

We know Ground Handling

US\$ 4 billion a year. That's how much it is estimated our aviation industry could save by improving safety and reducing damage to aircraft and ground vehicles. IATA Consulting has the tools and expertise to help you get your share of these potential savings without compromising safety or levels of service.



What are the issues?

Airport ramp operations are very complex. Ground handlers must orchestrate a lot of activity within a confined area, around a very expensive airplane, in a short period of time. Precision delivery and safety rely on how well the various members of the ground handling community work together. Unfortunately, ground handling incidents continue to rise worldwide, resulting in injuries to personnel and damage to aircraft and property.

IATA Consulting has years of experience promoting efficient, smooth and safe ground operations. Together, we will:

- » **Help you to reduce Ground handling incidents.**
- » **Improve the use, and indeed, misuse of vehicles in airside areas that have led to major operational disruption at busy airports.**
- » **Establish safety cultures and appropriately implemented and applied safety management systems**
- » **Achieve compliance to ensure safe, legal and proficient operations; and**
- » **Embed the concept of continuous improvement in your operation to achieve operational excellence.**

What are our services?

IATA Consulting will work with you to improve ramp safety:

- » **Review incident trends and statistics to determine a comprehensive safety management plan**
- » **Undertake a safety gap analysis, including site inspections and interviews**
- » **Develop a roadmap for attaining a robust safety culture**

Why choose IATA Consulting?

What airports need	What IATA Consulting offers
In-depth knowledge of international standards, recommended practices and emerging trends	Access to the experts on the Ground Handling Council (GHC) and numerous other IATA and ICAO task forces IATA Safety Audit for Ground Operations (ISAGO) IATA Airport Handling Manual (AHM) and IATA Ground Operations Manual (IGOM), the industry standards you trust every day
Global reach with regional and local insight	Presence in 62 countries with 66 offices around the globe
Intimate knowledge of airlines and their strategies	Direct access to more than 240 airlines representing 84% of total air traffic
Leading-edge data	Accurate and proprietary IATA databases (e.g., CargoIS and AirportIS)
Knowledge in all fields of aviation	Multilingual, multicultural and multidisciplinary teams of experts in all areas of airport development and management
Access to all industry stakeholders	Our dedicated country managers have extensive local networks of airport, airline, government and civil aviation authority contacts

Who recommends IATA Consulting?

The following is a selection of our recent projects pertaining to ground handling. References available upon request.

- » **Airline in Ecuador** – Airside safety review
- » **Ground Handler in Egypt** – Airside safety review
- » **Ground Handlers in Egypt** – Implementation Risk Management System
- » **Airline in Iran** – Airside safety review
- » **Charter operator in Jordan** – Airside safety review
- » **Airline in Kenya** – Airside safety review and SMS implementation assistance
- » **Airline in Kuwait** – Airside safety review
- » **Ground Handler in Kuwait** – Airside safety review
- » **Airline in Oman** – Airside safety review
- » **Ground Handler in Singapore** – Airside Safety Review and development of a safety culture
- » **Airline and ground handlers in Turkey** – Airside safety review
- » **Civil Aviation Authority in Tanzania** – Airside safety review at four airports
- » **Charter operator in the UAE** – Airside safety review

Contact schaefferr@iata.org to get started!

iata.org/consulting

