



EASA

European Aviation Safety Agency

Ground Handling Roadmap

OPERATIONAL STANDARDS

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Your safety is our mission.

An agency of the European Union 

TE.GEN.00409-001



Operational Standards

MAIN ISSUES IDENTIFIED



Responsibility

- Split between AO, ADR and GHSP
- Regulatory requirements to provide procedures to GHSPs by Air Operators but no regulatory requirements to standardise procedures



Complexity

- Air operators with different requirements
- Multiple applications of the same standard
- One GHSP with many customers, all with different standards
- GA/BA operations with multiple GHSPs and multiple operators working with ad-hoc agreements



Competition

- To be competitive in an open market, GHSPs have to apply multiple standards according to customer's requirements which often diverge



Operational Standards

WAY FORWARD: POSSIBLE SOLUTIONS

1

Identify Minimum Operational standards
applied by all GHSPs

Allow for improvements in
performance and safety

Allow flexibility to accommodate
needs of AOs, ADRs and GHSPs

Take into consideration local
specificities

Be technology neutral and allow
for innovation

2

Design a regulatory
framework for the efficient
coordination between air
operators, aerodrome
operators and GHSPs with a
view to further develop,
implement and apply of
these operational standards

3

Identify ways to recognize
and promote current
internationally accepted
industry practices.



Operational Standards

WAY FORWARD: POSSIBLE SOLUTIONS

4

Ensure that operational standards are communicated to the staff concerned by means of training, safety promotion, etc.

5

Define where the accountabilities of each stakeholder start and end with a view to identify overlaps and describe mechanisms to address conflicting positions and contradictory performance indicators between all parties involved in GH.

6

Empower GHSP to control certain operational risks as part of their management system. That means, allow GHSPs to apply more stringent safety procedures than the aircraft operator if this is based on the GHSP's risk management process).

7

Propose ways to give access to safety relevant information that is specific to the aircraft model to all stakeholders.



Safety Impact

Positive

Standardisation, simplification and reduction in level of complexity and confusion by staff.

Reduction in incidents and accidents due to complexity and confusion.

Social Impact

Positive

Reduction in stress levels, simplification of training requirements and improvement of performance.

Increase in possibility for mobility by staff.

Economic Impact

Positive

Cost savings by GHSPs and Air Operators through reduction of duplicated efforts and simplified/shorter training.

Simplification of compliance monitoring processes.



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