



**SGS**

الشركة السعودية للخدمات الأرضية  
Saudi Ground Services Company

## Seventh Meeting of the Aerodrome Safety, Planning & Implementation Group

06-10 April 2025  
Riyadh

# GACA 151



## GACA 151 Supporting Ground Handlers



# Overview | Embarking on Rich Clientele for Local and Global Growth



**100+**  
Client  
Airlines



**100 M**  
Passengers



**678,000**  
Flights



**90 M**  
Baggage



**13,700+**  
Employees &  
Contractors



**83%**  
Saudis



**11,195**  
Ground Support  
Equipment

**28**  
Airports



# Our Values



## Safety

Is the wellbeing of customers and staff, ensuring the highest standards of maintenance and security measures at all times.



## Excellence

Is our commitment to always deliver excellent quality in all services and maintaining integrity with customers and employees.



## Sustainability

Is the responsible business practices that actively add value to the business model, the wider community and the environment. Generate economic growth that benefits society in support of a more inclusive and ecofriendly future.



## Innovation

Is leading the market in technology and constantly investing into new ways to improve and diversify the service offerings.



## Integrity

Is to ensure that all interactions with any stakeholder represents the values of both SGS and the Kingdom of Saudi Arabia.



## Accountability

Is our systematic approach to planning and implementing a constant improvement process.



## Citizenship

Is our representation of the Kingdom and contributing to upholding a positive image to fulfill vision 2030.





# Safety Culture | A New Structure to Institutionalize a Safety Culture



Complete restructuring to comply with **GACAR Part 151 and Part 5** (Safety Management System)



Establish and maintain an **SMS and QMS** that reflects SGS organization and its operation.



Added **new management level** with an airline and fixed wing experience.

# Safety Culture | A new Safety Measures to Improve Performance



Increase **safety performance monitoring and measurement** by developing processes and maintaining systems to acquire data with respect to operations and services.

These processes and systems include:

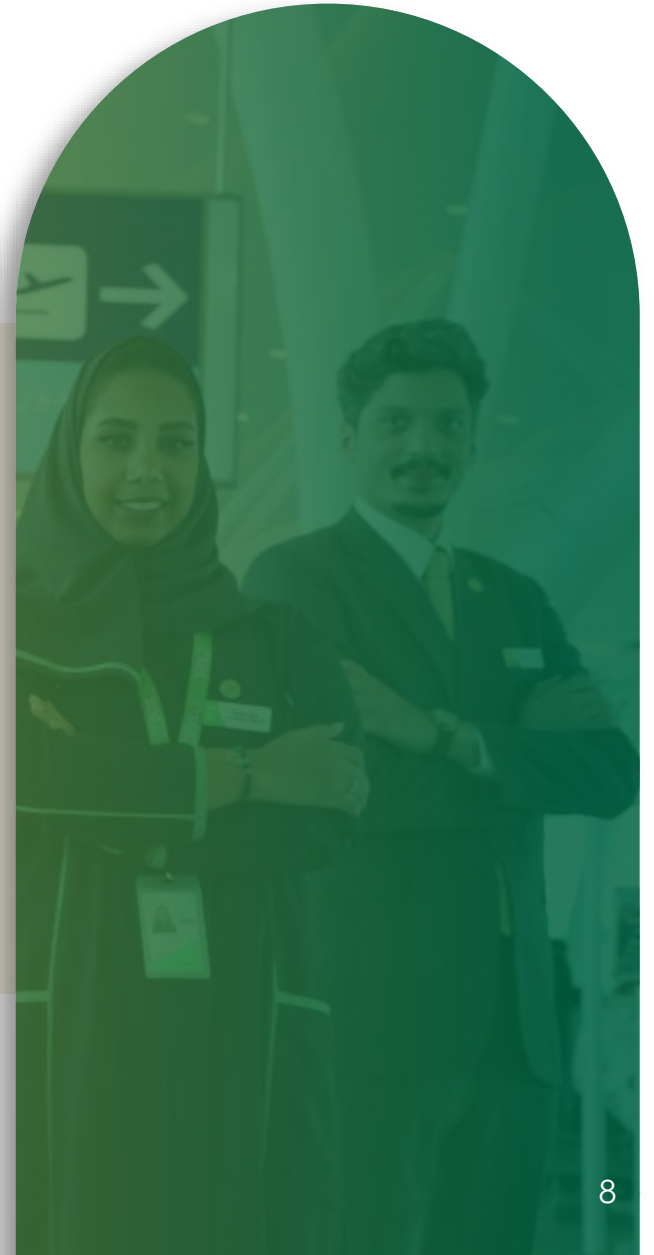


- Introduction of the “**Just Culture**”
- **Safety Officers** presence in the ramps and terminals
- Introducing the role of the **Turnaround Coordinator (TRC)** (GACA 151 requirement)
- Introducing the function of **Wing Walker**
- Confidential (**anonymous**) **employee reporting** system

# Overview



## Safety Performance





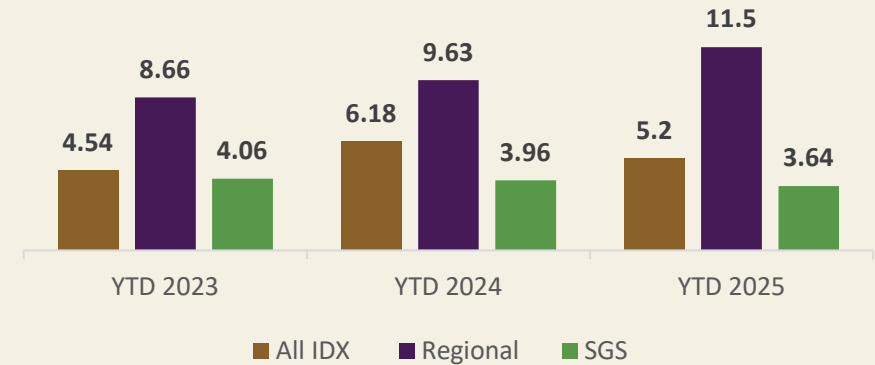
# Incident's Ratio per 10,000 Flights

## January 2025 (12 month rolling rate)



### Ramp Incidents

SGS has performed better than regional and International benchmarks of IATA Incidents Data Exchange (IDX) regarding all **Ramp incident activities**.

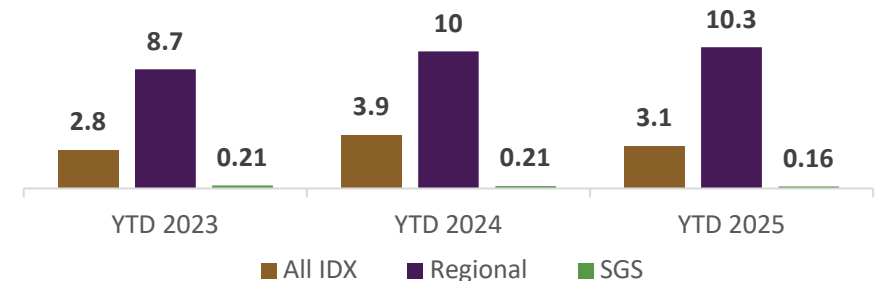


Source: IATA Incidents Data Exchange



### Aircraft Incidents

SGS has performed better than International benchmarks of IATA Incidents Data Exchange (IDX) with 0.25 regarding **Aircraft Incidents in Ramp/Loading/Ground services Equipment**.



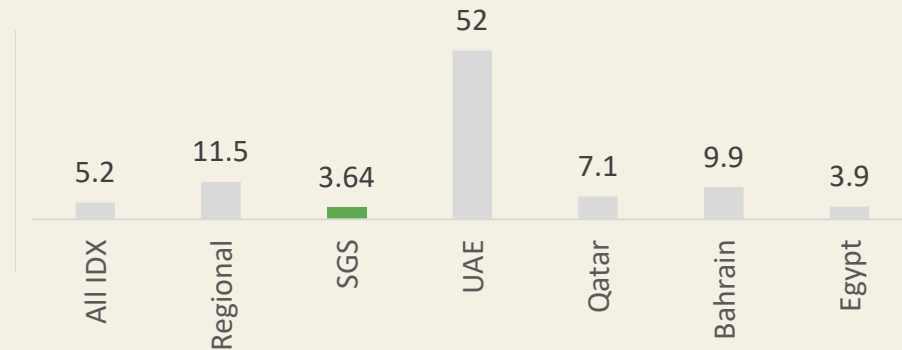
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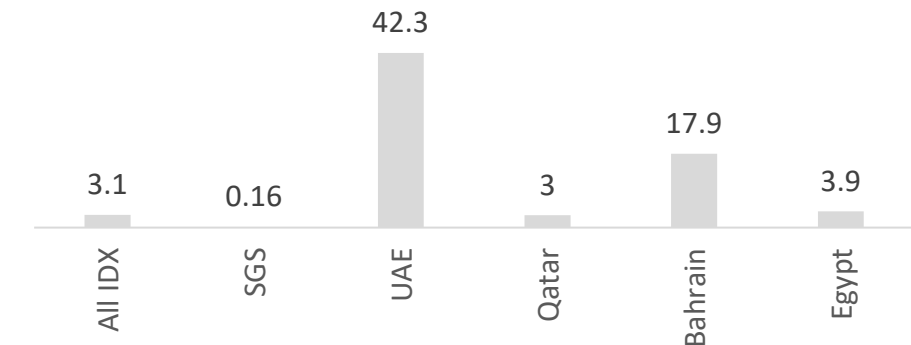


Source: IATA Incidents Data Exchange



### Aircraft Incidents

SGS has performed better than International benchmarks of IATA Incidents Data Exchange (IDX) with 0.04 regarding **Aircraft Incidents in Ramp/Loading/Ground services Equipment**.



# Ground Services Providers



**GACA Regulation Part 151**





**GACAR 151** prescribes the rules and technical requirements governing organizations who provide ground services at an aerodrome within the Kingdom of Saudi Arabia (KSA) within the applicability of GACAR Part 139.

**GACAR 151 Relates to Ground Service Providers and includes:**

- Subpart A – General.
- Subpart B – Certification.
- Subpart C – Personnel Requirements.
- Subpart D – Ground Operations Manual Requirements.
- Subpart E – Training Requirements.
- Subpart F – Ground Support Equipment and Facilities.
- Subpart G – Fatigue Management.
- Subpart H – Quality Assurance.
- Subpart I – Records and Reports.



**(GACAR 151)  
GROUND SERVICE PROVIDERS**

# GACAR| GACAR Regulations

International Civil Aviation Organization



ICAO



General Authority of Civil Aviation



الهيئة العامة للطيران المدني  
General Authority of Civil Aviation

- Local Aviation Regulations (GACARs)

International Air Transport Association



- IATA Airport Handling Manual (AHM)
- IATA Ground Operations Manual (IGOM)
- IATA Safety Audit For Ground Operations (ISAGO).
- IATA Dangerous Goods Regulations (DGR)
- IATA Publications.



SGS

Saudi Ground Services Company

Emergency  
Response  
Manual

Ground  
Operations  
Manual

Quality  
Management  
Manual

Safety  
Management  
Manual

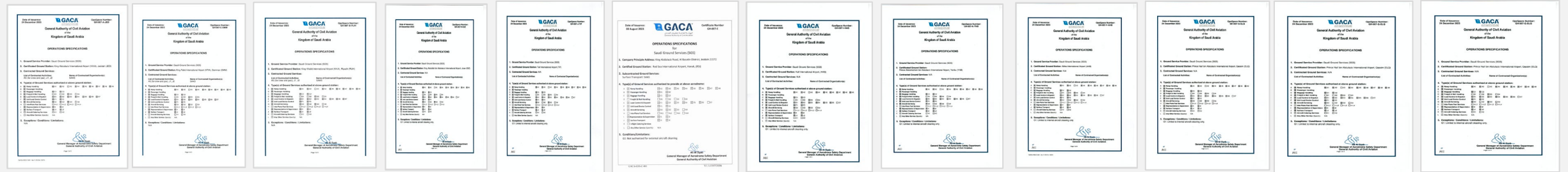
Career Development  
and Training  
Manual

# GACAR PART 151|Benefits of Regulations



## GACA 151 RE-CERTIFICATION

JED, DMM, RUH, and MED, AHB, TUU, GIZ, ELQ, TUI, AJF, RSI, NUM, BHH, ULH,



## ISAGO CERTIFICATION

Head Office (HQ), JED, RUH, MED, DMM, AHB, TUU, GIZ, ELQ



## SAFETY PROMOTION | CONTINUOUS IMPROVEMENT



30  
Safety Officers



+1500  
Safety Session



+13000  
employees





# GACAR PART 151| Emergency Preparedness



## Confidential Reporting System

## SQS Hotline Proactive Hazard Reporting/INTELEX

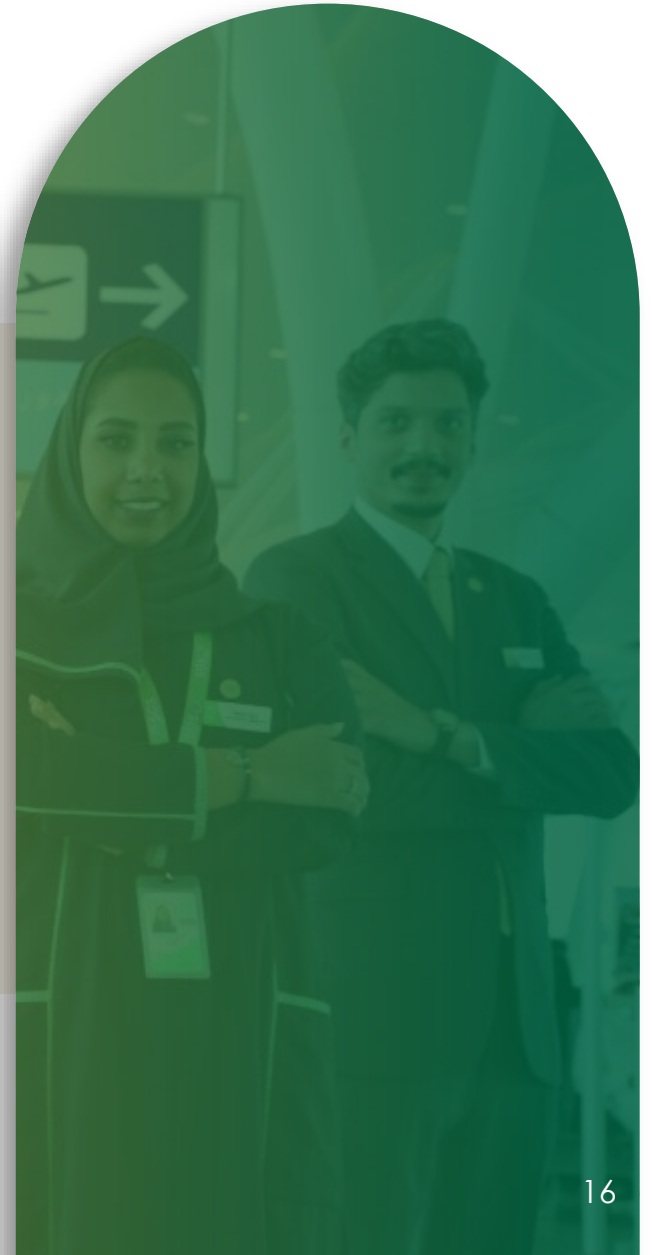
## Full-scale Emergency Response (ERP) exercise



# GACA Regulations



## Safety Management Systems



# GACAR PART 5| Safety Management Systems





# GACAR PART 5| Safety Policy – Visible Leadership/ Management Commitment



The certificate holder must define accountability for safety within the organization's safety policy for the following individuals:

- Accountable executive, as described in GACAR § 5.25.
- All members of management in regard to developing, implementing, and maintaining SMS processes within their area of responsibility, including, but not limited to:
- Hazard identification and safety risk assessment.
- Assuring the effectiveness of safety risk controls.



# GACAR PART 5| Risk Management



GACAR Subpart C 5.53 When applying safety risk management, the certificate holder must have a process to describe and analyze the system for use in identifying hazards under paragraph (c) of this section, and developing and implementing risk controls related to the system under GACAR § 5.55(c)

- ❖ **Identify** risks posing a threat to the organisation;
  - ❖ **Eliminate** the risk where possible or **reduce** the risk to an acceptable level;
  - ❖ **Manage** the remaining risk so as to avoid any undesirable outcomes.
- This process enables the organization to minimize losses and maximize gains.



**Only once a risk is identified can it be managed.**



# GACAR PART 5| Risk & Change Management



<b>Description</b>	The initiative of demonstrating Hydrogen powered vehicle / GSE by partnering with both Toyota and Air product providing Hydrogen mobile refueling equipment for the demonstration in Dammam Airport.	
<b>Toyota Vehicle / GSE</b>	MIRAI	Forklift

## SGS Department

Operation, Technical , safety

### Phase 1

- SGS – Toyota – Air product

### Phase 2

- SGS – Toyota – Air product & DACO

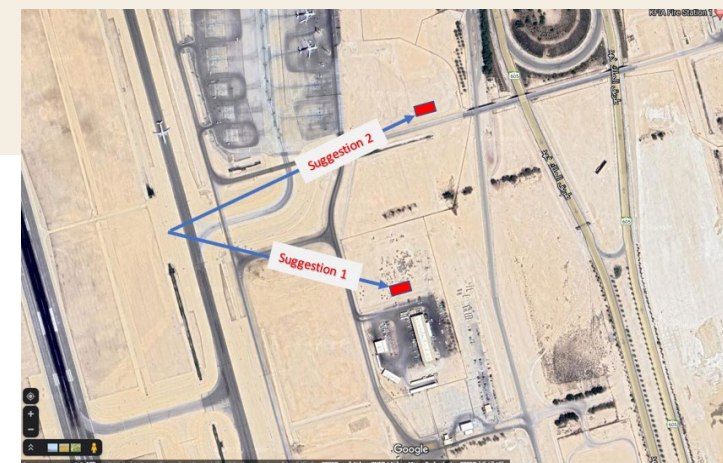
### Phase 3

- SGS – Toyota – Air product & DACO
- MOE & GACA

### SGS Operational Risk Assessment

Station	DMM	Risk Rating	Underlying Hazard, Related Mitigation and Reference
Purpose	Possible Hazards of H2 Mobile Station	Negligible	No Action required, but facts must be recorded.
Date	18/12/2022	Minor	Perform any action thought to be possible to at local level where reasonably practicable to move risk into green category.
Assessor	Capt. Talal Ismail Mohanad Sebah	Medium	Risk must be reduced as safety is not fully ensured. Action shall be taken urgently to reduce the risk by one category minimum.
Department	Safety, Quality and Security	High/ Major	Urgent action must be taken to reduce the risk to lowest reasonably practicable level. Substantial risk. Safety is not ensured

Sr #	Hazard	Risk Inherent(Consequence)	Severity	Probability	Risk With Existing Controls	Existing Controls	Action Owner	Target	Severity	Probability	Risk With Mitigation
1	Ignition in the vicinity of H2 and O2 mixture	Fire and explosion: Equipment damage and possible injuries Potential fire and Explosion	5	C	5C	The site will be barricaded to restrict any operational staff or equipment for operating in close proximity, signage is prepared to avoid any ignition or sparks around the Hydrogen fueler along with no smoking and caution signages as well. Memo will be sent out to all staff to ensure compliance with the precautionary measures	SGS	25-Dec-2022	5	E	5E
2	Mechanical failure/improper joints and fittings	Hydrogen leak in piping could cause fire and explosion.	3	C	3C	Joints and fittings are sized to prevent any catastrophic failure. Gas detection system integrated with actuator valve to cut the supply of H2	SGS	Completed	3	E	3E
3	Overpressure rupturing membrane	Hydrogen leak in electrolyser causes fire and explosion.	4	B	4B	Not Applicable to Equipment	SGS	Completed	4	D	4D
4	Mechanical failure/improper joints and fittings.	Hydrogen leak in storage tank could cause fire and explosion.	4	B	4B	Relief devices are sized to prevent catastrophic failure. Gas detection system integrated with actuator valve to cut the supply of H2	SGS	Completed	4	D	4D
5	Equipment failure, worn out seals	Compressor failure. Potential H2 leaks.	3	C	3C	Not Applicable to Equipment	SGS	Completed	3	E	3E



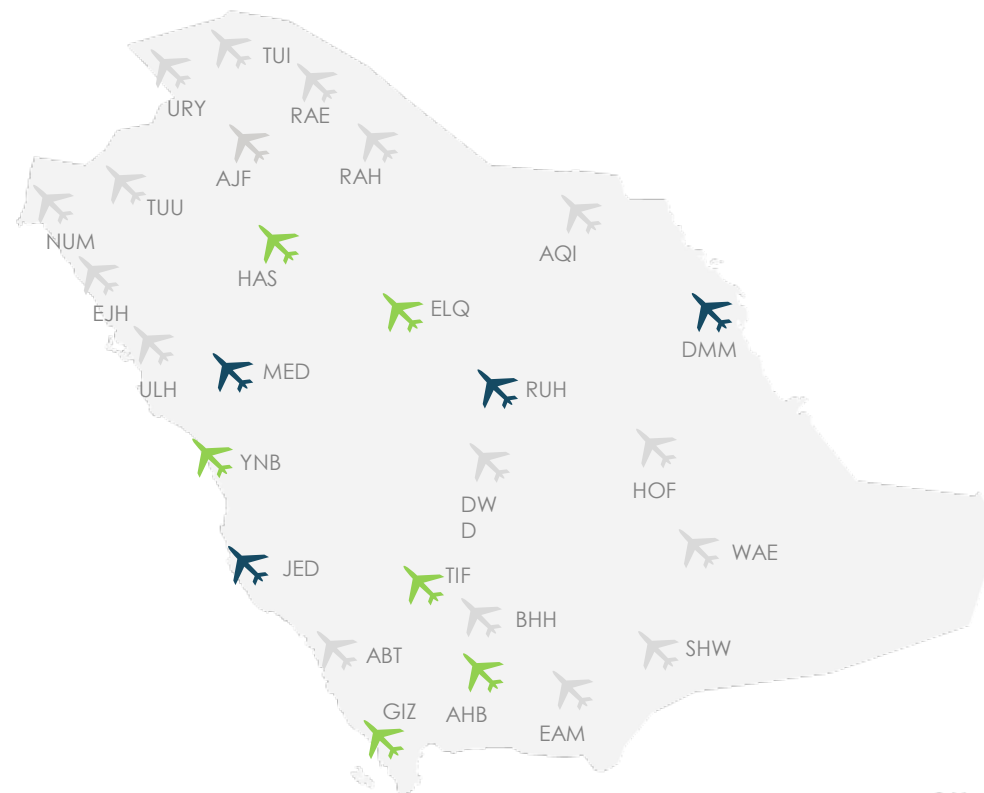




The diagram illustrates the Three Lines of Defense model for internal control. At the top is the **Governing Body / Board / Audit Committee**. Below it is **Senior Management**. The three lines of defense are:

- 1st Line of Defense:** Includes **Management Controls** and **Internal Control Measures**.
- 2nd Line of Defense:** Includes **Financial Control**, **Security**, **Risk Management**, **Quality**, **Inspection**, and **Compliance**.
- 3rd Line of Defense:** Includes **Internal Audit**.

Arrows indicate the flow of information and control from the bottom lines up to Senior Management and the Governing Body. On the right side, there are two vertical bars representing **External audit** and **Regulator**.



**Safety, Quality and Security Department**  
**SQS Audit Plan - 2022**

JAN			FEB			MAR			APR			MAY			JUN			JUL			AUG			SEP			OCT			NOV			DEC		
Date	Day	Activity	Date	Day	Activity	Date	Day	Activity	Date	Day	Activity	Date	Day	Activity	Date	Day	Activity	Date	Day	Activity	Date	Day	Activity	Date	Day	Activity	Date	Day	Activity	Date	Day	Activity			
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2	SUN		2	WED		2	WED		2	SUN		2	SUN		2	WED		2	WED		2	THU		2	SUN		2	WED		2	FRI				
3	MON		3	THU	BOB	3	THU		3	FRI		3	FRI		3	FRI	ED	3	MON		3	MON		3	MON		3	MON		3	TUE				
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5	WED	YNR	5	SAT		5	SAT		5	THU		5	THU		5	THU		5	TUE		5	FRI		5	MON		5	WED		5	SAT				
6	THU		6	SUN		6	SUN		6	WED		6	WED		6	WED		6	WED		6	SAT		6	TUE		6	THU		6	TUE				
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26	WED	SP	26	SAT		26	SAT		26	THU	ELQ	26	THU		26	SUN		26	THU		26	MON		26	WED		26	WED		26	SAT				
27	THU		27	SUN		27	SUN		27	WED		27	FRI		27	WED		27	WED		27	SAT		27	SAT		27	THU		27	TUE				
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31	TUE		31	THU		31	THU		31	FRI		31	SUN		31	SUN		31	MON		31	WED		31	WED		31	WED		31	FRI				


**Remarks:**  
● Supplier Scope "Laundry, Manpower, GSE Maintenance, Staff Feeding, Pest Control, Crew & PAX Transportation" As Applicable.

CEO  
aed H. Al-Idrissi

# GACAR PART 5| Safety Incident Investigation



WHY  
WHY  
WHY  
WHY  
WHY  
5



3/17/2022

**"Case Title" Interim Investigation Report**  
King Khalid International Airport, Saudi Arabia

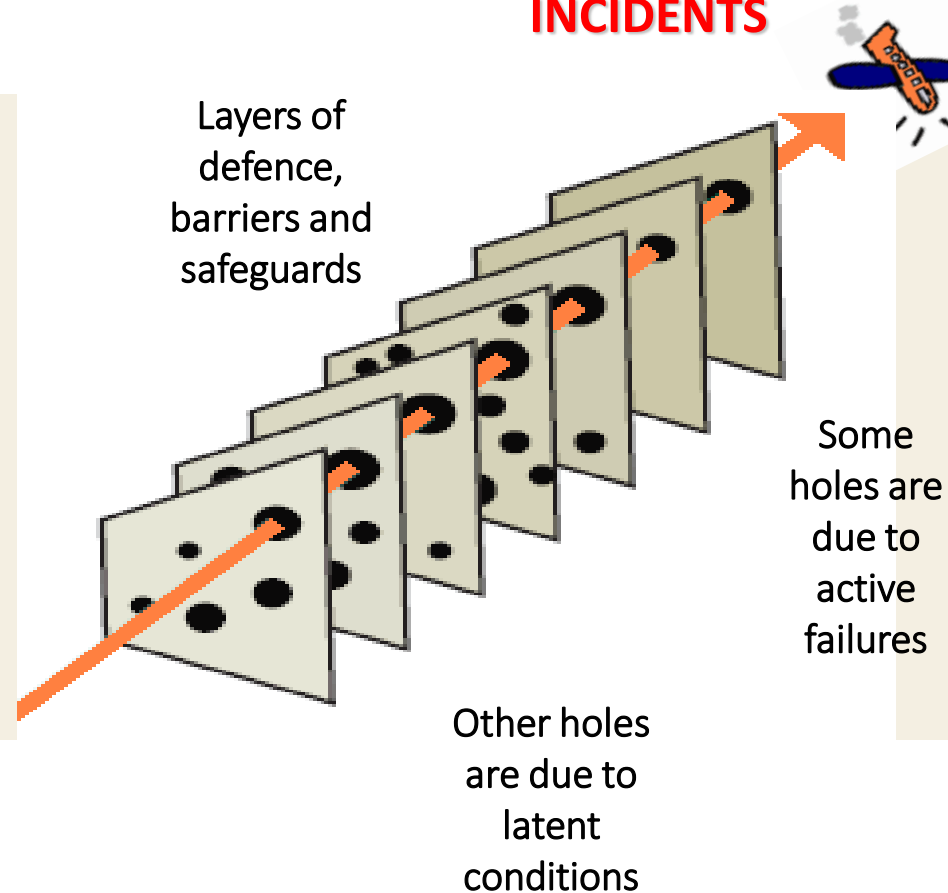
Prepared By:	Reviewed by:	Approved by:

**Final Report**  
King Khalid International Airport, Saudi Arabia

Prepared By:	Reviewed by:	Approved by:

SQL/INC-1051  
DATED: 18 APRIL 2022

## ACCIDENT & INCIDENTS



# GACAR PART 5| Safety Promotion

## Safety Toolbox Talks

**SAFETY TOOLBOX TALK**

**Preventing Dehydration - Importance of Hydration**

Operation workers are the athletes of the work world. Just like athletes in sports, people working in the trades have a higher hydration requirement compared to someone working in the office setting. **Dehydration in any setting negatively affects performance and can lead to injury.** Here we will explore what proper hydration is and how to prevent dehydration on the worksite.

**What is Dehydration?**

We will start with the assumption that we are all healthy and have no underlying health issues increasing our hydration needs. Given this condition, **dehydration happens when you lose more body fluids than you take in**, essentially placing your body in a fluid deficit. In fact, studies have shown that just a slight decrease in body fluid levels, as little as 2%, can result in mental complications with short term memory. Common signs and symptoms include:

- Feeling thirsty
- Dark urine
- Headache
- Dizziness or lightheaded
- Muscle fatigue
- Confusion
- Slow skin turgor
- Elevated body temperature

**What Causes Dehydration?**

Normal body temperature when healthy is **98.6 degrees F or 37 degrees C**. When your environment, activity level, stress, or a combination of these factors increase your body temperature you will notice an increase in:

- Sweating
- Respiratory rate
- Feeling thirsty
- Dry mouth

These are all signs your body is working harder to keep cool and prevent your temperature from getting too high. Unfortunately, when these signs occur dehydration has already begun. Meaning your body is in a fluid or water deficit and needs to be replenished.

Sweat and Dehydration go hand in hand since most of the work is done without the benefit of air conditioning. Consequently, workers in the hottest trades deal with dehydration primarily during the summer months. Increased heat causes the body to lose water through sweat and an increased respiratory rate. This workload is on top of your body's water needs for the labor of your job.

**SGS**

## Health and Safety Hydration Campaign

**SGS**

**How to stay hydrated at work**

**YOUR BODY IS 60% WATER**

It takes up to 10 minutes to feel rehydrated. Running or exercising gives you a good idea.

**Loss of Body Weight from Dehydration**

- 2%** Thirst, dry mouth, dry skin, dry lips, dry eyes, dry nose, dry throat, dry hair, dry skin, dry clothes, dry equipment, dry tools, dry materials, dry surfaces, dry ground, dry air, dry weather, dry season, dry time, dry place, dry people, dry things, dry everything.
- 5-7%** Headache, dizziness, fatigue, confusion, irritability, dry mouth, dry skin, dry eyes, dry nose, dry throat, dry hair, dry skin, dry clothes, dry equipment, dry tools, dry materials, dry surfaces, dry ground, dry air, dry weather, dry season, dry time, dry place, dry people, dry things, dry everything.
- 8%** Dry mouth, dry skin, dry eyes, dry nose, dry throat, dry hair, dry skin, dry clothes, dry equipment, dry tools, dry materials, dry surfaces, dry ground, dry air, dry weather, dry season, dry time, dry place, dry people, dry things, dry everything.

**How much water your body needs every day?**

The amount of water required to stay hydrated is different for everyone.

**x 40ml =**

Please scan the QR code and help us assess station preparedness.

**SGS**

## Safety Bulletins

**GO SAFELY**

**BE AWARE**

**STOP! THINK**

**PCAir System Cover Hazards**

**Background**

Over the past number of weeks, we have received multiple reports of injuries due to the GSE caused by PCAir Cover Hazards. Reports included foot, back and hand injury in both safety terms and in fact, a fatality. A fatality of a worker who was hit by the foot and hand of a PCAir cover while working on the floor.

**Prevention Action**

**Take the following precautions:**

- When a cover is being moved, ensure the required PPE is worn and that the cover is not moved from the side of the pit.
- Always use hand and foot safety when working on the floor.
- Use proper lifting techniques.
- Always wear safety glasses and use it towards you.

**Report all damaged PCAir Covers immediately to the duty managers and/or SGS.**

**SGS**

## Safety Action Group Meeting

**SGS** Safety Action Group (SAG) No.22 Meeting Minute Thursday 4 of Aug 2022

**Project:** Safety Action Group (SAG) Meeting Minute No.22

**Subject:** SAG Meeting No.22

**Minutes taken by:** Mohammad F Alsharif

**Attendees:**

Representative	Department
Mr. Abdullah Alghamdi	Representing Station Senior Director
Mr. Ali Alsharif	SGS Safety Officer
Mr. Mohammed Alsharif	SGS Representative
Mr. Abdullah F. Alsharif	Representing Passenger Services
Mr. Abdullah J. Alsharif	Representing Ramp Operations
Mr. Abdulrahman A. Alsharif	TQM
Mr. Ali Gola	Representing Fleet Solutions
Mr. Abdul K. Alsharif	Royal Fleet
Mr. Waleed M. Alsharif	Representing Royal Fleet
Mr. Kham S. Alsharif	TQM

**Agenda:**

Presentation from SGS for the previous month of violation.

ISAGO Audit preparation.

External and Internal NCR's KPI's.

**Minutes**

Minutes	Actions	Due Date
Close the Incident/Accident reports on Intex.	SGS	1 <sup>st</sup> Sep 2022
Close all External and Internal NCR's.	TQM	1 <sup>st</sup> Sep 2022
POD in GSE & Non-Associated: 44 "Bulletins"		
POD in A/C Parking (Service) Capacity: 28 "Bulletins"		
Expired GSE & Vehicles License: 28 "Bulletins"		
Not Securing Hand Brake & Chocks (Doilies): "Bulletins" 12	Ramp Operations Senior Manager	1 <sup>st</sup> Sep 2022
Safety Cases (Not Placed at all - Incomplete): 19 "Bulletins"		
Prepare all required documentation and implementation for ISAGO Audit.	All Members	1 <sup>st</sup> Aug 2023

**Mohammad F Alsharif**  
Prepared By:

**Mr. Abdullah Alghamdi**  
Approved By:





# GACAR PART 5| Safety Communication



### STOP! THINK

#### Immediate Incident/Accident Reporting

**Safety, Quality, and Security have been impacted by the incident. Report it immediately to the appropriate authority.**

**Do not attempt to repair or tamper with the equipment or the aircraft.**

**Do not attempt to move the aircraft or the equipment.**

**Do not attempt to use the equipment.**

**Do not attempt to use the equipment.**

### GO SAFELY

#### Foreign Object Debris (FOD)

**Do not drive or work under the influence of drugs and alcohol.**

**Do not drive or work under the influence of drugs and alcohol.**

**Do not drive or work under the influence of drugs and alcohol.**

**Do not drive or work under the influence of drugs and alcohol.**

### STOP! THINK

#### Checking Documents

**Check the validity of the documents.**

**Check the validity of the documents.**

**Check the validity of the documents.**

**Check the validity of the documents.**

### BE AWARE

#### Validity of Travel Documents

**Check the validity of the documents.**

**Check the validity of the documents.**

**Check the validity of the documents.**

**Check the validity of the documents.**

### SGS

#### Hydration in the Heat

**2% 5-7% 8%**

**2% 5-7% 8%**

**2% 5-7% 8%**

**2% 5-7% 8%**

### STOP! THINK

#### Pilfering from Aircraft Holds

**Do not pilfer from aircraft holds.**

**Do not pilfer from aircraft holds.**

**Do not pilfer from aircraft holds.**

**Do not pilfer from aircraft holds.**

### BE AWARE

#### Safety Cones Placement

**Place safety cones in the correct location.**

**Place safety cones in the correct location.**

**Place safety cones in the correct location.**

**Place safety cones in the correct location.**

### BE AWARE

#### Clear Desk Policy Security of Airline Stationary

**Do not leave the desk unattended.**

**Do not leave the desk unattended.**

**Do not leave the desk unattended.**

**Do not leave the desk unattended.**

### BE AWARE

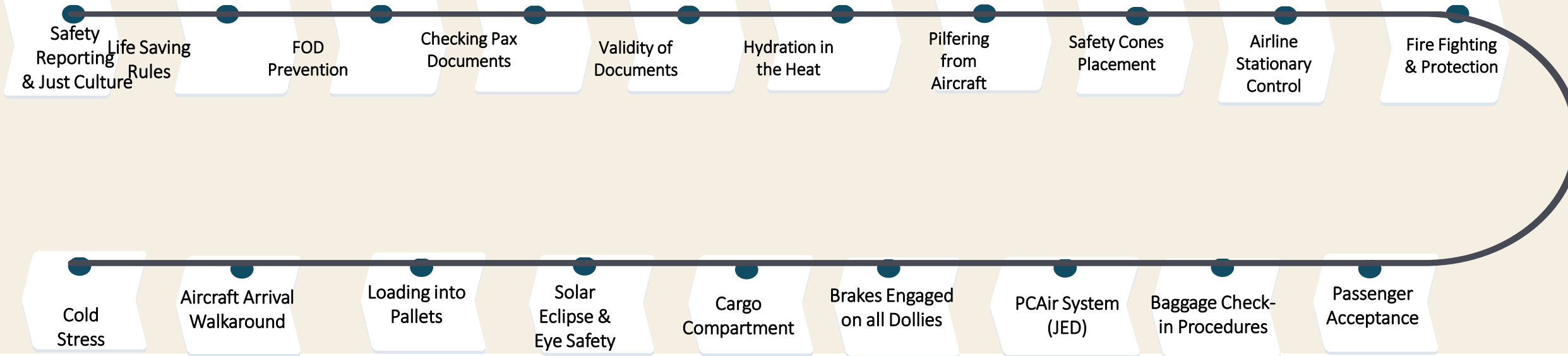
#### Fire Prevention

**Do not use open flames.**

**Do not use open flames.**

**Do not use open flames.**

**Do not use open flames.**



### GO SAFELY

#### Working in Extreme Temperatures - Cold Weather

**Do not work in extreme temperatures.**

**Do not work in extreme temperatures.**

**Do not work in extreme temperatures.**

**Do not work in extreme temperatures.**

### BE AWARE

#### Aircraft Arrival Walk-around Check

**Do not walk around the aircraft.**

**Do not walk around the aircraft.**

**Do not walk around the aircraft.**

**Do not walk around the aircraft.**

### GO SAFELY

#### Loading into Pallets

**Do not load into pallets.**

**Do not load into pallets.**

**Do not load into pallets.**

**Do not load into pallets.**

### GO SAFELY

#### Solar Eclipse & Eye Safety

**Do not look at the sun.**

**Do not look at the sun.**

**Do not look at the sun.**

**Do not look at the sun.**

### SECURITY TOOLBOX TALK

#### Cargo Compartment Inspections

**Do not inspect the cargo compartment.**

**Do not inspect the cargo compartment.**

**Do not inspect the cargo compartment.**

**Do not inspect the cargo compartment.**

### STOP! THINK

#### Brakes Engaged on all Dollies and Checking of Equipment

**Do not engage the brakes.**

**Do not engage the brakes.**

**Do not engage the brakes.**

**Do not engage the brakes.**

### STOP! THINK

#### PCAir System Cover Hazards

**Do not use the PCAir system.**

**Do not use the PCAir system.**

**Do not use the PCAir system.**

**Do not use the PCAir system.**

### BE AWARE

#### Baggage Check-in Procedures

**Do not check in baggage.**

**Do not check in baggage.**

**Do not check in baggage.**

**Do not check in baggage.**

### SECURITY TOOLBOX TALK

#### Passenger Acceptance

**Do not accept passengers.**

**Do not accept passengers.**

**Do not accept passengers.**

**Do not accept passengers.**

# GACAR PART 5| Sustaining safety qualifications through Training



Provide **training to attain and maintain the qualifications necessary** to perform duties relevant to the operation and performance of the SMS

Partnership with other leading aviation academies to help enhancing SGS training academy programs particularly in:



**Terminal**  
operations



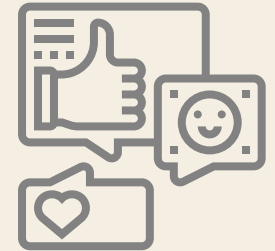
**Baggage**  
handling system



**Human**  
factors



**Ramp safety**  
awareness



**Organization**  
loyalty

Thank You