

GOVERNMENT NOTICE No. 266 published on 18/9/2026

THE CIVIL AVIATION ACT
(CAP. 80)

REGULATIONS

THE CIVIL AVIATION (GROUND HANDLING SERVICES)
REGULATIONS, 2026

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THE CIVIL AVIATION ACT,
(CAP. 80)

REGULATIONS

(Made under section 5)

THE CIVIL AVIATION (GROUND HANDLING SERVICES)
REGULATIONS, 2026

PART I
PRELIMINARY PROVISIONS

- Citation **1.** These Regulations may be cited as the Civil Aviation (Ground Handling Services) Regulations, 2026.
- Interpretation **2.** In these Regulations, unless the context requires otherwise-
- Cap. 80 “Act” means the Civil Aviation Act;
 “accountable manager” means the manager who has corporate authority for ensuring that all services provided by the holder of Ground Handling Services Provider Certificate can be financed and carried out to the highest degree of safety standards required by the Authority;
 “airport” means a defined area on land or water, including any buildings, installations and equipment, intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft;
 “aircraft operator” a means a person, organisation or enterprise engaged in or offering to engage in an aircraft operation;
 “airport operator” means an individual, organisation or enterprise responsible for administration and management of airport infrastructures, coordination and control of activities of different airport service providers present in the airport or airport system concerned;

“airport service provider” means a natural or a legal person responsible for providing services at the airport;

“airport user” means a natural or a legal person responsible for the carriage of passengers, mail or freight by air from, or to the airport in question;

“ground handling charges” means the money charged for services provided by a service provider;

“ground handling licence” means a licence issued under these Regulations;

“enforcement officer” means a person appointed as an enforcement officer under these Regulations;

“ground handling services” means the services performed at airport to support the operations of an aircraft, including ramp services, baggage handling, aircraft cleaning, passenger services, catering, and other related services as described in the First Schedule;

“Licensing Authority” means the Board of Directors of the Authority;

“Minister” means the Minister responsible for matters relating to civil aviation;

“personnel” means a person employed by an operator or service provider who performs ground handling functions;

“provisional licence” means a licence issued under regulation 39;

“self-handling” means a situation in which an airport user directly provides for himself one or more categories of ground handling services and concludes no contract of any description with a third party for the provision of such services;

“service provider” means a service provider licensed to provide one or more categories of ground handling services as described in the First Schedule;

“Tribunal” means the Fair Competition Tribunal established under the Fair Competition Act;

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Application

3. These Regulations shall apply to airports within the United Republic.

PART II

POWERS AND PROCEEDINGS OF THE AUTHORITY

Powers of
Authority

4.-(1) The Authority shall have powers to licence and certify a service provider.

(2) The Authority shall in consultation with the airport operator, determine the number and type of service providers to operate at a particular airport.

(3) The Authority shall take into consideration matters relating to market price, quality and quantity of services when granting ground handling licence.

(4) Where an airport operator intends to increase or decrease the number of service providers, he shall apply to the Authority for approval.

(5) The Authority shall evaluate the application before granting approval under subregulation (4) based on the availability of infrastructures, facilities and economic factors.

Powers to
regulate
charges and
rates

5.-(1) A service provider shall submit its applicable charges and rates to the Authority whenever required for regulatory purposes.

(2) The Authority shall-

- (a) where necessary, review the charges and rates, in accordance with the requirements of the Act; and
- (b) publish reviewed charges and rates in the Government Gazette..

(3) The Authority may set cap and floor ground handling services charges for the purpose of strengthening competition.

PART III
LICENSING AND CERTIFICATION OF A SERVICE PROVIDER
(a) *Licensing*

Conditions
for granting
ground
handling
licence

6.-(1) A person shall not provide airport ground handling services in any airport in the United Republic without a ground handling licence or provisional licence issued under these Regulations.

(2) A person shall not be granted a ground handling licence or provisional licence unless-

- (a) its principal place of business and its registered office is located in the United Republic;
- (b) thirty-five percent or more of total shares is owned by the government of the United Republic or an individual Tanzanian or a Tanzanian company substantially owned by an individual Tanzanian, except for providers of aviation fuel; and
- (c) its main business is in one or more ground handling activities in isolation or combined, as referred to in the First Schedule.

(3) An applicant for ground handling licence shall be licensed for a period of five years and subject to renewal based on compliance with regulatory standards.

Application
for ground
handling
licence

7.-(1) An application for a licence shall be made to the Authority by filling a form set out in the Second Schedule and shall contain the particulars set out in the Third Schedule.

(2) An application for ground handling licence shall be signed by the applicant.

(3) Where an application is made by a corporate body or partnership firm, it shall be signed by a person duly authorised in that behalf by such body corporate or a partner of the partnership firm.

(4) An application for a licence shall be sent to the Authority not less than sixty days, before the date set for determination by the Licensing Authority.

(5) A copy of an application shall be available for inspection at the office of the Authority while waiting for such application to be determined by the Licensing authority:

Provided that, no any information involving financial resources of the applicant shall be available for such inspection.

(6) A person applying for a licence shall be required to demonstrate to the satisfaction of the Licensing Authority that it shall meet-

- (a) its actual and potential obligations, established under realistic assumptions for a period of five years from the date of operations;
- (b) its fixed and operational costs incurred from operations according to its business plan established under realistic assumptions for a period of six months from the date of starting operation without taking into account any income from its operations.

(7) For the purpose of subregulation (6) an applicant shall submit a business plan showing the viability of the project for the first five years of its operation.

(8) The business plan shall contain information as prescribed in the Fourth Schedule.

(9) In case of aviation fuel and in-flight catering services, the applicant shall attach a proof of authorization from the relevant authorities as prescribed by the Authority.

Publication of
application
for ground
handling
licence

8.-(1) The Authority shall, within fourteen days after the date set for final submission of applications for a ground handling licence, cause to be published in the Authority's website or local newspaper a notice of all applications submitted to the Authority and a copy of notice shall be placed in the Register.

(2) A notice published by Authority under subregulation (1) shall contain the following particulars-

- (a) the name, mailing and physical addresses of the applicant; and
- (b) such details to enable identification of services applied for and location of intended operation.

(3) The notice specified in subregulation (1) shall require submission of representations or objections to the Authority, within a period not exceeding fourteen days after its publication.

Objections
and
representatio
ns

9.-(1) A representation or objection with regard to an application for a ground handling licence shall-

- (a) be in writing;
- (b) state the specific grounds on which it is based;
- (c) specify any conditions which it may be desired to be attached to the ground handling licence if granted; and
- (d) be signed by the representor or objector.

(2) Where the representation or objection is made by a corporate body or partnership firm, it shall be signed by a person duly authorised in that behalf by such body or a partner of the partnership firm.

(3) A copy of such representation or objection shall be sent by the person making the same to the applicant of ground handling licence within two days from the date it is sent to the Authority.

Evaluation of
application
for licence

10.-(1) The Authority shall evaluate the application to ensure compliance with all necessary requirements.

(2) The evaluation shall include-

- (a) review of financial stability;
- (b) verification of personnel qualifications; and
- (c) verification of facilities and equipment.

Grant of
ground
handling
licence

11.-(1) The Licensing Authority shall grant a ground handling licence to the applicant after conducting evaluation and upon the applicant having fulfilled all requirements.

(2) The decision of the Licensing Authority shall be published in the Authority's website or local newspaper within seven days from the date of the decision.

Other
decisions

12. In case the licensing authority-

- (a) refuses to grant or amend a licence;
- (b) grant a licence despite an objection;
- (c) grant or amends a ground handling licence which differs from the ground handling licence or amendment for which application has been made; or

(d) imposes any conditions,
it shall state in writing, the reasons for its decision.

Conditions
attached to
licence

13. The service provider shall-

- (a) provide effectively and efficiently services for which the licence is granted;

- (b) ensure there is adequate number of skilled staff for the provision of services;
- (c) ensure that the services are provided on a non-discriminatory manner;
- (d) ensure recurrent trainings are provided to the staff on the areas of specialisation;
- (e) observe the principles of fair competition; and
- (f) not subcontract services.

Revocation or
suspension of
ground
handling
licence

14.-(1) The Licensing Authority may suspend provisionally a licence issued under these Regulations pending investigation for twenty-eight days or on such terms as the Authority considers appropriate that-

- (a) a relevant provision of the Act or these Regulations, or a condition in the licence has not been or is not complied with; and
- (b) false information of a material particular was given to the Authority during the application stage in respect of which the licence relates.

(2) The Licensing Authority may, upon the completion of an investigation which has shown sufficient ground, revoke, suspend, or vary any ground handling licence or any other authorisation issued or granted under these Regulations.

(3) A holder or a person having possession or custody of any licence or any other authorisation which has been revoked, suspended or varied under this regulation shall surrender the said licence or authorisation to the Authority within fourteen days from the date of revocation, suspension or variation.

(4) The breach of any condition subject to which any licence or any other authorisation granted or issued under these Regulations, shall render the document invalid during the continuance of the breach.

(5) Where a licence is revoked or suspended the Licensing Authority shall state in writing the reasons for its decision.

(6) In the case of suspension, revocation or variation of a licence or any other authorisation issued under these Regulations, the Authority shall cause to be published a notice in the local newspaper or Authority's website and a

copy thereof shall be placed in the Register of such suspension, revocation or variation contain -

- (a) the date from which revocation or suspension takes effect;
- (b) the reasons for revocation, suspension or variation; and
- (c) in the case of suspension the period of the suspension.

Ground
handling
services

15.-(1) The ground handling service regulated under these Regulations shall include services specified in the First Schedule.

(2) The service provider shall be required to offer competitive services.

(3) The Authority may impose on the service provider any condition for the interest of enhancing -

- (a) safety;
- (b) security and facilitation; and
- (c) prevention of uneconomic competition.

Self-handling

16.-(1) On application, the Licensing Authority may grant a licence to an airport user to undertake self-handling provided that-

- (a) the capacity of an aircraft to be handled have nineteen seats or below;
- (b) there is no any third party service provider operating at the airport in respect for which airport user applies;
- (c) there is no safety and security concern; and
- (d) any other terms or conditions as may be set by the Authority have been complied.

(2) Self-handling services shall be undertaken exclusively by staff employed by the respective airport user.

Ground
handling
charges

17.-(1) The Authority shall regulate ground handling charges in order to-

- (a) promote interests of the users of ground handling services;
- (b) promote the efficient, economic and profitable operation of such ground handling services;
- (c) implement international obligations of the United Republic in accordance with the Chicago Convention, bilateral and multilateral Air Services Agreements to which the United Republic is a

- party;
 - (d) ensure that rates, charges and services provided by a ground handling services provider are competitive;
 - (e) ensure that a ground handling service provider encourage the development of a diverse and competitive industry within the general and specific policies set out by the Government; and
 - (f) ensure an airport user receive value for money in respect of services rendered by a service provider.
- (2) A service provider shall before effecting any new charge or varying existing charges consult with airport users and avail documentary evidence of such consultations to the Authority within fourteen days after the date of the consultation.

(b) Certification

Certification
of service
provider

18.-(1) A person shall not engage in ground handling services unless that person holds a valid Ground Handling Services Provider Certificate issued by the Authority.

(2) A Ground Handling Services Provider Certificate referred to in subregulation (1) shall authorize a person to provide ground handling services in accordance with the conditions and limitations that are specified in the Ground Handling Services Provider Certificate.

(3) Issuance and continued validity of a Ground Handling Services Provider Certificate shall be dependent upon the person demonstrating an adequate organisation, method of control and supervision of ground handling services, facilities and equipment, personnel, and training programme consistent with the nature and extent of the services specified.

Eligibility for
grant of
Ground
Handling
Services
Provider
Certificate

19. An applicant for a Ground Handling Services Provider Certificate shall be eligible for grant of the Ground Handling Services Provider Certificate if the applicant-

- (a) is registered in the United Republic;
- (b) has its principal place of business at an airport;
- (c) has undergone a five-phase certification process as specified by the Authority in the applicable technical guidance materials;
- (d) meets the regulations applicable for a holder of a Ground Handling Services Provider Certificate;

- (e) is properly qualified, and adequately staffed and equipped to provide services safely; and holds a valid ground handling licence issued under these Regulations.

Application
for Ground
Handling
Services
Provider
Certificate

20.-(1) An applicant for a Ground Handling Services Provider Certificate shall apply to the Authority for an initial issue of the certificate at least ninety days before the date of the intended commencement of services.

(2) An applicant for a Ground Handling Services Provider Certificate shall submit to the Authority an application-

- (a) in a form and manner prescribed by the Authority;
- (b) containing a list of activities, equipment and facilities he intends to operate to ensure delivery of the services which shall include the manufacturer, model, part number, serial number and year of manufacture for each item; and
- (c) containing any other information as the Authority may require the applicant to submit.

(3) An applicant for a Ground Handling Services Provider Certificate, including an airport user intending to undertake self-handling shall submit to the Authority a Ground Handling Operations Manual, Security Manual and Safety Management System Manual for approval.

(4) A Ground Handling Operations Manual, Security Manual and Safety Management System Manual shall-

- (a) be printed;
- (b) be signed by the service provider or the airport user;
- (c) be in a flexible format which allows modifications;
- (d) have a system for recording the current pages and any amendments, including a page for logging revisions;
- (e) be organized in a manner that facilitates preparation, review and approval processes; and
- (f) contain all information and instructions necessary to enable the staff of the service provider and of the airport user to perform their duties effectively.

(5) A Ground Handling Operations Manual shall include the particulars provided in the Fifth Schedule.

(6) A service provider and the airport user shall keep at least one approved copy of the Ground Handling Operations Manual, Security Manual and Safety Management System Manual at the airport and another copy at its principal place of business, where such principal office is situated away from the airport.

(7) A Ground Handling Operations Manual, Security Manual and Safety Management System Manual shall contain all information and instructions necessary to enable the staff of a service provider and of the airport user to perform their duties.

(8) For the purpose of maintaining accuracy of the information in a Ground Handling Operations Manual, Security Manual and Safety Management System Manual-

(a) the service provider and the airport user shall, whenever necessary, amend the Ground Handling Operations Manual, Security Manual and Safety Management System Manual; or

(b) the Authority may issue a written directive requiring the service provider and the airport user to review, alter or amend a Ground Handling Operations Manual, Security Manual and Safety Management System Manual to ensure that the information contained in the manual is correct.

(9) Notwithstanding subregulation (7), the service provider and the airport user shall submit proposed amendment to the Authority for approval before the Ground Handling Operations Manual, Security Manual or Safety Management System Manual is amended.

(10) The Authority shall approve the amendment made to a Ground Handling Operations Manual, Security Manual or Safety Management System Manual where the amendment meets operational standards and the requirements contained in these Regulations and other regulations made under the Act.

Evaluation of
application
for Ground
Handling
Services
Provider
Certificate

21.-(1) The Authority shall evaluate the application to ensure compliance with all necessary requirements.

(2) The evaluation shall include-

- (a) assessment of safety and operational procedures;
- (b) verification of personnel qualifications; and
- (c) inspection of facilities and equipment.

Grant of
Ground
Handling
Services
Provider
Certificate

22.-(1) The Authority may grant a Ground Handling Services Provider Certificate to an applicant if the applicant-

- (a) meets the applicable regulations and standards for the holder of a Ground Handling Services Provider Certificate;
- (b) is properly qualified and adequately staffed and equipped to conduct safe provision of ground handling services;
- (c) holds a valid ground handling licence issued under these Regulations; and
- (d) has an approved ground handling security programme in accordance with the Civil Aviation (Security) Regulations.

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(2) The Authority may reject an application for a Ground Handling Services Provider Certificate if the-

- (a) applicant does not meet the requirements specified in subregulation (1);
- (b) applicant previously held a Ground Handling Services Provider Certificate which was revoked;
- (c) applicant is not suitable by reason of previous conduct and experience to properly maintain a Ground Handling Services Provider Certificate;
- or
- (d) individual who has previously contributed to the circumstances that caused the revocation of a Ground Handling Services Provider Certificate obtains a substantial ownership in the applicant's organisation or is employed in a position of accountable manager therein.

Conditions
and
limitations of
Ground
Handling
Services
Provider
Certificate

23. A Ground Handling Services Provider Certificate shall authorise the service provider to provide services in accordance with conditions and limitations that may be specified in the Ground Handling Services Provider Certificate.

Contents of
Ground
Handling
Services

24.- (1) A Ground Handling Services Provider Certificate shall consist of service provision specifications containing the terms and conditions applicable to the

Provider
Certificate

certificate.

(2) The Ground Handling Services Provider Certificate shall contain-

- (a) a certificate number specifically assigned to the Ground Handling Services Provider Certificate;
- (b) date of issue;
- (c) name and location of the main place of business of the certificate holder;
- (d) period of validity;
- (e) the location where operational management can be found;
- (f) the type of service certified to provide; and
- (g) the authorised areas of services.

(3) A certified true copy of the Ground Handling Services Provider Certificate shall be displayed at the main office and all other branches.

(4) The service provision specifications associated with the Ground Handling Services Provider Certificate shall contain the information as prescribed by the Authority.

Validity of a
Ground
Handling
Services
Provider
Certificate

25.-(1) A Ground Handling Services Provider Certificate shall be valid for twenty four months from the date of issue or renewal, unless a shorter period is specified by the Authority.

(2) Without prejudice to subregulation (1) the validity period of the Ground Handling Services Provider Certificate may vary where the-

- (a) Authority amends, suspends, revokes or otherwise cancels it;
- (b) holder surrenders it to the Authority;
- (c) Authority establishes that the service provider has suspended provision of service for more than 60 continuous days; or
- (d) holder notifies the Authority of the suspension of services.

(3) A Ground Handling Services Provider Certificate which is suspended or revoked shall be returned to the

Authority.

Continued
validity of
Ground
Handling
Services
Provider
Certificate

26. The continued validity of a Ground Handling Services Provider Certificate by the Authority is dependent on the service provider demonstrating an adequate organisation, method of control and supervision of ground handling services and training programme consistent with the nature and extent of the services specified.

Renewal of
Ground
Handling
Services
Provider
Certificate

27. An application for renewal of a Ground Handling Services Provider Certificate shall be made in a form prescribed by the Authority not later than sixty days before the ground handling certificate expires failure of which a fresh application shall be made.

Amendment
of Ground
Handling
Services
Provider
Certificate

28.-(1) The Authority may amend a Ground Handling Services Provider Certificate if-

- (a) the Authority determines that the amendment is necessary for the safety in air transport and in the public interest; or
- (b) a holder applies for an amendment, and the Authority determines that the amendment is necessary for safety in air transport and in the public interest.

(2) Where the Authority stipulates in writing that an emergency exists requiring the immediate amendment of a Ground Handling Services Provider Certificate in the public interest with respect to safety in air transportation, such an amendment shall be effective on the date the Ground Handling Services Provider Certificate holder receives notice of the amendment.

(3) A Ground Handling Services Provider Certificate holder shall operate in accordance with the amendment.

(4) Amendments stipulated by the Authority, other than emergency amendments, shall become effective thirty days after notice is issued to a Ground Handling Services Provider Certificate holder.

(5) Amendments proposed by a Ground Handling Services Provider Certificate holder shall be made at least thirty days prior to the intended date of any operation under that amendment.

(6) A person shall not provide ground handling service for which a Ground Handling Services Provider Certificate amendment is required, unless that person has received notice of the approval from the Authority.

PART IV EXCEPTIONS AND EXCLUSIVITY

Exceptions

29.-(1) Where at airport a specific constraint of space or capacity arising from congestion and area utilisation rate make it impossible to implement self-handling to the degree provided for in these Regulations, the Authority may decide to-

- (a) limit the number of service providers in one or more categories of ground handling services at the airport;
- (b) reserve self-handling to a limited number of airport users for categories of ground handling services:

Provided that users are chosen on the basis of relevant, objective, transparent and non-discriminatory criteria; or

- (c) ban self-handling in one or more categories of ground handling services at the airport.

(2) The exceptions specified under subregulation (1) shall-

- (a) specify the category or categories of ground handling services for which the exception is granted and the specific constraints of available space or capacity which justify it; and
 - (b) be accompanied by a plan of appropriate measures to overcome the constraints.
- (3) The exceptions shall not-
- (a) unduly prejudice the objectives of these

Regulations;

- (b) give rise to distortions of competition between service providers or self-handling airport users; and
- (c) extend further than necessary.

Exclusivity

30.-(1) There shall be no exclusivity or favouritism in the provision of services at an airport.

(2) Notwithstanding the provision of subregulation (1), the Authority may, for the purpose of strengthening services, grant an exclusive right of performing the ground handling to a service provider at an airport.

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95 of 2007

(3) The Authority shall before granting an exclusive right referred under subregulation (2), conduct an inquiry as provided for in the Tanzania Civil Aviation Authority Rules for Conducting Inquiries.

(4) The Authority shall conduct an inquiry at the end of the exclusivity period or when the exclusive right is to be cancelled.

PART V AIRPORT CLASSES, LICENSING OF A SERVICE PROVIDER AND SELECTION OF A SERVICE PROVIDER

Airport
classes

31.-(1) The airports for which a service provider is licensed shall be categorised in Class I, Class II or Class III.

(2) The categorisation referred to under subregulation (1) shall be based on volume of business, associated infrastructure available and any other criteria as may be prescribed by the Authority.

Criteria for
licensing
service
provider

32.-(1) The criteria for licensing a service provider in classes of airports shall be based on the experience in such operations.

(2) The required experience for provision of ground handling services based on classes of airports shall be-

- (a) Class I- the service provider shall be required to have experience of above six years in similar operations;
- (b) Class II- the service provider shall be required to have experience ranging from three to six years

- in similar operations; and
- (c) Class III- the service provider shall be required to have experience of up to three years in similar operations.
- (3) Notwithstanding the provision of subregulation (2), the Authority may allocate to any airport class a service provider who has lesser experience where the-
 - (a) applicant has entered into a management or technical agreement with an experienced service provider whose experience may determine class of airport in which service provider may be licensed;
 - (b) applicant proves to have qualified technical staff with experience of not less than five years in ground handling services.
- (4) An airport operator shall ensure that a service provider operating at an airport under its management is licensed for that airport class.

Selection of
service
provider

33.-(1) In selecting a service provider at an airport, the airport operator shall comply with selection procedures based on the following principles:

- (a) established standard conditions or technical specifications which are relevant, objective, transparent and non-discriminatory to include-
 - (i) applicants having been licensed;
 - (ii) financial strength of the applicant;
 - (iii) availability of equipment appropriate to the requirements of the airport in question as prescribed by the Authority;
 - (iv) statement on intended service level for its customers;
 - (v) technical competence of the organisation; and
 - (vi) sufficient insurance cover to the security and safety of installations, aircraft, equipment,

persons, environmental
protection and compliance with
the relevant social legislation;

- (b) relevant procurement laws;
- (c) consultation with airport users on specifications for selection of a service provider before tendering;
- (d) a service provider shall be selected for a period of not more than five years but may be renewed subject to validity of licence; and
- (e) where a service provider ceases his activity before the end of the period for which he was selected, he shall be replaced on the basis of the same procedure.

(2) Where the airport operator licensed for providing ground handling services intends to bid for providing such services at an airport under his management, he shall declare such intention to the Authority before the tendering process and the Authority shall take over the tendering and selection process.

(3) The airport operator shall inform the airport users and the Authority of the decisions taken under this Part and in case where the Authority managed the selection process, the Authority shall inform the airport users and the airport operator.

(4) The airport operator shall submit to the Authority a copy of the draft contract to be entered into with the service provider for approval before signing of the contract.

(5) The airport operator shall submit to the Authority a signed copy of contract with service provider within fourteen days after the signing the contract.

(6) The Authority may for public interest, intervene where there is a problem regarding the selection of service provider.

(7) A service provider of airport in Class I and Class II shall be certified under Safety Audit for Ground Operators (ISAGO) of the International Air Transport Association.

Airport users
committee

34.-(1) An airport operator shall establish an Airport Users Committee at every airport under its management which shall comprise of representatives of service providers and airport users.

(2) An Airport Users Committee shall perform the duties as may be prescribed by the Authority.

PART VI
QUALIFICATIONS OF GROUND HANDLING PERSONNEL

Training of
staff

35.-(1) An airport user shall ensure that its staff have undergone basic job specific training and possess relevant evidence of the training and demonstratable competence in the area of operation under which the airport user undertakes.

(2) An airport user shall ensure that its staff undergo recurrent trainings at least once in every two years in relevant areas of operation, to include but not limited to the following:

- (a) familiarisation course;
- (b) in-depth training on organisation, culture, policies, procedures and operating practices;
- (c) safety management system;
- (d) quality management system;
- (e) aviation security awareness;
- (f) airside safety course;
- (g) basic firefighting;
- (h) emergency response and basic first aid;
- (i) dangerous goods;
- (j) occupational health, safety and environment;
- (k) customer care;
- (l) communication skills; and
- (m) flight operations and dispatch.

(3) Copies of certificates of training of staff shall always be kept in the registered office of an airport user and shall be produced to relevant authorities whenever required.

Airside

36.-(1) An airport user shall possess at all times

ground
handling
equipment

relevant and adequate airside ground handling equipment for the operation it undertakes.

(2) Unless under emergence situation, sharing of airside ground handling equipment is not allowed among airport users.

(3) All airside ground handling equipment shall be serviceable and in any case, shall not be older than five years for airport Class I, ten years for airport Class II and twelve years for airport Class III.

Insurance

37.-(1) A service provider shall have liability insurance covering damages arising from accidents, injuries, or other incidents related to his operations.

(2) All airside ground handling equipment shall be insured against loss or damage and against liability to third parties for death, injury, or property damage arising from its operations.

Dressing

38.-(1) A ground handling staff shall dress in a manner which shall not jeopardize safety to himself, other staff and equipment.

(2) Dress code shall be as prescribed in the guidelines contained in Part A of the Sixth Schedule.

PART VII

GENERAL PROVISIONS RELATING TO A LICENCE

Provisional
licence

39. The Authority may grant a provisional licence pending determination of an application for a licence, provided such grant does not cause any risk to safety, security and economy of the United Republic.

Amendment
of licence

40.-(1) The Licensing Authority may, during the validity of the licence amend or vary any of the terms or conditions of the licence which the Authority may consider necessary in the public interest upon the-

- (a) application made by a holder of a licence in a form prescribed by the Authority; or
- (b) Authority's initiative where the Authority deems

necessary.

(2) A holder of a licence applying to the Authority for amendment of the licence under sub-regulation (1) (a) shall be required to-

- (a) attach to the application form the licence to be amended;
- (b) pay such fee as may be prescribed by the Authority.

(3) The licensing authority shall give at least twenty-eight days notice of its intention to exercise any power conferred on it by subregulation (1), to the holder of the licence and to every other person licenced under Part III who, in the opinion of licensing authority is likely to be affected.

Suspension
and
revocation of
licence

41.-(1) The licensing authority may suspend provisionally pending further investigation any licence issued under these Regulations, if it considers that-

- (a) a relevant provision of the Act or these Regulations, or a condition in the licence, has not been, or is not being, complied with;
- (b) false or materially incorrect information was given to the licensing authority in the application for the licence; or
- (c) it is in the public interest to do so.

(2) The licensing authority may, on completion of an investigation which has shown sufficient ground to the licensing authority's satisfaction suspend, vary or revoke any licence issued under these Regulations.

(3) A holder or any person having possession or custody of any licence which has been suspended, revoked or varied under these Regulations shall surrender the licence to the Authority within fourteen days from the date of suspension, revocation or variation.

Supply of
information

42.-(1) A service provider shall notify in advance the licensing authority -

- (a) plans for introduction of new service previously not provided;

- (b) change in the scale of its activities;
 - (c) any intended mergers or acquisitions; and
 - (d) within fourteen days of any change in the ownership of any single shareholding which represents ten percent or more of the total shareholding of the air carrier or its parent or ultimate holding company.
- (2) A service provider shall submit to the licensing authority a twelve months business plan two months in advance of the period to which it refers.
- (3) The business plan shall constitute sufficient notice for the purpose of changes to current operations or circumstances.
- (4) Where the licensing authority deems the changes notified under subregulation (3) to have a significant bearing on the finances of the ground handling provider, it shall require submission of revised business plan incorporating the changes in question and covering at least a period of twelve months from the date of implementation of the changes as well as all the relevant information, including the data referred to in the Third Schedule to assess whether the service provider can meet its existing and potential obligations during that period of twelve months.
- (5) The Licensing Authority shall take a decision on the revised business plan not later than three months after all necessary information have been submitted to it.
- (6) Within six months after the closure of every financial year, a service provider shall provide to the Licensing Authority the audited accounts relating to the previous financial year.
- (7) At any time upon request, a licensed service provider shall provide to the Licensing Authority the information relevant for the purpose of subregulation (4) and in particular the data referred to in the Third Schedule.
- (8) When the information requested is not supplied within the time limit fixed by the licensing authority, or supplied in incomplete form or the service provider has not otherwise demonstrated that it meets the requirements of these Regulations, the Licensing Authority may suspend any market access rights to which the ground handling is

entitled.

Validity of a
licence

43.-(1) A licence shall be valid as long as the service provider complies with these Regulations.

(2) When the holder of a licence has ceased operations for six months or has not started operations for six months after being granted a concession by airport operator, the licensing authority shall decide whether an application for the licence shall be resubmitted for approval.

(3) The Licensing Authority shall decide whether an application for the licence shall be resubmitted for approval in case of change in one or more elements affecting the legal situation of the person and in particular, in case of mergers or takeovers.

(4) Subject to subregulation (3), the service provider in question may continue its operations unless the Licensing Authority considers that safety is at risk by stating the reasons.

Insolvency

44. A service provider against which insolvency or similar proceedings are instituted shall not be permitted by the Licensing Authority to retain its licence if the Licensing Authority is convinced that there is no realistic prospect of a satisfactory financial reconstruction within a reasonable time.

Transitional
arrangement

45. Notwithstanding regulation 6(1), licences in force in the United Republic at the date of coming into force of these Regulations shall remain valid, subject to laws on the basis of which they were granted, until they are cancelled, annulled, expired or otherwise replaced during which periods the service provider holding such licences shall make the necessary arrangements to conform with all the requirements of these Regulations.

Form of
licence and
operating
authorisation

46. A licence and an operating authorisation shall be in such form as the Licensing Authority considers suitable to meet the requirements of any particular application

approved by the Licensing Authority.

Conditions
attached to
licence

47.-(1) A holder of a licence shall at all times be able, on request, to demonstrate to the Licensing Authority that he meets the requirements of these Regulations.

(2) It shall be a condition of every licence that the requirements of any written law relating to aviation and fair competition rules for regulated services for the time being in force in the United Republic shall be complied with at all times during the currency of the licence.

Transfer of
licence

48.-(1) A licence shall not be transferred or assigned to another person.

(2) In the event of incapacity, bankruptcy, sequestration or liquidation of the holder of a licence, the person for the time being carrying on that business shall-

- (a) make an application for a new licence within fourteen days of the event; and
- (b) be entitled to perform the ground handling service authorised by the licence subject to the conditions and the obligations thereof until the application is determined.

Confidential
information

49.-(1) These Regulations shall not require a disclosure by an applicant for a licence to any person, other than the licensing authority of information as to his financial resources and any such information received by the licensing authority from the applicant.

(2) The information received in subregulation (1), shall be treated as confidential information.

Continuing
benefits

50. These Regulations shall not be treated as conferring upon the holder of a licence or upon any other person, any right to the continuance of any benefits arising from the provisions of these Regulations or from any licence granted thereunder or from any conditions attached to any such licence.

Returns

51.-(1) The holder of licence or operating

authorisation shall make monthly returns in writing to the Licensing Authority giving the particulars set out in Seventh Schedule with regard to all ground handling services authorised by the licence or operating authorisation.

(2) The returns shall be made in a manner as prescribed by the Authority and submitted to the Authority not later than one month after the expiration of the month to which they relate.

Production of
licence and
access for
inspection

52.-(1) The holder of a licence shall produce such licence for examination if required to do so by the Licensing Authority or any authorised person in that behalf.

(2) Notwithstanding subregulation (1), the holder of a licence shall grant unrestricted access to the enforcement officers and inspectors of the Authority for the purpose of conducting inspection to premises, facilities, equipment, licence and relevant documentations.

Surrender and
cancellation
of licence

53.-(1) In the event of the holder of a licence ceasing to operate the ground handling services authorised, he shall forthwith notify the licensing authority and return the licence to the Authority for cancellation.

(2) Where in the event of death, incapacity, bankruptcy, sequestration or liquidation of the holder of a licence or to the appointment of a receiver or manager or trustee in relation to the business of the holder, he ceases to provide the ground handling services authorised by the licence, if the business of the holder is being carried on by some other person, that person shall forthwith notify the licensing authority and, unless an application has been made within fourteen days for a new licence, shall return the licence to the Authority for cancellation.

(3) A licence may, at any time be surrendered by the holder to the Licensing Authority for cancellation if the licence holder applies for a new licence in substitution for the current licence.

(4) Where a licence ceases to have effect, otherwise

than by the lapse of time or is suspended, or revoked, the holder thereof shall within fourteen days after the notice to that effect has been delivered to him personally or sent to him by registered post at the address shown in his application, send or deliver the licence to the Licensing Authority for retention during the time of suspension or for cancellation and the Licensing Authority shall on the removal of a suspension return the licence to the holder.

Loss or
destruction of
licence

54.-(1) Where a licence has been lost, destroyed or defaced the holder thereof shall forthwith notify the licensing authority which shall, if satisfied that it has been lost, destroyed or defaced, issue a duplicate so marked and the duplicate so issued shall have the same effect as the original licence.

(2) In the case of a licence that has been defaced, the duplicate shall be so issued only after surrender of the original to the licensing authority.

Change of
name or
address

55. Where the holder of a licence changes his name or address during the validity of the licence, he shall notify such change to the Licensing Authority within fourteen days after the date of such change and shall at the same time send or deliver the licence to the Licensing Authority and the Licensing Authority shall endorse on the licence the licence holder's new name or address.

Records

56.-(1) The Licensing Authority shall keep on a public register a record of all applications for licences showing whether the licence was granted or refused and an entry shall be made in such record whenever a licence is revoked or suspended or expires and the record shall contain such particulars as follows:

- (a) the date from which a licence is expressed to operate;
- (b) the date on which it expire; and
- (c) any conditions attached to the licence under the provisions of these Regulations.

Publication of notice	57. Where under these Regulations it is provided that the Licensing Authority shall cause to be published a notice, such publication of notice shall be made in the local newspaper or the Authority's website and a copy thereof shall be placed in the public register.
Licence fee	58.-(1) There shall be paid in respect of, and together with any application for a licence or a variation of licence, an application fee as prescribed by the Minister in the regulations. (2) There shall be paid in respect of the grant, or variation of any licence an appropriate fee for each year or part of a year of the term for which the licence is expressed to remain in force. (3) There shall be paid licence issuance fee by the applicant for the licence granted by the Authority prior to issuance of the licence. (4) Refund of any fees paid in respect of an application for or grant of a licence, shall not be made whether on withdrawal of the application, or surrender of the licence or otherwise.
Liability	59.-(1) A service provider shall be held liable for damages caused by negligence, failure to comply with regulations or poor operational standards. (2) Compensation for injuries, property damage or delays must be addressed in accordance with the laws of the United Republic.
Licence includes provisional licence	60. Any reference to a licence in regulations 48, 49, 52, 53 and 58, shall be construed as including references to a provisional licence.

PART VIII
REVIEW OF DECISIONS OF THE LICENSING AUTHORITY AND
APPEALS

Review of
decisions

61.-(1) A person aggrieved by a decision made under delegated powers of the Authority, in respect of application or any grant of licence, may apply to the Authority to review the decision in whole or in part, in accordance with section 58 of the Act.

(2) A person who makes representation or objection only in respect of an application shall not be considered to be a person aggrieved.

(3) This regulation shall not apply to licences, operating authorisations, or applications made under Part III.

Application
for review

62.-(1) An application for review of a decision shall be signed by or on behalf of a person aggrieved by a decision in respect of which an application for review lies and shall be delivered to the Internal Review Committee within fourteen days after the receipt of the record of the decision in question and shall be accompanied by an appropriate fee.

(2) A copy of the application for review referred to in subregulation (1), and a written invitation to make submissions on the application, shall be served by the Internal Review Committee to the following persons-

- (a) the Minister;
- (b) all persons who make submissions to the Authority in relation to the decision under review or who have otherwise indicated to the Authority an interest in the decision;
- (c) the Consumer Consultative Council; and
- (d) any other persons who the Committee considers should receive notice of the application.

(3) For the purpose of section 59(5) of the Act, the Internal Review Committee shall cause to be served upon any applicant, who has given notice in accordance with

subregulation (1) and on each of the parties referred to under subregulation (2) a notice of the date, time and place of the hearing of the application and such notice shall be served not less than twenty-one days before the hearing date.

(4) For the purpose of every such application for review the Licensing Authority shall furnish to the Internal Review Committee a copy of the record of proceeding, including any notes of evidence taken by the licensing authority in connection with the subject matter of the application for review.

Sittings of
Internal
Review
Committee

63.-(1) Every sitting of the Internal Review Committee shall be held in public and at such place as it deems convenient.

(2) The Internal Review Committee may in the course of the hearing of any particular application for review order that the hearing or any part thereof shall be held in camera.

(3) The Internal Review Committee may make an order prohibiting publication of any report or description of the proceedings, or any part thereof in any application for review except on the publication of the names and description of the parties to the application of review or particulars of any licence relevant to the application.

Hearing of
application
for review

64.-(1) A party to an application for review or person who has been heard in connection with such publication, shall have the right to be heard by the Internal Review Committee in considering an application.

(2) A party who did not exercise his right to be heard in respect of the application, shall not have right to be heard by the Internal Review Committee unless he has served on it and on all other parties to such application at least ten days' notice of his intention to be heard by the Internal Review Committee, stating his reason for the intention to be heard and has obtained the Internal Review Committee's consent to his being so heard.

(3) A party to an application for review may appear in person or be represented by any other person whom he may have duly authorized for that purpose.

(4) A party to an application under this regulation may produce to the Internal Review Committee additional evidence to that received by the licensing authority if such a party has, within ten days' notice of his intention setting forth the substance for such additional evidence, and the evidence shall be subject to examination before the Internal Review Committee.

(5) The Internal Review Committee shall not admit additional evidence where it is shown to its satisfaction that such evidence was not available or would not have been obtained by reasonable diligence at the time of the original application made under Part II.

(6) The Internal Review Committee may require the licensing authority to explain the reasons for any decision subject to the application for review and the explanation shall be in writing and shall be served on all parties to such appeal.

(7) The Internal Review Committee may receive as evidence any statement, document, information or matter that may, in its opinion, assist it to deal effectively with the matters before it, whether or not the same would be otherwise admissible in a court of law.

Determinatio
n of
application
for review

65.-(1) Upon the completion of the hearing of an application for review, the Internal Review Committee may submit to the Authority a recommendation to-

- (a) dismiss the application;
- (b) set aside the original decision and make a different decision;
- (c) vary the decision; or
- (d) set aside the decision and delegate the matter to a committee or one or more members or officers of the Authority for a fresh decision without directions as to ways in which that decision will be made.

(2) In determining the application basing on the recommendation by the Internal Review Committee, the Authority may, either confirm, vary or dismiss the decision on the subject under review by vote of the majority of its members.

Appeals

66.-(1) A person aggrieved by the decision of the Internal Review Committee, or any other decision made in connection to the purpose of these Regulations may appeal to the Fair Competition Tribunal.

(2) A person aggrieved by decision made by the Internal Review Committee, shall have a right of appeal on a matter of law only from the whole or any part of any decision of the licensing authority in respect of any licence, or application under these Regulations.

PART IX

SERVICE PROVISION MANAGEMENT

Access for
inspection

67. A Ground Handling Services Provider Certificate holder shall for the purpose of inspection-

- (a) grant the Authority unrestricted access to all offices, facilities, records, personnel, equipment and operations under its control; and
- (b) ensure that the Authority is granted unrestricted access to all offices, facilities, records, personnel, equipment and operations that it has contracted for provision of services associated with ground handling.

Conducting
audit and
inspection

68.-(1) The Authority shall conduct surveillance on the Ground Handling Services Provider Certificate holder to ensure continued eligibility to hold a Ground Handling Services Provider Certificate.

(2) A Ground Handling Services Provider Certificate holder shall allow the Authority to conduct audit and inspection, at any time or place, to determine whether the Certificate holder is complying with the applicable laws, regulations, and the terms and conditions of the Certificate.

(3) A Ground Handling Services Provider Certificate holder shall make available at its main office the current-

- (a) Ground Handling Services Provider Certificate and its service provision specifications;
- (b) operations, quality, and safety management manuals; and
- (c) a list that includes the location and individual positions responsible for each record, document and report required to be kept by the Ground Handling Services Provider Certificate holder under the applicable regulations or standards.

(4) Upon failure by a Ground Handling Services Provider Certificate holder to make available to the Authority on request, any document, certificate or report, the Authority may suspend the Certificate or any of its service provision specifications.

Base of
operations

69.-(1) A Ground Handling Services Provider Certificate holder shall maintain a principal base of operations in the United Republic.

(2) A Ground Handling Services Provider Certificate holder shall submit written notification to the Authority, when establish or change the location of a principal base of operation at least thirty days before the proposed change.

Management
personnel
required for
service
provision

70.-(1) A Ground Handling Services Provider Certificate holder shall have an accountable manager acceptable to the Authority with authority to ensure that services are financed and carried out to the highest safety standards required by the Authority.

(2) When providing ground handling services, the Certificate holder shall have qualified personnel, with proven competency in civil aviation, available and serving in the following positions or their equivalent:

- (a) Head of Operations;
- (b) Head of Quality; and

(c) Head of Safety.

(3) For the purposes of subregulation (2) “competency in civil aviation” means that an individual shall have a technical qualification and management experience acceptable to the Authority for the position served.

(4) The Authority may approve a position, other than those listed, if the Ground Handling Services Provider Certificate holder is able to show that it can provide the services safely under the direction of fewer or different categories of management personnel due to the-

(a) kind of services involved;

(b) number and type of ground handling equipment;
and

(c) area of operation.

(5) A Ground Handling Services Provider Certificate holder shall-

(a) state in the general policy provisions of the Operations Manual required by these Regulations, duties, responsibilities and authority of personnel required under subregulation (2);

(b) list in the Operations Manual, names and business addresses of the individuals assigned to those positions; and

(c) notify the Authority within ten days of any change in personnel or any vacancy in any position listed.

(6) A Ground Handling Services Provider Certificate holder shall make arrangements to ensure continuity of supervision if operations are conducted in the absence of any required management personnel.

(7) Required management personnel shall be fully engaged to ensure that the management functions of the Ground Handling Services Provider Certificate holder are fulfilled.

(8) A person serving in a required management position for a Ground Handling Services Provider

Certificate holder shall not serve in a similar position for any other Ground Handling Services Provider Certificate holder unless an exemption is issued by the Authority.

Qualification
of personnel

71.-(1) The accountable manager shall possess the following qualifications:

- (a) a background in the management of ground handling services provisions or aviation operations;
- (b) knowledge of these Regulations and other regulations and materials published by the Authority that are applicable to ground handling services; and
- (c) knowledge of the ground handling services requirements of the Ground Handling Services Provider Certificate holder.

(2) The minimum qualifications for the Head of Operations, Head of Quality and Head of Safety shall be as prescribed by the Authority in the National Ground Handling Manual.

(3) A Ground Handling Services Provider Certificate holder may approve the employment of a person who does not meet the appropriate qualification or experience if the Authority issues an exemption upon finding that, the person has comparable experience and can effectively perform the required management functions.

Company
procedures
indoctrination

72. A person shall not serve nor a Ground Handling Services Provider Certificate holder use a person as a Head of Operations, Head of Quality, or Head of Safety unless that person has completed the company indoctrination curriculum approved by the Authority which shall include a complete review of the Operations Manual, Quality Manual, and Safety Management Manual procedures pertinent to their duties.

Quality
system

73.-(1) A Ground Handling Services Provider Certificate holder shall establish a quality system and designate a Head of Quality to monitor compliance with,

and adequacy of, procedures required to ensure safe provision of services.

(2) Compliance monitoring in accordance with subregulation (1) shall include a feedback system to the Accountable Manager to ensure corrective action as necessary.

(3) A Ground Handling Services Provider Certificate holder shall ensure that each quality system established as required by sub regulation (1) includes a quality assurance programme that contains procedures designed to verify that all services are being provided in accordance with all applicable requirements, standards and procedures.

(4) The quality system, and the Head of Quality specified in sub-regulation (1), shall be acceptable to the Authority.

(5) A Ground Handling Services Provider Certificate holder shall describe the quality system in all relevant documentation.

Submission
and revision
of policy and
procedure
manuals

74.-(1) A person who develops and maintains a manual required by these Regulations shall ensure that, the manual-

- (a) includes instructions and information necessary to allow the personnel concerned to perform their duties and responsibilities safely;
- (b) is in a form that is easy to revise and contains a system which allows personnel to determine the current revision status of each manual;
- (c) has a date of the last revision on each revised page;
- (d) is not contrary to any applicable laws of the United Republic and the Ground Handling Services Provider Certificate holder's service provision specifications; and
- (e) includes a reference to the appropriate civil aviation regulations.

(2) A person shall not implement any policy or

procedure for ground handling services prior to approval or acceptance by the Authority as appropriate.

(3) A Ground Handling Services Provider Certificate holder shall submit the proposed policy or procedure to the Authority at least thirty days prior to the date of intended implementation.

Retention and maintenance of personnel and other records

75.-(1) A Ground Handling Services Provider Certificate holder shall maintain current records detailing the qualifications and training of all its employees and the employees of contractors involved in the provision of services.

(2) A Ground Handling Services Provider Certificate holder shall maintain records for a minimum period of two years for those employees performing ground handling services duties in sufficient detail to determine whether the employee meets the experience and qualification requirements for duties in ground handling operations.

Inspection of personnel and other records

76.-(1) Whenever requested to do so by an authorized person, a Ground Handling Services Provider Certificate holder shall-

- (a) produce for the inspection of that person all records referred to in regulation 74; and
- (b) furnish to that person all information that person may require, in connection with the records and produce for that person's inspection all certificates, papers and other documents which that person may reasonably require to examine for the purpose of determining whether the records are complete or the same verifies the accuracy of their contents.

Equipment and facilities

77. A Ground Handling Services Provider Certificate holder shall maintain service provision support equipment and facilities at the base of operation or any service area appropriate for the area and type of service.

Sub-
contractor

78. A service provider shall develop policies and procedures for third parties that perform work on its behalf.

Operations
Manual

79.-(1) A Ground Handling Services Provider Certificate holder shall issue to the persons assigned operational functions, an Operations Manual as illustrated in the National Ground Handling Manual.

(2) The Operations Manual referred to in subregulation (1) shall be amended or revised as is necessary to ensure that the information contained therein is kept up to date and all such amendments or revisions shall be issued to all personnel that are required to use the Operations Manual.

(3) A Ground Handling Services Provider Certificate holder shall submit to the Authority a copy of the Ground Handling Services Provider Certificate holder's entire Operations Manual for the time being in force or of such parts thereof as the Authority may specify.

(4) A Ground Handling Services Provider Certificate holder shall make such amendments or additions to the Operations Manual as the Authority may require.

(5) The Operations Manual issued under subregulation (1) shall contain the overall general company policies and procedures regarding the ground handling services it provides.

(6) A Ground Handling Services Provider Certificate holder shall not provide for use of its personnel in ground handling services any Operations Manual or its part which has not been reviewed and found acceptable or approved for the Ground Handling Services Provider Certificate holder by the Authority.

(7) A Ground Handling Services Provider Certificate holder may design an Operations Manual to be more restrictive than the Authority's requirements.

Training,
education,
and
certification

80.-(1) A Ground Handling Services Provider Certificate holder shall ensure that all operations personnel are properly instructed in their duties and responsibilities

and the relationship of such duties to the operation as a whole.

(2) A Ground Handling Services Provider Certificate holder shall have training programmes approved by the Authority containing the general training, qualifications, standardization and record keeping policies as specified in the National Ground Handling Manual.

(3) A Ground Handling Services Provider Certificate holder shall submit to the Authority any revision to an approved training programme, and shall receive approval of the revision from the Authority before that revision can be effected.

(4) The training programmes specified in subregulation (2) shall be described in detail either in the operations or in a training manual which would form part of the Operations Manual but may be issued as a separate volume.

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(5) A service provider shall ensure that its personnel are trained in accordance with the Civil Aviation (Approved Training Organization) Regulations.

(6) Personnel of a service provider shall complete initial training programmes, including theoretical and practical components before being authorized to perform ground handling services.

(7) All personnel of a service provider shall receive Safety Management System training appropriate to their responsibilities.

(8) Refresher training shall be conducted regularly.

(9) Recertification is required at regular intervals to ensure personnel remain competent in the required safety and operational standards.

Emergency
Response
Plan

81. A service provider shall establish, document, and coordinate an Emergency Response Plan with airport and aircraft operators which shall be regularly reviewed and tested.

Facilities and
equipment

82.-(1) A service provider shall not operate any

maintenance equipment or facility intended for the provision or facilitation of ground handling services in the United Republic unless such equipment or facility is maintained, inspected, and meets operational and safety standards in accordance with requirements of these Regulations.

(2) A service provider shall have a maintenance programme for each type of equipment and facility he operates which shall outline the maintenance activities, the frequency or intervals and the methods of execution.

(3) A service provider shall maintain records of all maintenance performed on the equipment and facilities he operates which shall include the name of the equipment and detailed information on all maintenance activities carried out.

(4) Facilities such as warehouses, baggage claim areas and aircraft ramps shall be compliant with relevant health, safety and environmental regulations.

(5) A service provider shall ensure adequate security measures are in place to safeguard passengers, crew, and ground personnel.

Personnel
requirements

83.-(1) A personnel performing ground handling services shall be certified according to the requirements of the National Ground Handling Manual to ensure that performance standards are consistent and reliable.

(2) The personnel performing ground handling services shall meet the following standards:

- (a) minimum qualifications defined by the Authority, including safety and security training;
- (b) completion of a training programme approved by the Authority;
- (c) evidence of practical experience in ground handling services, as appropriate; and
- (d) adherence to continuous professional development programmes to maintain competency.

(3) The personnel performing ground handling services shall possess the following key competencies:

- (a) a full understanding of ground handling safety procedures, including the handling of dangerous goods, aircraft loading and unloading and passenger safety;
- (b) competence in operating ground handling equipment such as aerobridges, conveyor belts, aircraft tugs, and refuelling systems and trucks;
- (c) proficiency in providing high-quality customer service, particularly for passenger services and baggage handling; and
- (d) ability to act quickly and efficiently in emergency situations such as aircraft accidents, fires, or medical emergencies.

Reporting

84.-(1) A service provider shall implement mandatory and voluntary occurrence reporting systems.

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(2) A service provider shall report any accidents, incidents or safety and security-related issues to the Authority immediately and in accordance with the Civil Aviation (Safety Management) Regulations; and the Civil Aviation (Security) Regulations, respectively.

(3) A service provider who fails to report accidents, incidents or safety and security-related issues shall be penalised or his licence and safety certificate shall be suspended.

Coordination
with airport
and aircraft
operators

85. A service provider shall coordinate Standard Operating Procedures, Emergency Response Plan and Safety Management System interfaces with relevant stakeholders.

PART X GROUND HANDLING SECURITY MANAGEMENT

Ground
handling
security
programme

86.-(1) A person shall not provide ground handling services in the United Republic without a Ground Handling Security Programme approved by the Authority.

(2) A Ground Handling Security Programme shall be in accordance with the requirements prescribed in the Civil

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Aviation (Security) Regulations, National Civil Aviation Security Programme and shall be consistent with the respective aircraft operator security programme and the Airport Security Programme.

(3) The Ground Handling Security Programme shall be reviewed and updated after every two years or when need arises.

Aviation
security
training
requirements

87. A Ground Handling Services Provider Certificate holder shall ensure that a person-

- (a) implementing security controls possesses all competencies required to perform his duties and is appropriately trained according to the requirements of the National Civil Aviation Security Programme and that appropriate records are maintained up to date; and
- (b) carrying out screening operations is certified according to the requirements of the National Civil Aviation Security Programme to ensure that performance standards are consistent and reliable.

Aviation
Security
Training
Programmes

88.-(1) A Ground Handling Services Provider Certificate holder shall establish and maintain an approved Aviation Security Training Programme which ensures its personnel act in the most appropriate manner to minimize the consequences of acts of unlawful interference.

(2) The Aviation Security Training Programme specified in subregulation (1) shall be in accordance with the requirements prescribed in applicable Civil Aviation (Security) Regulations, the National Civil Aviation Security Training Programme and the National Civil Aviation Security Programme.

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PART XI MISCELLANEOUS PROVISIONS

Access to
installations

89.-(1) The airport operator shall take the necessary measures to ensure that a service provider and airport user

intending to self-handle have access to airport installations to the extent necessary to carry out their activities.

(2) The space available for ground handling at an airport must be divided among various service providers and self-handling airport users including new entrants in the field to the extent necessary for exercise of their rights and to allow effective and fair competition on the basis of the relevant, objective, transparent and non-discriminatory rules and criteria.

(3) Where access to airport installations give rise to the collection of a fee, the latter shall be determined according to relevant, objective, transparent and non-discriminatory criteria.

Complaints
and dispute
resolution

90. Any complaint against or by the ground handling service provider shall be handled as stipulated in the Act.

Safety and
security

91. The service provider shall ensure compliance to laws and regulations pertaining to safety and security at the airport.

Environment
al protection

92. The service provider shall take necessary measures to ensure respect of the rights of workers and passengers and protection of the environment.

Confidentialit
y

93. Confidential information obtained in application of these Regulations shall be treated as provided for in the Act.

Responsibilit
y of a service
provider

94. A service provider shall as prescribed by the Authority-

- (a) be duty bound to provide effective and efficient ground handling service for which the licence is provided;
- (b) ensure there is adequate number of skilled staff for the provision of ground handling services;
- (c) ensure that ground handling services are provided on a non-discriminatory manner;

- (d) ensure recurrent trainings are provided to the staff on their areas of specialisation;
- (e) observe principles of fair competition; and
- (f) not subcontract the ground handling services for which the licence is provided, except for a self-handling service provider.

Appointment
of
enforcement
officers

95. The Authority shall appoint enforcement officers for the purpose of securing compliance with provisions of these Regulations.

Offences and
penalties.

96.-(1) A person who contravenes provisions of these Regulations commits an offence and on conviction shall be liable to a fine of not less than the equivalent in Tanzanian Shillings of United States Dollars one thousand or imprisonment for a term not less than twelve months, or to both.

(2) A person who knowingly supplies any false or misleading information touching any matter which is material to any application or appeal to the Authority, or to any member, employee or agent of the Authority or to the Director General commits an offence and on conviction shall be liable to a fine of not less than the equivalent in Tanzanian Shillings of United States Dollars one thousand or imprisonment for a term not less than twelve months, or to both.

(3) A service provider who contravenes any regulation under Part X, commits an offence and shall be liable to one or more of the following actions:

- (a) suspension or revocation of the Ground Handling Services Provider Certificate; or
- (b) Requirement for retraining or re-certification of personnel.

Revocation
GN No.
251 of 2013

96. The Civil Aviation (Ground Handling Services) Regulations, 2013 are hereby revoked.

FIRST SCHEDULE

(Made under regulations 6(2)(c) and 15(1))

LIST OF AIRPORT GROUND HANDLING SERVICES OR ACTIVITIES

PART I

GROUND ADMINISTRATION AND SUPERVISION

1.-(1) Representation and liaison services with local authorities or other entity disbursements on behalf of the airport user 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 ground handling administration and supervision services before, during or after the flight and any other administrative service requested by the airport user.

PART II

PASSENGER AND BAGGAGE HANDLING

2.-(1) 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.

(2) Handling baggage in the sorting area, sorting it, preparing it for departure loading it on to and unloading it from the devices designed to move it from the aircraft to the sorting area and vice versa.

(3) Transporting baggage from the sorting area to the reclaim area.

PART III

FREIGHT AND MAIL HANDLING

3.-(1) Physical freight handling of export, and import freight (including transfer). handling of related documents, customs procedures and implementation of any security procedure agreed between the parties or acquired by the circumstances.

(2) 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.

PART IV

RAMP HANDLING

4.-(1) Marshalling the aircraft on the ground at arrival and departure.

(2) Assistance to aircraft parking and provision of suitable devices.

(3) The 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.

(4) The provision and operation of appropriate units for engine starting.

(5) The moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices.

(6) The transport, loading on to and unloading from the aircraft of food and beverages.

PART V AIRCRAFT SERVICES

5.-(1) The external and internal cleaning of the aircraft, and the toilet and water services.

(2) The rearrangement of the cabin with suitable cabin equipment, the storage of this equipment.

PART VI FUEL AND OIL HANDLING

6. The organization and execution of fuelling and de-fuelling operations, including the storage of fuel and the control of the quality and quantity of fuel deliveries.

PART VII FLIGHT OPERATIONS AND CREW ADMINISTRATION

7.-(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.

PART VIII SURFACE TRANSPORT

8.-(1) The organization and movement of crew, passenger, baggage, freight and mail transport between different terminals within the same airport.

(2) Any special transport requested by the airport user within the airside.

(3) Under this part "airside" means the movement area of an airport, adjacent terrain and buildings or portions thereof, access to which is controlled.

PART IX

INFLIGHT CATERING SERVICES

- 9.-(1) Storage of food and beverages and of the equipment needed for their preparation.
(2) Cleaning of this equipment.
(3) Preparation of bar and food supplies and delivery of equipment.

SECOND SCHEDULE

(Made under regulation 7(1))

FORMS TO BE FILLED

TGH/LGHSFORM

TANZANIA CIVIL AVIATION AUTHORITY

**APPLICATION FOR A GROUND HANDLING LICENCE TO PERFORM GROUND
HANDLING SERVICE IN THE UNITED REPUBLIC**

When completed, this form should be sent in duplicate to Tanzania Civil Aviation Authority, P.O. Box 2819, Dar es Salaam, Tanzania.

This form should be accompanied by an application fee of Shs./US Dollars Before completing the form, the applicant is advised to read it carefully and to answer all the questions.

**PART A
GENERAL INFORMATION**

1.Name of applicant.....

2.Business address of applicant.....

3.If the applicant is a company, the following particulars should be given:
red office

(b) company registration no.

.....

(c) date of
incorporation.....

(d) operating or business
name.....

(e) address for
correspondence.....

(f) telephone
number.....

(g) fax
number.....

.....

(h) email address

.....

for.....

.....

FINANCIAL PARTICULARS

.....

.....

with or without limited liability)
.....
.....

11. If the applicant is body corporate (public or private) give the following information:

(a) Authorized share capital of the company (state the currency),
number of shares and price of each share
.....
.....

(b) number of shares issued for cash and price of each share
.....
.....

(c) Other value assets available for the operations of the company
and their
value.....
.....

(d) Full names and citizenship of all the shareholders with details
of shares held in
percentage.....
.....

(e) Names of directors of the company and their nationalities
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.....
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.....
.

(f) If applicant is a subsidiary of another company, give the name
of the parent company with information as in paragraphs 2 to 4
above.
.....
.....
.....
.....

(g) the date on which the company's financial year ends
.....

(h) Period covered by the latest audited accounts submitted to the

Authority

.....
.....
.....

12. If the applicant is an individual or a partnership:

(a) state his or owner's name (s) in full, private address and citizenship

.....
.....
.....

(b) State their financial resources and value of assets

.....
.....
.....

PART C
STAFFING, ORGANISATION AND TECHNOLOGY
TRANSFER

13. State the number of staff usually employed.

(a) Tanzanian
citizens.....

(b) Foreigners
.....

14. State whether and how the Government's policies on
technology transfer are being or have been implemented

.....
.....
.....

PART D
TERMS AND CONDITIONS OF EMPLOYMENT

15. State whether the terms and conditions of employment of
persons you employ conform to those in the United Republic

.....
.....

PART E
EXPERIENCE

16. Give particulars of any experience in ground handling services
or any other relevant experience of the directors and other
senior employees of the company

.....
.....

.....
.....

PART F
TO BE COMPLETED IN RESPECT OF ALL APPLICANTS

17. State type and volume of traffic (passengers, cargo, mail etc) expected to be handled on each separate service

.....
.....
.....

18. If the application is for a new ground handling licence, give the date when service is intended to commence, and the period for which the ground handling licence is required.

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.....
.....
.....

19. If the ground handling licence is required in continuation of or substitution for an existing ground handling service, give:

(a) ground handling licence number:

.....

(b) period for which required:

.....

.....

.....

.....

.....

(c) expiry date:

20. Give concise indication of the existing or potential need or demand for the proposed service.

.....

.....

.....

21. Give particulars of any capital expenditure incurred, financial commitment made or commercial agreement concluded by the applicant in respect of the proposed ground handling service

.....

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.....

.....

DECLARATION:

I, the undersigned, hereby apply for ground handling service licence as described in this application and I declare that, to the best of my knowledge and belief, the statements given in this application and in the attachment here to, are true in every respect.

I enclose herewith a crossed cheque/bankers draft for TZS/USD..... in payment of the application fee.

Dated this: day of
20.....

Signatory's name in block letters.....
..

Signature:

.....

Position:

.....

On behalf of
.....

FOR OFFICIAL USE ONLY:

DATE RECEIVED

DATE
PUBLISHED.....

DATE FOR OBJECTIONS OR
REPRESENTATIONS.....

APPLICATION RECEIVED AND CHECKED
BY.....

DATE.....

RECEIPT NUMBER

DECISION OF THE AUTHORITY OF ISSUING THE GROUND
HANDLING LICENCE

.....
.....
.....

THIRD SCHEDULE

(Made under Regulation 7(1)), and 42(7)

INFORMATION TO BE PROVIDED BY APPLICANTS FOR A GROUND HANDLING LICENCE

PART A

INFORMATION TO BE PROVIDED BY A FIRST-TIME APPLICANT FOR A GROUND HANDLING LICENCE

1. The most recent internal management accounts and, if available, audited accounts for the previous financial year;
2. A projected balance sheet, and income statements for the following first three years;
3. The basis for projected expenditure and income figures on such items as fuel, charges and rates, salaries, maintenance, depreciation, exchange rate fluctuations, airport charges, insurance, traffic, revenues, etc.;
4. Details of the start-up costs to be incurred in the period from submission of application to commencement of operations and an explanation of how the applicant is proposing to finance these costs;
5. Details of existing and projected sources of finance;
6. Details of shareholders, including nationality and type of shares to be held, and the Articles of Association. If part of a group of undertaking, information to be provided on the relationship between them;
7. Projected cash flow statements and liquidity plans for the first three years of operation;
8. Details of the financing of ground handling equipment purchase or lease including, in the case of leasing, the terms and conditions of lease agreement;
9. Evidence of financial capability;
10. Evidence of liability insurance;
11. A detailed operational plan outlining services to be provided;
12. Compliance with Safety Management Systems;
13. Compliance with training programmes for personnel;
14. Evidence of an emergency response plan in case of accidents or incidents;
15. Certification of personnel qualifications and training records; and proof of the necessary equipment, machinery, and facilities to

provide ground handling services.

PART B
INFORMATION TO BE PROVIDED FOR ASSESSMENT OF THE
CONTINUING FINANCIAL FITNESS OF EXISTING GROUND
HANDLING LICENCE HOLDERS PLANNING A CHANGE IN
THEIR STRUCTURES OR ACTIVITIES, WITH A SIGNIFICANT
BEARING ON FINANCES

1. The most recent audited financial statements.
2. Precise details or all proposed changes e.g., change of type of service, proposed takeover or merger, modifications in share capital, changes in shareholders, etc.
3. Projected financial statements including all proposed changes in structure or activities with a significant bearing on finances.
4. Past and projected expenditure and income figure and such items as fuel, charges and rates, salaries, maintenance depreciation, exchange rate fluctuations, airport charges, insurance, traffic or revenue forecasts, etc.
5. Details of the financing of the ground equipment or leasing including, in the case of leasing, the terms and conditions of case agreement.

PART C
INFORMATION TO BE PROVIDED FOR ASSESSMENT OF THE
CONTINUING FINANCIAL FITNESS OF EXISTING GROUND
HANDLING LICENCE HOLDERS

1. Audited accounts not later than six months after the end of the relevant period and, if necessary, the most recent balance sheet.
2. Projected Balance Sheet and Profit and Loss statements for the forthcoming year.
3. Past and projected expenditure and income, figures on such items as fuel, fares and rates, salaries, maintenance, depreciation, exchange rate fluctuations, airport charges, insurance, traffic or revenue forecast.
4. Cash-flow statement and liquidity plans for the coming three years.

FOURTH SCHEDULE

(Made under Regulation 7(8))

FORMAT OF THE BUSINESS PLAN TO BE SUBMITTED TO
THE AUTHORITY WHEN APPLYING FOR GROUND
HANDLING LICENCE

1. Executive summary
2. Basic corporate information.
3. Current situation.
 - (a) vision, mission. values;
 - (b) history;
 - (c) business organisation:
 - (d) products and services:
 - (e) core competencies.
4. External environment-
 - (a) the economy:
 - (b) market analysis:
 - (c) competitor analysis
 - (d) competitive advantages
5. Strategy and plans
 - (a) objectives;
 - (b) business strategy;
 - (c) operating plan.
6. Financial analysis (5 years)-
 - (a) break even analysis;
 - (b) sales projections;
 - (c) capital spending;
 - (d) operating costs;
 - (e) profit and loss account;
 - (f) balance sheet:
 - (g) cash flow
7. Risk analysis overview:
 - (a) SWOT analysis:
 - (b) limiting factors
 - (c) critical success factors:
 - (d) alternative scenarios
 - (e) specific risks and their solutions;
8. Conclusion
9. Annexes
 - (a) current projects (if any);
 - (b) detailed financial statements and other statistics.

FIFTH SCHEDULE

(Made under Regulation 20(5))

**PARTICULARS OF A GROUND HANDLING OPERATIONS
MANUAL**

1. Introduction
 - (a) Purpose and scope of the manual
 - (b) Applicability (airlines, aircraft types, airports covered)
 - (c) Definitions and abbreviations
 - (d) Regulatory framework (ICAO, IATA, TCAA)
 - (e) Document control, revision history, and distribution list
2. Organizational Structure & Responsibilities
 - (a) Organizational chart
 - (b) Roles and responsibilities (Accountable Manager, Operations Manager, Safety Manager, Supervisors)
 - (c) Lines of authority and communication
 - (d) Contact information (internal and external stakeholders)
3. Safety Management System (SMS)
 - (a) Safety policy and objectives
 - (b) Hazard identification and risk assessment procedures
 - (c) Occurrence/incident reporting system
 - (d) Safety investigations
 - (e) Emergency response plan (ERP)
 - (f) Safety performance monitoring and KPIs
4. Personnel & Training
 - (a) Recruitment and qualification requirements
 - (b) Initial and recurrent training programmes
 - (c) Competency assessments
 - (d) Human factors training
 - (e) Dangerous goods training (IATA DGR compliance)
 - (f) Records management
5. Aircraft Ground Handling Procedures
 - 5.1. Aircraft Marshalling & Parking
 - (a) Standard marshalling signals
 - (b) Use of docking guidance systems
 - (c) Chocking procedures
 - (d) Engine start-up clearance
 - 5.2. Aircraft Servicing
 - (a) Refuelling/defueling procedures
 - (b) Potable water servicing

- (c) Lavatory servicing
- (d) Cabin cleaning
- 5.3. Loading & Unloading
 - (a) Baggage handling
 - (b) Cargo and mail handling
 - (c) Load control and weight & balance
 - (d) Use of Ground Support Equipment (GSE)
- 5.4. Aircraft Towing & Pushback
 - (a) Towbar/towbarless operations
 - (b) Headset communication procedures
 - (c) Brake rider requirements
 - (d) Pushback clearance procedures
- 6. Ground Support Equipment (GSE)
 - (a) Types of equipment
 - (b) Maintenance and inspection schedules
 - (c) Pre-use inspections
 - (d) Defect reporting
 - (e) GSE parking and storage procedures
- 7. Passenger Services
 - (a) Check-in procedures
 - (b) Boarding
 - (c) Special assistance (PRM – Persons with Reduced Mobility)
 - (d) Unaccompanied minors (UM)
 - (e) Irregular operations (IROPS)
- 8. Ramp Safety & Apron Operations
 - (a) Ramp safety rules
 - (b) Foreign Object Debris (FOD) control
 - (c) Personal Protective Equipment (PPE) requirements
 - (d) Speed limits on apron
 - (e) Vehicle driving permits and airside driving rules
- 9. Dangerous Goods Handling
 - (a) Acceptance procedures
 - (b) Storage requirements
 - (c) Segregation rules
 - (d) Incident procedures (spills, leaks)
 - (e) Documentation checks
- 10. Security Procedures
 - (a) Access control
 - (b) Aircraft security checks
 - (c) Cargo security
 - (d) Airside ID management

- (e) Coordination with airport security authorities
- 11. Environmental Management
 - (a) Fuel spill response
 - (b) Waste disposal procedures
 - (c) Noise abatement
 - (d) Environmental compliance requirements
- 12. Quality Assurance & Compliance Monitoring
 - (a) Internal audits
 - (b) Corrective and preventive actions (CAPA)
 - (c) Compliance with ISAGO standards
 - (d) Continuous improvement processes
- 13. Emergency & Contingency Procedures
 - (a) Aircraft emergency on ground
 - (b) Fire response
 - (c) Medical emergencies
 - (d) Bomb threats
 - (e) Aircraft accident on apron
 - (f) Business continuity plan
- 14. Documentation & Record Keeping
 - (a) Operational forms and checklists
 - (b) Reporting formats
 - (c) Record retention periods
 - (d) Data protection policies

SIXTH SCHEDULE

(Made under Regulation 38(2))

SERVICE PROVIDER GUIDELINES

PART A DRESS CODE GUIDELINES

Effective Date: [Insert Date]

Applies To: All ground handling staff including baggage handlers, ramp agents, equipment operators, and other airside personnel.

1. Purpose

To ensure all ground handling personnel maintain a professional appearance, support safety standards, and promote States identity and

public confidence.

2. General Requirements

- (a) Entities working at the airports as Ground Handling Agents must have unique uniform in no conformity with other entity.
- (b) All staff must report to work in a full, clean, and properly fitting uniform.
- (c) Uniforms must be worn only while on duty or in transit to/from the worksite.
- (d) No unauthorized alterations or additions to uniforms are allowed.
- (e) Identification badges must be visible at all times.

3. Uniform Components

A. Tops

- (a) Branded T-shirt, polo, or high-visibility (hi-vis) jacket/vest depending on weather and safety requirements.
- (b) All shirts, T-shirts, blouse and Jackets must bear company logo.
- (c) Shirts must be worn fully buttoned and worn tucked in. No rolled-up sleeves or short sleeves.
- (d) Blouse must be long sleeve, clean and well pressed. No rolled-up sleeves or short sleeves. must be fully buttoned and tucked into the waistband of the skirt or trouser.
- (e) Jackets must be clean, in good condition and well pressed.
- (f) Must always be clean, in good condition, well pressed and tucked when appropriate

B. Bottoms

- (a) Standard-issue cargo pants or work trousers.
- (b) Trousers must be clean and well pressed.
- (c) Skirts must be knee length and covering the knee while standing.
- (d) Shorts may be allowed in hot weather if approved by management.
- (e) No jeans, joggers, or non-uniform items.

C. Tie and Scarfs

- (a) Tie should be worn in a traditional knot.
 - (i) Appropriate length for the height (waist level)
 - (ii) Should be worn at all time whilst on duty
- (b) Scarf should be worn around the neck underneath the shirt collar, tied in a single knot so that logo is clearly visible
- (c) Hijab must be plain and tucked under the shirt.
- (d) ID holder must be worn at all times as part of the uniform

D. Footwear & Hosiery

- (a) For male: Safety boots or shoes (CSA or OSHA approved).
- (b) For female: Shoes should be of block heel with minimum of 1" and maximum of 2"
- (c) Must be clean, in good condition, and worn with plain socks.
- (d) Open-toed shoes, sandals, or sneakers are prohibited.
- (e) Belt shall be made of leather with colour to match the suit and should be worn inserted through the belt loops.

D. Headgear

- (a) Uniform caps or beanies allowed.
- (b) Hard hats must be worn in designated areas.
- (c) Personal headwear (e.g., for religious purposes) must be neat and securely worn.

E. Outerwear

- (a) Company-issued jackets or coats for cold/wet weather.
- (b) Reflective gear is mandatory during night shifts or low-visibility conditions.

4. Uniform Issuance & Maintenance

- (a) Companies are responsible for the care and cleanliness of issued uniforms.
- (b) Damaged or worn-out uniforms must be replaced promptly.
- (c) Uniforms remain company property and must be returned upon separation from employment.

5. Personal Grooming

- (a) Hair must be clean, neatly groomed, and tied back if long.
- (b) Hair should not fall on forehead, touch the ears or touch the collars.
- (c) Long hair and pony tail are not considered professional for male.
- (d) Beards must be trimmed and tidy.
- (e) Fingernails must be clean and trimmed short for safety.
- (f) Strong perfumes or colognes are discouraged.

6. Prohibited Items

- (a) Graphic or offensive clothing underneath uniform items.
- (b) Jewellery that poses a safety risk (dangling earrings, long chains, etc.).
- (c) Unauthorized accessories or insignia.
- (d) Headphones or earphones (except approved communication devices).

7. Jewellery / Tattoos

- (a) Simple and modest jewellery can be accepted for female employee,

- (b) No jewellery that makes sound and no dangling earrings.
- (c) No jewellery or tattoos is allowed for male.
- (d) If jewellery is worn for religious purposes, it must be covered at all time.

8. Body Art

- (a) Rings: Maximum of two rings can be permitted
- (b) Bracelets: Only one bracelet is permitted
- (c) Glasses: Frames must be conservative in style. When not used, must not be hung from uniform, lanyard or worn on top of the head.

9. Special Considerations

- (a) Weather Conditions: Modifications may be allowed (e.g., thermal layers in cold weather), but must be approved and consistent with safety requirements.
- (b) Religious Accommodations: Will be respected, provided safety and operational standards are maintained.
- (c) PPE Compliance: Personal Protective Equipment must always be worn in designated areas.

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10. Enforcement & Non-Compliance

- (a) Companies shall conduct periodic uniform checks.
- (b) Non-compliance shall result in:
 - (i) Verbal warning (first offence)
 - (ii) Written warning (second offence)
 - (iii) Disciplinary action or suspension (repeated offenses)

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11. Additional Guidance

- (a) Eating: Chewing gums, eating sweets or snacks in uniform in public while on duty is not recommended.
- (b) Mobile Phones: Must be used only for work purposes and must be kept in silent mode while on duty.
- (c) Smoking: Is allowed only at designated areas

PART B

GROUND HANDLING SECURITY PROGRAMME GUIDELINES

A Ground Handling Security Programme shall contain—

1. provisions to meet the requirements of the National Civil Aviation Security Programme and the Civil Aviation (Security) Regulations;
2. provisions to respond to orders, directives and circulars issued by the Authority under regulation 7 of the Civil Aviation (Security) Regulations;
3. details of how the ground handling plans shall meet and maintain the requirements set out in the Ground Handling Security Programme;

4. procedures for-
 - (a) ensuring that where screening of cargo and mail is conducted, screening is carried out using an appropriate method or methods, taking into account the nature of the consignment;
 - (b) ensuring the security of buildings, premises, transport facilities and access control;
 - (c) recruitment and training of staff involved in the implementation of security controls;
 - (d) incident reporting; and
5. any other matter that may be prescribed by the Authority.

SEVENTH SCHEDULE

(Made under Regulation 52(1))

PARTICULARS TO BE GIVEN BY GROUND HANDLING LICENCE AND OPERATING AUTHORISATIONS HOLDERS IN MONTHLY RETURNS EXCEPT WHERE OTHERWISE SPECIFIED

1. A list of the services provided giving the nature of airports at which the services are being provided and equipment being used.
2. A list of aircraft handled with corresponding names of the aircraft or flight operator and number of passengers or cargo tons handled or amount of fuel discharged or amount of food served, at each of the airports served during the reporting month.
3. The capacity utilised against the available capacity for the reporting month.
4. Any new development like recruitment of professionals and training of staff and management on courses related to discharging duties of ground handling services.
5. Any other information as stipulated in the licence conditions.

Dodoma,
4th September., 2026

MAKAME M. MBARAWA
Minister for Transport