

2nd EASA Ground Handling Implementation Webinar

23 Sep 2025

Poll results

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- For which type of organisation do you work?
- Does your organisation implement an SMS for ground handling?
- What are your top 3 to 5 safety concerns?
- Does your organisation use industry standards and best practices for ground handling?
- Which industry standards and best practice documents does your organisation use for ground handling?

For which type of organisation do you work?

278

Ground handling organisation



Aerodrome operator



Aircraft operator



Training provider



Competent authority



Other



Does your organisation implement an SMS for ground handling?

173



What are your top 3 to 5 safety concerns?

(1/5)

0 4 4

- Ground Damage Personal injuries
Human factors Lack of involvement
- Inflight (Li-) Battery Fire Significant
Mass and Balance deviation from
Loadsheet Aircraft Damage leading
to departing unairworthy Aircraft
Injury (or Worse) of personnel in
the course of ground handling
activities [all Airline perspective]
- Ground agents safety Aircraft
ground operations safety Ground
equipment maintenance
- - Drivinig vehicles and GSE on apron
and arround the aircraft. -
Fall from hight, usage of guardrails.
- Reporting issues/occurences
regsrding Safety
- FOD Aircraft priority non
compliance RWY incursion
- Manual handling and ergonomic
risks Injury from aircraft systems
and equipment Aircraft & vehicle
collisions Staff fatigue
- Compliance, managers, common
thinking
- Personnel Safety Fatigue and
Human Factors Fueling
Communication and Coordination
Weather Related Hazards

What are your top 3 to 5 safety concerns? (2/5)

0 4 4

- Working at heights. Confined spaces
Driving at aerodrome
- aircraft damages, personnel injuries, not adhering to processes and procedures in daily ops ("bending" the rules), language barriers, training/recurrent training, staff turnover
- Collisions between GSE and aircraft; Injury to GH personnel, Crew and PAX; Fuel spillage.
- Unreported incidents Procedures not followed Staff not understanding/knowing the reason for a procedure and what it will/can prevent.
- Aircraft damage Hidden Li-ion batteries Incorrect securing of load
- Hazard Identification and Risk Management Data Management and Compliance Monitoring Cultivating a Strong Safety Culture Training and Competency Assurance Integration and Coordination with Stakeholders
- Damage to aircraft and equipment, Performing some activities that could compromise safety in take

What are your top 3 to 5 safety concerns? (3/5)

0 4 4

- of and flight Regulations too tight or too far from handling real situation (i.e. handling is the last chin on the value frame, and we are the ultimate point squeezed by carriers etc for saving money and all efforts seem on us)
- Aircraft and Vehicle Collisions Jet Blast and Propeller/Rotor Wash Hazardous Materials and Fueling Risks
 - 1) Loading errors 2) Unsecured load/Heavy items 3) De-/Anti-icing error 4) Unreported aircraft damage 5) Violation of ERA/Engine hazard area
 - Human factor, FOD, wildlife.
 - Management involvement The behavior of the staff, a general social phenomenon Finding competent staff
 - aircraft damage on ground, personal injury, unsupervised passengers on apron, uncontrolled aircraft movement, uncontrolled GSE movement
 - No injury No damage Safe operation
 - Safety of passengers, crew and equipment. Aircraft damage during turnaround.

What are your top 3 to 5 safety concerns?

(4/5)

0 4 4

- Ramp safety & Human factor. Mass and balance errors
- 1. Fatigue due to lack of staff 2. Lack of experience of the staff 3. Tighter and tighter turnarounds
- Pax and staff safety. Aircraft and GSE safety. Safety Regulations
- Injuries Ground damage Incorrect loading/offloading
- Not enough budget for GH to really implement an SMS Unfair competition between a big GH (capable to afford this) and a smaller one Misalignment where a GH works in different country with different CAA
- Safety culture
- STAFF TURNOVER - PRESSURE- LACK OF AWARENESS DUE TO JUNIORITY
- Ground staff working near running aircraft engines, fall from height, GSE collision with aircraft
- Safety of employees Aircraft damage Damage to third parties
- Aircraft handling GSE suitability Properly trained staff Company safety culture Staff have No fear in reporting safety incidents
- personnel fluctuation rate rising workload change management not

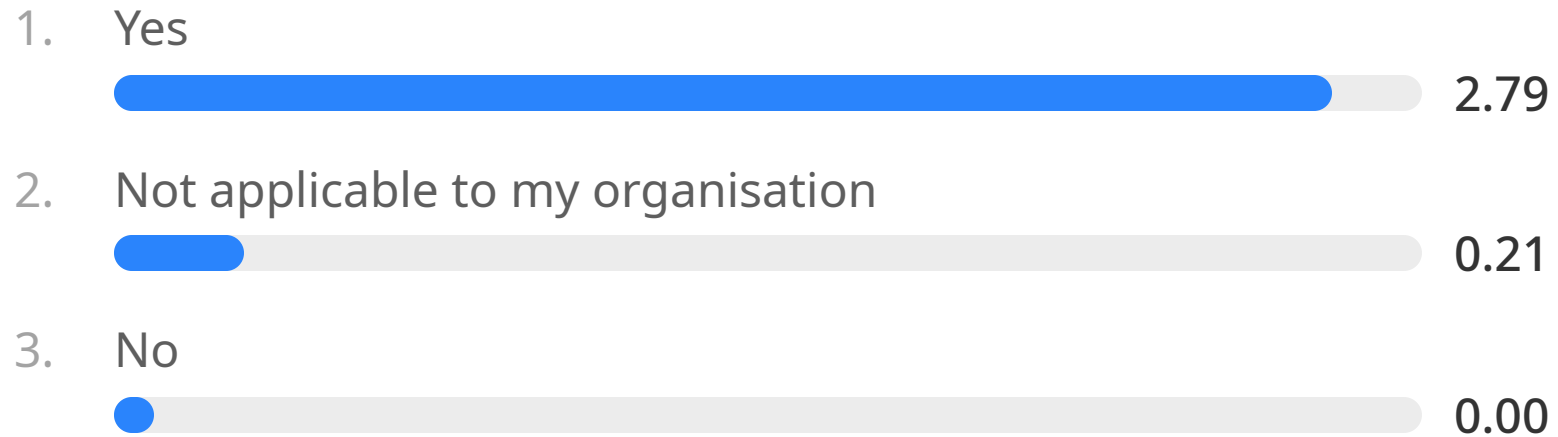
What are your top 3 to 5 safety concerns? (5/5)

0 4 4

- managed hazards related to war and new technology
- Mgmt commitment Working conditions Performance goals Lack of regulatory awareness
- human factors, training, lack of information flow
- Driver behaviour Aircraft damage ULD drop
- Fatality Injuries People operating unsafely / distracted
- Collisions vehicules- vehicules FOD Collision person- vehicule
- Runway incursions Ground collisions Art priorités refusais Aerodrome procédures violations
- Ground Damage Load Control GPU FAILURE/malfunction
- Human resources
- training, break checks, gse approach to aircraft
- Culture, hazards detection, sharing of information
- ELI / ELM Handling - hidden DG Handling of BIG Cargo - non standard Engine transport and cable drums
- - High employee turnaround - fatigue - No reporting culture

Does your organisation use industry standards and best practices for ground handling?

0 1 4



Which industry standards and best practice documents does your organisation use for ground handling?

(1/2)

171

ICAO Ground Handling Manual (Doc 10121)

 6 %

IATA Ground Operations Manual (IGOM)

 53 %

IATA Airport Handling Manual (AHM)

 17 %

SAE standards for ground de-icing/anti-icing

 9 %

JIG standards for fuelling operations

 5 %

Which industry standards and best practice documents does your organisation use for ground handling?

(2/2)

1 7 1

IATA Cargo Handling Manual (ICHM)

 2 %

IS-BAH (business aircraft handling)

 6 %

IATA Live Animals Regulations (LAR)

 3 %

IATA ULD Regulations (ULDR)

 2 %

EN standards for ground support equipment (EN 12312 and EN 1915)

 1 %