



International Civil Aviation Organization

Runway and Ground Safety Working Group

Third Meeting (RGS WG3)
(Cairo, Egypt, 19-22 September 2016)

Agenda Item 2: Global and Regional Development related to RGS

**INITIATIVES TO PROMOTE SAFE AND EFFICIENT
GROUND HANDLING OPERATIONS**

(Presented by IATA)

SUMMARY

IATA, in collaboration with the ground handling industry and other stakeholders, has taken the initiative to develop unifying industry standards and systems that enhance the safety and increase the efficiency of ground handling operations. The initiative is also designed to achieve cost benefits through the sharing of information that eliminates the need to duplicate the audit of ground handling operations by airlines.

The IATA Integrated Solution for Ground Operations establishes a system for the development and continuous improvement of industry provisions and oversight complementary to global regulations.

Action by the meeting is outlined in paragraph 3.

REFERENCES

- IATA Ground Operations Manual (IGOM)
- IATA Safety Audit for Ground Operations (ISAGO) policy and standard Manuals
- Airport Handling Manual (AHM)

1. INTRODUCTION

1.1 Ground handling operations are a source of significant personnel safety and aircraft/equipment damage concerns. The complexity of ground handling operations has increased with widespread airport development and traffic growth, corresponding to larger numbers and size of aircraft. Compounding the issue is the demand to achieve minimized turnaround and stand occupancy times, which also increases the concentration of simultaneous ground handling operations and more ground support equipment. Maintaining and improving ground operational safety are challenging in this complex environment yet there are few global regulatory provisions in place.

1.2 A shortage of global regulatory provisions does not necessarily mean that there is a lack of oversight of ground handling operations. At the request of its members, IATA brought together the industry stakeholders (airlines, ground service providers, regulators, airports, cargo handlers and others) and instigated a global approach that implements and continuously improves unified industry standards for the conduct and oversight of ground handling operations. IATA's approach is one of an 'Integrated Solution for Ground Operations', which is a coordinated effort to combine IATA's ground handling initiatives into a set of tools that ensure ground handling operations at airports are conducted in a safe, orderly, and efficient manner, thereby minimizing the risk to both people and equipment.

2. DISCUSSION

2.1 The IATA Integrated Solution for Ground Operations includes the following activities:

2.1.1 IATA Safety Audit for Ground Operations (ISAGO) - the global standard for auditing and oversight of ground service providers. Based on conformity with industry-accepted standards, it has a dual aim of continuously improving safety in ground operations and reducing the burden and cost of airline oversight by audit sharing.

2.1.2 IATA Airport Handling Manual (AHM) - is the only industry approved standard for safe and efficient airport operations and also the reference for the latest ground handling policies and safety guidelines.

2.1.3 IATA Ground Operations Manual (IGOM) - complementary to the AHM, defines ground handling procedures for airlines and ground service providers to ensure ground operations activities are safely, efficiently, and consistently accomplished.

2.1.4 IATA Global Aviation Data Management (GADM) - Ground Damage Database (GDDB) - provides the industry with analysis of reports of ground damage received from both airlines and ground service providers, and establishes a baseline for ground damage performance, identifies negative trends and contributing factors, paving the way for risk mitigation and continuous safety improvements.

2.2 The combination of the above mentioned activities (illustrated in figure 1) provides tangible benefits and continuous safety improvements through, the standardization of safety standards and procedures for ground operations and data driven improvements of safety performance and measurement of corrective actions. Efficiency benefits are also achieved through reduced audit redundancy, reduced work complexity, and consistent aircraft turnaround times.

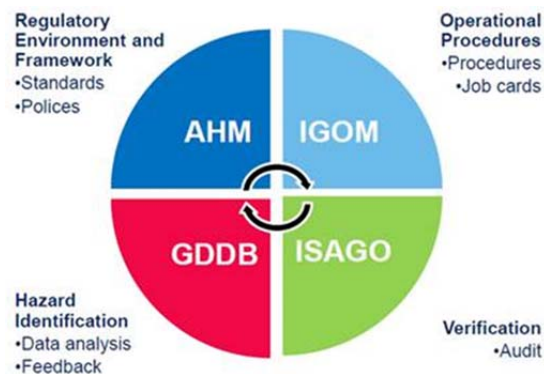


Figure 1 - the IATA Integrated Solution for Ground Operations

2.3 ISAGO is complementary to the IATA Operational Safety Audit (IOSA) program for which registration by air operators is mandatory for IATA membership. ISAGO registration provides a ground service provider with IOSA-compliant organizational and management systems and standardized procedures. Since its inception in 2008, over 1200 ISAGO audits have been performed. In 2015 IATA embarked upon a 'root and branch' review of the audit program, which will culminate in 2017 with the introduction of improvements, focussed on providing higher quality and more efficient audits, to provide greater assurance of meeting the objectives. Significantly, ISAGO has recently established a strategy for the mandatory implementation of a safety management system (SMS) in ground handling operations by 2019. The SMS requirements are fully compliant with global regulations applicable to civil aerodrome and air operators. Details of the strategy and guidelines for the audit of a SMS within ISAGO are outlined on the IATA website.

2.4 The ISAGO audit reports of registered ground service providers are available to regulatory bodies through their AOC holders or on request from IATA. The audit reports, used by airlines in lieu of and in support of their oversight of outsourced ground handling operations, outline the scope of the audits and the activities taken by the ground service providers to demonstrate full conformity with all applicable ground handling operational standards.

2.5 In December 2014, IATA's Board of Governors decided to make IGOM the basis for ground handling operations and established targets for incremental implementation. The IATA Board Monitoring Activity target for 2016 was set at 126 IATA members (50% at the time) to have started or completed IGOM implementation. The IGOM procedures reflect the minimum standards as identified by the aviation industry with the goal of establishing global standardization, a common minimum level of safety, and guidance against which ISAGO can audit. As of January 2017, the IGOM will be available in Chinese, French and Spanish, adding to the current English and Russian languages.

2.6 The AHM, IGOM and ISAGO are continually developed and aligned to ensure overall consistency and relevance of the policies, processes, procedures and oversight pertaining to ground handling operations. All interested stakeholders, including regulatory authorities and associated agencies and international industry representatives such as ACI, are invited to participate in the work of IATA in ground handling to assure a consistent and collaborative result. Moreover, IATA is in regular contact with prominent regulatory bodies to ensure that the regulator perspective is taken into consideration.

2.7 The support and the recognition accorded to the IATA initiatives by various industry stakeholders, including regulatory bodies, has bestowed international acceptability and credibility, contributing to a much-needed global standardization of ground handling activities. Appropriate regulator input to the development of the initiatives is maintained and can be further expanded to ensure they are aligned. Hence, from the regulatory point of view, the Integrated Solution for Ground Operations could be endorsed as an acceptable means of compliance to requirements for air operator oversight of ground handling operations. Some airports and civil aviation authorities have acknowledged the benefits gained and have adopted the IATA initiative.

2.8 IATA's aim is to raise awareness of industry-lead solutions that ICAO and regulatory authorities may utilize for the enhancement of safety, efficiency and harmonization of ground handling operations globally.

2.9 Based on the above, the meeting is invited to agree on the following Draft Conclusion:

DRAFT CONCLUSION 3/XX: ADOPTION OF ISAGO AND IGOM FOR GROUND HANDLING SERVICE PROVIDERS

That,

The MID states are encouraged to:

- a) adopt **IGOM** as a standardized procedure for **Ground Handling Service Providers**;*
- b) adopt **ISAGO** as an acceptable means of compliance to requirements for **Locally Registered Air Operator** oversight of ground handling operations; and*
- c) endorse the implementation of standardized oversight of ground handling operations through the adoption of **ISAGO** by **International Civil Aerodromes Operators**.*

3. ACTION BY THE MEETING

3.1 The meeting is invited to:

- a) note the information in this working paper; and
- b) endorse the Draft Conclusion in para. 2.9.

- END -