

# The Journey of Ground Handling Safety Reports

EASA's 5<sup>th</sup> Webinar on EU GH Regulations Implementation

16 June 2026

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# Agenda – Webinar #5, 16 June 2026

→ Legal basis of safety reporting

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→ Panel Discussion:

→ Role of the GH Organisation

→ Role of the Competent Authority

→ Role of EASA

→ Reporting Culture in Ground Handling. How can we improve it?

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→ Questions & Answers

# Panellists & Moderators

Sarah Poralla, Aviation Safety Risk Manager

*EASA*

Peter Hunt, Head of Quality, Health, Safety and the Environment (QHSE) Systems and Standards

*Swissport*

Barbara Schaffner, GH Inspector

*Swiss Civil Aviation Authority (FOCA)*

Jo Massé, GH Inspector

*Belgian Civil Aviation Authority (BCAA)*

Yannick Defrance, GH Inspector

*French Civil Aviation Authority (DGAC/DSAC)*

Moderators:

**Julia Egerer, EASA**

Head of Section,  
Aerodromes and Ground  
Handling

**Adina Szönyi, EASA**

Ground Handling Expert

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# A report is not paperwork.

It is the beginning of safety learning.

1

## Capture

safety information

2

## Analyse

causes and trends

3

## Improve

training and procedures

**Objective: recognise what makes a GH occurrence report useful.**

# Legal basis of safety reporting

Applicable from 27.03.2028:

**ORGH.GEN.160 – Reg. (EU) 2025/20 (GH)**

Report occurrences

**ORGH.GEN.165 - Reg. (EU) 2025/20 (GH)**

Run the internal reporting system

Applicable since 2015:

**Reg. (EU) 376/2014**

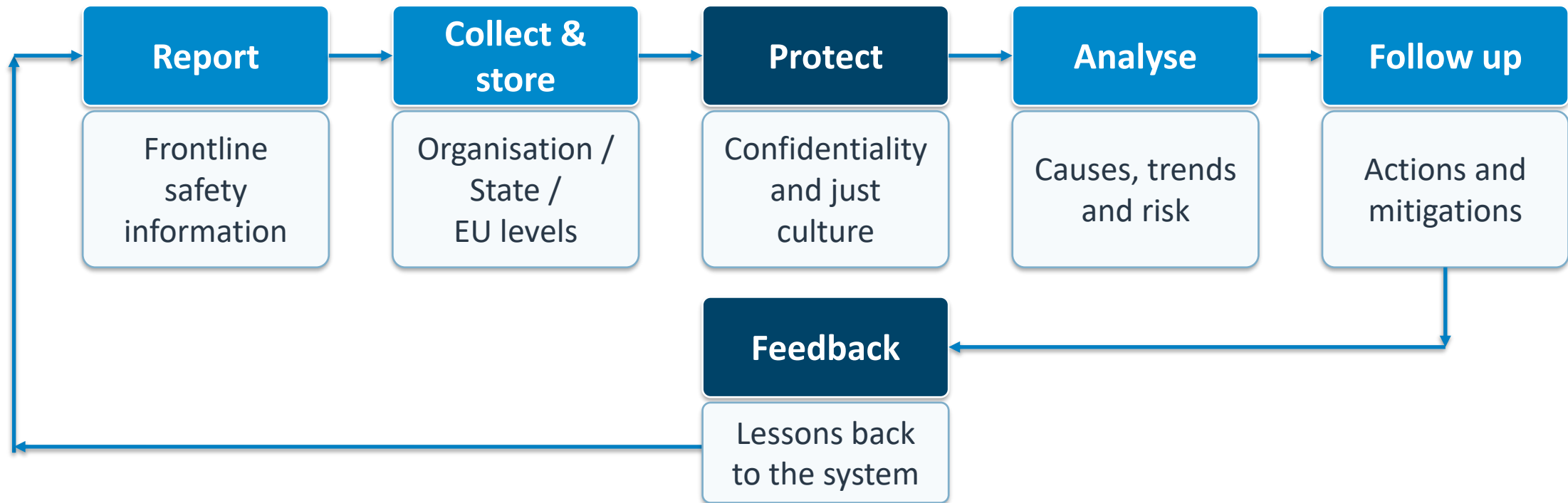
EU occurrence reporting, analysis and follow-up

**Reg. (EU) 2015/1018**

Mandatory occurrence classifications

**GH rules define the organisation's reporting duties; the EU occurrence framework defines how safety information is protected, analysed and followed up.**

# Reg. (EU) 376/2014: safety-information loop



376/2014 is not only about “sending a report” — it is about a complete learning cycle.

# What to report: Reg. (EU) 2015/1018

Regulation (EU) 2015/1018 provides the list of reportable events – GH occurrences that are mandatory to be reported

## What it adds

- common mandatory categories
- domain-based lists
- consistent classification basis for “is this reportable?”

## Aerodromes & GH

For ground handling, it’s **Annex IV** (the most directly relevant list) —but interface events with aircraft and aerodrome operations still matter.

## What it does not replace

The list does not replace the quality of the report.  
The classification says what type of event it is;  
the narrative explains why it matters.

**For ground handling, the mandatory list helps decide what must be reported — the report still needs enough detail to support follow-up.**

# ORGH.GEN.160: Occurrence reporting

Reg. (EU) 2025/20  
and related AMC &  
GM



**72 hours**

Transmit the report as soon as practicable and normally no later than 72 hours after becoming aware of the occurrence.

**ECCAIRS 2**

<https://aviationreporting.eu/>

## Remember the interface:

The GH organisation reports also ensure that safety-relevant information reaches aircraft operators, aerodrome operators, and other involved organisations when needed.

# ORGH.GEN.165: What the system must enable

## Capture

Mandatory, voluntary and anonymous reports

## Analyse

Causes, contributing factors, hazards and trends

## Protect

Confidentiality and just culture

## Act

Investigation and recurrence prevention

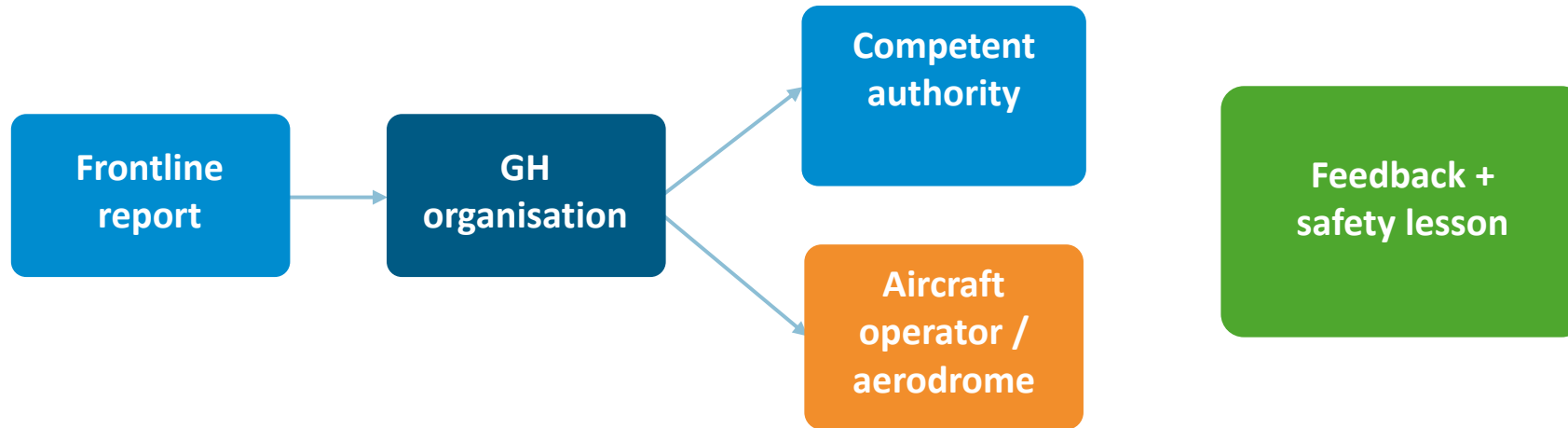
## Feedback

Reporter informed; lessons shared internally

A reporting system should be simple enough for frontline staff and robust enough for analysis and oversight.

# Reporting flow: who needs to know?

Good reporting also manages interfaces.



Initial reports include the pertinent information known at the time — do not wait for the full investigation to complete.

Interfaces matter. Other organisations may need timely safety information to manage their own risks.

# Easy Access Rules for Ground Handling

- Contains both GH Regulations (EU) 2025/20 and (EU) 2025/23 and the EASA Decisions associated to them
- **Unofficial EASA document**, created for easy use of all regulatory material on GH

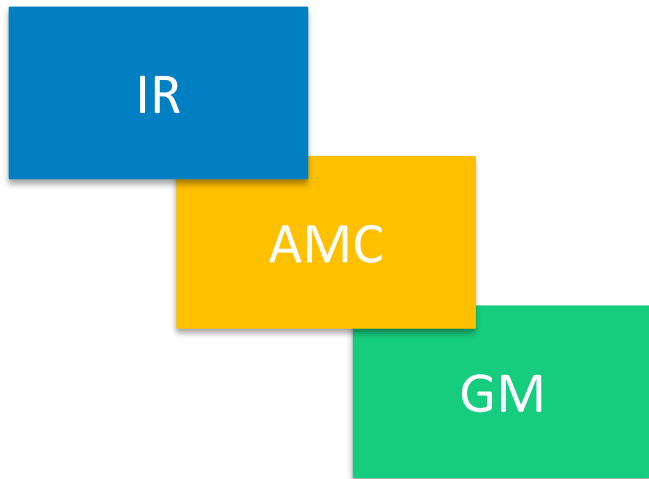


*eRules*

## **GROUND HANDLING** (IR/DR + AMC & GM)



# Easy Access Rules



in a single document

## ORGH.GEN.165 Safety reporting system

Regulation (EU) 2025/20

- (a) The reporting system referred to in point [ORGH.GEN.160](#) shall contain the necessary means and procedures to enable the ground handling organisation to improve and promote safe provision of ground handling services and a safety culture within the organisation. It shall:
- (1) include an internal safety reporting scheme;
  - (2) be used for identifying the causes of, and contributing factors to, the errors, near misses and hazards reported, and address them as part of its safety risk management process in accordance with point [ORGH.MGM.200\(b\)\(2\)](#);

## AMC1 ORGH.GEN.165 Safety reporting system

ED Decision 2025/007/R

### CONTENT, USAGE, CHARACTERISTICS OF THE SAFETY REPORTING SYSTEM

- (a) The GH organisation's reporting system should be adequate for the size of the organisation; it should be kept simple and include details on what, how, where and when to report.
- (b) The reports should meet the requirements of point [ORGH.GEN.160](#) on occurrence reporting in terms of time, format and information to be reported. The GH organisation should provide the means of and format for reporting when this is not established by the relevant authorities under [ORGH.GEN.160](#).

## GM1 ORGH.GEN.165 Reporting of safety-related occurrences

ED Decision 2025/007/R

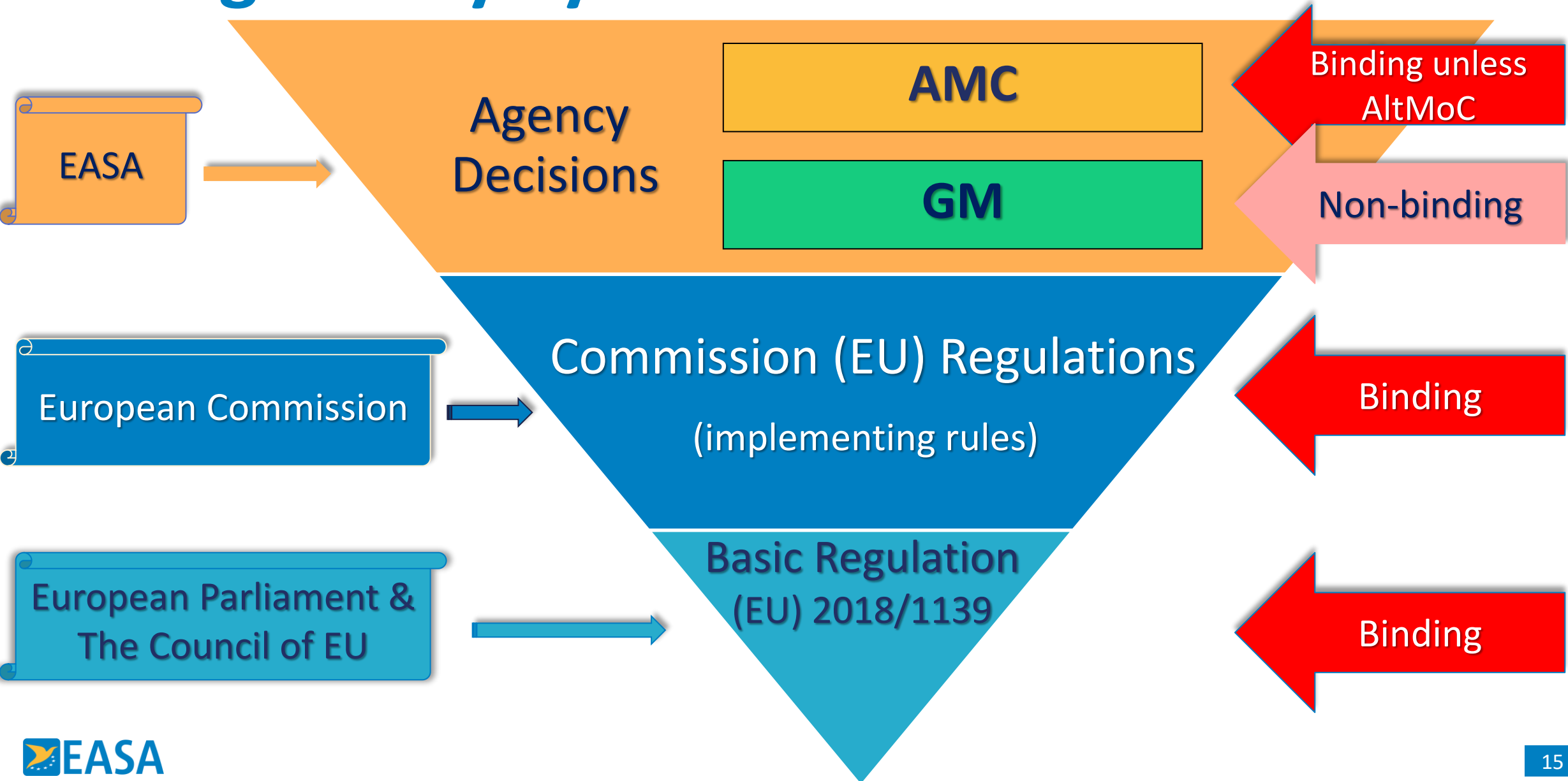
### SAFETY REPORTING CULTURE — UNDERSTANDING THE RISKS OF NOT REPORTING

In a non-functioning or badly functioning safety environment, events go unreported due to fear of repercussions (possibly indicating poor or no just culture), lack of awareness, prioritisation of completing tasks over reporting safety issues, lack of training on occurrence reporting, etc.

In a well-functioning safety environment, a just culture within the organisation facilitates the accurate reporting of events by GH personnel when they occur to ensure that the appropriate assessments are carried out.

- (a) Key risk areas:

# EU Regulatory System

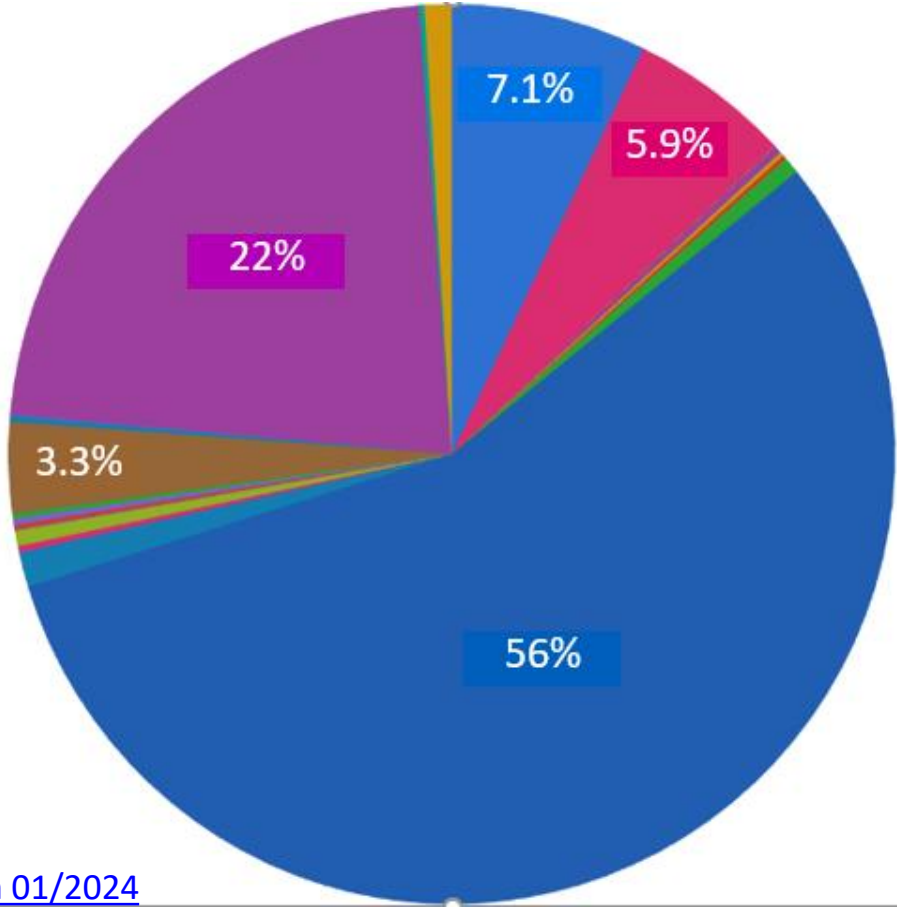
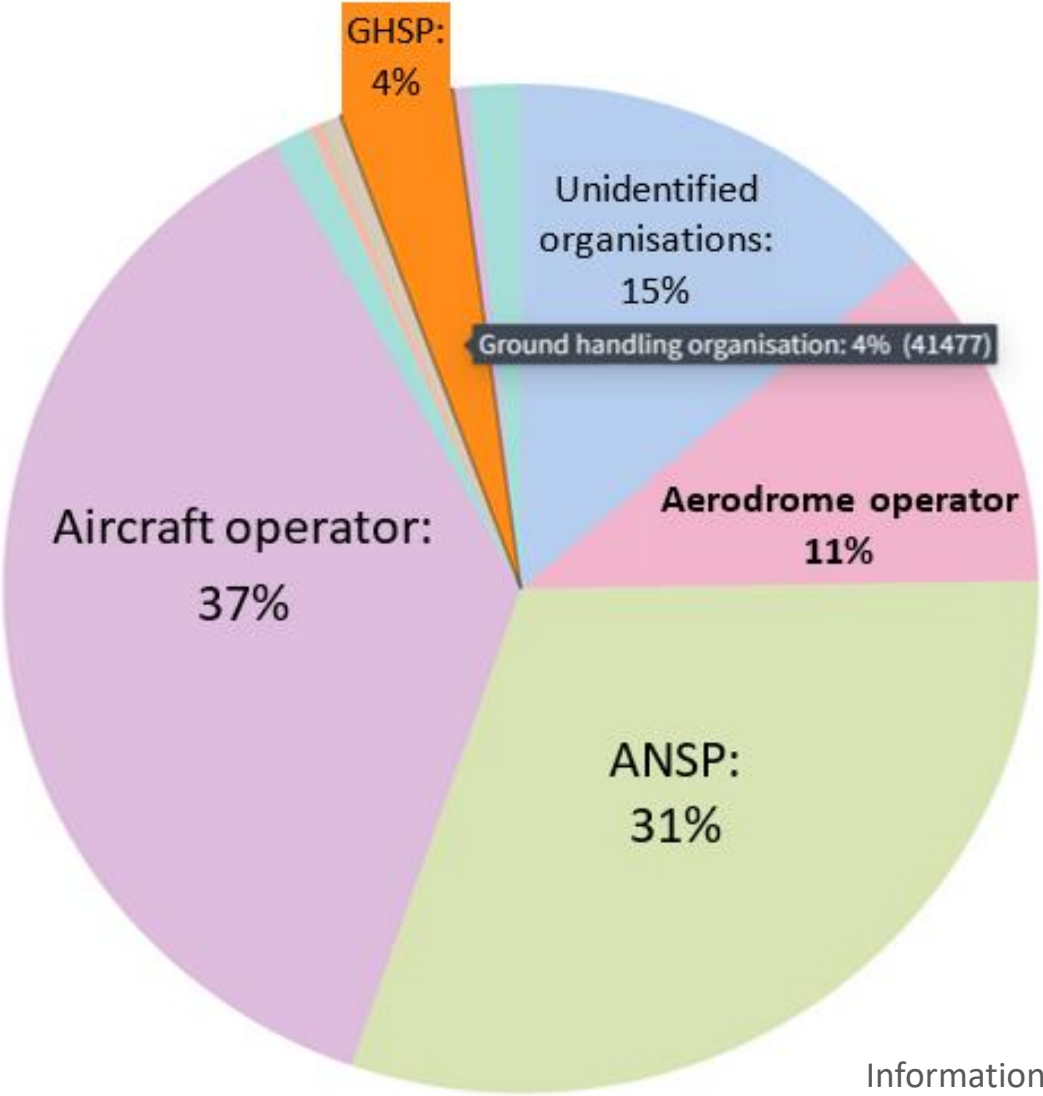


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- Questions & Answers

# Reporting situation in EASA States, 2015-2023

Reporting ratio per EASA Member State, representing the 4 % of the reports submitted by GH organisations:



Information published in [EASA Opinion 01/2024](#)

# Safety starts on the ground.



**Your safety is our mission.**

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An Agency of the European Union 