

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 and 45/15),

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

## **REGULATION** **on supplying groundhandling services at airports**

### **I. INTRODUCTORY PROVISIONS**

#### **Subject matter**

##### **Article 1**

This Regulation shall regulate in detail conditions and the method of issuing, amending, suspending or revoking the ground handling certificate and self-handling certificate, provide for the period for which such certificate are issued, regulate access to the ground handling market at airports, determine the ground handling services and self-handling services where a number of suppliers can be limited, regulate in detail certain services comprising the ground handling, provide for the conditions for possible limitation to the number of suppliers and air carriers entitled to self-handling including the rules and procedures for selecting the service suppliers, and set forth the method for constituting the Airport Users' Committee and its operation methodology.

This Regulation, with adjustments to the Serbian legislation, transposes the Council Directive 96/67/EC of 15 October 1996 on access to the ground handling market at Community airports.

#### **Definitions**

##### **Article 2**

Certain terms used hereinafter shall have the following meanings:

1) *airport* for the purposes of this Regulation, means the surface of land especially adapted for landing, take-off and manoeuvring of aircraft, including the ancillary facilities, equipment and installations designed for the requirements of air traffic and provision of commercial air services;

2) *airport infrastructure* means basic physical, logistics, technology, information and communication structure encompassing the manoeuvring area, aprons, roads, buildings, installations, systems and equipment;

3) *airport user* means any natural or legal person responsible for the transportation of passengers, mail and/or freight by air to/from the airport;

4) *airport operator* means any natural or legal person managing an airport and holding a certificate, an approval or an agreement for operating an airport;

5) *supplier of ground handling services* means any legal person or undertaking supplying third parties with one or more categories of ground handling services;

6) *self-handling* means a situation in which an airport user directly provides for itself one or more categories of ground handling services and does not conclude any contract with a third party for the provision of such services. For the purposes of this Regulation the airport users shall not consider one another as third parties if:

(1) one holds a majority holding in the other; or

(2) a single entity has a majority holding in each;

7) *airport system* means two or more airports interconnected to serve the same city or conurbation;

8) *managing body of the airport* means a body which, in conjunction with other activities or not, has as its objective under the law or any other regulation the administration and management of the airport infrastructure and the coordination and control of the activities of the different operators present in the airport concerned;

9) *ground handling services* means the services provided to airport users at airports as set forth in this Regulation.

### **Managing body of the airport**

#### **Article 3**

Where an airport or an airport system is managed by more than one airport operator, each operator shall be considered as part of the single managing body of the airport for the purposes of this Regulation.

Where one operator manages two or more airports or airport systems, each airport or airport system shall be considered separately for the purposes of this Regulation.

The provisions of this Regulation relating to airport operators shall also be applicable to the managing body of the airport.

### **Separation of accounts**

#### **Article 4**

The airport operator and the supplier of ground handling services shall completely separate the accounts of their ground handling services from the accounts of their other activities, in accordance with applicable accounting standards.

The annual financial statements of airport operators must make visible the absence of any related financial flows between the supply of ground handling services and its activities as an airport operator.

The report of an independent examiner shall include the statement on whether the accounts in paragraph 1 of this Article are separated, and if there are the related financial flows referred to in paragraph 2 of this Article.

### **Airport Users' Committee**

#### **Article 5**

The airport operator holding the aerodrome certificate shall set up the Airport Users' Committee (hereinafter: the Committee).

All airport users shall have the right to be on the Committee or, if they so wish, to be represented on it by an organization appointed to that effect.

## **II. MARKET ACCESS TO GROUND HANDLING SERVICES**

### **Ground handling services for third parties**

#### **Article 6**

At airports, used for commercial air transport, with the annual traffic of more than 2 million passengers or 50,000 tons of freight, the suppliers of ground handling services shall have free access to the market so as to provide one or more services.

Suppliers of ground handling services shall have their principal place of business in the territory of the Republic of Serbia.

The Civil Aviation Directorate of the Republic of Serbia (hereinafter: the Directorate) may, at each airport referred to in paragraph 1 of this Article, limit the number of suppliers of ground handling services to at least two, per type of service, in terms of the following services:

- 1) baggage handling;
- 2) ramp handling;
- 3) fuel and oil handling;
- 4) freight and mail handling as regard the physical handling of freight and mail, whether incoming, outgoing or being transferred, between the air terminal and the aircraft.

In case of any restrictions in the number of suppliers of ground handling services referred to in paragraph 3 of this Article, at least one service supplier, with the right to supply services, cannot be directly or indirectly controlled by:

- 1) the airport operator;
- 2) the airport users carrying more than 25% of the passengers or freight during the year preceding that in which those suppliers were selected;
- 3) a body, directly or indirectly, controlling the airport operator or airport users referred to in point 2) of this paragraph, or a body controlled by the airport operator or airport user referred to in point 2) of this paragraph.

If the number of authorized suppliers of ground handling services is limited in the manner prescribed in paragraph 3 of this Article, the airport users shall have, regardless of what part of the airport is allocated to them for each type of ground handling services that are subject to restrictions, the possibility of an effective choice between at least two suppliers of ground handling services, under the conditions set out in paragraphs 3 and 4 of this Article.

If the airport reaches the limit in the transport of freight referred to in paragraph 1 of this Article, and does not reach the required level in the passenger traffic, the provisions of this Regulation relating to market access for ground handling services does not apply to those types of ground handling services which relate exclusively to passengers.

Directorate shall submit to the European Commission the list of the airports referred to in paragraph 1 of this Article and this list, if necessary, shall be supplemented by 1 July of each calendar year.

### **Self-handling Article 7**

Each airport may self-handle or choose a supplier of ground handling services.

Directorate may, at each airport, restrict the self-handling right to at least two airport users, in terms of the following services:

- 1) baggage handling;
- 2) ramp handling;
- 3) fuel and oil handling;
- 4) freight and mail handling as regard the physical handling of freight and mail, whether incoming, outgoing or being transferred, between the air terminal and the aircraft.

In the case referred to in paragraph 2 of this Article, the Directorate shall, among the airport users interested for self-handling, choose the airport users with the right to self-handle on the basis of relevant, objective, transparent and non-discriminatory criteria.

### **Centralised infrastructure Article 8**

Centralized infrastructure is considered as a part of airport infrastructure, managed by the airport operator and used for provision of ground handling services, whose complexity, cost or environmental impact does not allow division or duplication, such as baggage sorting, de-icing, water purification and fuel distribution systems.

Suppliers of ground handling services and self-handling airport users must use the centralized infrastructure to the extent necessary for the provision of their services.

Airport operators shall manage the centralized infrastructure in a transparent, objective and non-discriminatory manner and shall provide free access to such infrastructure by all suppliers of ground handling services and self-handling airport users, in accordance with the limits prescribed by this Regulation.

The airport operator shall, with the Directorate's approval, set up a list of the centralized infrastructure and publish it on its website, with prices and conditions of use.

## **Exemptions**

### **Article 9**

If specific constraints of available space or capacity, arising in particular from traffic density and high utilization of the airport area make it impossible to open up the market and/or implement self-handling to the extent provided for in this Regulation, the Directorate may:

1) limit the number of suppliers for one or more categories of ground handling services other than those specified in Article 6, paragraph 3 of this Regulation in all or part of the airport. In that case, the provisions of Article 6, paragraphs 3 and 4 of this Regulation shall apply;

2) reserve to a single service supplier one or more of the categories of ground handling services referred to in Article 6, paragraph 3 of this Regulation;

3) reserve self-handling to a limited number of airport users for categories of ground handling services other than those referred to in Article 7 paragraph 2, provided that those users are chosen on the basis of relevant, objective, transparent and non-discriminatory criteria;

4) ban self-handling or restrict it to a single airport user for the categories of ground handling services referred to in Article 7 paragraph 2 of this Regulation.

All decisions on exemptions taken in accordance with paragraph 1 of this Article must fulfil the following requirements:

1) specify the category or categories of ground handling services for which the exemption is granted and the specific constraints of available space or capacity which justify it;

2) contain appropriate measures to overcome the constraints;

3) must not unduly prejudice the objectives of this Regulation;

4) must not distort competition between suppliers of ground handling services and/or self-handling airport users;

5) must not extend further than necessary.

The Directorate shall inform the European Commission of any exemptions under paragraph 1 of this Article and of the reasons at least three months before the entry into force of the exemption.

Exemptions referred to in paragraph 1, points 1), 3) and 4) of this Article shall not exceed the period of three years. Not later than three months before the end of that period for which the exemption was granted, the Directorate shall reach a new decision upon any request for exemption, for which the procedure shall be implemented as set forth in this Article.

The exemption referred to in paragraph 1, point 2) of this Article shall not exceed two years.

Notwithstanding paragraph 6 of this Article, the Directorate may upon request extend the exemption for the maximum of two years, using the procedure under this Article.

### **The selection of suppliers of ground handling services in the event of exemptions or constraints**

#### **Article 10**

If the Directorate limits the number of suppliers of ground handling services in accordance with Article 6, paragraph 3 of this Regulation or opts for the exemption in accordance with Article 9 of this Regulation, the ground handling service suppliers who have the right to provide the ground handling services shall be selected by the airport operator, following the consultations with the Committee.

Notwithstanding paragraph 1 of this Article, if the airport operator supplies the same or similar ground handling services or exercises direct or indirect control in any of the undertakings supplying the services or exercises ownership in any of such undertakings, the suppliers of ground handling services shall be selected by the Directorate, following the consultations with the airport operator and the Committee.

In the case of limitation to the number of suppliers of ground handling services in accordance with Article 6, paragraph 3 of this Regulation or in the case of an exemption in accordance with Article 9 of this Regulation, the ground handling services for which the number of service suppliers is limited may be supplied by the airport operator itself, without the implementation of the selection procedure as set forth in this Regulation.

In the case referred to in paragraph 3 of this Article, the airport operator may without the implementation of the selection procedure provided for in this Regulation authorize another undertaking for the supply of ground handling services, under condition that:

- 1) the airport operator exercises direct or indirect control over it, or
- 2) the undertaking exercises direct or indirect control of the airport operator.

The airport operator shall inform the Committee of any decisions made in accordance with this Article.

### **Selection procedure Article 11**

Where the Directorate limits the number of suppliers of groundhandling services in accordance with Article 6, paragraph 3 of this Regulation or decides on the exemption in accordance with Article 9 of this Regulation, the selection procedure for suppliers of ground handling services shall comprise determining the selection criteria, invitation to tender for the submission of bids, bids collecting and making a decision on selection of service suppliers.

The selection procedure for the suppliers of ground handling services shall be carried out by the airport operator or the Directorate depending on who makes the selection decision.

Where the selection decision on the supplier of ground handling services is made by the Directorate, in order to determine the selection criteria, the Directorate shall consult the Committee and the airport operator, and where the decision is made by the airport operator, the criteria are to be set up in consultations between the Directorate and the Committee.

The selection criteria shall be relevant, objective, transparent and non-discriminatory and include, inter alia, standard conditions or technical specifications established for the airport.

The public advertisement for placing bids shall be published in at least one daily newspaper available throughout the Republic of Serbia and shall contain at least the following elements:

- 1) types of services;
- 2) requirements to be fulfilled by the supplier of ground handling services;
- 3) period for which the supplier of ground handling services is selected;
- 4) criteria for the selection of service supplier;
- 5) time scale for submission of bids;
- 6) time scale for reaching the decision on selection;
- 7) instruction on legal remedy.

Any supplier of ground handling services possessing a valid ground handling certificate or a self-handling certificate, issued in accordance with the provisions of this Regulation can apply for the public advertisement.

### **Decision making on the selection of suppliers of ground handling services Article 12**

Suppliers of ground handling services shall be selected for a maximum period of seven years.

If a supplier of ground handling services ceases to provide services before the expiry of the period for which he was selected, a new service supplier shall be selected under the same procedure.

If the ground handling service supplier is selected by the airport operator, the dissatisfied party may lodge a complaint with the Directorate, within 15 days from the date when the decision on the election received.

If the ground handling service supplier is selected by the Directorate, the dissatisfied party may appeal in accordance with the provisions of the Air Transport Law.

## **Consultations**

### **Article 13**

The airport operator, the Airport Users' Committee and undertakings providing ground handling services maintain compulsory consultations concerning the application of this Regulation.

Consultations referred to in paragraph 1 of this Article, inter alia, relate to the prices of ground handling services for which the exemptions are granted in accordance with Article 9, paragraph 1, item 2) of this Regulation, and the organization of the provision of those the services.

Consultations referred to in paragraph 1 of this Article shall be organized at least once a year.

## **Access to airport installations**

### **Article 14**

Suppliers of ground handling services and airport users who opt for self-handling shall have access to airport installations to the extent required for the performance of their activities.

If the airport operator, public authority or supplier of other services of importance for the functioning of the airport set up conditions for such access to airport installations, these must be relevant, objective, transparent and non-discriminatory.

The space available for the provision of ground handling services shall be divided among different service suppliers and self-handling airport users, including new entrants in this field, to the extent required for the exercise of their rights, enabling fair and effective competition on the basis of relevant, objective, transparent and non-discriminatory rules and criteria.

If the usage of airport installations is subject to collection of a fee, the payment rules shall be determined on the basis of relevant, objective, transparent and non-discriminatory criteria.

## **III. CATEGORIES AND SUBCATEGORIES OF GROUND HANDLING SERVICES**

### **Ground handling services**

#### **Article 15**

Ground handling services include the following:

- 1) ground administration and supervision;
- 2) passenger handling;
- 3) baggage handling;
- 4) freight and mail handling;
- 5) ramp handling;
- 6) aircraft services;
- 7) fuel and oil handling;
- 8) aircraft maintenance;
- 9) flight operations and crew administration;
- 10) surface transport;
- 11) catering services.

Ground handling certificate shall be issued for at least one of the services referred to in paragraph 1 of this Article.

Self-handling Certificate shall be issued for at least one of the following types of services:

- 1) passenger handling;
- 2) baggage handling;
- 3) freight and mail handling;
- 4) ramp handling;
- 5) fuel and oil handling.

Notwithstanding the paragraphs 2 and 3 of this Article, ground handling certificate and self-handling certificate may be issued for one or more subcategories of ground handling services as set forth in this Regulation for the whole or certain parts of these subcategories.

### **Ground administration and supervision**

#### **Article 16**

The service of ground administration and supervision includes the following subcategories of services:

- 1) representation and liaison with local authorities or other entities, disbursements on behalf of airport users and provision of office space for its representatives;
- 2) load control, messaging and telecommunications;
- 3) handling, storage and administration of unit load devices;
- 4) any other supervision services before, during or after the flight and other administrative services requested by the airport user.

### **Passenger handling**

#### **Article 17**

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.

### **Baggage handling**

#### **Article 18**

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.

### **Freight and mail handling**

#### **Article 19**

The service of freight and mail handling comprises the following subcategories:

- 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;
- 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.

### **Ramp handling**

#### **Article 20**

The ramp handling comprises the following subcategories of services:

- 1) marshalling the aircraft on the ground at arrival and departure;
- 2) assistance to aircraft packing and supply of suitable devices;
- 3) communication between the aircraft and the air-side service supplier;

- 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;
- 5) provision and operation of appropriate units for engine starting;
- 6) moving of the aircraft at arrival and departure, as well as the supply and operation of suitable devices;
- 7) transport, loading on to and unloading from the aircraft of food and beverage.

### **Aircraft Services**

#### **Article 21**

Aircraft services comprises the following subcategories:

- 1) external and internal cleaning of the aircraft, and the toilet and water services;
- 2) cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft;
- 3) rearrangement of the cabin with suitable cabin equipment, the storage of this equipment.

### **Fuel and oil handling**

#### **Article 22**

Fuel and oil handling comprise the following subcategories of services:

- 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;
- 2) replenishing of oil and other fluids.

### **Aircraft maintenance**

#### **Article 23**

Aircraft maintenance comprises the following subcategories of services:

- 1) routine services performed before flight;
- 2) other maintenance services as requested by the airport user;
- 3) the provision and administration of spare parts and suitable equipment;
- 4) arrangements concerning proper parking position and/or hangar space.

### **Flight operations and crew administration**

#### **Article 24**

Flight operations and crew administration comprise the following subcategories of services:

- 1) preparation of the flight at the departure airport or at any other point;
- 2) in-flight assistance, including re-dispatching if needed;
- 3) post-flight activities;
- 4) crew administration.

### **Surface transport**

#### **Article 25**

Surface transport comprises the following subcategories of services:

- 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;
- 2) any special transport requested by the airport user.

### **Catering**

#### **Article 26**

Catering services comprise the following:



- 1) liaison with suppliers and administrative management;
- 2) storage of food and beverages and of the equipment needed for their preparation;
- 3) cleaning of this equipment;
- 4) preparation and delivery of equipment as well as bar and food supplies.

#### **IV. REQUIREMENTS TO BE FULFILLED FOR ISSUE OF THE GROUND HANDLING CERTIFICATE**

##### **Ground handling certificate**

###### **Article 27**

The ground handling services may be provided by an undertaking, other legal entity or an entrepreneur registered in the Republic of Serbia and holding the certificate for the provision of one or more ground handling services, issued by the Directorate.

Notwithstanding paragraph 1 of this Article, the ground handling services may be provided by the airport operator or the managing body of the airport if it meets the requirements for provision of the services required under this Regulation.

In the case referred to in paragraph 2 of this Article, a special ground handling certificate shall not be issued, as these services are set forth in the Aerodrome Certificate.

##### **Self-handling certificate**

###### **Article 28**

An airport user (air carrier) shall be a self-handling one if it directly provides for itself one or more categories of ground handling services.

In the case of an airport user meeting the requirements to perform one or more of ground handling services, for its own purposes, the Directorate shall issue the self-handling certificate.

The provisions of this Regulation relating to the issuance and validity of ground handling certificate shall accordingly apply for a self-handling certificate, unless otherwise stipulated.

##### **Requirements for the issue of the certificate**

###### **Article 29**

The Directorate shall issue the ground handling certificate to the applicant that meets the organizational, financial, technical, technological, and personnel requirements for its issuance.

The Directorate shall issue the self-handling certificate to the airport user fulfilling the organizational, technical, technological, and personnel conditions for its issuance.

Applications for the issuance of certificate shall be processed in accordance with the criteria consistent with the following principles:

- 1) prevention of discrimination between applicants for ground handling services, or self-handling;
- 2) relatedness to the intended objective;
- 3) unlimited access to the ground handling market or right to self-handle, to the extent provided for in this Regulation.

##### **Organisational requirements**

###### **Article 30**

An applicant for the issuance of the certificate (hereinafter: the applicant) shall establish such organization so as to ensure safe and uninterrupted provision of adequate categories and subcategories of ground handling services.

The applicant shall submit to the Directorate the Operations Manual as means of verification that the appropriate requirements referred to in paragraph 1 of this Article have been met. The Operations Manual shall contain the following elements:

- 1) amendments system;
- 2) organizational chart, information on the accountable manager and other senior staff, including description of their duties and responsibilities;
- 3) ground handling procedures;
- 4) ground handling equipment and devices;
- 5) staff qualifications and training;
- 6) occupational safety procedures;
- 7) quality and safety management procedures;
- 8) emergency procedures.

## **Financial requirements**

### **Article 31**

Together with the application for the issuance of ground handling certificate, the applicant shall also submit:

1) the proof of solvency, that there is no on-going bankruptcy or liquidation procedure, as well as a proof that the business account is not blocked;

2) the proof that in the period of 24 months from the intended commencement of the ground handling services provision he is able to meet the actual and possible, reasonably assessed obligations;

3) the proof that during the first three months of the intended commencement the ground handling services provision he is capable to cover the planned fixed and variable costs, according to the business plan based on reasonable estimates, while not taking into account income from operations;

4) receipt of paid taxes and contributions.

As the proof of fulfilling the solvency requirement referred to in paragraph 1, point 1) of this Article, the applicant shall submit the latest internal financial report and financial statements for the previous two business years, and the opinion of an independent auditor.

The applicant shall submit the business plan for at least first three years of operation, as proof of fulfilling the requirements referred to in paragraph 1, points 2) and 3) of this Article comprising:

1) information on the financial relationship of the applicant with the other commercial activities in which he participates, either directly or through related companies and other legal entities;

2) information on financing the purchase and/or lease of the equipment used for ground handling services provision, as well as the terms and conditions of the lease agreement;

3) projected balance sheet, income statement, statement of cash flow and liquidity plan.

The applicant shall deliver the insurance policy for the scope of its activities, thus proving coverage for any damages that may occur as a result of supplying the ground handling services at the airport's infrastructure, property of air carriers, vehicles, baggage, mail, freight and baggage, including any damage caused to passengers and persons other than passengers.

## **Technical requirements**

### **Article 32**

Equipment and devices the applicant intends to use for supply of ground handling services shall correspond, in number and by the characteristics to the business plan, traffic volume and types of aircraft to be handled.

Along with the application form, the applicant shall provide the list of equipment and devices intended to be used for ground handling, as well as proof of ownership right or use of them.

The applicant shall be required to make available the equipment and devices intended to be used for ground handling, as well as documentation of their technical maintenance.

The applicant shall set up the system for keeping and maintaining of equipment and the related ground handling facilities, which will be in accordance with the procedures and recommendations by the manufacturer, as well as conditions and regulations applicable at the airport where the provision of services is intended.

Within the system referred to in paragraph 4 of this Article, the applicant shall establish the criteria which equipment and devices must meet for the safety of operations, as well as the method for verification of the equipment and devices prior to putting them into use.

The place where the ground handling equipment and devices are to be disposed of and stored must be in accordance with the standards of the manufacturer of equipment/devices.

### **Specific technical requirements**

#### **Article 33**

The applicant shall submit proof of having ensured the appropriate space, meeting the requirements and standards necessary for the storage and maintenance of equipment, spare parts, materials and devices, if providing the following services:

- 1) rearrangement of the cabin with suitable cabin equipment, the storage of this equipment;
- 2) organization and execution of fuelling and defueling operations, including the storage of fuel and the control of the quality and quantity of fuel delivery;
- 3) supply and administration of spare parts and suitable equipment;
- 4) storage of food and beverages and of the equipment needed for their preparation;
- 5) handling, storage and keeping track of the loading devices.

The applicant shall provide proof that the equipment that enables secure two-way communication with the aircraft in flight, if it intends to supply the subcategories of ground handling services relating to in-flight assistance, including the redirection of aircraft, if necessary.

### **Technological requirements**

#### **Article 34**

The applicant's Operations Manual shall comprise the standard procedure for all categories/subcategories of ground handling services intended to be provided, including coordination with airport users and the airport managing body, as well as coordination of activities and procedures for provision of services to customers with special requests.

The procedures for the provision of services shall contain job descriptions, work processes, personnel, as well as the necessary equipment, aids and their use, so that the ground handling services are provided in a safe manner and in accordance with the regulations, international standards and recommended practices followed within the aviation industry, as well as the manufacturer's technical specification of the equipment used.

The procedures for the provision of services shall contain the established standards for determining the necessary number of personnel and equipment, in accordance with the time scales for the described activities.

The procedures for the provision of services must be harmonized with the relevant airport manual at the airport where the services are supplied.

### **Specific technological requirements**

#### **Article 35**

The procedure for the supply of embarking and disembarking passengers shall contain the procedure for admission of disabled persons and persons with reduced mobility, in order to ensure that they travel on equal terms and without discrimination, and to ensure that handling of special categories of passengers is conducted in a safe manner.

Procedures for the supply of embarking and disembarking of passengers and loading and unloading baggage shall contain procedures for handling the dangerous goods in air transport, including weapons, ammunition and special types of freight.

The procedure for the ramp handling shall contain procedures for verification of safe use of platforms before and after the supply of services.

The procedure for supplying aircraft with fuel and oil shall contain procedures in case of spillage of fuel, oil and other flammable liquids on the ramp.

The procedure for the supply of pre-flight services (line maintenance) must be harmonized with the procedures of airport users.

## **Personnel requirements**

### **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 applicants must have at their disposal staff who have the appropriate authorizations or certificates of competence.

The staff performing flight preparation and crew services shall be holders of a valid flight dispatcher authorization.

The staff performing pre-flight and other maintenance services as requested by the airport user shall be holders of a valid aircraft maintenance certificate.

The personnel supplying ground hostess/host duties at airports shall possess the certificate of competence for performing such services, excluding the staff conducting the registration of passengers.

The certificate of competence for aircraft marshalling shall be possessed by staff responsible for the following subcategories of services:

- 1) marshalling aircraft on ground at arrival and departure;
- 2) assistance to aircraft packing and supply of suitable devices.

The certificate of competence for performing the duties and responsibilities of an aircraft, passengers and freight operations agent shall be possessed by staff supplying the following subcategories of services:

- 1) load control, sending and receiving messages and telecommunications;
- 2) any other control services prior to, during or after flights and other administrative services as required by the airport user.

The airport equipment operator certificate of competence shall be possessed by the staff responsible for the following subcategories of services:

- provision and operation of appropriate units for engine starting;
- 1) moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices;
  - 2) loading and unloading of 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;
  - 3) transport, loading on to and unloading from the aircraft of food and beverages; toilet and water services;
  - 4) cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft.

The personnel performing aircraft fuel and oil services must possess the certificate of competence for the duties of a fuel filler, fuel filler assistant or fuel warehouseman, depending on the tasks to be performed.

## **Staff training**

### **Article 37**

The applicant is required to establish in its Operations Manual a training program for staff to be recruited for supplying the services, as well as the system for managing and keeping the conducted training records.

The training program referred to in paragraph 1 of this Article shall contain initial training for all employees, specialized training for each position, practical training in the workplace and recurrent training to refresh knowledge.

During the introduction of new or modified equipment or devices, a supplier of ground handling services shall organize appropriate training.

## **Training for carriage of dangerous goods**

### **Article 38**

Certificate of completion of vocational training for performing carriage of dangerous goods, according to the programs approved by the Directorate, shall be possessed by the staff supplying the following categories and subcategories of ground handling services:

- 1) passenger handling;
- 2) baggage handling;
- 3) freight and mail handling;
- 4) fuel and oil handling;
- 5) load control, messaging and telecommunications;
- 6) loading and unloading aircraft, including obtaining and handling the necessary devices, as well as the transport of crew and passengers between aircraft and terminal, and baggage transport between aircraft and terminal.

## **V. CHECKING WHETHER THE CONDITIONS FOR ISSUING THE GROUND HANDLING CERTIFICATE ARE MET**

### **Application for ground handling certificate**

#### **Article 39**

Applications for the ground handling or self-handling certificate shall be submitted to the Directorate, not later than 60 days prior to the intended commencement of the supply of ground handling services or self-handling.

The application form referred to above shall be accompanied by the Operations Manual, proof of compliance with the requirements prescribed in this Regulation, the Security Program, as well as a statement on the implementation of environment standards and recommended practices.

The application form for the issuance, amendment and re-validation of the ground handling or self-handling certificate is set out in Annex 1 of this Regulation.

## **Initial audit and auditor`s report**

### **Article 40**

Upon receiving the application for the ground handling or self-handling certificate, the authorized persons from the Directorate (auditors) conduct initial checks in order to establish whether the applicant meets the requirements for the certificate to be granted.

Upon completion of the primary auditor`s check, a written report containing the findings shall be produced and delivered both to the Director of the Directorate and the applicant.

If the auditor`s report contains findings which cannot be eliminated by way of corrective actions, due to which the certificate cannot be issued, the Directorate shall issue a decision rejecting the application.

If the auditor's report contains the findings that can be corrected, the Directorate makes a request from the applicant to propose corrective action itself in order to eliminate them, including the timescale for their implementation.

The Directorate shall assess the corrective actions proposed by the applicant and approve of them if they are found appropriate for the elimination of deficiencies, while the applicant must implement the corrective actions as approved by the Directorate.

## **Decision on audit results**

### **Article 41**

The Directorate shall issue a decision rejecting the application if:

- 1) the applicant does not propose corrective actions within 30 days from the date of receiving the auditor's report, containing an order to propose the corrective action, or
- 2) the applicant has failed to implement the corrective actions as approved by the Directorate within the timescale agreed between the Directorate and the applicant.

If the auditor's report does not contain any findings preventing the issuance of certificate or identified deficiencies do not directly affect the safety of air traffic, the Directorate issues the Decision on issuing the certificate and the applicant will be granted the same.

By reaching the decision to issue the certificate, Directorate also approves the applicant's Operations Manual.

On issuing the certificate as well as of any amendments thereto, the Directorate shall notify the airport operator where the services are to be provided.

The ground handling certificate shall be issued in the format as set out in Annex 2, while the self-handling certificate shall be issued in the format as set out in the Annex 3 to this Regulation.

## **Validity of the certificate**

### **Article 42**

The ground handling and self-handling certificate shall be valid for the period of three years, except in the case of a suspension or revocation.

The validity referred to in paragraph 1 of this Article shall apply to all categories, subcategories or parts of subcategories of ground handling services for which the certificate was issued.

In the course of the validity period referred to in paragraph 1 of this Article, the Directorate performs recurrent audits of the certificate holder under the program on recurrent audits annually developed by the Directorate.

The holder of the ground handling certificate shall ensure the continuity in the supply of the ground handling or self-handling services, while ensuring that the services are supplied in a fair and non-discriminatory manner.

## **Amendments of the Certificate**

### **Article 43**

The certificate holder may, within the certificate's validity period, apply for new categories, subcategories or part of subcategories of ground handling services (amendments of the certificate) supporting it with the documents verifying that the amendment can be granted.

On the basis of the amendment request, the Directorate verifies whether the requirements for issuing the certificate for new categories, subcategories or part of the subcategories for the ground handling services are fulfilled and renders the Decision upon the request.

Where the new categories, subcategories or part of the subcategories for ground handling services was approved by the Directorate, any such new category, subcategory or a

part of the subcategory shall be entered in the form of the certificate and shall be valid until the expiry date.

## **Revalidation**

### **Article 44**

In order to revalidate the ground handling certificate, or the self-handling certificate, the holder shall submit to the Directorate the application for conducting the recurrent audit at least 60 days prior to the expiry of the validity period.

The application referred to in paragraph 1 of this Article, shall be supported by the following documents:

- 1) the statement that there were no changes as to the conditions under which the certificate was issued;
- 2) proof of solvency referred to in Article 31, paragraph 1, point 1) of this Regulation;
- 3) the receipt of taxes and contributions paid;
- 4) business plan for the year when the revalidation is to take place, with the information specified in Article 31, paragraph 3, points 1) to 3) of this Regulation;
- 5) insurance policy referred to in Article 31, paragraph 4 of this Regulation.

Notwithstanding paragraph 2 of this Article, the application for revalidation in the case of self-handling, the documentation referred to in paragraph 2, points 2) to 5) of this Article shall not be submitted.

If the recurrent audit establishes that the holder still have not met the requirements under which the certificate was issued, the Directorate shall issue a decision on the revalidation for the next three years and shall do so in the new certificate form.

## **Suspension**

### **Article 45**

If the aviation inspectors in the course of inspections find that the holder of the ground handling certificate does not fulfil some of the requirements under which the certificate was issued, he/she may submit the written proposal to the Director of the Directorate for the certificate to be suspended.

The proposal for the suspension of ground handling certificate may be submitted to the Director of the Directorate and the audit team leader, if in the course of the recurrent inspection it has been found that the certificate holder no longer meets any of the requirements under which the certificate was issued.

The Directorate may, at the request by the airport operator, suspend the ground handling, or self-handling certificate, if the supplier of ground handling services or the self-handling airport user fails to comply with the rules established to ensure the proper functioning of the airport.

The rules referred to in paragraph 3 of this Article shall be in accordance with the following principles:

- 1) they must be applied on a non-discriminatory basis to the various service suppliers and airport users;
- 2) they must be linked to the objective to be achieved;
- 3) they must not, in practice, limit the market access or the freedom to self-handle to the level below the one foreseen by this Regulation.

## **Duration and effect of the suspension**

### **Article 46**

In case the Director of the Directorate grants the proposal for the suspension of the certificate, the Director issues the Decision on full or partial suspension of the ground handling certificate.

The Decision on the complete suspension of the certificate prohibits the supply all ground handling services, while the Decision on the partial suspension of the certificate prohibits to the holder to perform some of the services that are registered in the certificate.

Suspension of the ground handling certificate may not exceed six months from the date of the Decision.

The Directorate may order within the Decision on full or partial suspension of the certificate holder to within a specified time scale meet the relevant obligations in order to meet the prescribed requirements for the validity of the certificate.

Suspension of ground handling certificate shall be revoked if the holder complies with the obligations that are imposed in such order, prior to expiry of the decision on suspension.

## **Revocation**

### **Article 47**

The Directorate shall revoke the ground handling certificate in the following cases:

1) if the certificate holder fails to fulfil the responsibilities ordered by the Decision on suspension by the time scale specified in the Decision on suspension;

2) directly on the basis of a proposal by the aviation inspector or the audit team leader for revoking the certificate, if it is evident that the certificate holder cannot meet the requirements for ground handling services;

3) if, despite the warning by the Directorate, the certificate holder continues to provide services from the certificate in an unfair or discriminatory manner;

4) If the certificate holder:

(1) does not supply services, for which the certificate was issued, for a period of one year from the date of issue; or

(2) discontinues the supply of services for longer than one year;

5) at the expressly stated written request of the certificate holder.

The Directorate adopts the Decision on revoking the ground handling certificate, as the case may be, for all or some categories, subcategories or parts of subcategories of ground handling services for which the certificate is issued.

## **Modifications in the course of the validity**

### **Article 48**

The holder of the ground handling certificate shall inform the Directorate of any intention to make modifications to the functional system not later than 30 days prior to the planned modifications.

The modifications referred to in paragraph 1 of this Article, the certificate holder must enter into the operating manual, as well as to conduct appropriate training for staff supplying the ground handling services.

## **VI. TRANSITIONAL AND FINAL PROVISIONS**

### **The validity of certificates issued before the entry into force of this Regulation**

#### **Article 49**

The ground handling certificate and the self-handling certificate issued before the entry into force of this Regulation shall remain valid until their expiry date.

Holders of the certificates referred to in paragraph 1 of this Article shall comply with the provisions of this Regulation no later than six months from the entry into force of this Regulation.

## **Repealing of other regulations**

### **Article 50**

On the date of entry into force of this Regulation, the Regulation on ground handling of aircraft, passengers and freight at airports ("Official Gazette of SFRY", Nos. 66/87, 57/90



and 51/92 and “Official Gazette”, No. 38/95) and the Regulation on access to the ground handling market at airports (“RS Official Gazette”, No. 71/13) shall be repealed.

**Entry into force**

**Article 51**

This Regulation shall enter into force on the eighth day of its publication in the “Official Gazette of the Republic of Serbia”, in addition to the provisions of Article 6, paragraph 7 and Article 9, paragraph 3 of this Regulation, which are applicable as of the date of accession of the Republic of Serbia to the European Union.

No. 4/2-01-0017/2013-0003

In Belgrade, 16 June 2015

Director

**Mirjana Cizmarov,  
signed**



CAD-ADR-202 Form

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

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

<b>6. Pertaining ground handling services*</b>	<b>YES</b>	<b>NO</b>
<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. Moving 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 and water services	<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 services 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"/>
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>		

<b>6. Pertaining ground handling services*</b>	<b>YES</b>	<b>NO</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"/>
<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>		

<b>7. Appendices</b>
<ol style="list-style-type: none"> <li>1) Operations Manual</li> <li>2) Security Programme</li> <li>3) Statement on the implementation of environmental standards and recommended practices</li> <li>4) The most recent internal financial statements</li> <li>5) Financial statements for the last two years (with the opinion of an independent auditor, if applicable)</li> <li>6) The business plan (for at least the first three years of operation)</li> <li>7) Receipt of taxes and contributions paid</li> <li>8) The insurance policy responsibility in the industry</li> <li>9) The list of equipment and resources for the supply of services</li> <li>10) Copies of certificate, certificates of training and certification of personnel</li> <li>11) Evidence of the paid Administration fee</li> <li>12) 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

## Groundhandling 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 и 45/15) издаје се:  
*In accordance with Article 127 para 4 of the Air Transport Law (“Official Gazette of the Republic of Serbia”, No 73/10, 57/11, 93/12 and 45/15), we hereby issue:*

**ДОЗВОЛА ЗА ПРУЖАЊЕ УСЛУГА ЗЕМАЉСКОГ ОПСЛУЖИВАЊА  
(GROUNDHANDLING CERTIFICATE)**

**Број/Number:** \_\_\_\_\_

\_\_\_\_\_  
Пословно име и седиште пружаоца услуга земаљског опслуживања  
*(Supplier of groundhandling 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 groundhandling services:*

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

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

\_\_\_\_\_  
Директор  
Директората цивилног ваздухопловства  
*Director of  
Civil Aviation Directorate*

## 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 и 45/15) издаје се:  
*In accordance with Article 128 para 3 of the Air Transport Law ("Official Gazette of the Republic of Serbia", No 73/10, 57/11, 93/12 and 45/15), we hereby issue:*

**ДОЗВОЛА ЗА САМООПСЛУЖИВАЊЕ  
(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 groundhandling services:*

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

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

\_\_\_\_\_  
**Директор**  
Директората цивилног ваздухопловства  
*Director of*  
*Civil Aviation Directorate*