



# EASA

European Aviation Safety Agency

## **Staff Turnover – Attraction, retention and career development challenges.**

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**Airport Services Association**

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# Staff Turnover

- Improve the perception of the Ground Handling industry...used to be prestigious?
  - Communications strategy – Some work in progress
  - Highlight the importance of the role of the GSP in the aviation safety system
  - Raise public awareness of the role of the GSP
  - ‘Sell’ ground handling to potential employees as an important and valuable job, with genuine career development opportunities
  - Seasonal peaks/troughs, OTP pressure, climate, job security – one size doesn’t fit all?



# Staff Turnover

- Work/life balance
  - Rostering systems and practices which enable employees to plan reasonably far ahead and be appropriately rested, especially when faced with continuous physically demanding tasks
  - Flexibility, when operationally feasible, on shift swaps, leave planning etc.
  - Lack of rebated travel opportunity



## ➤ Training

- Development of common training methodologies & standards (based on existing industry standards)
  - Improved employee mobility
  - Simplified & reduced training requirements for new employees
  - Potential for the establishment of formal ground handling qualifications which would be recognized by new employers within the sector



- Ground Support Equipment
  - Well maintained
  - Technically up to date (anti-collision systems etc.)
  - Environmentally friendly
  - Increased automation/autonomy for physically demanding tasks
  - Improved operating commonality



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**Thank you**

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