**APPLICATION FOR APPROVAL AS A SUPPLIER OF GROUNDHANDLING SERVICES OR A SELF-HANDLER**

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

**Company name:**

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

**Company details:**

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| Street |  |  |
| City |  |  |
| State/Province |  |  |
| Postal Code |  |  |
| Country |  |  |
| Telephone |  |  |
| Fax |  |  |

**Key contact details:**

|  |  |  |
| --- | --- | --- |
| Name |  |  |
| Title |  |  |
| Telephone |  |  |
| Fax |  |  |
| Mobile phone |  |  |
| Email |  |  |

**Ground handling services will be provided by: Approval type:**

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| Managing body of the airport |  |

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 |  | Initial approval |  |

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| Airport users wishing to self-handle |  |

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 |  | Extension of the approval |  |

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| Other suppliers of ground handling services |  |

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 |  | Amendment of the approval |  |

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| Date (dd.mm.yyyy.) | Name and title of the authorized representative | Signature |
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1. **Location:**

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| Nominate station at which you intend to provide ground handling services |  |

1. **List of services:**

Please indicate the services you wish to provide:

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| **1. Ground Administration and Supervision** |  |
| 1.1 Representation and liaison services with local authorities or any other entity, disbursements on behalf of the airport user and provision of office space for its representatives. |

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| 1.2 Load control, messaging and telecommunications. |

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| 1.3 Handling, storage and administration of unit load devices. |

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| 1.4 Any other supervision services before, during or after the flight and any administrative service requested by the airport user. |

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| **2. Passenger Handling** |  |
| Any kind of assistance to arriving, departing, transfer or transit passengers including checking tickets and travel documents, registering baggage and carrying it to the sorting area. |

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| **3. Baggage handling** |  |
| Handling baggage in the sorting area, sorting it, preparing it for departure, loading it onto and unloading it from the devices designed to move it from the aircraft to the sorting area and vice versa, as well as transporting baggage from the sorting area to the reclaim area. |

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| **4. Freight and Mail Handling** |  |
| 4.1 For freight: Physical handling of export, transfer and import freight, handling of related documents, customs procedures and implementation of any security procedure agreed between the parties or required in the circumstances. |

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| 4.2 For Mail: Physical handling of incoming and outgoing mail, handling of related documents and implementation of any security procedure between the parties or required by the circumstances. |

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| **5. Ramp Handling** |  |
| 5.1 Marshalling the aircraft on the ground at arrival and departure\*. |

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| 5.2 Assistance to aircraft parking and provision of suitable devices\*. |

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| 5.3 Communication between the aircraft and the air-side supplier of services\*. |

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| 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. |

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| 5.5 Provision and operation of appropriate units for engine starting. |

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| 5.6 Moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices. |

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| 5.7 Transport, loading on to and unloading from the aircraft of food and beverages.*\* Provided that these services are not provided by the air traffic service.* |

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| **6. Aircraft Services** |  |
| 6.1 External and internal cleaning of the aircraft, and the toilet and water services. |

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| 6.2 Cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft. |

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| 6.3 Re-arrangement of the cabin with suitable cabin equipment and the storage of this equipment. |

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| **7. Fuel and Oil Handling** |  |
| 7.1 Organization and execution of fuelling and defuelling operations, including the storage of fuel and the control of the quality and quantity of fuel deliveries. |

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| 7.2 Replenishing of oil and other fluids. |

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| **8. Aircraft Maintenance** |  |
| 8.1 Routine maintenance services performed before flight. |

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| 8.2 Non-routine maintenance services requested by the airport user. |

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| 8.3 Provision and administration of spare parts and suitable equipment. |

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| 8.4 Request for or reservation of a suitable parking and/or hangar space. |

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| **9. Flight Operations and Crew Administration** |  |
| 9.1 Preparation of the flight at the departure airport or at any other point. |

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| 9.2 In-flight assistance, including re-dispatching, if needed. |

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| 9.3 Post-flight activities. |

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| 9.4 Crew administration. |

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| **10. Surface Transport** |  |
| 10.1 Organization and execution of crew, passenger, baggage, freight and mail transport between different terminals of the same airport, but excluding the same transport between the aircraft and any other point within the perimeter of the same airport. |

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| 10.2 Organization and execution of any special transport requested by the airport user. |

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| **11. Catering Services** |  |
| 11.1 Liaison with suppliers and administrative management. |

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| 11.2 Storage of food and beverages and of the equipment needed for their preparation. |

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| 11.3 Cleaning of equipment required. |

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| 11.4 Preparation and delivery of equipment as well as of bar and food supplies. |

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1. **Business registration:**

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| Evidence | Submitted | Not submitted | N/A |
| Certificate of business registration issued by Kosovo authority |

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1. **Financial capability:**
2. suppliers of groundhandling should submit evidence:

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| Evidence | Submitted | Not submitted | N/A |
| Audited annual financial statements for the two most recent financial years |

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| Statement from the auditor on the fulfillment of the requirement deriving from Article 4 of CAA Regulation no. 4/2011, as amended |

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| The last quarterly financial reports on business results |

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| Annual business plan for the next three years |

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| The investment report and investment plan for current and next three years |

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| Creditworthiness and solvency information  |

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| Tax compliance evidence |

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1. Airport users wishing to self-handle should submit:

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| Evidence | Submitted | Not submitted | N/A |
| Valid operating license (if applicable) |

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1. **Insurance liability:**
2. suppliers of groundhandling should submit\*:

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| Location of services provided | Minimum insurance requirement | Evidence |
| Provision of groundhandling services on the landside  | Minimum 2.5 million Euro |

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| Provision of the groundhandling services on the airside | Minimum 50 million Euro |

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| Provision of fuel and oil handling services | Minimum 250 million Euro |

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\* to be provided in case the applicant has market access before applying for approval. Whenever the applicant obtains market access it shall present the adequate insurance policies.

1. Airport users wishing to self-handle should submit:

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| Evidence | Submitted | Not submitted |
| Corporate insurance policy |

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1. **Company operations manual:**
2. Please enclose adequate operations manual containing:
	1. organizational chart
	2. list of management personnel and CV
	3. description of responsibilities and duties
	4. list of equipment in use
	5. qualification requirements for personnel
	6. corresponding training requirements and training plan
	7. safety and quality management procedures
	8. standard handling procedures
	9. specific handling procedures related to specific operators-customers
	10. procedures for emergency situations on aerodromes
	11. Security measures.
3. Please enclose any additional supporting documents, including company presentations, etc.

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| Evidence | Submitted | Not submitted |
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1. **Where the applicant has previous experience in operating as supplier of ground handling services or as self-handling in an ECAA state, it shall:**

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| Evidence | Submitted | Not submitted | N/A |
| Specify the State/s and airport/s involved indicating whether the applicant holds or has held approval or authorization from the competent national authorities of such State/s. |

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| Specify the type of ground handling activities and length of time such activities were engaged in |

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| Submit copy of the Approval or any other evidence of experience |

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1. **Other requirements for fuel and oil handling service providers:**

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| Evidence | Submitted | Not submitted | N/A |
| License for business in petroleum sector - License for deposit issued by pertinent institution. |

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| License for business in petroleum sector - License for import of kerosene, issued by pertinent institution.  |

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| License for international road transport of dangerous goods, issued pertinent institution. (*Optional- applicable only in case the transportation is performed by the applicant).* |

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| License for business in petroleum sector-License for sale issued by pertinent institution. |

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1. **Proof of good repute (references of good work, if possible from the costumers/clients).**
2. **Proof of fee payment (50%), in accordance with the Regulation on fees levied by the CAA.**

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## *NOTES*

1. *The application should be submit to CAAK minimum 6 weeks in advance of the commencement of operations.*
2. *Documentary evidence in support of all matters in this application may be requested.*
3. *Applicants are advised to contact beforehand the Groundhandling Unit at the airport at which it is proposed to engage in groundhandling activities in order to be aware of additional obligations which must be met by groundhandlers.*
4. *In cases that the applicant does not have market access and does not provide the insurance policies, provided that other necessary conditions are met, a pre-approval will be issued which should be sufficient to request market access at an airport.*
5. *The administrative action to grant or refuse the approval must be completed within three months from the receipt of the formal application by the applicant, in accordance with the legislation in force.*