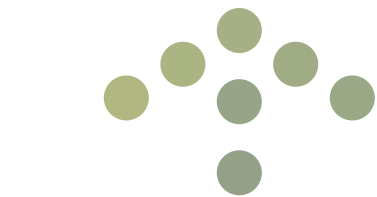*Regulatory Framework for the Oversight of Ground Handling Service Providers*

Presented by: United Arab Emirates, General Civil Aviation Authority

Challenges

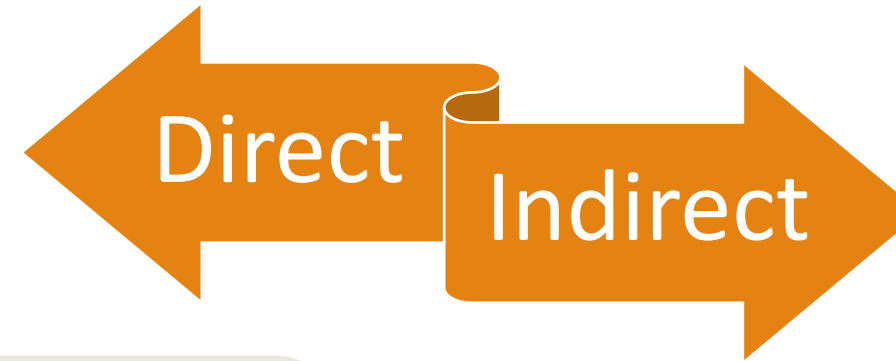Raising concerns related safety occurrences to aircraft, passengers, and airport workers

IATA estimates that the annual cost of ground damage could reach $10 billion by 2035

ETIHAD
AIRWAYS

Ramp Damage THE COST

Rudder $675,850

Cabin Door $391,320

Elevator Assembly $703,220

Outboard Flap Assembly $471,630

Radome $79,958

Nose Cowl $874,931

Fan Cowl $262,398

Implemented Solutions

Direct ← → **Indirect**

Indirect Oversight
- Additional audits on GHSP
- Maturity of Aerodrome Operators
- Through the Aerodrome Operators Certificate

Empowerment
- Through Civil Aviation Regulations
- Maintain safety responsibilities over third party organizations
- Power to access and inspect
- Contractual agreements
- Impose restrictions
- Impose Safety Management System

Oversight Tools
- SMS effectiveness audit tool based on Doc 10121
- Turnaround audits
- Accident/Incident investigation

Appendix D.   Models applied by States for ground handling safety oversight..   App D-1

6.   UNITED ARAB EMIRATES PRACTICE

6.1   Within the United Arab Emirates, an aerodrome operator is issued with an aerodrome certificate in accordance with the provisions of the General Civil Aviation Authority (GCAA) Civil Aviation Regulation (CAR) Part IX, Aerodromes. This incorporates the physical layout of the aerodrome and a variety of other elements that can affect aircraft safety and subsequently ensure that the ground handling organizations and ground service providers operate safely during all ramp operations. In order to achieve this, the aerodrome operator is required to develop partnerships with ground handling agents through standard contract clauses that require ground handling agents to comply with all relevant legislation and standards.

4.1.2   Aerodrome Operators shall ensure that they:

a)   maintain their safety responsibilities over safety related activities conducted by those third party organisations…;

b)   have the power to access and inspect any third party organisations providing a service… to the aircraft operations operating from the aerodrome including its facilities and records to determine continued compliance with the relevant requirements through safety audits or inspections. The power to access and inspect shall be included in the contractual arrangement; and

c)   are able to impose operating restrictions in the event on non-compliance with the applicable safety requirements or unresolved safety deficiencies or concerns.

4.7.9   The Aerodrome Operator shall require all the users of the aerodrome to fully support the programme to promote safety at the aerodrome by attending and contributing to the aerodrome's various

6.3   Aerodrome operators are therefore required to provide oversight and monitor the compliance of any third party organization and, as part of their SMS, ensure that third party organizations (such as ground handlers) are actively involved in the aerodrome operator's SMS. This oversight of the ground handling organization may be achieved through the aerodrome operator conducting turnaround audits, carrying out apron safety-risk assessments, investigating any accidents or incidents, and ensuring the implementation of any mitigation or corrective actions resulting from those investigations.

Oversight Tools

SECTION:	AIR NAVIGATION AND AERODROMES FORMS	ANF-ADR-002b
TITLE:	CHECKLST - SMS ASSESSMENT TOOL – GROUND HANDLING SERVICE PROVIDERS	ANF-149

AUDIT INFORMATION

Audit Title :		Date :	
Organisation :			
Nominated Personnel Name : assigned to the Audit		Title:	
Delegated / Representative:		Title:	
Lead Auditor – Name:			
Other Auditors – Name:			

Introduction

DEFINITIONS

Present: There is evidence that the feature is documented within the organisation's Safety

Suitable: The feature is suitable based on the size, nature, complexity of the organisation a

Operating: There is evidence that the feature is in use and an output is being produced.

Effective: There is evidence that the feature is achieving the desired outcome and has a po

CAR PART X Ref	2.1.2	SAFETY ACCOUNTABILITY AND RESPONSIBILITIES	
SMS Checklist Ref	1.2	ICAO Doc 10121 Ref	4.2.5.2, 4.2.5.3, & 4.2.5.4

Evaluation Criteria:

- The leadership of ground handling safety is the responsibility of the management who weighs risk against financial viability and is able to allocate appropriate resources.
- The drive and commitment from senior managers establishes a set of beliefs, systematic practices and integrated procedures for mitigating and monitoring safety risk. It is in management where safety culture is developed and campaigned.
- In the case of GHSPs, the Accountable Manager is accountable for the management of safety. An important concept is that responsibility for safety can be delegated but not the accountability. The safety management philosophy requires that responsibility and accountability for safety are retained within the management structure and it is here that ongoing commitment to an effective safety programme is driven.
- Identify the accountabilities of all members of management, irrespective of other functions, as well as of employees, with respect to the safety performance of the SMS;
- Document and communicate safety responsibilities, accountabilities and authorities throughout the organization; and
- Define the levels of management with authority to make decisions regarding safety risk tolerability.

PRESENT	SUITABILITY CONSIDERATIONS	OPERATIONAL	EFFECTIVE
There is evidence that the marker is documented within the organization's SMS Documentation.	The marker is suitable based on the size, nature, complexity of the organization and the inherent risk in the activity.	There is evidence that the marker is in use and an output is being produced.	There is evidence that the marker is achieving the desired outcome and has a positive safety impact.
Assessment results			
SUMMARY COMMENTS on SAFETY ACCOUNTABILITY AND RESPONSIBILITIES			

Effective policies and SOPs

- Involvement of GHSP's personnel and relevant stakeholders
- Using and adapting industry standards and best practice guidance
- An integrated approach across safety, quality, security and environment

Proactive hazard identification and safety risk assessment/management

- Ground handling and apron related hazards are known to the industry
- Critical to provide an appropriate safety risk assessment and mitigations and make them known to staff.
- Some of the hazards when working on the apron are generated by third parties or other organizations involved in aircraft turnaround.

Competent and trained personnel

- Initial and ongoing training programmes
- Further development and refresher training

Management of Change

- Evolving business models and operational changes
- Hazards from change can occur (introduction of new handling equipment, changing aircraft type, etc.)

Relationship between the GHSP and the Aerodrome Operators

The rights and obligations of the GHSP should be clearly established in the license or concession, including general and operational obligations:

- Compliance with local airport rules, regulations, standards and SOPs
- Reporting of accidents and incidents
- Participation in relevant local safety committees
- Participation in emergency response planning and exercise
- Agreements with Air Operators
- Provision of the agreed services on behalf of the aerodrome operator
- Emergency response planning and business continuity process
- Sanctions or restrictions in case of incompliance

SMS Interfaces with GHSPs

Processes should be in place with regards to SMS:

- *Exchange, sharing and analysis of safety data*
- *Provision of joint safety promotion activities*
- *Production of joint safety assessments of changes*
- *Participation on joint safety committees of the aerodrome*

The aerodrome operator's SMS should monitor and provide safety oversight of activities and services conducted at the airport as defined in the ground handling license provided to the GHSP.

Oversight provided by the aerodrome operator (Spot checks, and audits)

The aerodrome operator should request GHSP to share any third-party audit reports and findings

SMS Interfaces with GHSPs

- *The airport community should carefully examine all safety issues on the apron and implement corrective measures*

- *The aerodrome operator should establish and coordinate an apron safety committee*

- *Safety promotion support communications and dissemination of lessons learned, and enables continuous improvement.*

- *The aerodrome operator should ensure third-party companies operating airside, including GHSPs and contractors, have completed safety risk assessments for the safety relevant activities of their personnel.*

- *Training of all personnel operating on the apron should be provided to ensure they are competent for the duties they carry out.*

Best Practices

Dubai Airports & dnata

Joint Safety Promotional Video on Fatigue with Dubai airports and dnata

Joint Safety Campaigns

Joint HAZOPS / Risk Assessments / Trials with dnata

Safety Meetings

AIRCRAFT VEHICLE CONFLICT AND ROAD SAFETY AWARENESS WORKSHOP 2024

DUBAIRPORTS

Best Practices

AIRSIDE COMMUNICATIONS SURVEY

Participation

465
People responded to the survey

Communication Channel Feedback

- Briefing,Bulletin
- Company Management System
- Email,Phone,SMS
- MSTeams/Airport community/DA Buzz

79% | 11% | 7% | 3%

Response By Titles

- Other — 48%
- Supervisor — 29%
- Manager — 16%
- Senior Manager — 6%

Response By Organization

33.1% | 18.7% | 18.3% | 12.3% | 8.6% | 1.9% | 1.7% | 1.7% | 0.6% | 0.6% | 0.4% | 0.4% | 0.4% | 0.4% | 0.2% | 0.2% | 0.2%

dnata | Dubai... | EKFC | Emirates | Other | Honeywell | Air BP | Jet Aviation | DAEP | Transguard | Al Huraiz | Emarat | EPPCO | Flydubai | Fedex | Shell | UPS

Recommendations

Based on the responses to the survey and comments , the following actions were taken:

1. Maintained satisfactory communication with the stakeholders and relationships with them.

2. Reviewed stakeholder comments and investigated further.

3. Enhanced collaboration and review of received requests and

SURVEYS/FEEDBACKS

AIRSIDE SAFETY CULTURE SURVEY

Airside Safety Culture
Satisfaction Survey

Participation

566
People responded to the survey, which represents **63%** of the target audience

Overall Assessment

68% | 28% | 3% | 1% | 1%
Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree

ICAO DOC 10121

Chapter 1	Chapter 2	Chapter 3	Chapter 4	Chapter 5	Chapter 6
Introduction	**Guidance to States**	**Guidance to air operators**	**Guidance to GHSPs**	**Guidance to aerodrome operators**	**Operational interfaces – processes and policies**
• Scope • Safety in ground handling • Safety culture • Safety management • Importance of standard operating procedures (SOPs) • Contribution of industry organizations	Assess the impact of ground handling for the SSP ↓ Ensure the impact is managed *and* Determine appropriate safety promotion actions	GHSP / air operator relationship SMS interfaces with GHSPs Provision of SOPs Emergency response plan (ERP) interfaces General and business aviation specifics	GHSP organizational requirements Implementation of safety management principles Requirement for SOPs Coordination Human factors Temporary staff Training Equipment Occupational health and safety	GHSP / aerodrome operator relationship SMS interfaces with GHSPs Operational safety considerations Apron design Coordination ERP interfaces	General safety *(walking, driving, foreign object debris (FOD), adverse weather, etc.)* Turnaround activities *(marshalling, loading, etc.)*
Appendices: references, list of ground handling services, examples.					

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