

Pursuant to Article 129, paragraph 3, Article 132, paragraph 3, Article 239, Article 249, paragraph 1 and Article 265 of the Air Transport Law (“Official Gazette of RS”, Nos. 73/10 and 57/11, 93/12, 45/15, 66/15- other law, 83/18 and 9/20),

Director of the Civil Aviation Directorate of the Republic of Serbia hereby issues

## **REGULATION**

### **amending Regulation on supplying ground handling services at airports**

#### **Article 1**

In Regulation on supplying ground handling services at airports (“Official Gazette RS”, No. 61/15), in Article 11, paragraph 6 after word: “Regulation” comma and following words shall be added: “for those categories, that is subcategories of ground handling that the public notice has been published for”.

#### **Article 2**

This Article does not apply to English version of the text.

#### **Article 3**

Article 36 is amended to read:

#### **“Article 36**

The applicant shall have in place a sufficient number of qualified and professionally trained staff, depending on the type of the service provided.

For certain categories, or subcategories of ground handling services the applicant must have at their disposal staff who have the appropriate certificate of competence as follows:

1) The staff performing load control, messaging, and telecommunications shall hold a certificate of competence with appropriate authorization of loadmaster;

2) The staff performing control prior to, during or after flights shall hold a certificate of competence with appropriate authorizations of ground handling controller;

3) staff supplying services of passenger handling, other than passenger check-in, shall hold a certificate of competence with appropriate authorization of passenger handling agent;

4) staff supplying service of marshalling aircraft on ground at arrival and departure and assisting during parking of aircraft shall hold a certificate of competence with appropriate authorizations of a marshaller;

5) staff supplying service of communication between aircraft and ramp handler shall hold a certificate of competence with the appropriate authorizations of “head set” operator;

6) staff supplying service of snow removal and aircraft deicing shall hold a certificate of competence with the appropriate authorizations for deicing operator.

7) staff supplying service of aircraft refueling shall hold a certificate of competence with the appropriate authorizations for aircraft refueller.

8) a certificate of competence with the appropriate authorizations for airport equipment operator shall be held by staff supplying any of following services;

(1) provision and operation of appropriate units for engine starting;

(2) aircraft tugging or pushback at arrival or departure as well as provision and handling appropriate tools and vehicles;

(3) cargo loading and unloading including provision and handling appropriate tools and vehicles, as well as baggage handling between the aircraft and the terminal;

(4) transport, loading on to and unloading from the aircraft of food and beverages;

(5) toilet servicing and water supply;

(6) driving vehicles for heating and cooling of the passenger cabin, snow removal and aircraft de-icing;

Exempt from paragraph 2 of this Article, for performing certain categories, that is subcategories of ground handling, the applicant shall have staff with appropriate license, as follows:

1) the appropriate license for aircraft despatcher must be held by the staff supplying following subcategories of ground handling services:

- (1) flight preparation at the departure airport or other point;
- (2) assistance during flight, including aircraft re-dispatching, when necessary;

2) the appropriate license for aircraft maintenance must be held by the staff supplying service of regular pre-flight inspection, as well as other maintenance services required by the airport user.”.

#### **Article 4**

Name of Article 38 and Article 38 shall be amended to read:

**„Qualification in performing tasks of carriage of dangerous goods**

#### **Article 38**

Certificate of completion of vocational training for performing tasks of carriage of dangerous goods in air transport shall be held by the staff supplying following categories, that is subcategories of ground handling:

1) administrative jobs and controls:

- (1) loading control, messaging and telecommunications;
- (2) any other service of control before, in the course of or after the flight;

2) passenger handling;

3) baggage handling;

4) mail and freight handling:

(1) for freight: physical handling while exporting, transporting and importing freight, dealing with related documents;

(2) for mail: physical handling of incoming and outgoing mail;

5) aircraft ramp handling, aircraft loading and unloading;

6) flight preparation and staff services, such as flight preparation at the departure airport or other point.”.

#### **Article 5**

In Article 39 paragraph 2 words “security program” and comma shall be deleted:

#### **Article 6**

Annexes 1,2 and 3 shall be replaced by new Annexes 1, 2 and 3 printed with this Regulation as its integral part.

#### **Article 7**

Certificates for supplying ground handling services and certificates for self-handling that have been issued till the date of entry into force of this Regulation shall remain valid till the expiry date of their issue.

#### **Article 8**

This Regulation shall enter into force on the eight day of its publication in the “Official Gazette of the Republic of Serbia”.

No. 5/1-01-0012/2022-0001

In Belgrade, 27 July 2022

Director

Mirjana Cizmarov  
signed



CAD-ADR-202 Form

**APPLICATION FORM FOR ISSUE/AMENDMENT/REVALIDATION OF GROUND  
HANDLING/SELF-HANDLING CERTIFICATE**

1. Applicant Information			
Company Name			
Place of business (street, city, zip code, state)			
Identification number		Taxpayer identification number	
Code of activity			
Telephone number:		Fax number	
E-mail			
2. Information on Accountable Person			
First and last name			
Position			
Address (street, city, zip code, state)		Telephone number	
		At work	
		Fax number	
E-mail		Mobile	
Date		Signature	
3. Application for:			
Groundhandling	<input type="checkbox"/> issue	<input type="checkbox"/> amendment	<input type="checkbox"/> revalidation
Self-handling	<input type="checkbox"/> issue	<input type="checkbox"/> amendment	<input type="checkbox"/> revalidation
4. Airport at which the services are/shall be provided			
5. Commencement date of the intended activity			

6. Pertaining ground handling services*	YES	NO
<b>1. Ground administration and supervision</b>		
1.1. Representation and liaison with local authorities or other entities, disbursements on behalf of airport users and provision of office space for its representatives	<input type="checkbox"/>	<input type="checkbox"/>
1.2. Load control, messaging and telecommunications	<input type="checkbox"/>	<input type="checkbox"/>
1.3. Handling, storage and administration of unit load devices	<input type="checkbox"/>	<input type="checkbox"/>
1.4. Any other supervision services before, during or after the flight and other administrative services requested by the airport user	<input type="checkbox"/>	<input type="checkbox"/>
<b>2. Passenger handling</b>		
2.1. Passenger handling comprises all types of information and assistance to arriving, departing, transfer or transit passengers, including informing passengers of their rights, checking tickets and travel documents, registering hand and hold baggage and their transfer to the sorting area	<input type="checkbox"/>	<input type="checkbox"/>
<b>3. Baggage handling</b>		
3.1. Baggage handling comprises handling baggage in the sorting area, sorting it, preparing it for departure, loading it on to and unloading it from the vehicles or devices designed to move it from the aircraft to the sorting area and vice versa, and transporting baggage from the sorting to the reclaim area.	<input type="checkbox"/>	<input type="checkbox"/>
<b>4. Freight and mail handling</b>		
4.1. For freight: physical handling of export, transit and import freight, handling of related documents, customs procedures and implementation of any security procedure agreed between the parties or required by the circumstances	<input type="checkbox"/>	<input type="checkbox"/>
4.2. For mail: physical handling of incoming and outgoing mail, handling of related documents and implementation of any security procedure agreed between the parties or required by the circumstances	<input type="checkbox"/>	<input type="checkbox"/>
<b>5. Ramp handling</b>		
5.1. Marshalling the aircraft on the ground at arrival and departure	<input type="checkbox"/>	<input type="checkbox"/>
5.2. Assistance to aircraft packing and supply of suitable devices	<input type="checkbox"/>	<input type="checkbox"/>
5.3. Communication between the aircraft and the air-side service supplier	<input type="checkbox"/>	<input type="checkbox"/>
5.4. Loading and unloading of the aircraft, including the provision and operation of suitable means, as well as the transport of crew and passengers between the aircraft and the terminal, and baggage transport between the aircraft and the terminal	<input type="checkbox"/>	<input type="checkbox"/>
5.5. Provision and operation of appropriate units for engine starting	<input type="checkbox"/>	<input type="checkbox"/>
5.6. Tugging or pushback of the aircraft at arrival and departure, as well as the supply and operation of suitable devices	<input type="checkbox"/>	<input type="checkbox"/>
5.7. Transport, loading on to and unloading from the aircraft of food and beverages	<input type="checkbox"/>	<input type="checkbox"/>
<b>6. Aircraft Services</b>		
6.1. External and internal cleaning of the aircraft, and the toilet service and water supply	<input type="checkbox"/>	<input type="checkbox"/>
6.2. Cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft	<input type="checkbox"/>	<input type="checkbox"/>
6.3. Rearrangement of the cabin with suitable cabin equipment, the storage of this equipment	<input type="checkbox"/>	<input type="checkbox"/>
<b>7. Fuel and oil handling</b>		
7.1. Organization and execution of fuelling and defueling operations, including the storage of fuel and the control of the quality and quantity of fuel deliveries	<input type="checkbox"/>	<input type="checkbox"/>
7.2. Replenishing of oil and other fluids	<input type="checkbox"/>	<input type="checkbox"/>
<b>8. Aircraft maintenance</b>		
8.1. Routine checks performed before flight	<input type="checkbox"/>	<input type="checkbox"/>
8.2. Other maintenance services as requested by the airport user	<input type="checkbox"/>	<input type="checkbox"/>
8.3. The provision and administration of spare parts and suitable equipment	<input type="checkbox"/>	<input type="checkbox"/>

6. Pertaining ground handling services*	YES	NO
8.4. Arrangements concerning proper parking position and/or hangar space	<input type="checkbox"/>	<input type="checkbox"/>
<b>9. Flight operations and crew administration</b>		
9.1. Preparation of the flight at the departure airport or at any other point	<input type="checkbox"/>	<input type="checkbox"/>
9.2. In-flight assistance, including re-dispatching if needed	<input type="checkbox"/>	<input type="checkbox"/>
9.3. Post-flight activities	<input type="checkbox"/>	<input type="checkbox"/>
9.4. Crew administration	<input type="checkbox"/>	<input type="checkbox"/>
<b>10. Surface transport</b>		
10.1. Organization and transportation of crew, passenger, baggage, freight and mail between different terminals of the same airport, but excluding the same transport between the aircraft and any other point within the perimeter of the same airport	<input type="checkbox"/>	<input type="checkbox"/>
10.2. Any special transport requested by the airport user	<input type="checkbox"/>	<input type="checkbox"/>
<b>11. Catering</b>		
11.1. Liaison with suppliers and administrative management	<input type="checkbox"/>	<input type="checkbox"/>
11.2. Storage of food and beverages and of the equipment needed for their preparation	<input type="checkbox"/>	<input type="checkbox"/>
11.3. Cleaning of this equipment	<input type="checkbox"/>	<input type="checkbox"/>
11.4. Preparation and delivery of equipment as well as bar and food supplies	<input type="checkbox"/>	<input type="checkbox"/>
<p><i>Note: * Please indicate a part or parts of a category or subcategory of ground handling services, if the application for the certificate applies only to certain parts</i></p>		

7. Appendices
<ol style="list-style-type: none"> <li>1) Operations Manual</li> <li>2) The list of equipment and resources for the supply of services</li> <li>3) Copies of certificate, certificates of training and certification of personnel</li> <li>4) Statement on the implementation of environmental standards and recommended practices</li> <li>5) Financial statements for the last two years (with the opinion of an independent auditor, if applicable)</li> <li>6) The most recent internal financial statements</li> <li>7) The business plan (for at least the first three years of operation)</li> <li>8) Receipt of taxes and contributions paid</li> <li>9) The insurance policy responsibility in the industry</li> <li>10) Evidence of the paid Administration fee</li> <li>11) Evidence of the paid fee for issuance / amendment / revalidation of the ground handling certificate or a self-handling certificate</li> </ol>

*Note:*  
- Put "X" in the appropriate field

## Ground handling certificate form



ДИРЕКТОРАТ ЦИВИЛНОГ ВАЗДУХОПЛОВСТВА РЕПУБЛИКЕ СРБИЈЕ  
CIVIL AVIATION DIRECTORATE OF THE REPUBLIC OF SERBIA

На основу члана 127. став 4. Закона о ваздушном саобраћају („Службени гласник Републике Србије”, бр. 73/10, 57/11, 93/12, 45/15, 66/15- др. закон, 83/18 и 9/20 ), издаје се:

*Pursuant to Article 127, paragraph 4 of the Air Transport Law  
("Official Gazette of the Republic of Serbia", Nos. 73/10, 57/11, 93/12,  
45/15, 66/15- other law, 83/18 and 9/20), we hereby issue:*

**ДОЗВОЛА ЗА ПРУЖАЊЕ УСЛУГА ЗЕМАЉСКОГ ОПСЛУЖИВАЊА  
(GROUND HANDLING CERTIFICATE)**

**Број/Number:** \_\_\_\_\_

**Пословно име и седиште пружаоца услуга земаљског опслуживања**  
*(Supplier of ground handling services, name and place of business)*

Ова дозвола важи за следеће врсте/подврсте услуга земаљског опслуживања:  
*This certificate is valid for the following categories/subcategories of ground handling services:*

**Датум издавања:** \_\_\_\_\_  
*Date of issue:*

**Датум важења:** \_\_\_\_\_  
*Valid until:*

**Потпис:**  
*Signed:*

Директор  
Директората цивилног ваздухопловства  
Републике Србије  
*Director of  
Civil Aviation Directorate  
of the Republic of Serbia*

М.П.  
*Stamp*

## Self-handling certificate form



ДИРЕКТОРАТ ЦИВИЛНОГ ВАЗДУХОПЛОВСТВА РЕПУБЛИКЕ СРБИЈЕ  
CIVIL AVIATION DIRECTORATE OF THE REPUBLIC OF SERBIA

На основу члана 128. став 3. Закона о ваздушном саобраћају („Службени гласник Републике Србије”, бр. 73/10, 57/11, 93/12, 45/15, 66/15- др. закон, 83/18 и 9/20 ), издаје се:

*Pursuant to Article 128, paragraph 3 of the Air Transport Law  
("Official Gazette of the Republic of Serbia", Nos. 73/10, 57/11, 93/12,  
45/15, 66/15- other law, 83/18 and 9/20), we hereby issue:*

**ДОЗВОЛА ЗА ПРУЖАЊЕ УСЛУГА САМООПСЛУЖИВАЊА  
(SELF-HANDLING CERTIFICATE)**

Број: \_\_\_\_\_  
*Number:*

Пословно име и седиште корисника аеродрома који се самоопслужује  
*(Self-handling airport user, name and place of business)*

Ова дозвола важи за следеће врсте/подврсте услуга земаљског опслуживања:  
*This certificate is valid for the following categories/subcategories of ground handling services:*

Датум издавања: \_\_\_\_\_  
*Date of issue:*

Датум важења: \_\_\_\_\_  
*Valid until:*

Потпис:  
*Signed:*

Директор  
Директората цивилног ваздухопловства  
Републике Србије  
*Director of  
Civil Aviation Directorate  
of the Republic of Serbia*

М.П.  
*Stamp*