

# **EASA Ground Handling Implementation Webinar #4**

10 Mar. 2026

Poll results

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- Does your organisation apply industry standards and best practices for ground handling?
- Please name 3 main benefits of using industry standards and best practices in GH operations.
- Which industry standards and best practices does your organisation use for ground handling?
- What are your 3 top obstacles or difficulties in applying industry standards and best practices in GH operations today?

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

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Yes



No



Not applicable (we are not a GH organisation)



## Please name 3 main benefits of using industry standards and best practices in GH operations.

064

(1/5)

- Monitoring deviations
- Clear path to Safety, Standardisation and Compliance
- comparability among competitors, genuine minimum standard, uniform responsibility
- Standarization efficiency safety
- safety, Standardisation, efficiency
- Safety, consistency, best practices
- Safety and consistency
- Robust safe operation
- Recognized and widely approved, discussed and tested safety measures
- Ease oversight and audits Common response to shared issues
- Safety and consistency
- safety, consistency, efficiency
- Standardisation, Safety, quality
- safety, better training, efficiency
- Standardization, Consistency, Efficiency
- standardisation - consistency - efficiency
- Safety, Consistency, Efficiency
- Quality, safety and precision
- Recognition

**Please name 3 main benefits of using industry standards and best practices in GH operations.**  
(2/5)

064

- Safety; Standardization; Compliance
- 😊
- Safety, Consistency, Standardized
- efficiency, normalization, practise-standardization
- Safety
- Standardization!
- Standardization Safety Efficiency
- Safety
- Standardization, Consistency, Efficiency
- Standardization, consistency, safety
- Safety; Standardization; Compliance
- standardization that leads to less risk of mistakes
- Safety, Efficiency and Consistency
- transparency, best practice sharing, efficiency
- cost reduction due to harmonised training
- standardization that leads to less risk of mistakes
- Safety, efficiency, consistency
- standardization, compliance, common ground
- Safety, Standardization,

**Please name 3 main benefits of using industry standards and best practices in GH operations.**  
(3/5)

0 6 4

- Compliance
- standardisation
- Standardisation
- safety, efficiency and consistency
- Compliance
- Most GHSP have allready adopted the procedures
- greater harmonisation and hence mobility of GH staff
- standardization, increase of safety and common understanding
- standardization and reduction of the number of audits
- safety, procedure applications, standardization
- Safety; Standardization; Compliance
- Safety; Standardization; Compliance
- - wider adoption of acceptable SOPs; - more common understanding of the requirements; - comparable operations;
- established, tested, and recognisable
- Safety, consistency, best practices
- standardization, efficiency and safety
- using of tried

## Please name 3 main benefits of using industry standards and best practices in GH operations.

064

(4/5)

- and tested procedures
- improved safety, efficiency and consistency
- Standardization, safety, minimizing documentation
- consistency standardisation compliance
- Already proven to enhance safety
- Uniformity in Training
- consistency, simplification and efficiency
- Streamlining resources instead of working to comply with x separate GOMs and procedures independently
- Standardization, Safety, Efficiency
- Compliance effectiveness cleanness
- easy to adapt in your training program for new employees
- Safety Professionalism industry Knowledge
- Standardization, Safety, Efficiency
- Standardisation,
- Safety, consistency, best practices
- standardization
- alignment
- standardization, recognition of procedures

**Please name 3 main benefits of using industry standards and best practices in GH operations.**  
(5/5)

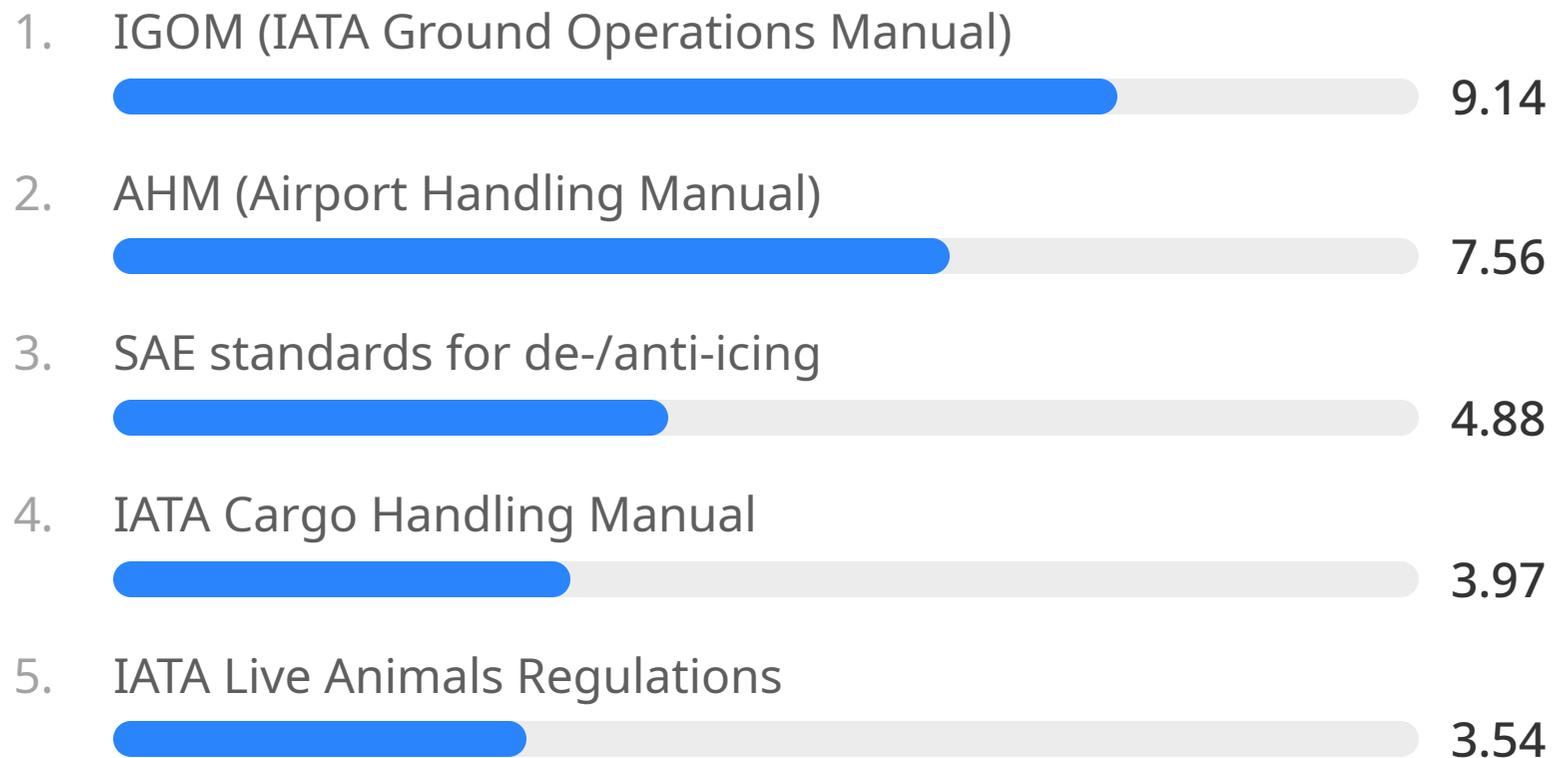
0 6 4

- Flexible approach, step-by-step explanation of procedures, standardization principle for ground handling safety
- consistency safety
- Raising safety, standardized processes (e.g.same chocking procedure for an A320), minimizing documentation
- established, tested, and recognisable

## Which industry standards and best practices does your organisation use for ground handling?

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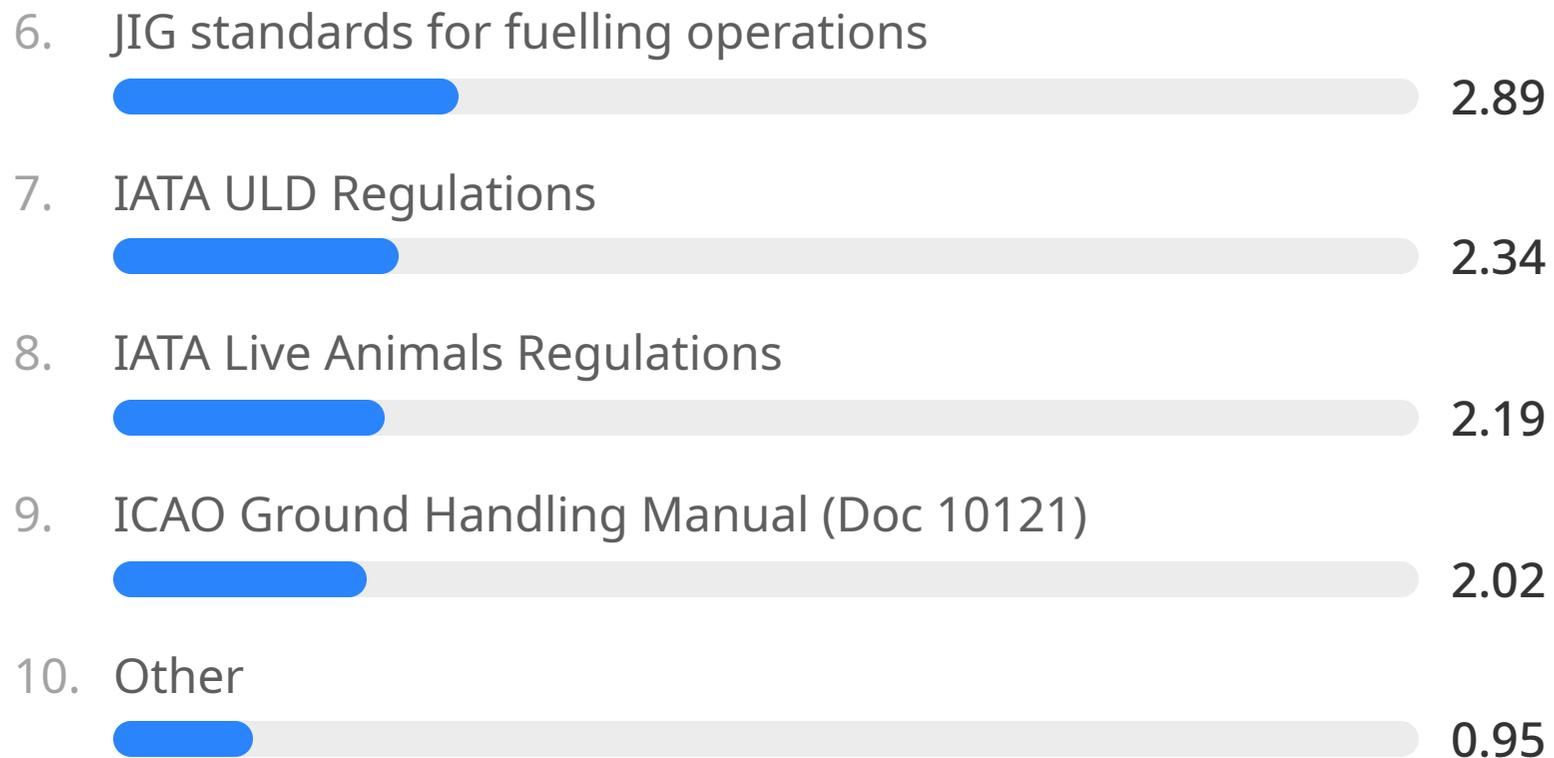
(1/3)



## Which industry standards and best practices does your organisation use for ground handling?

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(2/3)

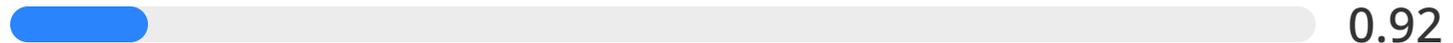


## Which industry standards and best practices does your organisation use for ground handling?

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11. EN standards for Ground Support Equipment (e.g., EN 12312-1 to 12312-20; EN 1915-1 to 1915-4)



12. IS-BAH



## What are your 3 top obstacles or difficulties in applying industry standards and best practices in GH operations today?

0 4 6

(1/5)

- needing to comply simultaneously with industry standards, local regulations and operator specific requirements
- Most of our customers are already shifting towards standardised practices, referencing IGOM in their own manuals, etc.
- airlines prioritising OTP over safety/standards
- EASA to establish checklist on this domain to share
- Safety, Standardization, Efficiency
- Financial cost, overlap between regulations and standards, lack of human resources
- Time pressure, money-saving, fatigue
- technical knowledge, cost and Resources
- well defined and clear standards to be followed, implementation could benefit of an interface/software
- operators requirements sometimes oriented more to the costs and on time performance

## What are your 3 top obstacles or difficulties in applying industry standards and best practices in GH operations today?

0 4 6

(2/5)

- deviant procedures of customer airlines resources for working through industry standards in order to apply them
- Complicated and getting more demanded.
- bad interpretations of the standards
- Airline Ground Ops standards are different one from the other
- terminology
- overcome "this is how we always have done it" and we need to deviate from standard because of the environment we operate in.
- Continuous monitoring the changes in the industry standards /airlines standards and change your local procedures and inform your staff about this changes on time.
- air operator, manufacturer or national differences with industry standard
- Airline requirements, specific local circumstances, resource/staff restrictions

## What are your 3 top obstacles or difficulties in applying industry standards and best practices in GH operations today?

0 4 6

(3/5)

- Cost and time
- training, resources, consistency
- Expertise standarization well trained auditors/inspectors
- Different requirements from airlines, cost, difficulty in finding qualified resources
- Airline specific requirements, no redution of audits/inspections
- costs and time
- Resurses, management commitment, training
- some Airlines doesn't follow the industry standards and have differences to it.
- resource and cost limitations
- No obstacle with Industry Standards. there are 10'000 of pages of such. Issue is how to DOCUMENT that to the satisfaction of the EASA Auditors
- As an operator, differences in EASA Air OPs, Aerodromes and the GHR
- terminology
- Size of organization (1working in 1 minor airport only)

## What are your 3 top obstacles or difficulties in applying industry standards and best practices in GH operations today?

(4/5)

- Cost, correct understanding and airline specific requirements
- Airline specific requirements
- Qualified resources
- 1. Resources 2. Management Commitment 3. Technical Knowledge
- Resources, delimitations of responsibility, training
- if an industry standard doesn't account for local circumstances/differences
- no reduction of audits/inspections
- air operator specific procedures
- integration
- profit, cost efficiency, competition
- May be interpreted differently from airline to airline or CAA to CAA
- different requirements by different airlines
- Industry standard, IGOM, is not always following the Boeing, Airbus , etc procedures
- Airline collaboration
- costs and time
- Local infrastructure
- cost, cost cost

## What are your 3 top obstacles or difficulties in applying industry standards and best practices in GH operations today?

(5/5)

0 4 6

- sheer volume of the AHM/IGOM
- limited resources, cost, understanding
- Cost, resources
- Standardization
- Cost
- Standardization, Consistency, Efficiency
- Cost
- Safety, Standardization, Efficiency