



ICAO

International Civil Aviation Organization (ICAO)  
South American Regional Office (SAM)  
**ICAO Ground Handling Webinar for the SAM Region**  
21 April 2021

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## SUMMARY OF DISCUSSIONS FROM THE ICAO GROUND HANDLING WEBINAR SAM REGION (21SAMGH)

(Presented by the Secretariat)

SUMMARY	
This paper lists the outcomes from the first ICAO Ground Handling Webinar for the SAM Region (code 21SAMGH) held virtually on April 21, 2021	
<b>ICAO strategic objectives</b>	<i>This paper is related to the following strategic objectives: A - Safety</i>

### 1 Background

1.1 In 2019, ICAO published the first manual on ground handling, a joint work between ICAO and the Industry focused mainly on safety aspects and the implementation of SMS in these services providers.

1.2 Currently ICAO does not have SARP's directly applicable to Ground Handlers (GH), and at the State level, these providers are considered normally under the responsibility of either the aerodrome operator, the aircraft operator or both. However, the current model based on contracts, services level agreements (SLAs) and others do not necessarily provide the expected level of safety. In fact, incidents, and accidents on the ground, which include accidents with a GH component, continue to be a category with the highest occurrence according to ICAO data (2020 safety report).

1.3 With the publication of the new ICAO Ground Handling Manual (Document 10121), the SAM region's strategy is to first hold an event to promote awareness of the manual, so that it can serve as a starting point of reference for States to analyze the problem and identify, accordingly, the implementation of measures to guarantee operational safety by these suppliers.

1.4 To achieve this, the Regional Office proposes:

- ✓ Create awareness of the available documentation.
- ✓ Survey the States to determine the baseline of the regulation and surveillance models of these providers.
- ✓ Identify existing gaps that prevent suppliers from achieving an acceptable level of operational safety in their processes.
- ✓ Implementation of measures agreed by the States (at the local or regional level) – To be defined.

## 2 Objective and attendance

2.1 On April 21, 2021, the ICAO SAM Regional office held the first webinar on Ground Handling in the SAM Region with the support of ICAO HQ, IATA, ACI, ASA, IBAC, UK CAA, PERU DGAC and BRAZILIAN ANAC. Its main objective was to increase awareness of the Ground Handling Manual, along to discuss each stakeholder perspective, in order to motivate participants to further discuss the ground handling matter in the region, via current available forums (such as our Regional Safety Group or RASGPA).

2.2 Over 120 participants attended the event from 20 different countries including CAA delegates, airport operators, aircraft operators, ANSPs and ground handling agents.

2.3 A recording of the event is available at:  
[https://icao.zoom.us/rec/share/WHqesP7jtIBaooIlxfjjOYg5V8nKejNAnt14qNAREwZn6\\_52IpCGYupFd0vF4Yg.gD\\_PEI7AeW4Mu4kA](https://icao.zoom.us/rec/share/WHqesP7jtIBaooIlxfjjOYg5V8nKejNAnt14qNAREwZn6_52IpCGYupFd0vF4Yg.gD_PEI7AeW4Mu4kA) *Access Passcode: 4t\*6jF\$#*

2.4 Presentations and other information is available at the event's portal:  
<https://www.icao.int/SAM/Pages/MeetingsDocumentation.aspx?m=2021-RLA06901-GHANDLING>

## 3 Agenda

3.1 The agenda took the delegates thru three steps: current provisions, the work of the ICAO GHTF and each stakeholder perspective. The topics where:

### 3.1.1 ICAO current provisions on Ground Handling – The new ICAO Ground Handling Manual

A walkthrough the background on the GH Manual, beginning from ICAO Air Navigation Commission mandate to make a gap analysis on GH provisions. The setup of the GH task force and their end result product, the Ground Handling Manual. The manual focuses on key principles:

- ICAO Safety Management
- SMS is 'Good for Business'
- State Safety Program
- Scalability
- Importance of standardized procedures
- Cooperation and Coordination
- Use of industry 'best practice'

### 3.1.2 Current & future work of ICAO Ground Handling Task Force

The presentation delivered by the TF Rapporteur focused on the work done by the task force as well as the future work on potential amendments to SARPs across various annexes in order to include Ground handling provisions.

The TF members (IATA, ACI, IBAC, ASA, ICCAIA, EASA, UK, Canada, France, Swiss, Austria, Spain, Germany, Singapore, Brazil and ICAO Secretariat) meet formally more than 15 times to review the document. Now the GHTF has a mature draft document for discussion through ADOP of the full package of proposed changes for the 5 affected Annex's and PANS ADR.

Much discussion with Safety Management Panel on how to introduce SMS for GHSPs

There is still some internal ICAO coordination between panel secretaries and for all the affected panels to have met and discussed the proposed amendments.

Aim is to have completed this by mid-2021 so agreed package can go to ADOP planned for Q4 2021 or Q1 2022.

### **3.1.3 SAM State Perspective – Brazil**

Brazil showed on their presentation a bird-eye view of their system regarding safety management of GH service providers.

Existing regulation is applied to airlines or airports—accountability for safety cannot be contracted out. GHSP are not directly regulated by ANAC (Brazilian CAA).

Brazil showed some data on safety performance and shared a link of their guidance material, available at [https://www.gov.br/anac/pt-br/assuntos/seguranca-operacional/grupos-brasileiros-de-seguranca-operacional-bast/baist/arquivos/manual\\_servicos\\_auxiliares\\_baist.pdf](https://www.gov.br/anac/pt-br/assuntos/seguranca-operacional/grupos-brasileiros-de-seguranca-operacional-bast/baist/arquivos/manual_servicos_auxiliares_baist.pdf)

### **3.1.4 SAM State Perspective – Peru**

The Peruvian State presented their experience on the implementation of measures to regulate ground-handling services. The regulation, which started from the aviation security perspective, is now changing to adjust the needs and challenges of the operation, especially in regards to safety and safety management.

Peru also mentioned that is currently working on the update of their regulation in order to align it with new ICAO Ground Handling provisions, and acknowledge the great resource that document 10121 is to make operations safer.

### **3.1.5 Ground Handler - Airport Services Association Perspective**

The Airport Services Association (ASA) is an association created to represent the interests of independent ground handling service providers (GHSPs) worldwide.

ASA acknowledge the big challenges that GHSPs currently have due to the pandemic of COVID-19, and how this challenges may have an important impact to safety.

On the major “pain” points listed, ASS considers that:

- Lack of common legislation and/or commonly accepted standards
- Although there are industry standards, the absence of general legal framework/State regulation weakens the value of such industry standards

- In extreme times (pandemics, etc.), the absence of binding norms regarding safety may lead to dangerous cross-cuttings
- In addition, the non-recognition of people's qualification results on high turnover, which in turn leads to high costs of training.

Finally, ASA concludes that any system adopted by States and Industry should aim at creating a framework in which the sector is incentivized to raise its general standard, thus putting an end to the race to the bottom. SMS implementation on all GHSPs is a task long overdue.

### **3.1.6 Airport Operator - ACI Perspective**

ACI (Airports Council International) acknowledges that ground handling at airports operate in a highly complex environment. Matters such as different forms of relationships, different operational procedures, time and cost pressures, various oversight and monitoring models along with different safety and security requirements tend to increase this complex environment.

Safety is a priority, but simplicity is a must. Airports need simplicity in things such as:

- Agreement between GHSPs and Airport operators
- Harmonization of core ground operation procedures
- Common approach to safety management and safety monitoring

Also, airports need to acknowledge that apron design and layout has to consider ground handling safety needs.

Finally, there is an identified opportunity to share more data, adoption of harmonized procedures by all stakeholders and improvement of safety monitoring and oversight.

### **3.1.7 Aircraft Operator – IATA Perspective**

The COVID-19 pandemic has significantly impacted airline, airport and, probably, regulator resources, including resources normally devoted to oversight activities. The impact may be long-lasting.

To support and supplement the air operator's oversight of outsourced ground handling operations, the IATA Safety Audit for Ground Operations (ISAGO <http://www.iata.org/isago>) exists as an independent assessment of a ground handling service provider against industry-developed organization, management and operational standards.

ISAGO continues to operate despite the pandemic and provides safety assurances of ground operations. The safety assurances are demonstrated via the safety audits of ground operations against the industry best practices and supported by information provided in the ISAGO audit reports.

The ISAGO audit reports can, if recognized by the regulatory authority, compensate for the lack of an air operator's own oversight audits. In addition, the ISAGO audits and audit reports can provide safety assurances that contribute to a State Safety Programme, supplementing aerodrome certification and aerodrome licensing requirements and filling the ground handling regulatory void.

Finally, IATA concluded with the following remarks for a safe, simplified and efficient restart:

- Reduction of ramp complexity
- Injury and accident prevention
- Implementation of common standards
- Efficiency via automation and digitalization
- Onboarding of ground staff
- Clean energy and reduction of waste and carbon emissions
- Safety assurances through independent assessment

### 3.1.8 Business Aviation – IBAC Perspective

IBAC is the International Business Aviation Council, which represents the interest of the business aviation community. IBAC keeps a database of incident data (iro. 1130 incidents):

- 70% resulted in A/C damage;
- 28% the A/C came into contact with GSE;
- 43% occurred where aircraft not under own power;
- 19% involve towing

IBAC acknowledges that Industry, through the work at the GHTF, has identified the implementation of an SMS to be a potential safety enhancement initiative.

In addition, IBAC invited to consider the further extension of discretionary SMS applicability (Doc 9859 Ch 1.2.2) to include additional interrelated aviation activities, specifically Ground Handling, in direct support of the safe operation of an aircraft and should be specifically included within future amendments to Annex 19 at the earliest opportunity.

## 4 Conclusion

The event drove a lot of interest from participants, which make some important contributions thru the Q&A function and on a survey directed to participants after the event. A summary of the survey is included as **Appendix A** of this working paper.

In general, the group concludes that:

- SMS is ‘Good for Business’ and needs to be implemented at all GHSP, considering their size and complexity
- There is a need of more Cooperation and Coordination, especially on safety related matters
- There is a big opportunity on working on standardized procedures, using document 10121 and future ICAO SARPs as reference.

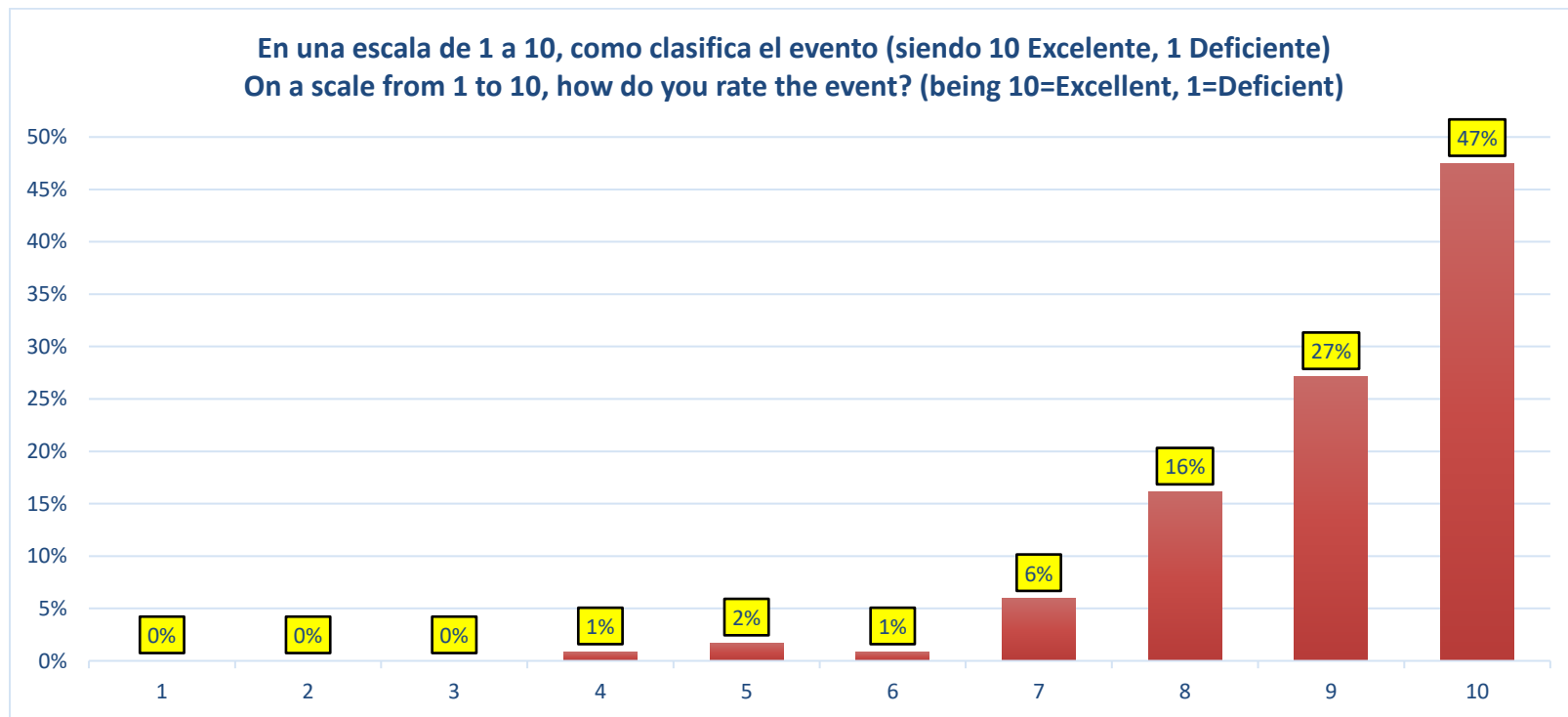


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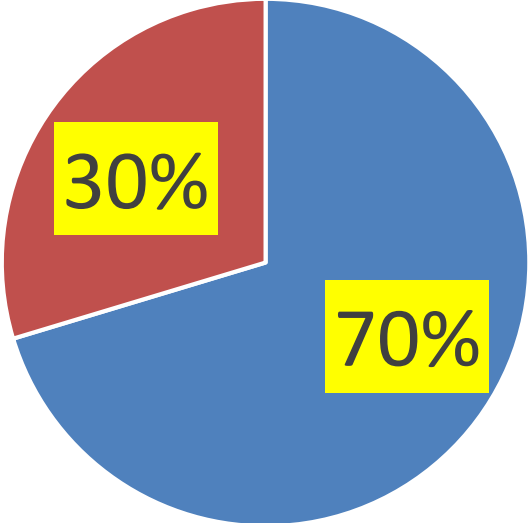
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### Appendix A – Feedback from 21SAMGH participants



¿Ud. considera necesario realizar un evento adicional para abordar temas no tratados?  
Do you consider it necessary to hold an additional event to address untreated topics?



■ Yes ■ No

**21SAMGH SURVEY RESULTS TO QUESTION: IF YOU CONSIDER ANOTHER EVENT ON THE TOPIC NECESSARY, WHAT TOPIC OR ASPECT WOULD YOU ADDRESS?**

Español	English
1. Creo que siempre podemos aprender mora. En aviación, nunca es el mismo aeropuerto que ayer, por lo que siempre consideraré asistir a cualquier evento para conocer más sobre él.	1. I believe we can always learn mora. In aviation, it is never the same airport as yesterday, so I'll always consider to attend any event to learn more about it.
2. Sería bueno abordar un tema relacionado a las Superficies Limitadoras de Obstáculos.	2. It would be good to address a topic related to Obstacle Limiting Surfaces.
3. pasajeros Anómalos	3. Anomalous passengers
4. Dirigiría un seminario sobre métodos aceptables de supervisión por parte de los ESTADOS sobre los proveedores de servicios terrestres externos	4. "I would conduct a seminar on acceptable methods of oversight by the STATES on the third party ground service providers
5. Dirigiría un seminario sobre métodos aceptables de supervisión por parte de los ESTADOS sobre los proveedores de servicios terrestres externos"	5. I would lead a seminar on acceptable methods of supervision by STATES on external ground service providers "
6. Acerca de servicios en tierra	6. About ground services
7. Diferencias entre el tratamiento a los Servicios especializados entre un aeropuerto en concesión y uno público	7. Differences between the treatment of specialized Services between a concession airport and a public one
8. Quality Management in Aviation	8. Quality Management in Aviation
9. Vigilancia de GHSP	9. GHSP oversight
10. Me gustaría abordar el tema: Desarrollo de la regulación de GH	10. I would like to address the theme: Develop of GH regulation
11. Los conflictos en el mercado de GH. Seguridad, rentabilidad, reducción de costos, presión de reducción de costos de aerolíneas, capacitación, personal experimentado, etc.	11. The conflicts on GH market. Safety, Profitability, Cost Reduction, Airline Cost Reduction Pressure, Training, Experienced Staff, etc
12. "Desarrollar una Circular con directrices para elaborar las normas de operación del ground handling y requerir a los Estados el inicio de dicha aplicación tal como se hizo con RST.	12. "Develop a Circular with guidelines to develop ground handling operating standards and require the States to start such application as was done with RST.
13. El Webinar trataría la aplicación de la circular."	13. The Webinar would address the application of the circular. "
14. Me queda la duda si las empresas que brindan ground handling deben cumplir con SMS	14. I am left wondering if the companies that provide ground handling must comply with SMS
15. Felicitaciones al SRVSOP-OACI	15. Congratulations to SRVSOP-ICAO
16. El impacto de la automatización del plan de vuelo y del servicio atm en los aeropuertos y en los servicios de handling	16. The impact of the automation of the flight plan and the atm service at airports and handling services
17. SMS en los Servicios Auxiliares al Transporte Aéreo.	17. SMS in Auxiliary Services to Air Transport.

Español	English
18. Nuevas temáticas sobre la Inspección AGA propiamente tal, experiencias de otros países respecto a las inspecciones, y nuevas formas de evaluación.	18. New topics on the AGA Inspection itself, experiences of other countries regarding inspections, and new forms of evaluation.
19. "1.- Implementación de un Diseño de Plataforma orientado al GH. 2.- Experiencia de Chile en estas materias"	19. "1.- Implementation of a GH-oriented Platform Design. 2.- Chile's experience in these matters"
20. sms en GH	20. sms on GH
21. Actualización sobre desarrollos de GHTF.	21. "Update on developments of GHTF.
22. Actualización sobre la región EUR."	22. Update on EUR region. "
23. Despacho centralizado y despacho remoto	23. Centralized dispatch and remote dispatch
24. "Capacitación y niveles de competencia que deben reunir los operadores Handling	24. "Training and levels of competence that Handling operators must meet
25. Capacitaciones recurrentes , certificaciones "	25. Recurring training, certifications "
26. Medio Ambiente en el entorno aeroportuario.	26. Environment in the airport environment.
27. como el operador aeroportuario debe o puede brindar las facilidades necesarias a los GH	27. how the airport operator should or can provide the necessary facilities to the GH
28. Diseño helipuertos	28. heliport design
29. Seguridad Operacional con equipos y personal de asistencia en tierra dentro de una operacion con aeronave en transito	29. Operational safety with ground handling equipment and personnel within an operation with an aircraft in transit
30. Generalmente las compañías de GRH atienden a diferentes aerolíneas que a veces tienen estándares que exceden los requerimientos de ISAGO. Sería productivo hacer un relevamiento y analizar estos requisitos para buscar su uniformidad.	30. Generally, GRH companies serve different airlines that sometimes have standards that exceed ISAGO's requirements. It would be productive to survey and analyze these requirements to seek consistency.
31. Profundizar el tema de SMS	31. Deepening the SMS topic
32. Lineamientos para la redacción de acuerdos y definición de niveles de servicio a firmar entre aerolíneas, empresas de handling y aeropuertos.	32. Guidelines for the drafting of agreements and definition of service levels to be signed between airlines, handling companies and airports.
33. SMS	33. SMS
34. Por que no se tiene normatividad para los GH como si existe para las aerolíneas	34. Why there is no regulation for GH as if it exists for airlines
35. Tratar el tema de que SMS aplicaría a los servicios de Handling	35. Address the issue of which SMS would apply to Handling services
36. Servicios operacionales en tierra SSP	36. SSP ground operational services

Español	English
37. Excelentes expositores y programa . Definir número y alcance de los servicios aeronáuticos que deben ser considerados como servicios especializados aeroportuarios o GH	37. Excellent exhibitors and program. Define the number and scope of aeronautical services that must be considered as specialized airport services or GH
38. Exclusivo SMS en los GH	38. Exclusive SMS in the GH
39. "SMS aplicado a los Ground Handling	39. "SMS applied to Ground Handling
40. Manual de procedimientos para los ground handling en plataforma"	40. Procedures manual for ground handling on the platform "
41. Tratar el tema de aerocombustibles y su normativa como parte de actividades auxiliares o de escala	41. Treat the issue of aero-fuels and its regulations as part of auxiliary or scale activities
42. None	42. None
43. certificaciones de servicios en tierra y negocios de servicios en tierra	43. ground handling certifications and ground handling business
44. Creo que es importante empezar explicando que es un peligro y además hablar de forma clara de Peligro, riesgo, consecuencia, mitigación.	44. I think it is important to start by explaining what a hazard is and also speak clearly about Danger, risk, consequence, mitigation.
45. Un capítulo por lo menos que aborde una realidad actual sobre las compañías o empresas administradoras o sociedades concesionarias de terminales de pasajeros y su relación y compromiso que debería haber con los sistemas y empresas de G.H.	45. At least one chapter that addresses a current reality about the companies or management companies or concession companies of passenger terminals and their relationship and commitment that should exist with the systems and companies of G.H.
46. Mas introducido a la normativa OACI mediante los Documentos de como trabajar, como realizarlo en Sudamerica, bueno soy de Bolivia.	46. More introduced to the ICAO regulations through the Documents on how to work, how to do it in South America, well I am from Bolivia.
47. El proceso de recepción, manipulación y estiba de las mercancías peligrosas en una Almacenera de carga aérea	47. The process of reception, handling and stowage of dangerous goods in an air cargo warehouse
48. IDISR	48. IDISR
49. Creo que el tema de GH se omite y simplemente se olvida. Realmente es un área gris y estoy feliz de que finalmente se tenga en cuenta.	49. I think that GH topic is omitted and just forgotten. It's really a gray area and I'm happy that it's finally taken into account.
50. Derecho Aeroportuario	50. Airport Law
51. OLS para regulador y aeropuerto	51. OLS for regulator and airport
52. SMS en aeródromos	52. SMS at aerodromes
53. Encuentro que sería muy positivo para los Estados SAM tener un 2do. Seminario donde se aborden ahora, temas más específicos y	53. I find that it would be very positive for the SAM States to have a 2nd. Seminar where more specific and specific topics

Español	English
puntuales sobre Ground Handling. Utilizando ejemplos concretos con experiencias y resultados positivos que ayuden a emplear dichas técnicas, procedimientos o buenas prácticas en terreno.	on Ground Handling are addressed now. Using concrete examples with experiences and positive results that help to use these techniques, procedures or good practices in the field.
54. Creo que es necesario otro evento, donde se puedan ampliar todos los temas que se dieron y ver cual es el panorama de la industria de la aviación post covid19.	54. I think that another event is necessary, where all the topics that were given can be expanded and see what the panorama of the aviation industry is post covid19.
55. Tecnología, equipos	55. Technology, equipment
56. La implementación por parte de los Estados del Manual de Manejo en Tierra del Doc 10121 de la OACI 1a Edición de 2019	56. The implementation by the States of ICAO Doc 10121 Manual on Ground Handling 1st Edition 2019
57. Profundización en aspectos de límites de responsabilidad en cada uno de los actores.	57. Deepening in aspects of limits of responsibility in each of the actors.
58. Medio ambiente	58. Environment
59. Conciencia situacional personal de tierra, al momento de atender un vuelo	59. Ground personal situational awareness, when attending a flight
60. Medidas de seguridad operacional para groundhandling	60. Safety measures for groundhandling
61. Servicio de asistencia en tierra - Normativa y fiscalización. Perspectiva de las Autoridades Aeronáuticas. Otras experiencias como Perú y Brasil.	61. Ground handling Service - Regulations and oversight. Aviation Authorities perspective. Others experience like Peru and Brazil.
62. La interrelación entre los SMS de los diferentes prestadores de servicios	62. The interrelation between the SMS of the different service providers
63. <b>NORMATIVA OPERACIONAL EN LA PLATAFORMA</b>	63. <b>OPERATIONAL REGULATIONS ON THE PLATFORM</b>
64. Los gobiernos y la CAA otorgarán mandato a ISAGO	64. "Governments and CAA to mandate ISAGO
65. Aerolíneas específicamente a los transportistas de IATA para aceptar ISAGO como la auditoría oficial y detener otras auditorías innecesarias realizadas por sus departamentos de auditoría "	65. Airlines specifically IATA Carriers to accept ISAGO as the official audit and to stop other unnecessary auditing performed by their audit departments "
66. Creo que el mayor problema es que se debe crear conciencia del uso de la Seguridad Operacional en el ámbito aeroportuario. Sino es muy difícil que los operarios y prestadores entiendan de la problemática	66. I think the biggest problem is that awareness of the Operational Safety spindle must be raised in the airport field. Otherwise it is very difficult for operators and providers to understand the problem
67. Se entiende que sería conveniente el desarrollo dentro de la Región SAM y bajo el proyecto RLA y el CT del SRVSOP llevar el tema al RPEAGA o a las Reuniones de Puntos Focales AGA/AOP de la	67. It is understood that development within the SAM Region and under the RLA project and the SRVSOP TC would be convenient to bring the issue to the RPEAGA or to the Meetings of AGA / AOP Focal Points of the SAM Region

Español	English
Región SAM que permita planificar el desarrollo de documentación guía tipo CA o incorporar dentro del LAR 153.	that allows planning the development of guidance documentation type CA or incorporated into LAR 153.
68. Elaboración de normativa común a ser implementado por los Estados, para la verificación de procedimientos de los proveedores de servicios de escala	68. Preparation of common regulations to be implemented by the States, for the verification of procedures of ground handling service providers

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