

The following are some of the main updates to the Airport Handling Manual 38th edition.

## Chapter General

- AHM 070 - Updated e-invoicing standard including new charge types, resulting in reduced cost, efficiency & traceability

## Chapter 5 – Load Control

- AHM 571 - New standard message for communicating passenger & baggage figures to load control systems which are not interlinked
  - reducing human error
  - clearer communication that speeds up data processing
  - moving from data entry to data checking



## Chapter 6 – Management and Safety

- AHM 610 - New examples of the risk assessment and alignment with ISAGO SMS requirements
- AHM 616 - New section providing guidelines how to develop a “Substance Abuse Program”
- AHM 621 – New high level chapter on security procedures such as access control, airport security, cabin, baggage, cargo/mail, passengers, etc ...

## Chapter 7- Aircraft Movement Control

- AHM 790 - New standard message for communicating aircraft registration changes during operation
  - more automation reducing human error
  - clearer communication that speeds up data processing
  - moving from data entry to data checking

## Chapter 8 Ground Handling Agreements

- AHM 810 - New version of SGHA 2018 providing a standard baseline for contracting handling services to ensure safe & efficient operations.
  - Outsourcing services accurately
  - Clear service descriptions avoiding misinterpretations, grey areas
  - Minimizing the risk of conflicts between parties
  - Avoiding cost differences for services
  - Proven contractual framework that is used globally for over 25 years
  
- In addition to the incorporation of the yellow pages, other key changes include:
  - New definitions for Station Management, Tick, Transit Flight and Unit Load Devices (ULD)
  - Sub-Article 1.1 – company capabilities clarified
  - Sub-Article 3.3 – clarification of prohibition of airline self-handling on services provided by Handling Company
  - Article 5 – completely revamped and new provisions added
    - References to IATA industry standards
    - Training requirements
    - Aircraft Damage Prevention Requirements for the GSE
    - Reporting on security threats
    - SMS requirements as per ICAO Annex 19
    - Environmental and Social responsibilities
  - Article 7
    - Payments in case of Carrier insolvency
    - Suspension of services in case of Carrier's failure to pay
  - Article 8 - Cargo damage claim aligned with Montreal Convention 1999
  - Article 11
    - 30 days of consulting period for the changes in charges
    - Adjustments of charges in case of changes in the mandatory minimum wage
  - Annex A
    - Baggage tracking, monitoring and Priority baggage handling
    - Completely revamp De/Anti-icing Services and snow removal
    - ULD Stock Check Messages
    - Landing permissions
    - Checking of travel documents – clarification of handler responsibility
    - Aircraft search
  - Annex(es) B
    - Area or Responsibilities deleted
    - Annex B Renumbered
    - Paragraph 7: completely reworded
    - Paragraph 8: Use of Yellow Pages – new
    - Paragraph 9: Termination of contract due to quality performance and in case of sustained failure to perform services



- AHM 830 - Explanation of purpose of ground handling charge note & new format of template

## **Chapter 9 Airport Handling Ground Support Equipment (GSE) Specifications**

- AHM 904 - Updated with Bombardier C series
  - More relevant information with new aircraft types
  - 904 helps ground handlers familiarize themselves with the information that they need focusing on: aircraft doors, servicing points and system interface requirements
- AHM 917 – Basic Minimum Preventative Maintenance Program / Schedule
  - Guide to GSE maintenance in cases where OEM documentation is missing or no longer available

## **Chapter 11 Ground Operations Training Program**

- New sections on:
  - SMS advanced training syllabus
  - Specific human factors, basic and advanced training syllabi