GOM
Ground Operations
Manual - Ed 2 Rev 3

GENERAL

GOM
Ground Operations   Manual - Ed 2 Rev 3

0.1   FOREWORD

This Manual defines the processes and procedures related to Ground Operations of ITA - Italia Trasporto Aereo S.p.A. (from now on intended as ITA) in conformity with internal and external regulations (AIR OPS, ICAO, ENAC, IOSA, SAE ARP), with operational instructions which apply to airport activities, with applicable requirements and with relevant industry and business standards.

The GOM is composed of 3 manuals: PBM (Passenger and Baggage), HLM (Handling and Loading), CM (Cargo Manual which includes Dangerous Goods)

0.1.1   DOCUMENT REQUISITES

This document describes the duties and responsibilities concerning:

- production
- issuance
- approval
- distribution
- updating
- revision

of all documentation included in the Manual.

It also includes the Table of Contents and the List of Effective Pages, indicating the level of revision, in order to prevent the use of obsolete documents.

0.1.2   PRODUCTION, ISSUEANCE AND APPROVAL

The Compliance Monitoring departments of ITA is responsible for the production and issuance of the Ground Operation Manual, by specific mandate of the Nominated Person Ground Operation of ITA that give his approval by signing the proper approval page.

All procedures included in this Manual are preventively evaluated and approved in order to verify their conformity.

The issuing process guarantees that all users make a documented and coherent approach to procedures.

All prescriptive procedures, together with updates and revisions, are verified and approved, through the signing of the proper approval page, by authorized and qualified staff of Compliance Monitoring.

0.1.3   DISTRIBUTION

The version of the GOM published by the Ground department in the Internet, for the internal uses, and Extranet, for external users, is the only one to be considered official and valid. At this regard the Ground Operations Manual of ITA shows on each page the wording "if printed or downloaded, copies do not ensure the last version". The GOM is made available to all users specified in the below table by the Ground department who monitor its feedback of acknowledge.

The same distribution mode through the Intranet and Extranet will be used to transmit the other necessary documentation/manuals to the Ground Service Providers (e.g. Operational Communications, Fuelling booklet, De Anti Icing booklet, etc.)

The Record of Revision is included in each volume of the manual and details the amendment of the manual itself.

In order to make all users aware of any amendment, the distribution will be carried out on or before its effective date depending on the urgency or the amount of amendment included in the revision of the manuals.
 In order to maintain the currency of relevant documents and data, once a year a specific "Manual Review Record" form is completed and a copy of it is stored in the sub-folder "Manual Review Form" of the folder "Ground Operation Manual", published in the intranet/Sharpoint.

FUNCTION	Distribution Address
Nominated Person Ground Operations	ITA Headquarter
Compliance Monitoring Manager	ITA Headquarter
Nominated Person Flight Operations	ITA Headquarter
Ground Department	ITA Headquarter
Italian Station Managers	ITA Intranet/Sharepoint
Outstation Station Mangers	ITA Intranet/Sharepoint
Italian and Outstations Providers	ITA Extranet OpenText/CoreShare
ENAC - Direzione Operazioni Centro (Roma)	ENAC Cloud https://manuali.enac.gov.it

0.1.4   UPDATING

The Manual is updated:

- • either by amending or integrating or deleting, when procedures need to be changed, in order to adjust operating processes or due to new regulations, standards and on Authority's requests.

The update may be carried out by a complete new Edition (e.g. complete restructuring or substantial revision) or by a Revision to the current edition progressively numbered.

Any change to paragraphs and/or modules, shall produce the following actions:

- - amend the date on the page containing the updates;
- - mark with a black thick line the right side of the amended paragraph;
- - in the event that a text is slipping from one page to the next, those pages must be renamed with the date of the new Rev at the side of which a vertical line must be inserted;
- - typographical changes such as corrections of typing errors or amendments of graphic settings shall not be considered as formal updating. Therefore, in the case of variations related only to typographical or editorial changes, the vertical bar on the right will be printed near the page number box only.

0.1.5   REVISIONS

The Valid revisions of the Ground Operations Manual GOM including: Vol. 1 PBM - Vol. 2 HLM - Vol. 3 CM will be published on the Intranet and Extranet of the carrier at any regulation and/or procedure amendment and/or whenever it is deemed necessary, in any case at least on a yearly basis.

The introduction of the GOM includes the date of revisions and the effective date of the entire manual and the List of Effective Date. Each of the 3 manuals, forming an integral part of the GOM, individually report the List of Effective Pages and the Record of Revision of the single manual in which the amendment part are recorded.

The Vol. 1 PBM includes an Annex section, at chapter 16 containing a list of folders in which are published detailed operative instructions together with more purely commercial aspects and operative forms as well as standards to be followed by ground staff/handlers of all the stations of ITA.
The content of the above mentioned folders are directly and continuously updated by competent personnel of the Ground department.

The editing of the sub-folders numbered and listed in the Chap. 16 generate a revision of the manual, while the amendment of the content inside the sub-folder do not generate a revision of the manual.

Updates/integrations of procedures are promptly sent by email by Ground staff and published in the dedicated folder attached to the manual.

Upon publication of a new manual all preserved updates and any printed hard copies must be destroyed.

0.1.6   CONCLUSIONS

- All data or products purchased or otherwise acquired from external supplier shall meet the technical products requirements as specified or indicated prior to being used.
- ITA adhere to the eE-MOR system for the transmission of the MOR events to the authorities.

0.2 QUALITY SYSTEM

The Air Operator Certificate, named AOC, certifies that the carrier has the professional capacity and the organization in place to guarantee that aircraft operate in airworthiness and safety, for the aviation activities covered by it.

According to the provisions established in art. 6 of the Council Regulation (EC) n°1008/2008 of 24 September 2008, an air transportation undertaking must have a valid AOC, in order to obtain and maintain a valid Operating Licence for air carrier. The fulfilment by an air transport undertaking of the general technical requirements shall be attested by an AOC. The Air Operator Certificate cannot be transferred to another Operator.

The AOC, that within Italy is guaranteed by ENAC, specifies the range and the limitations of the certificate, against a positive result of its own assessment, after the undertaking has demonstrated to meet the requirements established in the EU Regulation (EU) N.°965/2012 AIR OPS according to the means of compliance, reported in the above said regulation.

Throughout the AOC validity, ENAC will supervise the carrier's activity by means of occasional and planned Audits and Inspections. ENAC will establish the content, the limitations and the formalities for the issue, and the variation to the AOC. The range of the certification specified in the valid AOC is extended by ENAC on request of the operator, against positive result of the assessment conducted by the licensing authority.

To renew the certification, the operator must demonstrate to meet the obligations of the above mention European Regulation. The operator must opportunely inform ENAC about any eventual circumstances reducing the AOC range.

The original copy of the AOC and the relevant description of the operations are filed by the Accountable Manager of ITA.

0.2.1   Safety Policy

ITA AIRWAYS

Being a customer oriented Company requires to be focused in business processes as regards Customer's needs; therefore our daily priority is providing Quality products guaranteeing the safest and most secure operational environment possible.

Senior Management is fully committed to constantly improve our Safety, Security and Quality standards through actions which:
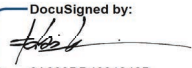
- support adoption of Industry best practices;

- warrant the necessary resources to comply with applicable regulations and Company requirements;

- assure implementation of prevention strategies based on regular Hazard Identification and Risk Management processes;

- pursue the continual improvement of Safety and Security levels by establishing objectives and constantly monitoring performances;

- promote the development of a proactive Safety and Security Culture throughout the Company;

- guarantee effective implementation of Just Culture principles within the organisation at all levels and with all parties, all should actively foster mutual trust and respect, and promote support and cooperation to build the necessary trust across the organization;

- encourage voluntary reporting of Safety and Security issues assuring that such information will not be used to find out blame or individual responsibilities but to determine causes and/or contributing factors of reported events in order to achieve effective prevention;
  this guideline will not apply to information received from a source other than the employee, or which involves illegal acts, reckless and gross negligence, deliberate or willful violation of Company procedures and aviation regulations;

- exploit Companywide effective communication.

The success of our Safety, Security and Quality programs involves all Company employees.

Safety is our first priority. Our Managers are committed to implement and spread this Policy throughout the Company.

July 14th, 2021

Fabio Lazzerini
Accountable Manager

DocuSigned by:

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0.2.2 Physical and mental conditions of personnel

The execution of any operational duty connected to flight safety, giving the specific nature of the word, requires the utmost attention and the best use of all physical and mental capabilities.

Before starting the activity, all personnel assigned to or directly involved in handling and /or loading and balancing of aircraft shall be particularly aware of his/her own conditions.

In addition if the Supervisors have any doubts regarding the physical or mental conditions of any person or if they believe that such person could be under the influence of psycho-active substances that might impair their capability to safely perform their duties, they shall not assign such staff to handling and/or loading and balancing activities or to any other activity connected to flight safety.

0.2.3 Training requirements

The requirements are published in the Ground Operation Training Manual of ITA.
Any Provider shall ensure that all operational staff receive Initial Training, Recurrent Training and Re-qualification Training as per the requirements commensurate with their duties and responsibilities in compliance with the provisions of:

- Reg 965/2012 in the Training section [ORO.MLR.100]
  [ORO.GEN.110; ORO.GEN.210;ORO.AOC.135]
- ICAO and IATA (including DG Regulations

0.2.3.1 DG Training requirments

The Company has established initial and recurrent training programmes based on Competencies (Competency-Based Training and Assessment – CBTA) in accordance with ICAO/IATA regulation, approved by the Authority (ENAC).

Personnel must be trained to competently perform the function for which they are responsible, not on the basis of the job title.

The Company personnel involved in operations related to DG transport is suitably trained with reference to the following specific functions and responsibilities:

Flight Operations	Nominated Person FO
	Flight Crew
	Cabin Crew
	Flight Dispatcher
Ground Operations	Nominated Person GO
	Load Masters
	Station Manager & Duty Supervisors
	Cargo Supervisors
Compliance	Compliance Manager
	DG Training Manager & Instructors
	Compliance Quality Auditors
Safety	Safety Manager

0.3   REPORTING SYSTEM

0.3.1   INTRODUCTION

It is the mission of those who work in ground assistance to fulfil safe operations, in compliance with the recommended standards or actions.

Experience has shown that accident and incidents are often preceded by minor event which revel the existence of potentially dangerous conditions for the safety of operations; therefore, it is everyone's responsibility to report any **safety** and **security** event to the organization. Collections and analysis of those informations allow to identify critical issues and adopt the corrective actions.

To collect these occurrences it is required that a **Company's GSR (Ground Safety Report) is completed as soon as possible and in any case no more than 72 hours from the day of the event.**

It is Station manager responsibility or his/her delegate to send the report in electronic format by accessing the SDM (Safety Database Monitoring) reporting platform. For an effective and efficient management of the report, the compiler is asked to report the mandatory data (date and time of the event, flight number, aircraft registration and description of the event), any other supporting documentation to facilitate and support any investigation (e.g. pictures) verifying the completeness and quality of the information.

It is a Safety department responsibility after a **first level analysis**, to evaluate and classify the level of report. The report can be mandatory (Mandatory Occurrence Report) or voluntary (Voluntary Occurrence Report).

The **report is mandatory** when is included in the list of occurrences which must be reported to the competent authority (ENAC) in compliance with the Regulation (EU) 376/2014 and Implementing Rule n. 2015/1018; while the **report is voluntary** or **spontaneous** when the occurrence is not included in the list of the Implementing Regulation2015/1018 but represents or could represent a risk for the safety of operations

The results of the **second level analysis** (follow up), aimed to find the reason which generated the event ("root cause") and to define and share eventual corrective actions. Their implementations by the responsible persons allow to mitigate the risk. The subsequent monitoring allow to verify the efficiency of the implemented measures.

0.3.2   JUST CULTURE POLICY

The "Just Culture" is a personal commitment of the Carrier with respect to safety and must not be intended as a tool improperly used against the staff representing spontaneous and safety reports (also confidential). Anyone who will cooperate gathering useful information will be granted:

- respect in personal privacy, CONFIDENTIAL by Safety bodies,
- discretion of received information/data, that will be used only for Safety organization prevention purposes and not performance evaluation elements

The "no penalty policy" and assurance of personal privacy are granted by the Carrier in compliance with ENAC (GEN-01D).

0.3.3   OCCURRENCES TO REPORT

The (EU) 2015/1018 Annex IV defines the occurrences to be reported relating to aerodromes and ground services.

This regulation refers to the ENAC Circular "Gen 01D".

Following a set of occurrences that are **mandatory to be reported**, even if the occurrence happen in Cargo area:

0.3.3.1   Safety management of an aerodrome

A. **Aircraft and obstacle related occurrences**:

1. a collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain or obstacle (*);
2. wildlife strike including bird strike;
3. taxiway or runway excursion;
4. actual or potential taxiway or runway incursion;
5. Final Approach and Take-off Area (FATO) incursion or excursion;
6. aircraft or vehicle failure to follow clearance, instruction or restriction while operating on the movement area of an aerodrome (for example: wrong runway, taxiway or restricted part of an aerodrome);
7. foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants or any other person;
8. presence of obstacles on the aerodrome or in the vicinity of the aerodrome which are not published in the AIP (Aeronautical Information Publication) or by NOTAM (Notice to Airmen) and/or that are not marked or lighted properly;
9. push-back, power-back or taxi interference by vehicle, equipment or person;
10. passengers or unauthorized person left unsupervised on apron;
11. jet blast, rotor down wash or propeller blast effect;
12. declaration of an emergency ('Mayday' or 'PAN' call).

B. **Degradation or total loss of services or functions**:

1. loss or failure of communication between:
    a. aerodrome, vehicle or other ground personnel and air traffic services unit or apron management service unit;
    b. apron management service unit and aircraft, vehicle or air traffic services unit.
2. significant failure, malfunction or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants;
3. significant deficiencies in aerodrome lighting, marking or signs;
4. failure of the aerodrome emergency alerting system;
5. rescue and firefighting services not available according to applicable requirements. 30.6.2015 EN Official Journal of the European Union L 163/11.

(*) Obstacle includes vehicle.

C. **Other occurrences**:

1. fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person;
2. aerodrome security related occurrences (for example: unlawful entry, sabotage, bomb threat).
3. absence of reporting of a significant change in aerodrome operating conditions which has or could have endangered the aircraft, its occupants or any other person;
4. missing, incorrect or inadequate de-icing/anti-icing treatment;
5. significant spillage during fueling operations;
6. loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil and potable water);
7. failure to handle poor runway surface conditions;
8. any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.

0.3.3.2 Ground handling of an aircraft

A. **Aircraft and aerodrome related occurrences:**

1. a collision or near collision, on the ground, between an aircraft and another aircraft, terrain or obstacle;
2. taxiway incursion;
3. taxiway excursion;
4. significant contamination of aircraft structure, systems and equipment arising from the carriage of baggage, mail or cargo;
5. push-back, power-back or taxi interference by vehicle, equipment or person;
6. foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants or any other person;
7. passengers or unauthorized person left unsupervised on apron;
8. Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person;
9. aerodrome security-related occurrences (i.e. unlawful entry, sabotage, bomb threat).

B. **Degradation or total loss of services or functions**

1. loss or failure of communication with aircraft, vehicle, air traffic services unit or apron management service unit;
2. significant failure, malfunction or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants;
3. significant deficiencies in aerodrome lighting, marking or signs.

C. **Ground handling specific occurrences:**

1. incorrect handling or loading of passengers, baggage, mail or cargo, likely to have a significant effect on aircraft mass and/or balance (including significant errors in Loadsheet calculations), including discrepancies detected after the off-block;
2. boarding equipment removed leading to endangerment of aircraft occupants;
3. incorrect stowage or securing of baggage, mail or cargo likely in any way to endanger the aircraft, its equipment or occupants or to impede emergency evacuation;
4. transport, attempted transport or handling of dangerous goods which resulted or could have resulted in the safety of the operation being endangered or led to an unsafe condition;
5. non-compliance on baggage or passenger reconciliation;
6. non-compliance with required aircraft ground handling and servicing procedures, especially in de-icing, refuelling or loading procedures, including incorrect positioning or removal of equipment;
7. significant spillage during fuelling operations;
8. loading of incorrect fuel quantities likely to have a significant effect on aircraft endurance, performance, balance or structural strength;
9. loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil and potable water);
10. failure, malfunction or defect of ground equipment used for ground handling, resulting into damage or potential damage to the aircraft (i.e. tow bar or GPU);
11. missing, incorrect or inadequate de-icing/anti-icing treatment;
12. damage to aircraft by ground handling equipment or vehicles including previously unreported damage;
13. any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.

Following occurrences that can be voluntary reported, even if the occurrence happen in Cargo area:

•   an occurrence, different from an aircraft damage, that injured or could injure safe operations;

•   an event where an accident has been touched on.

0.4   Storage Management

0.4.1   RECORDS

Records can be kept in paper form or in electronic format or a combination of both, remaining traceable, available and legible throughout the required retention period (described in each specific part of the GOM).

Records stored on microfilm or optical disc format are also acceptable.

The record retention period starts when the document has been created or last amended always in accordance with requirements of the Authority.

The record-keeping system should ensure that all records are accessible whenever needed within a reasonable time.

Records shall be stored in a manner than ensures protection from damage, alteration and theft and managed through appropriate processes for:

1. Identification;

2. Legibility;

3. Maintenance;

4. Retrieval (for the required period);

5. Protection and security;

6. Disposal (paper documents), deletion (electronic records) and archiving.

0.4.2   Paper documentation

Paper systems and location have to meet the following requirements:

• Paper systems should use robust material which can withstand normal handling and filing.

• Usually the records are locked in a cabinet, or office or drawer that avoids record deterioration.

Arrangements must be done for the disposal (shredding or destruction) by other means that do not allow non-authorized persons to gain access to its content.

The destruction of records shall be done with the approval of the Post Holder only.

0.4.3 Electronic records and systems

Computer systems have to meet the following requirements:

• have at least one backup system which should be updated within 24 hours of any new entry;

• computer systems should include safeguards against the ability of unauthorized personnel to alter the data;

• all computer hardware used to ensure data backup should be stored in a different location from that containing the working data and in an environment that ensures they remain in good condition;

• when hardware or software changes take place, special care should be taken that all necessary data continues to be accessible at least through the keep period;

Arrangements must be done for the deletion after the date the record is required to be kept for. The deletion of regulatory records shall be done with the approval of the Post Holder only.

0.5 APPROVAL FORM

The approval is valid for all pages of the different volumes that compose the GOM: "Vol. 1 PBM, Vol. 2 HLM and Vol. 3 CM"

Title	Signature
Nominated Person Ground Operations Piero Innocenti	
Edited by: Compliance Monitoring Manger Giovanni Falletta	
Written by: Barbara Gonella David Pronti	

0.6   LIST OF EFFECTIVE PAGES

Part / Chapter	Pag.	Issue Date	Part / Chapter	Pag.	Issue Date
0					
	0	Ed 2 Rev 3/May 26, 23			
	1	Ed 2 Rev1/ 15 Oct 2022			
	2	Ed2 Rev2/Jan 26, 2023			
	3	Ed 2/Apr 20th 2022			
	4	Ed 2/Apr 20th 2022			
	5	Ed 2/Apr 20th 2022			
	6	Ed2 Rev2/Jan 26, 2023			
	7	Ed2 Rev2/Jan 26, 2023			
	8	Ed 2/Apr 20th 2022			
	9	Ed 2/Apr 20th 2022			
	10	Ed 2/Apr 20th 2022			
	11	Ed 2/Apr 20th 2022			
	12	Ed 2/Apr 20th 2022			
	13	Ed 2 Rev 3/May 26, 23			
	14	Ed 2 Rev 3/May 26, 23			
	15	Ed 2 Rev 3/May 26, 23			
	16	Ed 2 Rev 3/May 26, 23			
	17	Ed 2 Rev 3/May 26, 23			

0.7   List of effective pages PBM HLM CM

For the list of effective pages refer to the List of Effective pages of the manuals: PBM, HLM and CM

0.8   RECORD OF REVISIONS

Edition	Revision of the Edition	Issue Date	Effective Date
Ed 0		July 28th, 2021	July 28th, 2021
Ed 1		Sep 22th, 2021	Sep 22th, 2021
	Rev 1	Dec 14th, 2021	Dec 14th, 2021
	Rev 2	March 8th, 2022	March 21st, 2022
Ed 2		Apr 20th, 2022	Jun 1st, 2022
	Rev 1	October 4th, 2022	October 15th, 2022
	Rev 2	January 26th, 2023	February 11th, 2023
	Rev 3	May 26th, 2023	June 1st, 2023

0.9   Volumes Index

- Volume I PBM - Passenger and Baggage Procedures

- Volume II HLM - Handling and Loading Manual

- Volume III CM - Alitalia Cargo Handling Manual and DG