

Part-GH.OPS (whole Part)

Audit Checklist

598 audit questions across 73 sections.

HOW TO USE THIS CHECKLIST

Each question has three boxes the auditor fills in during the audit:

1. **Compliance** — the binary headline: Compliant / Non-compliant.
2. **Classification** — where the gap is, four-state grid: Documented / Implemented matrix.
3. **Finding level** — severity: L1 / L2 / O (Level 1 / Level 2 / Observation).

Severity is the auditor's call on the day, against the real finding — no severity is pre-suggested per question.



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General responsibilities for the provision of ground handling services

Q1 IR

IR §GH.OPS.005(a)#prose §1

Does the GH organisation **meet the four §(a)(1)–(4) conditions across every ground-handling activity it performs?**

SOURCE VERBATIM

GH.OPS.005 General responsibilities for the provision of ground handling services
(a) The ground handling organisation shall ensure, for all the ground handling activities it performs, that:
– Commission Delegated Regulation (EU) 2025/20

COMPLIANCE

Compliant Non-compliant

CLASSIFICATION (FOUR-STATE)

- Documented and Implemented
- Documented Not Implemented
- Not Documented but Implemented
- Not Documented and Not Implemented

FINDING LEVEL

L1 L2 O
L1 = Level 1 · L2 = Level 2 · O = Observation

SUGGESTED EVIDENCE TO REQUEST

- Documented scope statement covering all GH activities performed
- Coverage matrix for §(a)(1)–(4)
- Linkage to §ORGH.MGM.200(b) management-system processes

ORGANISATION MANUAL REFERENCE:

FINDINGS / NOTES:

Does the GH organisation **correctly implement the operational procedures and instructions issued by the aircraft operator and (where it applies) the aerodrome operator?**

SOURCE VERBATIM

(1) the operational procedures and the instructions provided by the aircraft operator and, when applicable, by the aerodrome operator are correctly implemented;

— Commission Delegated Regulation (EU) 2025/20

COMPLIANCE

Compliant Non-compliant

CLASSIFICATION (FOUR-STATE)

- Documented and Implemented
 Documented Not Implemented
 Not Documented but Implemented
 Not Documented and Not Implemented

FINDING LEVEL

L1 L2 O
 L1 = Level 1 · L2 = Level 2 · O =
 Observation

SUGGESTED EVIDENCE TO REQUEST

- Per-aircraft-operator served: operational-procedures + instructions library on file
- Per-aerodrome served: aerodrome-operator instructions library on file
- Per-station: implementation evidence (briefings, sign-offs, training)
- Per-revision: roll-out + acknowledgement record

ORGANISATION MANUAL REFERENCE:

FINDINGS / NOTES:

Does the GH organisation **have enough personnel available to perform the assigned tasks safely?**

SOURCE VERBATIM

(2) sufficient personnel are available to perform the assigned tasks safely;
– Commission Delegated Regulation (EU) 2025/20

COMPLIANCE

Compliant Non-compliant

CLASSIFICATION (FOUR-STATE)

- Documented and Implemented
- Documented Not Implemented
- Not Documented but Implemented
- Not Documented and Not Implemented

FINDING LEVEL

L1 L2 O
L1 = Level 1 · L2 = Level 2 · O = Observation

SUGGESTED EVIDENCE TO REQUEST

- Per-station / per-shift: personnel-availability record vs operational demand
- Resource-planning procedure
- Per-incident of insufficient staffing: documented escalation + outcome
- Linkage to §ORGH.MGM.210 personnel + §ORGH.MGM.200(b)(4) capacity

ORGANISATION MANUAL REFERENCE:

FINDINGS / NOTES:

[Empty text box for findings and notes]