

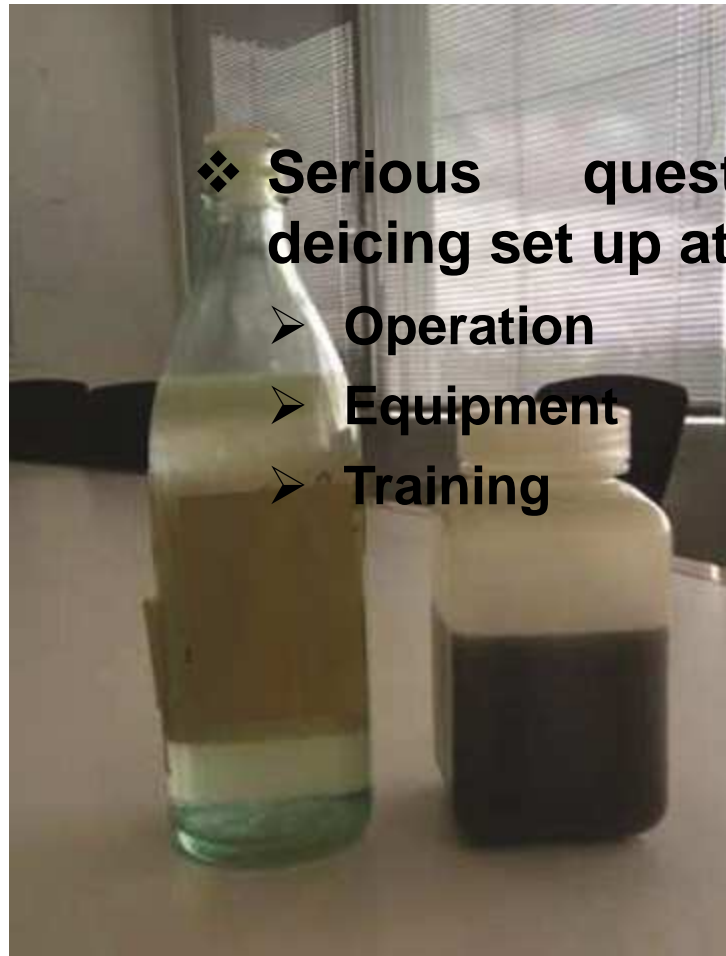
## **Monitoring of deicing service providers**

**Easa Safety Conference 2013 / Cologne**

Swissport Geneva / Roger Zbinden

# Monitoring of handling agents

**Is it really necessary ?**



❖ **Serious questions about deicing set up at this airport**

- **Operation**
- **Equipment**
- **Training**

# Monitoring of handling agents

**However:**

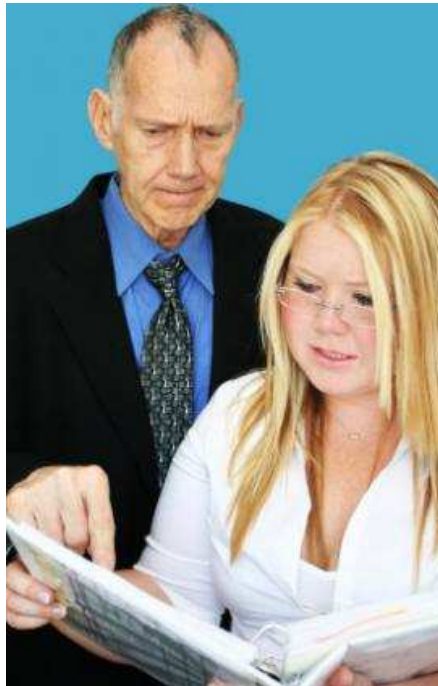
- ❖ **Regular deicing operations or alternate airport only ?**
  - **Is the financing of a proper deicing operation established ?**
- ❖ **Knowledge of the existence of standards ?**
- ❖ **Possibility to access these standards ?**
  - **Technical issues**
  - **Language issues**

**YES, we need a monitoring of handling agents !**

# Monitoring of handling agents

## Monitoring : Only the handling agents ?

- ❖ The authorities check that each airline publishes its own manuals and regulations

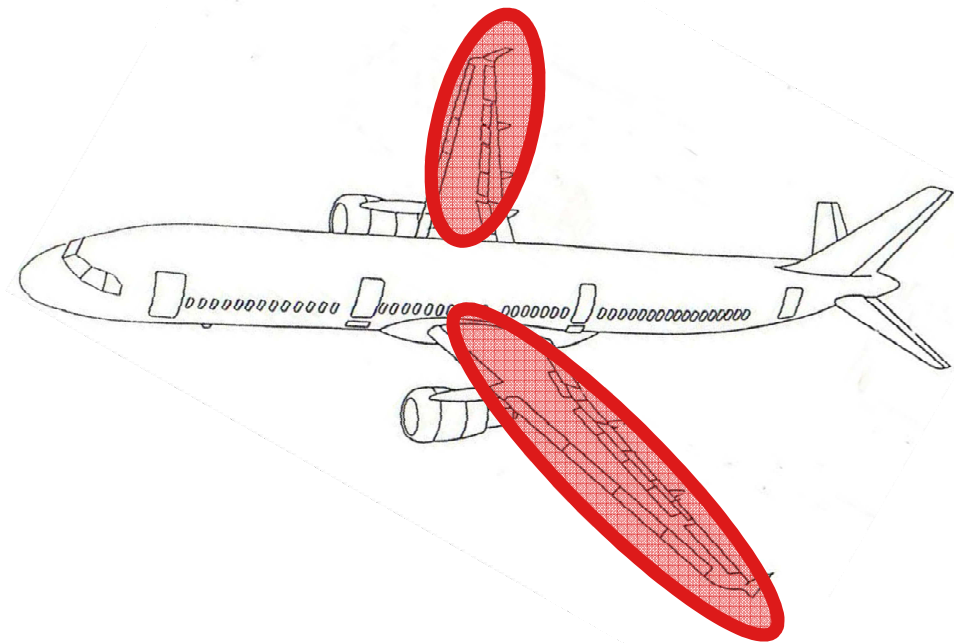


# Monitoring of handling agents

## Monitoring : Only the handling agents ?

### ❖ Who checks if no contradictory information is published ?

- Start deicing at the front or at the back ?
- Deicing of one wing only ?



# Monitoring of handling agents

## Monitoring : Only the handling agents ?

- ❖ Airlines focus on core business.
- ❖ Direct link between deicing provider with aircraft manufacturer is interrupted.



# Monitoring of handling agents

## Never ending changes :

- ❖ **A dramatic accident happens on the road in a remote place**
  - No change of behaviour required for other drivers





# Monitoring of handling agents

## Never ending changes :

- ❖ **An accident happens at the airport close by this remote place**
  - Some airlines will require that the procedures in the **whole world** have to be **instantly** adapted
  - Sometimes even the auditor gets confused



**Too many procedures kill the procedure !**



# Monitoring of handling agents

## Sharing the experience :

- ❖ **100% in favour**
- ❖ **Presentation of «Share the experience» at SAE meetings**
  - Evaluation of the degree of urgency
  - Most cases can be integrated in yearly training

# Monitoring of handling agents

**So**

❖ **Is the system sick ?**

**YES**

❖ **Have we already lost the patient ?**

**No, there is**



# Which standards ?

**The cure comes from :**

**SAE ICAO IATA Council for  
Globalized Aircraft Deicing Standards**

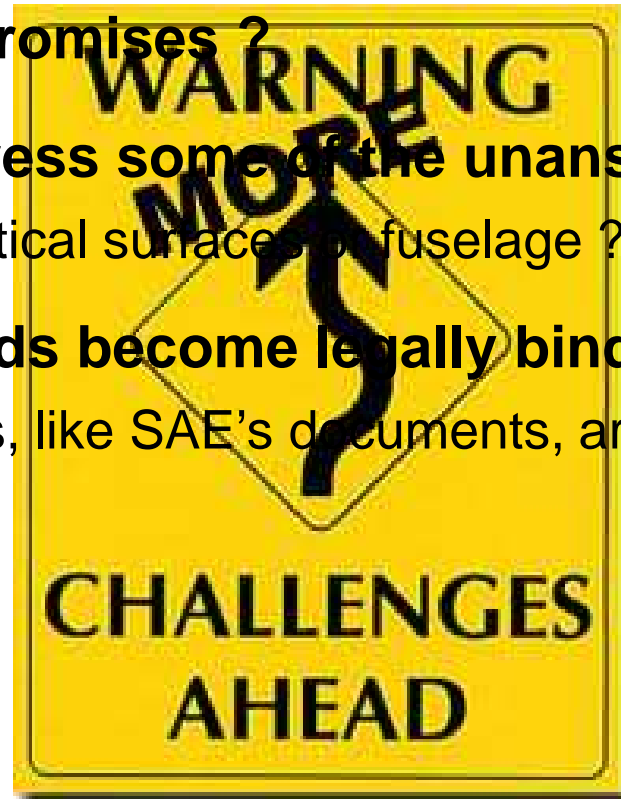
- ☺ **One recognized procedure only**
- ☺ **Having global players involved will contribute to global acceptance**
- ☺ **Standards will reduce workload of issuing own documents**



# Which standards ?

## Many challenges to come :

- ❖ Too many compromises ?
- ❖ Courage to address some of the unanswered questions ?
  - Anti-icing of vertical surfaces of fuselage ?
- ❖ Will the Standards become legally binding ?
  - AEA documents, like SAE's documents, are only recommendations



# Monitored and certified by whom ?

## ❖ Airlines :

- ☺ Some have brilliant experts.
- ☹ Newer generation will be well-educated people.... without any practical experience.
- ☹ May not fit into the cost-reduction programs most airlines go through.



## ❖ Groundhandlers

- ☺ Some have brilliant experts.
- ☹ May be the direct competitor of the handling agent being monitored.



# Monitored by whom ?

## ❖ Supra-national entities

- 😊 Excellent regulatory knowledge.
- 😞 No practical experience.
- 😞 Probably difficult to get a mandate to do it, as often subject to financial restrictions.



## ❖ Group of experts

- 😊 Excellent regulatory knowledge and practical experience.
- 😞 Being completely independant requires full-time jobs.



# Who will pay ?



## ❖ Airlines ?

- ☺ Reduce number of audits they have to perform
- ☺ Guarantee high standards of deicing operations

## ❖ Handling agent ?

- ☺ Selling factor
- ☺ Reduce the number of audits currently imposed on them



## Conclusion

**The hard way**



**But let's go !**

# **Thank you for your attention !**

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