

Master Air Waybill: an Air Waybill covering a consolidated consignment, showing the consolidator as shipper.

N:

Net weight: The weight of the goods excluding loading material and ULD tare weight.

O:

Operative period: The period of time commencing from the date of agreement between Carrier and a shipper or consolidator.

Over pack: An enclosure used by a single shipper to contain one or more packages and to form one handling unit for convenience of handling and stowage. Dangerous goods packages contained in the overpack must be properly packed, marked, labeled and in proper condition as required by the IATA Dangerous Goods Regulations. (A Unit Load Device is not included in this definition.)

P:

Package (Non-Radioactive Material): The complete product of the packing operation consisting of the packaging and contents prepared for transport.

Packing : Any container or covering in which the content of a shipment is packed.

Participating carrier: A carrier participating in a tariff and who therefore applies the rates, charges, routings, and regulations of the tariff. It also means a carrier over whose air routes one or more sections of carriage under the AWB is undertaken or performed.

Perishable cargo: Goods which will deteriorate over a given period of time or if exposed to adverse temperature, humidity or other environmental conditions.

Pick-up service: The carriage of outbound consignments from the point of pick-up to the airport of departure.

R:

Receiving Carrier

The carrier receiving consignment from a carrier, agent or shipper for onward transportation.

Re-delivery Return of a shipment to the party who originally delivered it to the carrier.

Routing: The route to be followed as originally specified in the AWB.

Rerouting:

The route to be followed as altered from that originally specified in the AWB.

Reservations Means that Carrier will accept requests from shippers for requested space prior to the scheduled departure of the flight on which such space is requested. Confirmation of the reservation by Carrier shall apply only to the shipper's description of the commodities to be shipped and to the weight or volume of the shipment. Carrier will advise the shipper the time and the date the shipment will be acceptable at its cargo receiving terminal.

Route, Direct: The shortest operated route between two points.

Route, Indirect: Any route other than the direct route.

Route, Through: The total route from point of departure to point of destination.

Rules: The general terms and conditions of carriage.

S:

Shipper Equivalent to the term "Consignor":

The person whose name appears on the AWB as the party contracting with the carrier(s) for carriage of goods.

Shipper's Letter of Instruction (SLI)

The document containing instructions by shipper or shipper's agent for preparing documents and forwarding.

Shipping documents: Documents other than transportation receipts or transportation contracts, required to enable shipments to be forwarded or received.

Special Load: A load which, owing to its nature or value, requires special attention and treatment during the process of acceptance, storage, transportation, loading and unloading.

T:

Through shipment: An air waybill covering the entire transportation from departure to destination of shipment.

Trace: To locate a shipment lost or believed lost.

Transfer Movement of cargo from one carrier to another against a transfer manifest.

Transferring carrier: The participating carrier transferring the consignment to another carrier at a transfer point.

Transshipment: The unloading of cargo from one flight and loading onto another for on carriage.

Transit: An en route stopping place where cargo remains on board.

Transportation documents Transportation receipts or transportation contracts issued by carriers.

U:

Unit Load Device (ULD): Any type of container or pallet, as defined in Rule 3.10.2. in which a consignment can be transported, whether or not such container is considered as aircraft equipment.

UN number: The four-digit number assigned by the United Nations Committee of Experts on the Transport of Dangerous Goods to identify a substance or a particular group of substances.

V:

Valuable cargo: A consignment which contains one or more of the articles

Vulnerable cargo Goods for which no value is declared, but which obviously require security handling; or shipments which are particularly vulnerable to theft or pilferage.

W:

Warsaw convention: The Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12 October 1929, or that Convention as amended by the Hague Protocol, 1955, whichever may be applicable to carriage.

Wet cargo: A shipment which contains liquids or which by its nature may produce liquids or give off large amounts of moisture.

Chapter B**Certification Rules for Cargo Service Provider****112-1.5 Applicability.**

This subpart prescribes the certification rules for the cargo service provider obtaining a Cargo Operator certificate (COC).

112-1.7 The Cargo operator certificate

- (a) The Cargo operator certificate (COC) shall authorize the cargo service provider to conduct cargo handling operations in accordance with the operations specifications
- (b) The operations specifications that are issued with the COC are a part of that certificate
- (c) Provisions for the content of the Cargo operator certificate and its associated operations specifications are contained in Appendix (A) of this part.

112-1.9 Application for a COC

- (a) An entity applying to the ECAA, FOCA, DGGD for an Cargo Operator (Cargo Service Provider) certificate under this Part (applicant) must submit an application to the ECAA at least 90 days before they intend to start operations or 60 days before the expiration date of the COC in case of its renewal:
 - (1) In a form and manner prescribed by the ECAA; and
 - (2) Containing any information the ECAA requires the applicant to submit;
- (b) Each applicant for the original issue / renewal of an operating certificate for the purpose of conducting Cargo operations under this Part must submit an application in a form and manner prescribed by the ECAA.
- (c) Each application submitted under paragraph (b) of this section must contain a signed statement showing the following:
 - (1) Customs Approval for a designated bonded warehouse
- (d) In addition, each applicant for the original issue of an operating certificate under paragraph (b) of this section must submit with the application a signed statement showing:
 - (1) The nature and scope of its intended operation.

112-1.11 Issue of certificate: COC

- (a) An applicant may be issued an COC if, after investigation, the ECAA finds that the applicant:
 - (1) Meets the applicable requirements of this Part;
 - (2) Holds the authorization applicable to the kinds of operations to be conducted, issued by the Minister of Civil Aviation; and
 - (3) Is properly and adequately equipped in accordance with the requirements of the applicable ECAR Parts and is able to conduct a safe operation under appropriate provisions of this Part and the operations specifications issued under this Part.
- (b) An application for a certificate may be denied if the ECAA finds that:
 - (1) The applicant is not properly or adequately equipped or is not able to conduct safe operations under this Part;
 - (2) The applicant previously held a COC, which was revoked; and
 - (3) The applicant intends to or fills a key management position listed in this Part, as applicable, with an individual who exercised control over or who held the same or a similar position with an COC holder whose certificate was revoked, or is in the process of being revoked, and that individual materially contributed to the circumstances causing revocation or causing the revocation process.
 - (4) Reason/s for denial shall be submitted to the applicant who has the right to rectify it/them and reapply for COC within the agreed period.

112-1.13 Duration of COC

- (a) The duration of an COC shall be one calendar year from the date of issue, unless suspended, revoked or surrendered, and is renewable based on satisfactory application and operation in accordance with this Part; and
- (b) If the ECAA suspends or revokes such as COC, the holder of that certificate shall return it to the ECAA, immediately.

Chapter C

Rules Governing the Certificate Holders under this Part

112-1.15 Applicability

This subpart prescribes rules governing all certificate holders under this Part.

112-1.17 Obtaining waivers and authority for deviations

The ECAA may, upon application by the Cargo certificate holder or applicant, authorize deviations from the applicable requirements only and where permitted by the provisions of those requirements, by appropriate amendment to the operations specifications. Each certificate holder shall comply with the terms of the authorized deviation when conducting operations thereby.

112-1.19 Management personnel required

- (a) Each certificate holder must have sufficient qualified management and technical personnel to ensure the highest degree of safety in its operations. The certificate holder must have qualified personnel serving full-time in the following or equivalent positions as a minimum:
 - (1) General Manager; (CEO)
 - (2) Cargo Export / Import Manager,
 - (3) Quality and Safety Manager,
 - (4) Security Manager;
- (b) The ECAA may approve positions or numbers of positions other than those listed in paragraph (a) of this section for a particular operation if the certificate holder shows that it can perform the operation with the highest degree of safety
- (c) Each certificate holder must:
 - (1) State in the general policy provisions of the manual required by subpart D of this Part, the accountabilities, responsibilities, and authority of personnel required under paragraph (a) of this section;
 - (2) List in the manual the names and business addresses of the individuals assigned to those positions.

112-1.21 Management personnel: qualifications

- (a) To serve as a Cargo Managing Director under 3.3 a person must
 - (1) University graduated.
 - (2) Minimum experience of 10 years cargo handling operation.
 - (3) Fluent English speaking and writing.
 - (4) Profound knowledge of the air cargo transportation industry, relevant training courses in air cargo acceptance and handling.
 - (5) High marks in the personal appraisals.
 - (6) Human resource management.
 - (7) Have Knowledge of Quality Management.
 - (8) Have Knowledge of Safety and security Managements
- (b) To serve as Cargo Export / Import Manager a person must:
 - (1) University graduated.
 - (2) Minimum experience of 5 years cargo handling operation.
 - (3) Fluent English speaking and writing.
 - (4) Profound knowledge of the air cargo transportation industry, relevant training courses in air cargo acceptance and handling.
 - (5) High marks in the personal appraisals.
 - (6) Human resource management.
- (c) To serve as Quality and Safety Manager must:
 - (1) University graduated.
 - (2) Minimum experience of 5 years cargo handling operation.
 - (3) Fluent English speaking and writing
 - (4) Profound knowledge of the air cargo transportation industry, relevant training courses in air cargo safety.
 - (5) High marks in the personal appraisals.

- (6) Human resource management.
- (d) To serve as Security Manager Person must:
 - (1) University graduated.
 - (2) Minimum experience of 5 years cargo handling operation.
 - (3) Fluent English speaking and writing.
 - (4) Profound knowledge of the air cargo transportation industry, relevant training courses in air cargo security.
 - (5) High marks in the personal appraisals.
 - (6) Human resource management

112-1.23 Management personnel: Accountabilities and Responsibilities

- (a) General Manager (GM):
 - (1) Negotiate service level agreements with the airlines.
- (b) Security manager:
 - (1) Coordination of all security matters with the security unit of the holding.
 - (2) Observe all security needs of service provider and initiate the appropriate measures for coverage.
 - (3) Has to be always involved if infractions of security rules occur.
 - (4) Has to be always involved in case of criminal acts against the company or its employees in their function for the company.
- (c) Cargo Export / Import Manager:

The cargo Export / Import Manager is responsible for:

 - (1) The functioning of the cargo export / import units under his supervision
 - (2) Ongoing effort to optimize the work processes and the customer service quality.
 - (3) For ongoing efforts to improve the productivity and work quality of his subordinates
 - (4) An efficient staff management in all units under his supervision
 - (5) Clear delegation of tasks according to the job descriptions and responsibilities.
 - (6) To prevent all attempts of delegation of routine work up the hierarchic line
 - (7) Control of the annual and monthly budgets of his units and constant efforts to improve the economical operation of the export cargo units
 - (8) Makes sure that all air cargo movements are made according to internal and external laws, regulations, directives set by the Egyptian state, international regulations (ICAO, IATA, etc...)
 - (9) To support all efforts for quality improvements, on the job safety and security matters in cooperation with the relevant organizational units.
 - (10) To deal personally only with problems and questions of principal relevance and importance for the export / import cargo movements
- (d) Quality & safety manager
- (e) Responsible to maintain all necessary documentation and manuals to look after the on the job safety guidelines:
 - (1) Working in close cooperation with the quality assurance directorate and is following their directorate as far as quality control is concerned.
 - (2) Is responsible to maintain all necessary documentations, manuals, reports statistics, etc. in the cargo division
 - (3) Is responsible to update the Cargo Handling Manual
 - (4) Ensure that all job descriptions in the Cargo division are kept at HR department and coordinates with HR.
 - (5) Is required to schedule regular quality meetings to prepare the agenda and moderate such quality meetings in the cargo division
 - (6) Supports and monitors implementation of corrective measures and process improvements.
 - (7) Proposes improvement areas Provides counsel and guidance with regard to all quality related questions
 - (8) Is responsible to look after the "on the job safety' guidelines which should prevent all kind of accidents and occupational disease
 - (9) Monitors KPI fulfillment
 - (10) Performs gap analysis (based on KPI's).

112-1.25 Availability of certificate

Each certificate holder shall make its operating certificate available for inspections at its principal operations office.

112-1.27 Inspection authority of the ECAA

Each certificate holder shall allow the ECAA or its representative, at any time or place, to make inspections/Audit/survey to determine its compliance with Egyptian Law number 28, and its amendments 136/2010 the Egyptian Civil Aviation Regulations, its operating certificate and its operations specifications, or its eligibility to continue to hold its certificate.

ECAA must perform inspections/Audit/survey not be less than once per calendar year.

Chapter D

Manual Requirements

112-1.29 Applicability

This subpart prescribes requirements for preparing and maintaining manuals by the Air cargo service provider.

112-1.31 Cargo service provider documents system

The cargo service provider shall establish a cargo service documents system.

112-1.33 Company operations manual

(a) Requirement for an operations manual:

- (1) The cargo service provider is required to produce an operations manual containing company policy, procedures and operating instructions for the use and guidance of operations personnel. The operations manual and subsequent revisions have to be submitted to the ECAA for acceptance. The ECAA will require revision of the manual as necessary to achieve compliance with State regulations and safety requirements;
- (2) The manual must be revised and amended to keep it current, and operations personnel must be made aware of any amendments or revisions. The cargo service provider must have a system to efficiently distribute and track revisions for all holders of manuals; and
- (3) The requirement to provide an operations manual is an integral part of the cargo service provider's method of control and supervision of flight operations, which must be approved by the ECAA. It follows, therefore, that the cargo service provider is required to provide the ECAA with a copy of the operations manual and with all revisions and amendments.

(b) Volumes of operation manual:

A number of volumes normally go to make up the operations manual. Typically these would include a policy and administration manual, the handling operating manual, a training manual, emergency evacuation procedures manual, IATA manuals, safety and health manual, security manual. The actual contents of these manuals will vary from cargo service provider to another cargo service provider, but a representative breakdown of contents would be as detailed below. This manual shall contain information on the cargo service provider's organization, management structure, departmental responsibilities and authority. Information on the policies and objectives of the cargo service provider shall be included. Reference to the ECARs and information on the applicable regulations and requirements of other States over which operations are conducted must be presented. The manual shall also contain operational policies and related procedures, guidance and information.

(c) Contents of an operation manual: An operation manual, which may be used in separate parts corresponding to specific aspects of operations, shall contain duties and responsibilities of management personnel and at least the following:

(1) Operations administration and supervision:

- i. A description of the constituent volumes and manuals of the complete operations manual shall be included, possibly in the policy and administration manual. There must also be a statement as to which executive is responsible for the contents of the operations manual and for approving revisions and amendments. In this document it is assumed that the director of operations is the executive responsible for the operations manual. If this authority can be delegated, for example, if the chief training executive is made responsible for the training manual, this shall be accurately described. A statement that the operations manual is approved by the appropriate ECAA authority and contains the material specified by that authority shall be included. A statement shall also be made on the responsibility of all operations staff to be familiar with the contents of the operations manual, at least as these pertain to their duties, and to adhere at all times to the procedures and policies described in the operations manual. The

- responsibility for holders of the manual to enter and record any amendments to the manual shall be stated.
- ii. Checklist of emergency and safety equipment and instructions on its use;
- (2) Accident prevention:
- i. Details of the accident prevention program, including a statement of safety policy and the responsibility of personnel;
 - ii. It shall include information on the role of the director of safety and on activities administered by the director of safety's office; for example, incident reporting systems, confidential reporting systems, and information on general accident prevention activities. The manual shall also detail the method of investigating incidents and the policy for representation at official accident investigations. The cargo service provider's participation in airport emergency planning exercises shall be described. Detailed information must be included on the administration and duties of the cargo service's accident/emergency control center.
- (3) Personnel training:
- i. Details of the personnel training programs and requirements;
 - ii. This manual shall contain information on the training policy and requirements of the operator. It shall also contain guidance on the standards of training that will apply. The manual shall also contain information on the syllabus of ground training courses. When appropriate minimum standards of experience for appointment or promotion should be specified, and information given on the training and testing, both initial and recurrent that will be required. checking or testing should be included;
- (4) Fatigue and working hours limitations:
Rules limiting the working hours and providing for adequate rest periods for all staff.
- (5) Security:
- i. Security training program response procedures and general guidance; and
 - ii. This manual shall contain information on procedures and legal requirements pertaining to security matters. The manual shall contain information and guidance on personnel' response and authority in relation the management of acts of unlawful interference.
- (6) Human factors: Information demonstrating the cargo service provider's training programs contain instruction in the knowledge and skills related to human factors and the cargo service provider's manuals and checklists are developed and designed with consideration to human factors.
- (7) Ground handling arrangements and procedures including organization structure, manuals, training and surveillance program for the cargo service provider and or subcontractor, if any.

112-1.35 Emergency evacuation procedures manual

This manual shall contain information on the emergency evacuation procedures for the cargo service provider facilities. In addition, the manual shall contain general safety and survival information appropriate to the areas in which operations take place.

112-1.37 Organization of the operations manual

- (a) The operations manual shall have a master subject index, placed in the policy and administration manual. In addition, each volume shall have its own subject index. There shall be a table of contents at the beginning of each volume for each section or chapter. Each page shall be numbered and have a date of original issue. Each volume shall have a checklist of pages identifying page numbers and dates of issue to ensure the validity of the contents. The entry of each amendment and/or additional page shall be recorded on a page specially provided in each volume for that purpose and signed for by the person making the amendment or addition.
- (b) The executive charged with the responsibility for the control of the contents of the operations manual shall also be responsible for the issuance of individual volumes and

for ensuring that appropriate amendments are dispatched to the holders of the volumes. To ensure adequate control of the volumes and their amendments, it is necessary to number each volume individually. Complete records must be kept of the disposition of each volume of the operations manual in cargo service provider libraries, in operations offices, etc. Records must also be kept of individuals who are holders of all, or part, of the operations manual.

- (c) The executive responsible for the manual must approve amendments, revisions and additions to the operations manual. In some cases this will consist of ensuring that such changes issued by the originator of a particular volume are correct and appropriate to the operations manual. However, in the case of amendments or additions, which originate within the organization, the executive responsible must ascertain that the proposed change is necessary and determine how it is to be promulgated. In most cases the amendment will be issued through normal channels to all holders of the operations manual. In other cases, because of the urgency of the information contained in the amendment it will be necessary to issue a notice to the concerned operational personnel. This notice shall be replaced by an amendment to the manual as soon as possible. In revising or altering the contents of the operations manual, operators must bear in mind that the ECAA is required to approve the contents of the operations manual and that certain parts of the manual include material, which is considered mandatory. It is therefore necessary that the amendments be approved by the ECAA. In practice, since much of the material in an operations manual only requires the general approval of the ECAA, it is often appropriate to agree with the authority which parts of the operations manual need the specific approval of that authority before they are amended and which parts only require notification of changes made.
- (d) Amendments to the operations manual must be produced as new or replacement pages. Handwritten amendments to an operations manual are generally not acceptable. The new or replacement pages must include a page identification number and a date of issue. A letter or covering sheet must identify the reason for the amendment and provide a checklist of the amendment to be made. This is particularly important when an amendment is made to any safety-related information. Instructions shall be included for inserting the amendment in the appropriate volume and for recording insertion of the amendment. The signature of the executive approving the amendment must also appear. A revision to the list of effective pages must be included with any amendment to the operations manual.
- (e) Distribution and availability:
 - (1) Each certificate holder shall furnish copies of the manual required by these subpart or appropriate parts of the manual (and the changes and additions thereto) to:
 - i. Its appropriate ground operations
 - ii. Responsible managers; and
 - iii. Representatives of the ECAA assigned to it.
 - (2) Each person to whom a manual or appropriate parts of it are furnished under paragraph (1) of this section shall keep it up-to-date with the changes and additions furnished to that person and shall have the manual or appropriate parts of it accessible when performing assigned duties; and
 - (3) For the purpose of complying with paragraph (1) of this section, a certificate holder may furnish the persons listed therein the maintenance part of the manual on microfilm or computerized form if it also furnishes and maintains a reading device that provides a legible facsimile image of the microfilmed maintenance information and instructions.

Chapter E

Quality Management System (QMS)

112-1.39 Applicability

This subpart is applicable for any organizations that carry out Cargo Handling services and hold a certificate to perform the cargo handling services.

112-1.41 Quality management system:

- (a) Each certificate holder shall establish, implement, maintain and adhere to a quality management system that is appropriate to size, nature and complexity of all activities to be conducted under certificate and operation specification limitation.
- (b) The cargo handling service provider quality management system shall ensure the supervision and control of functions and activities within the scope of cargo operation specification in accordance with standards of the cargo handling service provider and requirements of the ECAA and other applicable authorities.

112-1.43 The QMS shall include:

- (a) Quality policy:
The provider shall define and document its policy for quality, including objectives for quality and its commitment to quality, the quality policy shall be relevant to the provider organization goals and the expectations and needs of its customers.
- (b) Quality Management organization:
The handling service provider should establish a quality management organization to ensure the QMS is probably followed and executed and engage all divisions, departments and levels of the organization
- (c) Management responsibility:
Defining clear responsibilities and authority, and the interrelation of personnel who manage, perform and verify work affecting quality.
- (d) RESOURCES:
The provider shall identify resources requirement and allocating appropriate personnel for each activity.
- (e) Management Representative:
 - (1) The Handling service provider should nominate a management representative to support the quality management organization from top level to down and have the overall responsibility to oversee the implementation and execution of the total quality process.
 - (2) The director shall put forward any item for approval which requires management attention.
- (f) Management review:
The QMS should define a schedule for review meetings where the statistics and reports of this period will be put to the Quality Director, so that the management has over view on where the handling service provider stands in the market
- (g) Lines of communications and reporting structure.
- (h) Auditing planes
- (i) Monitoring and performance measurement.
- (j) Evaluation and corrective actions.
- (k) Continuous improvement.
- (l) System documentation:
 - (1) The handling service provider shall have management and control system for documentation and / or data used directly in the conduct or support of all activities to include:
 - (2) A means of identifying the version of all operational documents.
 - (3) A distribution process that ensure availability of the current version of the applicable operations manual (s) to appropriate personnel in all areas where operation are conducted.
 - (4) Review and revision as necessary to maintain the currency of information contained in the documents
 - (5) Retention of documents that permits easy reference and accessibility.

- (6) Identification and disposal of obsolete documents.
- (7) Reception of documentation and /or data from external sources to ensure information is received in time to satisfy operational requirements.
- (8) Retention and dissemination of documentation received from external sources.

112-1.45 The QMS must also identify the customer needs and requirements and determine the suitable process to meet this needs and requirements.

112-1.47 Management system integration:

- (a) The Handling service provider should integrate all different management systems used to achieve production goals.
- (b) These different management systems include:
 - (1) Quality management system (QMS).
 - (2) Environment management system (EMS).
 - (3) Occupational health and safety management system (QHSMS).
 - (4) Safety management system (SMS).
 - (5) Security management system (SEMS).

Chapter F

Cargo operation requirements

112-1.49 Applicability

This subpart prescribes requirements applicable to any cargo service provider conducts Cargo and mail handling operations include but not limited to Acceptance, transitional storage Handling, ULD Loading, Build up, and Cargo safety and Security measures to ensure the safety and security standards required in the aviation industry, Control ground operation, and compliance with the relevant authorities and the customer airlines requirements.

112-1.51 Requirements

(a) Operation management:

- (1) The service provider shall dedicate Accountable person within the management system to ensure safe and secure cargo ground operation according to the authorities' standard and requirements, the customer airlines, and the provider himself.
- (2) The service provider shall set an effective communication system to ensure the exchange of the operational information among the management and the operational staff where cargo operations are conducted.
- (3) The service provider shall have a system to ensure that the existing resources (such as but not limited to buildings, workspaces, associated utilities, facilities for the staff, equipment, tools, hardware, software, support services which include transportation and communication, and a suitable work environment) satisfy the operational safety and security requirements.

(b) Cargo acceptance and handling:

- (1) The service provider shall have a clear process for accepting cargo and/or mail complies with the international standards and the operating manual for its customer airline.
- (2) The service provider shall have a system for continuous serviceability of its weighting equipment, screening and handling, this system to include a maintenance program and a periodical checking and calibration.
- (3) The service provider shall not handle any type of special cargo such as {Non-radioactive Dangerous goods – Radioactive dangerous goods - Live animals – Human remains – Perishables (meat- hatching eggs – flowers – fresh fruit and vegetables – sea food –live human organs/blood) – Pharmaceuticals – Valuable cargo – Fragile goods – Wet Cargo – Heavy and Big shipments} until all acceptance staff are trained and competent to accept such shipments, and the facility is equipped for stowing such shipments.
- (4) The service provider shall make sure that any shipment or part of shipment appear to be damage or leaking will not be dispatched to any aircraft loose or inside aircraft container.
- (5) The service provider shall have procedures to handle the Damage and Pilfered Cargo and should include reporting accident/incident to ECAA.

(c) Unit load devices handling:

The service provider shall have ULD management system to include checking the serviceability before loading with cargo or dispatching to the aircraft and isolating the unserviceable ULDs to prevent the unlawful usage.

(d) Cargo load dispatch:

- (1) The service provider shall not dispatch any cargo to any aircraft until it is weighted and the loads have been communicated to the concerned departments responsible for loading the aircraft.

112-1.53 Responsibility for Cargo Service Provider

- (a) The cargo service provider shall make sure that all cargo accepted ready for carriage shall not affect the safety or security of the flights.
- (b) The cargo service provider shall make sure that all cargo accepted for storage within his facility are stored according to its requirement standard and protected from other cargo affecting its nature or may react dangerously with it, and protected from any illicit intervention.
- (c) The cargo service provider shall make sure that all cargo prepared and build up to be dispatched to any flight will not affect the safety or security of the flight.
- (d) The cargo service provider shall make sure that all cargo ready for dispatch will be weighted and communicated to the respective load control within the agreed time frame in the fore set service level agreement (SLA) parameters and shall hold the evidence of this transaction.
- (e) The cargo service provider shall make sure that any dangerous goods shipments will be communicated to the departments responsible for loading and operating the aircraft as well as the pilot in command through notification to captain (NOTOC).
- (f) The cargo service provider shall ensure keeping the cargo flight documentation included signed NOTOC for a period with minimum 90 days.
- (g) The cargo service provider shall insure positioning of cargo ready for carriage at the agreed transfer point to be handed over to the ground handling agent within the agreed time frame fore set in the SLA.

112-1.55 Checklists

The Cargo Service Provider shall provide all staff with an operating manual, for each task operated, containing the normal, abnormal and emergency procedures relating to the operation. The manual shall include details procedures and checklists to be used. The design of the manual shall observe Human Factors principles.

112-1.57 Operations notices

Each COC holder shall notify its appropriate operations personnel of each change in operating procedures,

- Responsibilities of Ground Handling Agencies (Cargo Service Provider) acting on behalf of the Carrier.
 - i. General
- Cargo Service Provider must comply with current IATA regulations.
 - ii. Acceptance and Loading
 - (a) The Cargo service provider shall ensure that dangerous goods to be transported by air are:
 - Identified, packaged, marked, labeled and documented in accordance with an appropriate acceptance checklist, this shall be completed in duplicate;
 - No leakage or damage
 - Before accepting the package; and
 - Before loading ULD.
 - (b) The Cargo service provider shall unload or cause to be unloaded any package of dangerous goods which appears to be leaking or damaged and shall ensure that other cargo loaded is in a fit state for carriage by air and has not been contaminated.
 - (c) The Cargo service provider shall, after unloading, inspect for signs of damage or contamination on any part of the aircraft in which:
 - A unit load device containing dangerous goods was stowed; or
 - Any damaged or leaking package of dangerous goods was loaded, and the operator shall remove or repair any contamination or damage.
 - (d) The Cargo service provider shall not permit any loaded cargo ready to fly, if he/she knows or suspects that radioactive materials have leaked or otherwise contaminated any part of this cargo. However, this is not applicable if the radiation level resulting from the fixed contamination on any accessible surface and the non-fixed contamination are not more than the relevant values specified in the Technical Instructions

- (e) The cargo service provider shall have a system for a safe disposal of damage or leaking dangerous goods
 - (f) The CARGO SERVICE PROVIDER shall ensure that:
 - Packages containing dangerous goods which might react dangerously, one with another shall not be stowed on an ULD next to each other or in a position that would allow interaction between them in the event of leakage;
 - Packages of toxic and infectious substances shall be stowed on an aircraft in accordance with the provision of the Technical Instructions; and
 - Packages of radioactive materials shall be stored on an aircraft so that they are separated from persons, live animals and undeveloped film in accordance with the provision in the Technical Instructions.
 - (g) The cargo service provider shall install explanation instructions regarding dangerous goods handling in the areas of storing and handling the dangerous goods
 - (h) The Cargo service provider, when loading dangerous goods in a unit load device shall protect the dangerous goods from being damaged and shall secure such goods in the aircraft in such a manner that will prevent movement in flight which would change the orientation of the package.
 - (i) The CARGO SERVICE PROVIDER shall ensure that dangerous goods packages bearing "Cargo aircraft only" label shall be loaded in such a manner that a crew member or other authorized person can see, handle and where size and weight permit, separate such packages from other cargo in flight.
 - (j) The cargo service provider shall have a system ensures that no dangerous goods should be transported on a cargo aircraft dispatched to a passenger aircraft
- iii. Distribution of Information
- (a) The Cargo service provider in which dangerous goods are to be carried shall, before the flight begins, provide the pilot-in-command with a document/form (in duplicate) containing all the elements of information concerning the dangerous goods shipment as is required by relevant provisions of the IATA DGR. The pilot-in-command shall indicate by his/her signature on the copy of the document/form that the information has been received/understood.
 - (b) The CARGO SERVICE PROVIDER shall provide information to their dangerous goods personnel as specified in the IATA regulation which will enable them to carry out their responsibilities with regard to the transport of dangerous goods. They must provide instructions as to the actions to be taken in the event of emergencies arising which involve dangerous goods.
 - (c) CARGO SERVICE PROVIDER must provide an initial report of dangerous goods incident or accidents to the ECAA via email ops@civilaviation.gov.eg and by telephone 02-22678535 // 02-24175605, Fax: 02-22681371 // 02-22681375 or other mean within 72 hours of occurrence/discovery.
For this purpose, IATA DG occurrence report form or a similar form which contains all elements of required information shall be used. This reporting requirement also pertains to undeclared or mis-declared dangerous goods when/as discovered in cargo.

112-1.59 Required Documentation

i. Dangerous Goods Shipper's Declaration (DGD).

- (a) The DGD shall be completed and signed only by the actual shipper of the goods and it shall:
 - Describe the dangerous goods in accordance with, and containing such information as is required by IATA DGR;
 - Contain a declaration stating that the dangerous goods are:
 - Fully and accurately described by their proper shipping name;
 - Correctly classified, packaged, marked and labelled; and
 - In all respects in proper condition for carriage by air according to applicable international and national governmental regulations.
- (b) The DGD shall be completed and signed in duplicate by the shipper (the second copy may be a carbon copy). One copy of the document will be attached to the Air Waybill and

the second copy (or carbon copy) shall be retained on file by the operator or the Cargo Service Provider acting on his/her behalf for a minimum of 90 days, together with any other document in respect of dangerous goods furnished him/her in accordance with these Regulations (as a minimum: the acceptance checklist and a copy of the written information [NOTOC] provided the pilot-in-command and which has been receipt-acknowledged with his/her signature).

- (c) On shipments to, from, within or transiting through Egypt, emergency response information as described below must be provided for all dangerous goods other than magnetized material and dangerous goods for which no Transport Document is required.
 - (d) Telephone number: The Transport Document required by these Regulations must include a 24 -hour emergency response telephone number (including area codes and for international numbers for locations outside the Egypt, the international access code and country and city codes needed to complete the call from within the Egypt) for use in the event of an incident involving the dangerous good(s). The number must be monitored at all times by a person who:
 - Is knowledgeable of the hazards and characteristics of the dangerous good(s) being transport;
 - Has comprehensive emergency response and accident mitigation information for the dangerous good(s); or
 - Has immediate access to a person who possesses such knowledge and information.
- ii. Additionally Required DG Shipment Documentation
- (a) Material Safety Data Sheet, when required.
 - (b) A signed copy of the completed Acceptance Check-list.
- iii. Training
- Training programs shall be established as required according IATA regulation.

Chapter G

Safety management system requirements

112-1.61 Section 1 – Statutory Basis

(a) EAC is promulgated under the Egyptian Civil Aviation Authority

112-1.63 Section 2 – Scope

- (a) Scope
- (b) This EAC describes the requirements for all certificate holders
- (c) This EAC addresses aviation safety related processes and activities rather than occupational safety, environmental protection, or customer service quality.
- (d) The certificate holder is responsible for the safety of services or products contracted to or purchased from other organizations.
- (e) This EAC establishes the minimum acceptable requirements; the certificate holder can establish more stringent requirements.

112-1.65 Section 3 – Definitions

This section includes relevant definitions or meanings in this document and reference to other documentation including such definitions.

Accountable Manager: General Manager (GM), Managing Director (MD) or Chief Executive

Officer (CEO): Chief Executive Officer who has corporate authority for ensuring that all work required by the customer can be financed and carried out to the standard required.

Active failures: Are generally the result of equipment faults or errors committed by personnel.

Corporate Safety Culture: Is the atmosphere created by management that shapes workers' attitude towards safety.

Errors: Actions or inactions by persons that have an adverse effect.

Hazard: Condition, object or activity with the potential of causing injuries to personnel, damage to equipment or structures loss of material, or reduction of ability to perform a prescribed function.

Mitigation: Measures to eliminate the potential hazard or to reduce the risk probability or severity.

Probability: The feasibility that a situation of danger might occur.

Risk: The chance of loss or injury, measured in terms of severity and probability, the chance that something is going to happen and the consequences if it does.

Risk Management: The identification, analysis and elimination (and/or mitigation to an acceptable or tolerable level) of those hazards, as well as the subsequent risks, that threaten the viability of an organization.

Safety: Is the state in which the risk of harm to persons or property damage is reduced to, and maintained at or below, an acceptable level through a continuing process of hazard identification and risk management.

Safety Management System: A systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures.

Safety Office: Serves as a focal point for safety-related activities, acts as a repository for safety reports and information, and provides expertise on safety management to line managers.

Safety Performance Indicators: are a measure (or metric) used to express the level of safety performance achieved in a system.

Safety Performance Targets: The required level of safety performance for a system. A safety performance target comprises one or more safety performance indicators, together with desired outcomes expressed in terms of those indicators.

Safety Program: An integrated set of EACs and activities aimed at improving safety.
Safety Requirements: are operational procedures, technology, systems and programs to which measures of reliability, availability, performance and/or accuracy can be specified.

Senior Management: A Team/Group of Managers/Directors including the Accountable Manager as determined by the Board of Directors.

Severity: The possible consequences of a situation of danger, taking as reference the worst foreseeable situation.

Violation: A deliberate act.

112-1.67 Section 4 – Applicability

Applicability and Acceptance

(a) Effective [date(s)], a certificate holder shall have in place a safety management system (SMS) that is acceptable to the ECAA, that, as a minimum:

- Identifies safety hazards;
- Ensures that remedial action necessary to maintain an acceptable level of safety is implemented;
- Provides for continuous monitoring and regular assessment of the safety level achieved; and
- Aims to make continuous improvement to the overall level of safety.

(b) In order to be acceptable to the ECAA, a certificate holder SMS shall meet the requirements set forth in this EAC.

Information note – A EAC on SMS should include information regarding the acceptance process for the SMS. The acceptance process should include, as applicable, the application for SMS acceptance, the procedure(s) to submit the application, the duration of the acceptance, the renewal of the acceptance, and the suspension and/or revocation of the acceptance

112-1.69 Section 5 – Safety Policy and Objectives

- Management Commitment and Responsibility
- The SMS shall ensure that senior management:
 - i. Identify an Accountable Executive who, is a single identifiable person and, has:
 - Full responsibility for the organization's SMS;
 - Authority for major financial issues;
 - (a) Full authority for human resources issues
 - (b) Director responsibilities for the conduct of the organization's affairs;
 - (c) Final authority over operations under certificate;
 - (d) Final responsibility for all safety issues; and
 - (e) Full responsibility for the organization's SMS.
 - ii. Develop the safety policy, signed by the Accountable Executive.
 - iii. Establish the safety policy, objectives and performance standards in accordance to national, international standards and organizational priorities;

The safety objectives and performance standards should be linked to the safety performance indicators, safety performance targets and safety requirements of the SMS.
 - iv. Communicate with visible endorsement, the safety policy, objectives and performance standards to all staff; and
 - v. Provide the necessary human and financial resources.
- Safety Accountabilities of Managers

- The SMS shall ensure that Line Managers:
- i. Are responsible for the SMS in their organization; and
 - ii. Identify safety responsibilities of key personnel.
- Appointment of Key Safety Personnel
- (a) The SMS shall ensure that, senior management establishes a Safety Office with corporate functions such as:
 - i. Advising senior management on safety matters;
 - ii. Assisting Line Managers on safety issues; and
 - iii. Overseeing hazard identification systems.
 - (b) The SMS shall ensure that, senior management appoints a Safety Manager whose responsibilities will include:
 - i. Being the focal point for the development and maintenance of an effective SMS;
 - ii. Reports to the Accountable Executive.
 - iii. Sits on the Safety Committee of the Organization or Safety Review Board (SRB) as the case may be;
 - iv. Facilitates the Safety Action Group (SAG) if required;
 - v. Manages the SMS Implementation Plan on behalf of the Accountable Executive.;
 - vi. Facilitates hazard identification and risk analysis and management;
 - vii. Monitors the effectiveness of corrective actions to ensure their accomplishment.
 - viii. Provides periodic reports on safety performance to the Accountable Executive or line managers as the case may be;
 - ix. Maintains safety documentation;
 - x. Plans and organizes staff safety training; and
 - xi. Provides independent advice on safety measures.
 - (c) The safety manager criteria will include:
 - i. Operational management experience and technical background to understand the systems that support operations.
 - ii. People skills.
 - iii. Analytical and problem-solving skills.
 - iv. Project management skills.
 - v. Oral and written communications skills.
 - vi. The SMS shall ensure that, senior management appoint a Safety Review Board (SRB) or Safety Committee whose responsibilities will include monitoring:
 - vii. Safety performance against safety policy and objectives;
 - viii. Effectiveness of the SMS Implementation Plan;
 - ix. Effectiveness of safety supervision of sub-contracted operations;
 - x. Appropriate resources are allocated to achieve the established safety performance; and
 - xi. That, strategic direction is given to the Safety Action Group (SAG).
 - (d) The SMS shall ensure that, senior management encourage line departments to form Safety Action Groups (SAG):
 - i. Reports to, and takes strategic direction from SRB.
 - ii. Members:
 - Managers and supervisors from functional areas.
 - Front-line personnel.
 - (e) The responsibilities of the Safety Action Group (SAG) will include:
 - i. Overseeing operational safety within the functional area;
 - ii. Resolving identified risks;
 - iii. Assessing the impact on safety of operational changes;
 - iv. Implements corrective action plans;
 - v. Ensures that, corrective action is taken in a timely manner;
 - vi. Review the effectiveness of previous safety recommendations; and
 - vii. Effective safety promotion.

- (f) SMS Implementation Plan
- i. The SMS shall ensure that, the senior management appoints a planning group which:
 - (1) Comprises an appropriate experience base.
 - (2) Meets regularly with senior management.
 - (3) Receives resources (including time for meetings).
 - ii. The responsibilities of the planning group will include:
 - (1) Development of a realistic strategy for the implementation of an SMS that will meet the organization's safety needs;
 - (2) Define an approach the organization will adopt for managing safety;
 - (3) Develop a safety policy;
 - (4) Develop objectives and goals;
 - (5) System description;
 - (6) Conduct a Gap Analysis;
 - (7) Develop SMS components;
 - (8) Identify roles and responsibilities;
 - (9) Develop a non-punitive safety reporting policy;
 - (10) Develop means of employee involvement;
 - (11) Develop safety communication; and
 - (12) Develop safety performance measurement.
- (g) The senior management shall endorse the SMS implementation plan and review the safety performance.
- (h) Coordination of the Emergency Response Plan (ERP)
- i. The senior management shall ensure that the Emergency Response Plan is an integral part of the SMS, it outlines in writing what should be done after an accident, and who is responsible for each action, in aerodrome operation, such emergency planning is referred to as an Airport Emergency Plan (AEP)
 - ii. The purpose of an ERP/AEP is to ensure that
- (i) Documentation
- i. The SMS shall ensure that, the senior management:
 - (1) Define, document and endorse a safety policy confirming the objectives identified during planning phase.
 - (2) The safety policy shall include a commitment to:
 - (3) Achieve the highest safety standards;
 - (4) Observe all applicable legal requirements and international standards, and best effective practices;
 - (5) Provide appropriate resources;
 - (6) Enforce safety as one primary responsibility of all managers.
 - (7) Ensure that the policy is understood, implemented and maintained at all levels.
 - (8) Develop a Safety Management Manual (SMSM) that documents all aspects of the SMS, including safety policy, objectives, procedures and individual safety accountabilities. SMSM shall be the key instrument for communicating the organization's approach on safety to the whole organization;
 - ii. The Safety Management Manual, at minimum, shall contain:
 - (1) Scope of the safety management system;
 - (2) The safety policy and objectives;
 - (3) Safety accountabilities;
 - (4) Key safety personnel;
 - (5) Documentation control procedures;
 - (6) Hazard identification and risk management schemes;
 - (7) Safety performance monitoring;
 - (8) Emergency response plan;
 - (9) Management change;
 - (10) Safety auditing; and
 - (11) Safety promotion

112-1.71 Section 6 – Safety Hazard and Risk Management**- Hazard Identification Processes**

- (a) SMS shall ensure that, senior management develop a formal means of collecting, recording, acting on and generating feedback about hazards and risks in operation through reactive, proactive and predictive methods.
- (b) The SMS shall ensure that, senior management develop hazard identification processes which may include the following reporting systems:
 - i. Mandatory reporting systems;
 - ii. Voluntary reporting systems; and
 - iii. Confidential reporting systems.
- (c) The SMS shall ensure that, senior management develop hazard identification processes which may include the following steps for action:
 - i. Reporting hazards, events or safety concerns;
 - ii. Collecting and storing of data;
 - iii. Analyzing reports; and
 - iv. Distributing the information distilled from the analysis.
- (d) **Risk Assessment and Mitigation Processes**
The SMS shall ensure that, senior management develop risk assessment and mitigation processes that include:
 - i. The analysis and elimination; and/or mitigation to an acceptable level of risks that threaten the capabilities of an organization; and
 - ii. The risk assessment matrix.
- (e) **Internal Safety Investigations**
The SMS shall ensure that, senior management develops Internal Safety Investigations to include occurrences that are not required to be investigated or reported.

112-1.73 Section 7 – Safety Assurance**(a) Safety Performance Monitoring and Measurement**

The SMS shall ensure that, senior management develop the process by which the safety performance of the organization is verified in comparison to the approved safety policies and objectives that include:

- i. Safety reporting;
 - ii. Safety studies
 - iii. Safety Audits;
 - iv. Safety reviews; and
 - v. Surveys.
- (b) **Audits and Surveys**
- i. The SMS shall ensure that, senior management develop safety audits and surveys to ensure that the structure of SMS is sound in terms of:
 - (1) Levels of staff;
 - (2) Compliance with approved procedures and instructions; and
 - (3) Level of competency and training to operate equipment, facilities and maintain their levels of performance.
 - ii. The SMS shall ensure that, senior management develops safety audits and surveys to ensure that the safety audit team:
 - (1) Safety audits may be undertaken by a single individual or a team, depending on the scale of the audit; and
 - (2) Depending on the size of the organization and the availability of resources, experienced and trained individuals within the organization may perform safety audits or they may assist external auditors.
 - iii. The SMS shall ensure that, senior management develop safety audits and surveys to ensure that the safety surveys examine particular elements or processes of a specific operation.

- (1) Problem areas or bottlenecks in daily operations.
 - (2) Perceptions and opinions of operational personnel.
 - (3) Areas of dissent or confusion.
- (c) The Management of Change
- i. The SMS shall ensure that, in the management of change due to introduction of new equipment or procedures, senior management to ensure that the following be addressed:
 - (1) Inevitable introduction of new hazards;
 - (2) Impact on the appropriateness of risk mitigation; and
 - (3) Impact on the effectiveness of risk mitigation.
 - ii. The SMS shall ensure that, in the management of change, senior management to ensure that the following external and internal changes be addressed:
 - (1) Changes to regulatory requirements;
 - (2) Security;
 - (3) Re-ordering of air traffic control equipment;
 - (4) Management changes;
 - (5) New equipment; and
 - (6) New procedures.
 - iii. The SMS shall ensure that, in the formal management of change the following process are addressed:
 - (1) Identify changes within the organization which may affect established processes and services; and
 - (2) Prior to implementing changes describe the arrangements to ensure safety performance.
- (d) Continuous Improvement of the Safety System
- The SMS shall ensure that, senior management identify continuing improvement and this is achieved through:
- i. Determining the immediate the causes of areas which are under performing and their implications in the operation of the SMS;
 - ii. Rectifying situations involving situations under standard identified through other safety assurance activities;
 - iii. Proactive evaluation of facilities, equipment, documentation and procedures through audits and surveys;
 - iv. Proactive evaluation of individuals' performance, to verify the fulfillment of their safety responsibilities; and
 - v. Reactive evaluations in order to verify the effectiveness of the system for control and mitigation of risks.

112-1.75 Section 8 – Safety Promotion

- (a) Training and Education
- i. The SMS shall ensure that, the Safety Manager/Director in conjunction with the Human Resources Department or Personnel Department, review the job descriptions of all staff, and identify those positions that have safety responsibilities.
 - ii. The Safety Manager/Director shall ensure that the following management and staff are trained as follows:
 - (1) Accountable Manager in the awareness of SMS roles and responsibilities, safety policy, SMS standards and safety assurance;
 - (2) Line Managers/Directors in organizational safety standards and national EACs, management commitment and responsibilities and safety assurance;
 - (3) Other Managers and Supervisors in the safety process, management commitment and responsibilities, hazard identification and risk management and the management of change; and

- (4) Operational personnel in the SMS fundamentals, organizational safety policy, organizational SMS overview and management commitment and responsibilities.
- (b) Safety Communication
- i. The SMS shall ensure that, safety communication aims to:
 - (1) Ensure that all staff are fully aware of the SMS;
 - (2) Convey safety critical information;
 - (3) Explain why particular actions are taken;
 - (4) Explain why safety procedures are introduced or changed; and
 - (5) Convey 'nice-to-know' information.
 - ii. The means to communicate may include:
 - (1) Safety policies and procedures
 - (2) Newsletters.
 - (3) Bulletins.
- (c) Safety Assurance
- The SMS shall ensure safety assurance is addressed through:
- i. Analysis of data;
 - ii. Record keeping and records management;
 - iii. Management review; and
 - iv. Establishing own Target Levels of Safety & Performance Monitoring that satisfies the regulator.

112-1.77 Section 9 –Quality Policy

Certificate holder shall ensure that the organization quality policy is consistent with, and supports the fulfillment of the activities of the SMS.

112-1.79 Section 10 – Implementation

- (a) Phased implementation of a certificate holder SMS, which encompasses four phases.
- (b) Phase 1 should provide a blueprint on how the SMS requirements will be met and integrated to the organization's work activities, and an accountability framework for the implementation of the SMS:
 - i. Identify the Accountable executive and the safety accountabilities of managers;
 - ii. Identify the person (or planning group) within the organization responsible for implementing the SMS;
 - iii. Describe the system (Air operator, ATC services provider, approved maintenance organization, certified aerodrome operator);
 - iv. Conduct a gap analysis of the organization's existing resources compared with the national and international requirements for establishing an SMS;
 - v. Develop an SMS implementation plan that explains how the organization will implement the SMS on the basis of national requirements and international SARPs, the system description and the results of the gap analysis;
 - vi. Develop documentation relevant to safety policy and objectives; and
 - vii. Develop and establish means for safety communication.
- (c) Phase 2 should put into practice those elements of the SMS implementation plan that refer to the safety risk management reactive processes:
 - i. Investigation and analysis;
 - ii. Hazard identification and risk management;
 - iii. Training relevant to:
 - SMS implementation plan components; and
 - Safety risk management (reactive processes).
- (d) Documentation relevant to:
 - i. SMS implementation plan components; and
 - ii. Safety risk management (reactive processes).
- (e) Phase 3 should put into practice those elements of the SMS implementation plan that refer to the safety risk management proactive processes:
 - i. Investigation and analysis;

- ii. Hazard identification and risk management;
 - iii. Training relevant to:
 - (1) SMS implementation plan components; and
 - (2) Safety risk management (proactive processes).
 - iv. Documentation relevant to:
 - (1) SMS implementation plan components; and
 - (2) Safety risk management (proactive processes).
- (f) Phase 4 should put into practice operational safety assurance:
- i. Development of acceptable level (s) of safety;
 - ii. Development of safety indicators and targets;
 - iii. SMS continuous improvement;
 - iv. Training relevant to operational safety assurance; and
 - v. Documentation relevant to operational safety assurance.

Chapter H
Security
Cargo Aviation Security Regulations

112-1.81 Refer to ECAR Part 110 "Security of Cargo and mail Service Providers"

Chapter I Facility Requirements

112-1.91 Applicability

This subpart prescribes the facilities requirement that must be considered in every cargo warehouse that handles all cargo activities.

112-1.93 Doors and Entrances

The following points should be considered when designing access to and from cargo warehouse:

- (a) Access from landside and airside should be direct through large doors of a size compatible with the equipment used. Airside doors must allow passage of forklifts, dollies and vehicle traffic.
- (b) Where applicable smaller door dimension may exist according to the type of applied cargo operation
- (c) Doors are the most vulnerable item in a cargo facility. Doors and frames should be well protected against damage by vehicles and cargo. Ease of replacement should be a design consideration.
- (d) Proper locking mechanisms on all doors are required for security propose.
- (e) Canopies are typical for weather protection, but special curtains or high speed folding doors in open doorways may also be required under severe inclement weather conditions. The design should include such provision without imposing undue constraints on cargo flow.
- (f) Manual operation of large doors is both slow and cumbersome. Mechanical or electrical drives improve the operation, but should incorporate required manual override and safety provision.
- (g) Normal and emergency exits for personnel by man doors should meet local requirements.

112-1.95 Pillars Spacing / obstructions

Fixed obstructions such as utilities, special facilities and offices should not impede the cargo flows and processing.

To protect pillars from damage by vehicles and cargo, strong surrounding protection is required in the operation maneuvering area.

112-1.97 Free-Height Requirements

Provision for the various heights must be incorporated in the terminal design. Utilities, lighting, beams, fire protection etc. must be installed and constructed so as to clear calculated free heights.

When designing the cargo terminal facility, either floor space should be planned to permit later expansion, or the facility must be constructed with the correct height, floor strength etc..., in the appropriate areas in which these installations will be located.

(a) Bulk Freight Storage

Bulk freight is often placed on industrial wooden skids or equivalent. The skids provide an effective way to transport and store bulk shipments within the warehouse.

(b) ULD Storage

When an ETV and pallet/container storage system is planned, the distance between stacking levels will depend on ULD height.

112-1.99 Floor requirement

- (a) A level floor is required from apron side to truck dock to facilitate the movement of all cargo on equipment without the need for level changes and cargo transfer.
- (b) In high-rise storage areas and ULD systems areas, perfect matching of lifting vehicle with storage racks is required for accurate retrieval and loading.
- (c) At entrances doors, effective drains should be installed so as to prevent outside rain water entering the terminal.

- (d) The area outside the terminal where unloading from ramp equipment on to handling systems takes place, must also be level to facilitate load transfer. Weather-protection canopies outside the terminal will, together with drains, prevent most rainwater problems.
- (e) It is essential that the floor of the cargo facility is based on one level and without ramps or barriers. This will permit the movement of cargo through the facility, between airside and land side, with maximum efficiency and flexibility.

112-1.101 Floor strength

Cargo transfer vehicles with cargo units and heavy loads have a significant impact on terminal floors, and the design must accommodate the point-loads, acceleration and drive-loads of all foreseen equipment.

112-1.103 Floor Finish

This must be of a high quality to withstand the continuous movement of vehicles over a long period. The recurring necessity for floor repairs must also be avoided since this impedes operations.

A well-sealed floor prevents cracks and eliminates concrete dust which may damage cargo and equipment. Caution is required with wet/slippery conditions on a sealed floor.

112-1.105 Illumination

The following factors should be taken in the consideration:

- (a) Outside area lighting should be sufficient for safe vehicle movement and operations at night-time. At the apron-side, lights should not blind crews in the aircraft cockpits.
- (b) Lighting at dock areas and entrances should allow normal reading of marks or labels on cargo and units handled. It should also be adequate for security surveillance requirements
- (c) Inside the terminal, general lighting should be adequate for normal handling operations and traffic flow.
- (d) Extra lighting is required at work stations and storage areas to facilitate document and label reading
- (e) Offices and control areas require the applicable standard light intensity.
- (f) Offices should have windows which admit daylight. Where possible, work areas in the terminal should also have access to daylight through windows, along the tops of walls or in the roof. This will reduce energy costs and improve working conditions.

112-1.107 Staff Facilities

- (a) Staff facilities such as washrooms, toilets, and canteens should be available for all staff working in terminals and offices and should be easily accessible to disabled persons. Special toilets should be available. Public conveniences, light refreshment concessions etc. can be provided centrally or per terminal facilities, on the landside.
- (b) Warehouse offices for operations and security functions should be constructed in a way that allow wide vision in all directions for easy and efficient monitoring of all job functions.
- (c) Warehouse offices shall be equipped with all necessary tools to accomplish its functions designed for e.g. EDP, printers, telephones, Walkie-Talkie, barcode label printers, etc...

112-1.109 Technical Facilities

Technical areas for repair or overhaul of equipment and systems, including battery charge or change facilities, should be located in or near the cargo terminals.

There should be a Technical IT Room for the main servers and the relevant IT equipment (routers, switches, modems, ups...) under controlled access to authorized staff only. The room should be air conditioned and firefighting well equipped.

There should be also an Archives Room based on the local authority requirements for proper control and traceability.

112-1.111 Special facilities

Special facilities in the cargo terminals, to handle particular commodities require specific positioning and construction according to their particular standards. The most important facilities are:

- (a) Vaults and safes to store valuable shipments
- (b) Radioactive room for safe storage of radioactive shipments
- (c) Coolers, refrigerators and freezers for perishables
- (d) Animal and house pets storage, with quarantine facility if so required
- (e) Human remains storage
- (f) Dangerous goods storage and handling areas
- (g) Oversize cargo storage area

112-1.113 Bypass

Large and special shipments of valuables, perishables and livestock should bypass the cargo facility, and be transferred directly between aircraft and road vehicle on the apron or between ground handling equipment and road vehicle.

Access to the bypass must be restricted and meet all airport security requirements.

112-1.115 Roof Requirement

- (a) All steel sheds must be galvanized and electrostatic coated and fire resistant.
- (b) Roof must be well isolated against heat and waterproof resistant.
- (c) To install different translucent plastic plates in the roof to enable daylight access for power saving during day

112-1.117 Equipment Requirements

- (a) Air side Equipment: Normally, cargo transportation on the airport and into the cargo terminal is performed with equipment as specified in the IATA Airport Handling Manual (AHM)
- (b) Landside Equipment: Specification for cargo trucks and cargo handling equipment are determined or standardized in accordance with national and international standards.
- (c) In Terminal Equipment: Equipment to be used by handling operators which will enter or interface with the planned systems and terminals must be agreed in advance that such operational design criteria can be applied in the facility design
- (d) And should be environmental friendly and follow international environmental standards.

112-1.119 Flows & Control basic documents

- (a) The transport of air cargo, and handling on the ground, are controlled under established IATA/ICAO documentation and related communication system.
- (b) These provide airlines and operators with the required means to control air cargo transportation from acceptance to delivery, world-wide. With these aids, inventory and process control in each cargo terminal can be kept to an essential minimum.
- (c) This system ensures that each operator is able to produce goods to clients and forwarders with all relevant documents, at the appropriate time.
- (d) The same system enables customs authorities to verify and control the proper processing, clearance and dispatch of cargo and documents.

112-1.121 Dynamic Communications

The rapid developments in communications, data processing and automation have made it possible to establish direct connections locally and world-wide via Local Area Networks and Wide Area Networks for all parties concerned with cargo processing. Co-ordination and transmission of information using these connections results in faster handling and clearance of cargo, and tracking of items dynamically has become a reality with users accessing cargo inventories via the web and monitoring real time progress of goods through the cargo process.

112-1.123 Cargo Communication Controls

- (a) Provision for good communications, between and within cargo complexes and terminals is essential for efficient operations. The scope and types of communication facilities must therefore be included in the planning. These will include cables, ducts, conduits etc., as well as facilities for the transportation of documents. At one time or another, in addition to telephone and telex, any of the following systems may be required:
 - i. Data processing via world-wide networks.

- ii. Closed circuit television (CCTV).
 - iii. All offices and terminal areas should have access to the communications required for process control.
- (b) All the computer systems/servers for warehouse operations must be backed up under UPS (uninterrupted power system) to avoid service interruption in case of power failure and to protect all the high-tech installations from the electric current in stability.
- (c) Such requirement must be planned in advance when establishing the electrical drawings of the buildings and making the earthing of the facility.

112-1.125 Cargo Control Regulations

- (a) Compliance with all government (particularly customs), safety and security regulations must be included in the terminal design, layout and cargo terminal operations to ensure an approved basis of cargo handling in all facilities. This compliance should be without detriment to the facilitation of cargo handling procedures.
- (b) In the planning phase, approvals must be obtained from all authorities concerned, particularly from customs officials with respect to cargo processing and combined control and checkpoints on the established customs boundary.

112-1.127 Cargo Government Control

- (a) For international cargo and sometimes domestic cargo, customs control of import and export is required. The cargo service provider must provide customs with the goods and related documents at established check-points.
- (b) All cargo handling in the cargo facility, and on the airside of the airport, must comply with specific customs regulations like those relating to safeguarding of goods in operator's custody and records of the air transportation transfer to other airline or delivery to consignees.

112-1.129 Facilitation

Efficient handling, with the least obstruction by government control checks, and short storage time in the airport terminal facilities can only be achieved through facilitation agreements and with the approval of the facility design by customs and other authorities.

112-1.131 Process Control

All air cargo transport and documentation is regulated by IATA and government instructions. These includes the requirement for labels and marking on all cargo pieces, and for the air waybill and/or shipment record number as the common reference number and the basis for control inside the cargo facility as a part of the total physical handling cycle.

112-1.133 Receipt and delivery

It is necessary to establish the correct number of pieces, weight, commodity and condition in comparison with the airway bill and documents for all received and delivered cargo. Cargo transfer is confirmed by duly signed documents.

112-1.135 Inventory / Tracking and Tracing

- (a) An in-house inventory control, during all phases of the processing, for goods and documents on their separate routes is required. Short-notice retrieval of shipments, in any phases, should be possible.
- (b) Depending on capacity, organization and system used, the control can be centralized or by operating area.
- (c) Record of transfer to the next processing phase provides clearance for the previous work station or storage area.
- (d) A major factor impacting the ability of airlines to improve tracking and tracing is the utilization of barcoded labels and scanning technology.

112-1.137 Storage control

Cargo in storage necessitates accurate location/time registration for inventory control, both for sophisticated as well as manual storage systems.

112-1.139 Contingency plan

In the case of integrated process and inventory control, adequate fallback and fail-safe provisions must be incorporated in all control, to maintain total processing capability under all conditions.

Controls and system logic for the vital handling systems involved are so important for total cargo processing, that operating guarantees and provisions for simple exchange of control elements should be specified. This should prevent unacceptable system downtimes.

Chapter J

Equipment requirements

112-1.141 Applicability

This subpart prescribes instrument and equipment requirements for all cargo service provider.

112-1.143 Requirements

The cargo service provider company must have the following items:

- (a) Ground equipment (based electrically) to work inside the Warehouse.
- (b) Provide with well- trained technicians to operate equipment.
- (c) Establish a workshop to maintain and repair equipment with suitable tools and technicians.
- (d) Provide a work manual guide including activities, and how will be done intensively in each section.

112-1.145 Technical specifications for ground equipment:

- (a) Have the necessary equipment to introduce appropriate types of ground services required to deal with.
- (b) That equipment must be suitable for the type of cargo and its, apparatus, also meet the standard specifications approved by the Civil Aviation Authority for each service (Ground handling standard handbook).
- (c) Used equipment must be suitable for doing activities with high efficiency.
- (d) Daily maintenance and periodic inspection must be planned according to manufacturer catalogs to keep the technical efficiency higher at all the times and must be adopted in advance by Civil Aviation Authority.
- (e) Maintenance and operation of equipment must be implemented by qualified personnel with adequate training to do that specific work.
- (f) The presence of programs that needed to assure high technical level through the periodic training and regularly testing of these individuals in accordance with the requirements of the planned regulations.

112-1.147 Equipment Safety

Safety considerations dealing with services in accordance with the technical specifications of equipment and the consistence of airport requirements.

- (a) Each equipment/ vehicle must be safe against fire hazard (fire extinguisher) during its operation on the runway.
- (b) Identification code of the air carrier and equipment /vehicle number must be fixed on it in an appropriate place.
- (c) International marking Signs needed for equipment operations at night, including the phosphoric reflectors must be fixed on it.
- (d) The cargo service provider must provide to all its persons (tech, drivers, etc...) by a special uniform with needed company identification, and must wear it at the work area.
- (e) Essential signed working instructions dealing with operation must be kept in a plastic cover fixed on this unit, in a place easy handled by technicians.
- (f) All persons dealing with maintenance and operation of equipment must be well trained for safety regulated considerations.

112-1.149 Preparation of service manual and amended:

To prepare a service manual:

- (a) Manual must be written in an easy way, and available for all employees during work, as a guide for all in work place.
- (b) Work manual must be admitted to be reviewed for all different sections in order to be accepted and adopted by ECAA.
- (c) Work manual must be prepared in such a way to be easily amendment (page/date).
- (d) Must identify the person who will be responsible for the amendment of the manual and inform the Civil Aviation Authority in advance for any changes to be reviewed before acceptance or reliance.

112-1.151 Topics to be included in the service manual:

- (a) The organizational structure of the company.
- (b) The responsibilities and duties for each employee in the company officially.
- (c) A list of all activities that will be handled by the company.
- (d) A list of equipment available in the company with appropriate types to introduce ground activities required including the following:
 - i. Equipment specifications
 - ii. Data and operating instructions for each equipment.
 - iii. The number of technicians needed for equipment operation with suitable training courses needed for each activity.
 - iv. Operating instructions in emergency cases.
- (e) Maintenance manual for each equipment and including:
 - i. Daily and periodical maintenance programs designed for each equipment.
 - ii. Tests to be conducted prior to the operation of the equipment.
- (f) training manual for personnel with clear policy and explanation to ensure the rehabilitation of qualified staff for operation and usage of equipment , training programs involved must be approved by the Civil Aviation Authority before its, application.
- (g) Job aids used to control the performance and introducing service activities with the way how to use it.
- (h) An insurance document for equipment, operations.
- (i) Work procedures for each activity.
- (j) Internal assessment programs.
- (k) Environmental programs needed.

112-1.153 Training requirements for maintenance and operation of ground handling.

- (a) Training of personnel:
 - i. The licensed cargo service must take in consideration all steps to develop and coordinate training programs that ensure the availability of trained personnel.
 - ii. Those programs must be adopted by the Egyptian civil aviation authority.
 - iii. Handling of ground service activities must be performed by qualified trained crews for each activity.
- (b) Ground handling training directions for service activity:
Training programs must fulfill growing necessity of well-trained personal.
- (c) Types of training:
To meet these growing demands, these training courses must be introduced by specialized persons in operating ground handling and in conformity with the international standards, local, and Egyptian civil aviation authority requirements.

112-1.155 Training program

The cargo service provider dealing with ground handling for air carriers must include the following basic training subjects:-

- (a) Essential training in ground handling companies and ground handling services including its regulation.
- (b) Training procedures for introducing ground handling actives for the licensed air carriers must be taken in consideration.
- (c) Training on the rules, procedures and safety issues at airports dealing with service operations.
- (d) Training on the equipment used and its limits of operation, safety precautions and maintenance schedule.
- (e) The environment - environmental periodicals.
- (f) Dangerous goods training

112-1.157 Operation Instructions:

- (a) The Cargo service provider that introduce cargo ground handling activities for (itself-others) must inform their personal with the technical operating instructions according to work manual also training programs that carried out by confirmed trainees.

- (b) It must include the following:
- i. Technical rules related to air carrier dealing with equipment operations that must follow the requirements of the manufacturer / Airport /safety security precautions and the dealer requirements.
 - ii. Daily maintenance to ensure the airworthiness of the equipment.
 - iii. The means and modes of communication to have rapid coordination for optimizing the service.
 - iv. Means of immediate reporting for events of any incident or accident.
 - v. Identify hygiene practice followed in each activity, according to the instructions issued circulars from the Ministry of Health and regulators concerned.
 - vi. Controls to preserve the environment during the performance of any service, according to the Environmental Law No. 4 of 1997 and its amendments and any new data of civil aviation legislation in this regard.

Chapter K

Training Requirements

112-1.159 Applicability and terms used

This subpart prescribes the requirements applicable to each cargo service provider for establishing and maintaining a training program for all management and operations personnel, and for the approval Curriculums, instructors, training aids, and training facility.

112-1.161 Definition

- (a) Training organization: company or association provides training services for cargo activities in classrooms equipped with explanation and training tools, following the ECAR, using accredited instructors and syllabus from the ECAA.
- (b) Initial Training:
- (c) Recurrent training:
- (d) Service provider: an entity acting as the handling agent for one or more customer airlines, providing one or more of the services relating to cargo handling activities.
- (e) Air cargo handling: all activities conducted to the consignments by the service provider within his premises for inbound and outbound cargo.
- (f) General cargo: any consignment other than consignment need special care and handling during the transportation phases.
- (g) Special cargo: any consignment need special care and handling during all transportation phases such as (Live Animal – arms, ammunition, war material – dangerous goods – Perishables).
- (h) Dangerous goods: are articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of IATA dangerous goods regulations or which are classified according to IATA dangerous goods regulations.
- (i) IATA: international air transport association.

112-1.163 Training program Requirements

General

- (a) Each cargo service provider shall:
 - i. Establish, obtain the appropriate initial and final approval of, and provide, a training program that meets the requirements of this subpart and that ensures that each person assigned duties for the carriage and handling of any general cargo, special cargo dangerous articles, magnetized materials, live animals, and perishables, as well as safety management and security standard and requirements, is adequately trained to perform his assigned duties;
 - ii. Provide adequate training facilities and properly qualified instructors for the training required by this subpart;
- (b) A cargo handling and management personnel required to complete recurrent training must complete the check or the training in the calendar month before or after the calendar month in which that training or check is required.
- (c) The professional cargo skills training should include the initial and recurrent training to all personnel performing cargo handling activities
 - i. Basic indoctrination
 - ii. Basic cargo.
 - iii. Cargo skills and procedures.
 - iv. ULD Build-Up.
 - v. Dangerous goods.
 - vi. Infectious substances.
 - vii. Radioactive materials.
 - viii. Live animals.
 - ix. Security training.
 - x. Safety management training.
 - xi. Equipment usage and vehicles training.
- (d) The personal, language, computer and vocational skills training should be an acceptable level.

112-1.165 Training program: Special rules

- (a) Other than, the Cargo service provider only a training center certificated (accredited) under Part 142 or equivalent is eligible under this subpart to provide cargo subjects training, testing, and checking under contract or other arrangement to those persons subject to the requirements of this subpart.
- (b) A certificate holder may contract with, or otherwise arrange to use the services of, a training center certificated under Part 142 or equivalent to provide training, testing, and checking required by this Part only if the training center:
 - i. Holds applicable training specifications issued under Part 142 or equivalent;
 - ii. Has facilities, training equipment, and courseware meeting the applicable requirements of Part 142 or equivalent;
 - iii. Has approved curriculums, curriculum segments, and portions of curriculum segments applicable for use in training courses required by this subpart; and
 - iv. Has sufficient approved, instructors and examiners qualified according to IATA regulation, to provide training, testing, and checking to persons subject to the requirements of this subpart.

112-1.167 Training program: Curriculum

- (a) Each certificate holder must prepare and maintain current an approved training program curriculum for each subject.
- (b) Each approved training program curriculum must include:
 - i. A list of principal cargo training subjects, including emergency training subjects and training in human factors ;
 - ii. The approved programmed hours of training that will be applied to each phase of training.
 - iii. The training syllabus should be reviewed regularly and updated to remain relevant, and provides the knowledge necessary to perform duties.

Note: Refer to EAC 00-10 for human factor minimum requirements.

112-1.169 Recurrent training

- (a) The recurrent training for dangerous goods shall be conducted not more than 24 months from the initial training; otherwise the trainee should have an initial course before start to deal with any dangerous good.
- (b) The recurrent training for live animals and other subjects shall be conducted not more than 36 months from the initial training; otherwise the trainee should have an initial course before start to deal with such goods.

112-1.171 Training program and revision: Initial and final approval

- (a) To obtain initial and final approval of a training program, or a revision to an approved training program, each certificate holder must submit to the ECAA:
 - i. An outline of the proposed program or revision, including an outline of the proposed or revised curriculum, that provides enough information for a preliminary evaluation of the proposed training program or revised training program; and
 - ii. Additional relevant information as may be requested by the ECAA.
- (b) If the proposed training program or revision complies with this subpart the ECAA grants initial approval in writing after which the certificate holder may conduct the training in accordance with that program. The ECAA then evaluates the effectiveness of the training program and advises the certificate holder of deficiencies, if any, that must be corrected.
- (c) The ECAA grants final approval of the training program or revision if the certificate holder shows that the training conducted under the initial approval set forth in paragraph (b) of this section ensures that each person that successfully completes the training is adequately trained to perform his assigned duties.
- (d) In granting initial and final approval of training programs or revisions, including reductions in programmed hours specified in this subpart, the ECAA considers the training aids, devices, methods, and procedures listed in the certificate holders approved training program as set forth in this subpart that enhance the quality and effectiveness of the training process.

112-1.173 Training syllabus

- (a) The training syllabus for Cargo Skills & Procedures contents
- i. Acceptance
 - ii. Handling
 - iii. AWB
 - iv. Rates & Charges
 - v. Course Revision
- (b) The training syllabus for the live animals regulations contents
- i. Introduction
 - ii. Application of the Regulations
 - iii. Shipper's Responsibilities
 - iv. Carrier's responsibilities
 - v. Government and Carrier's Regulations
 - vi. Reservations and Advance Arrangements
 - vii. Animal Behavior
 - viii. Description and Sizes of Species
 - ix. Documentation
 - x. Container requirement
 - xi. Marking and Labeling
 - xii. Handling procedures
 - xiii. Convention on International Trade in endangered Species of Wild Fauna and Flora (CITES)
- (c) The training syllabus for the dangerous goods regulations contents
- i. Contents Of The IATA Dangerous Goods Regulations
 - ii. Dangerous Goods Classes And Divisions
 - iii. Identification
 - iv. Packing Requirements
 - v. Marking And Labeling
 - vi. Documentation
 - vii. Radioactive Material
 - viii. State And Operator Variations
 - ix. Acceptance
 - x. Excepted Quantities
 - xi. Storage And Loading
 - xii. Pilot's Notification
 - xiii. Dangerous Goods Emergency Response
 - xiv. Revision

112-1.175 Qualifications: cargo subject instructors:

- (a) For the purposes of this section and section 121.414:
- i. A cargo instructor is a person who is qualified to instruct in a class rooms or physically in the operational field (on job training) and
- (b) No certificate holder may use a person nor may any person serve as a cargo instructor in a training program established under this subpart unless, that person:
- i. Holds the licenses serve as a cargo instructor;
 - ii. Has satisfactorily completed the appropriate training phases for the subject of his interest, including recurrent training for Dangerous goods subjects, that are required to serve as a dangerous goods instructors;
 - iii. Has satisfactorily completed the appropriate proficiency or competency checks that are required to serve as an instructor;
 - iv. Has satisfactorily completed the applicable training requirements of this subpart;
 - v. Has satisfied the decency of experience requirements of this Part; and
 - vi. The cargo instructor must have a total time of at least (5 years) as cargo operation specialist to instruct as cargo instructor.
- (c) Completion of the requirements in paragraphs (b) (2), (3), and (4) of this section as applicable shall be entered in the individual's training record maintained by the certificate holder.

Chapter L

Personnel Qualifications & certification

112-1.177 Applicability

This subpart:

- (a) Prescribes the cargo service provider personnel qualifications except where otherwise specified; and
- (b) Prescribes the qualifications for training center personnel authorized under Part 142 who meet the requirements of Part 121, subpart N, to provide training, testing, and checking under contract or other arrangement to those persons subject to the requirements of this subpart.
- (c) Prescribes the qualification and training needed for promotion requirements in all categories (head of department, manager, general manager and head of division).

112-1.179 General Requirements

The cargo service provider shall ensure that all personnel demonstrate the ability to speak, understand, or have general knowledge on the Arabic and English language according to the job requirements.

112-1.181 Training required

- (a) Initial training: No certificate holder may use any person nor may any person serve for the cargo service provider unless that person has satisfactorily completed, in a training program approved, except personal that provides a proof of a previous training and has been tested by an experienced manager.
- (b) Recurrent training: No certificate holder may use any person nor may any person serve for the cargo service provider unless complete his recurrent training.
- (c) No cargo service provider may use any person to perform and no person may perform new duties unless completely finish a professional cargo skills training subject to the duties assigned to him.
- (d) No cargo service provider may use any person to perform and no person may perform new duties unless completely finish a vocational training subject to his new responsibilities.

112-1.183 Training requirements: Handling & carriage of dangerous articles & magnetized materials

- (a) No cargo service provider may use any person to perform and no person may perform, any assigned duties and responsibilities for the handling or carriage of dangerous articles governed by Part 175, unless within the preceding 24 calendar months that person has satisfactorily completed training in a program established and approved under this subpart which includes instructions regarding the proper packaging, marking, labeling, and documentation of dangerous articles, as required by Part 175 and instructions regarding their compatibility, acceptance, loading, storage, and handling characteristics. A person, who satisfactorily completes training in the calendar month before, or the calendar month after, the month in which it becomes due, is considered to have taken that training during the month it became due.
- (b) The cargo service provider shall maintain a record of the satisfactory completion of the initial and recurrent training given to all personnel who perform assigned duties and responsibilities for the handling and carriage of dangerous articles and magnetized materials.
- (c) The cargo service provider that elects not to accept or transport hazardous materials shall ensure that each person who accepts freight is adequately trained to recognize those items classified as hazardous material.

112-1.185 Training requirements: Handling and carriage of live animals and other special cargo:

- (a) No cargo service provider may use any person to perform and no person may perform, any assigned duties and responsibilities for the handling or carriage of live animals or any other special cargo which need special training, unless within the preceding 36 calendar months that person has satisfactorily completed training in a program established and approved under this subpart which includes instructions regarding the proper packaging, marking, labeling, and documentation of live animals and other special cargo. A person, who satisfactorily completes training in the calendar month before, or the calendar month after, the month in which it becomes due, is considered to have taken that training during the month it became due.
- (b) The cargo service provider shall maintain a record of the satisfactory completion of the initial and recurrent training given to all personnel who perform assigned duties and responsibilities for the handling and carriage of live animals and the other special cargo.

112-1.187 Personnel certification:

Any person has conducted his initial and recurrent training, passes his test, and become able to accept and handle general and special cargo, shall be certified to do such job.

112-1.189 Certified Personnel:

Personnel whom become certified should be identified and recognized within the working area by any mean in order to have more control on personnel those can handle and accept general and special cargo and whom cannot.

Chapter M Records and reports

112-1.191 Applicability

This subpart prescribes requirements for the preparation and maintenance of records and reports for all cargo service providers.

112-1.193 Requirements

- (a) Each cargo service provider shall maintain current records of all operation documents and each personnel, if applicable, that shows whether or not that person complies with this Part (e.g., qualifications, training)
- (b) The service provider shall have a corporate system that specifies the management and control of operational and staff records in accordance.
- (c) The operational records must be up to the standardized processes for :
 - i. Identification.
 - ii. Legibility.
 - iii. Maintenance.
 - iv. Retrieval.
 - v. Protection and security.
 - vi. Disposal or deletion
 - vii. Safe storage and back-up systems.
- (d) The cargo service provider shall report to the ECAA of :
 - i. The data which show his safety and security performance.
 - ii. Any accident or incident may occur within his premises.
 - iii. Statistics about all cargo types handled within his facility.
 - iv. Handling performance reports.
- (e) Computer record systems approved by the ECAA may be used for keeping all the records.
- (f) Minimum documents to be retained:
 - i. Cargo manifest/load.
 - ii. Air way bills.
 - iii. Notification to captain.
 - iv. Scales calibration and maintenance.
 - v. Accident and incidents.

112-1.195 The cargo service provider shall retain all his operational documents.

Document	Retention period	Notices
Air waybill delivery receipt	2 years from the arriving of plans to its destination according to the civil law number 123 & item 29 from the Warsaw convention.	
<ul style="list-style-type: none"> ▪ Photocopies of lost & found reports. ▪ Discrepancy reports. ▪ IRP for abandon shipments. 	2 years	
Company documents records & rules.	As long as the company is working.	i.e. Commercial records. A.O.C. record.
Flight report containing of copies of the: <ul style="list-style-type: none"> ▪ Air waybill ▪ Cargo manifest. ▪ Reservation documents. ▪ Telexes. ▪ DGD ▪ Acceptance Check lists. ▪ Complaints 	1 year	
ECAA Audits records	4 Years	
Training records	As long as the employee is working.	

Chapter N

Personnel occupational health and safety management system

112-1.197 Applicability:

The cargo service provider shall have a section or department responsible for management and controlling procedures for safety, health and environment to comply with national, international and local regulations (Labor laws, Environment law, and Standard specifications for safety, health and environment).

112-1.199 General requirements:

This organization should reflect the company policy concerning safety, health and environment through:-

(a) Management and organization procedures:

- i. Legal requirements.
- ii. The company should implement the local regulations, contracts, national and international protocols.
- iii. Targets and plans for safety, health and environment.
- iv. Every level in the organization structure should define its targets and plans for safety, Health and environment.
- v. Human resources availability.
- vi. The company should define and supply all human needs from available resources
- vii. Responsibilities and reporting system.
- viii. The organization should define the authority and responsibility throughout the structure for every level to make effective system for safety, health and environment work.
- ix. Annual report for safety, health and environment.
- x. Every level in the organization structure should record and report any case concerning safety, health and environment in the specified document and report it to the specified authority.
- xi. Auditing system.
- xii. The organization should have an auditing system to be sure that the procedures of safety, health and environment is implemented
- xiii. Selection and hiring staff.
- xiv. The working staff should have the qualification and certification
- xv. For every job in the structure
- xvi. Training.
- xvii. The working staff should have the required training for every job has Impact to the working environment
- xviii. Safety, health and environment boards.
- xix. The organization should have safety, health and environment board with planned meetings to discuss all cases concerning safety, health and environment of the stuff and work places.
- xx. Constructions and supply specifications.
- xxi. Safety, health and environment specifications should be considered during construction and development of infrastructure.
- xxii. Suppliers monitoring.
- xxiii. The system should take into consideration that the contractors doing
- xxiv. Their jobs without any effect on the safety of workers or environment hazards

(b) Career health.

- i. Special Procedures for medical and monitoring checks and biological programs should be implemented in case if workers facing hazards effect on their health.
- ii. First aid kits.
- iii. Organization of working areas.

(c) Environment management.

The system should define the inputs and outputs of all activity in the company to define its effect on the environment and specify the best way to decrease its effect on the environment.

(d) Working environment.

- i. The system should distinguish suitable procedures for every working area to decrease the working risks and the hazard to the environment.
- ii. Maintenance plans (for buildings and equipment)

(e) Checks.

Planned checks to the buildings and equipment relative to the working environments.

(f) Personal safety tools.

The system should have procedure for defining the required personal safety tools depends on every type of work and away for controlling them.

(g) Risk management.

The organization should have a plane in case of emergencies (alarm system, fire safety system)

(h) Incidents management.

The organization should have a system to define and analyze every hazard case to prevent it to happen again and make a corrective actions and recommendations throughout the safety, health and environment boards

(i) Waste management:

The organization should have a management system for the disposal of the waste material according to the local law as per 03.13 sup part (I)