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GROUND SERVICES











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GROUND SERVICES

Ground Handling

Operational Continuity During Public Health Event

Protecting ground handling staff and ensuring operational continuity

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Scope

Seven ground-handling functions covered by the response plan



Scope

Every function where staff, passengers, baggage, aircraft and equipment meet



Baggage Handling



Ramp Operation



Ground Support Equipment (GSE)



Aircraft Servicing



Waste Handling



Cleaning and Disinfection



Staff Transportation


OUR GROUND SERVICES
WE CARE FOR EVERY JOURNEY
CATERING
High-quality meals and beverages supplied to our aircraft
CABIN CLEANING
Thorough cleaning of the cabin to ensure comfort and hygiene
LAVATORY
Servicing and sanitation of lavatories with care and safety
POTABLE WATER
Supply of clean and safe drinking water for all flights
LOADING & UNLOADING
Efficient handling of baggage and cargo with safety and precision
AIR CONDITIONING
Maintenance of optimal aircraft temperature for passenger comfort
ELECTRICAL POWER
Ground power supply to support aircraft systems on the ground
GROUND HANDLING
Professional handling of the aircraft with safety and efficiency
DOCUMENTATION
Accurate handling of flight documentation and reports
SAFETY & SECURITY
Adherence to highest safety and security standards
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A350-900

Why Ground Handling Matters

The ramp is where passengers, bags, aircraft and waste all meet

A critical link in the aviation chain

No turnaround happens without ground handling

High employee–passenger interaction

Frontline staff are in close, frequent contact

Baggage, aircraft equipment and waste interfaces

Multiple touchpoints and shared surfaces

Operational Continuity

- Staff availability
- Alternative manpower
- Critical GSE
- Backup procedures
- Communication
- Business continuity

"Staff transportation is the invisible link that keeps ground operations connected. By applying strict hygiene, ventilation, and occupancy controls, EgyptAir reduces health risks while ensuring that every team member reaches their duty point safely and on time."

EGYPTAIR Ground Service Methodology

Protecting ground handling staff and ensuring operational continuity during a public health event



From identifying the activity to applying controls — every step feeds the risk register that follows.

Where the Risk Starts

Waste moves through five stages — exposure is possible at every one



Reinforce that **operational continuity depends on protecting people first**

Touchpoints on every turnaround

Catering Meals and beverages	**Cabin cleaning** Cabin comfort and hygiene	**Lavatory** Servicing and sanitation	**Potable water** Clean, safe drinking water	**Loading & unloading** Baggage and cargo
Air conditioning Cabin temperature	**Electrical power** Ground power supply	**Ground handling** Aircraft handling	**Documentation** Flight documents	**Safety & security** Highest standards

Hazard Identification & Risk Register

Six priority activities, existing controls and the actions still needed

#	Activity	Hazard	Risk	Existing control	Additional action	Responsibility	Residual risk
1	**Communicable disease**	Suspected infectious passenger	Staff exposure	PPE; distancing; medical check	Dedicated handling procedures	Ground services	**Medium**
2	**Baggage handling**	Contaminated baggage	Biological exposure	PPE	Segregation; controlled handling	Baggage team handler	**Low–Medium**
3	**Waste management**	Biological waste	Infection	Waste segregation	Biohazard procedure	Cleaning / waste handler	**Low**
4	**Aircraft**	Aircraft contamination area	Exposure	Cleaning procedure	Enhanced disinfection	Aircraft service	**Medium**
5	**Human factor**	Shortage of staff	Operational disruption	Cross-training	Contingency manpower	Management	**Medium**
6	**GSE**	GSE contamination	Indirect exposure	Routine cleaning	Targeted disinfection	GSE team	**Low**

Risk Assessment: Handling Activities (1 of 2)

Ground handling during a Public Health Emergency of International Concern (PHEIC)

Activity	Hazard	Risk / consequence	Control measures	Initial	Residual
Passenger handling	Close contact with potentially infected passenger	Exposure / infection of staff	Risk-based PPE; minimize contact; hand hygiene; reporting procedure	**High**	**Medium**
Baggage handling	Potentially contaminated baggage	Staff exposure / cross-contamination	Visual assessment; PPE as required; isolation; controlled handling; disinfection	**High**	**Medium**
Baggage sorting	Contact with multiple bags and surfaces	Cross-contamination	Hygiene controls; appropriate gloves; equipment cleaning; workflow controls	**Medium**	**Low**
Aircraft cleaning	Contaminated surfaces / body fluids	Infection / occupational exposure	Risk-based PPE; approved cleaning and disinfection; training; supervision	**High**	**Medium**
Lavatory servicing	Biological contamination / body fluids	Biological exposure	Appropriate PPE; hygiene; disinfection; waste segregation	**High**	**Medium**
GSE operation	Contaminated high-touch surfaces	Cross-contamination	Cleaning and disinfection; inspection; hygiene controls	**Medium**	**Low**

Risk Assessment: Support Activities (2 of 2)

Ground handling during a Public Health Emergency of International Concern (PHEIC)

Activity	Hazard	Risk / consequence	Control measures	Initial	Residual
Passenger bus operation	Close passenger contact / shared surfaces	Respiratory exposure / contamination	Cleaning; ventilation where feasible; risk-based PPE; controlled boarding	**Medium**	**Low**
Ramp operations	Interaction with multiple teams / equipment	Exposure and operational disruption	Zoning; communication; PPE; SOPs; supervision	**Medium**	**Low**
Waste handling	Potentially biohazardous waste	Biological exposure	Segregation; appropriate PPE; secure containers; authorized disposal	**High**	**Medium**
Spill / contamination incident	Biological material spill	Direct exposure / area contamination	Stop activity; isolate area; PPE; authorized cleanup; reporting	**High**	**Medium**
Staff transportation	Close contact in shared vehicle	Respiratory exposure	Cleaning; ventilation; occupancy controls where applicable	**Medium**	**Low**
Emergency response	Untrained response to suspected contamination	Increased exposure / delayed response	Emergency SOP; trained response team; drills; communication protocol	**High**	**Medium**

5 × 5 Risk Matrix

Likelihood × severity sets the risk level and the action required

Likelihood ↓ / Severity →	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Severe
5 Almost certain	5	10	15	20	25
4 Likely	4	8	12	16	20
3 Possible	3	6	9	12	15
2 Unlikely	2	4	6	8	10
1 Rare	1	2	3	4	5

Risk level classification

1–4 — Low
Routine controls and monitoring

5–9 — Medium
Additional controls and supervision

10–16 — High
Immediate additional controls; management attention

17–25 — Very High / Critical
Stop or restrict activity until risk is reduced

7 of 12 activities start at High risk. After controls, none remain High: 7 are Medium and 5 are Low.

Aviation Waste Classification on Public Health Risk

Three categories drive how waste is collected, handled and disposed of

Potentially infectious waste

Dealing with a suspected infectious passenger or health event. E.g. contaminated PPE, tissues, gloves and other contaminated items.

Sharps

Needles or other sharp medical items generated during passenger medical events.

Aircraft cabin and lavatory

Waste collection, handling, transport and disposal that prevents exposure of ground handling personnel.

Waste classification and disposal shall comply with applicable national regulations and competent public health authority requirement

Example: contaminated PPE

Waste	Hazard	Exposure	Risk	Control
Contaminated PPE	Biological hazard	Skin / respiratory exposure	Infection risk	PPE + safe collection + sealed container + controlled disposal

What Can Be in the Waste?

Nine waste streams, each with a different main risk

General / municipal waste
Packing · paper · plastics · passenger waste

Main risk: **Environmental / hygiene**

Catering waste
Food leftovers · kitchen waste · catering packing

Main risk: **Biological contamination, pests**

Cabin waste
Used tissues · cups · personal items

Main risk: **Infection / hygiene**

Potentially infectious / biohazardous
PPE · gloves · materials contaminated with body fluids

Main risk: **Public health / infection risk**

Sharp waste
Needles · syringes · lancets

Main risk: **Injury / infection**

Aircraft lavatory waste
Toilet waste · waste water and sewage

Main risk: **Biological contamination**

Hazardous chemical waste
Cleaning chemicals · solvents · contaminated containers

Main risk: **Chemical exposure**

Maintenance waste
Used oil · filters · hydraulic oil · fluid containers

Main risk: **Environmental / fire risk**

Galley waste
Food and food-contact material

Main risk: **Biosecurity / pest risk**

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Suspected Biohazardous Waste

Six actions, in this order, every time



1 STOP

Stop the activity

2 ISOLATE

Isolate the area

3 PROTECT

Use appropriate PPE

4 NOTIFY

Follow the communication protocol

5 CLEAN

Authorized cleanup and disinfection

6 REPORT

Report the incident

Key Performance Indicators in Public Health Response

What we measure to prove readiness, speed and learning

READINESS

Training completion rate

READINESS

Staff availability

READINESS

PPE availability

READINESS

Emergency exercise completion

RESPONSE

Notification time

RESPONSE

Response time

OUTCOME

Biological exposure / needle-stick incidents

OUTCOME

Corrective-action closure rate

Manuals (Procedures and Forms)

Manual	Code	Issue Number	Issue Date
Ground Handling Operation Manuals	MSG-GHO-M	Issue: 14 Rev.: 01	April 2026 June 2026
1. Procedures	Potable Water vehicle procedures		
	Toilet Servicing procedures		
	Personal Protective Equipment's procedures		
	Waste handling Procedures		
	Baggage Handing		
	Aircraft Cleaning and Sanitation		
1. Forms	Disinfection and analysis of aircraft water vehicles Table		
	A/C Disinfection Certificate		
Occupational Health Safety & Environmental Manual	MSG-OS-M	Issue: 5 Rev.: 01	JAN.,2022 June 2023
Emergency Response Plan	MSG-ERP-M	Issue: 9 Rev.: 00	May 2025

Protecting our people.

Sustaining operations.

"By systematically identifying hazards and applying controls, EgyptAir Ground Services ensures that aviation operations remain safe, resilient, and compliant with international health standards during public health emergencies."

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