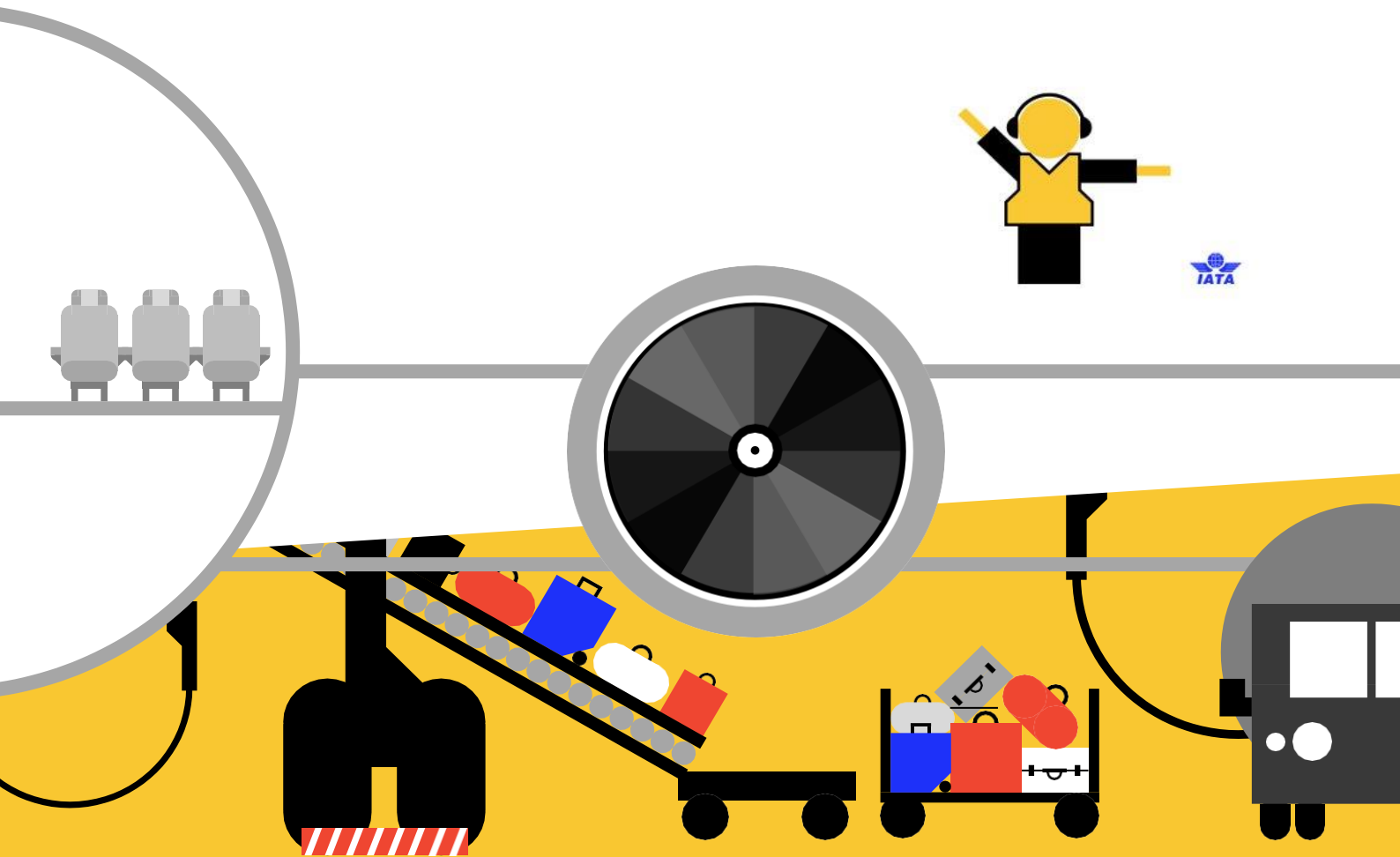




Guidance for IGOM Gap Analysis

IATA Ground Operations
Manual (IGOM)



IATA Ground Operations
Edition 1
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1 Global IGOM adoption

1.1 Scope

This guidance has been developed to assist Airlines and Ground Handling Service Providers (GHSPs) with the adoption of the IGOM. It provides an explanation on the adoption process, IGOM gap analysis, and available tools. The focus is the process of assessment of the internal documentation against the IGOM.

1.2 Introduction

Global standards are the foundation for safe and efficient ground operations, driving further standardization in ground personnel training, ensuring the same high level of skills and knowledge is provided to all, reducing training time and costs, and ultimately driving the global adoption of industry best practices.

The [IATA Ground Operations Manual \(IGOM\)](#) is one such standard, updated annually, and containing the globally recognized ground handling best practices used by airlines, GHSPs, and airports. IGOM is also referenced by ICAO in doc 10121 "Manual for Ground Handling" and EASA in its basic regulation for ground handling as industry standards for ground operations.

Once the IGOM is adopted and followed, companies should not have any difficulties to comply with the regulatory requirements.

1.3 Adoption process

A company that decides to adopt IGOM within their ground operations processes, needs to perform a gap analysis by comparing their own ground operations manual (GOM) or other type of standard operating procedure (SOP) and documents (further referred as user manual), with IGOM.

It has been recognized that certain organizations need to deviate from IGOM requirements in order to support specific company needs, policies and operational requirements, while mitigating safety risks. The IGOM adoption policy as introduced in IGOM, allows for a company to have variations from the IGOM procedures – see Section 4 Variations.

1.4 Operational portal

To accommodate the adoption process and to obtain data about IGOM global adoption and level of variation, the [IATA operational portal](#) (further referred as the OPS portal) was introduced.

The OPS portal brings the following benefits to airlines and GHSPs:

- a) **Benchmarking:** A comparison function enables a digital gap analysis between the IGOM requirements and the manuals used by airlines and GHSPs.
- b) **Simplified verifiable communications:** A traceable notification and acknowledgment function facilitates communications between airlines and GHSPs on IGOM variations.
- c) **Latest information:** Updates to the IGOM are immediately published on the portal.
- d) **Network overview:** Local variations at all stations can be viewed for a network overview of IGOM adoption.

See [IGOM Portal – User Guide](#)

1.5 Performing the gap analysis in the OPS portal

The easiest way to perform the gap analysis is to use the OPS portal. As a summary, the following steps are required:

- a) Assess the level of compliance with IGOM and determine if the company's procedures are either:
 - o in conformity, if the user manual is fully aligned with IGOM – see Section 2
 - o out of scope, if the procedure(s) are not covered by the IGOM – see Section 3
 - o variation, if the user manual has any gaps or differs in some way from IGOM – see Section 4
- b) For each IGOM procedure assessed as a conformity, record a document reference of the equivalent procedure as documented in the user manual.
- c) If an IGOM requirement is covered in different parts or in different user manuals, provide all documentary references.
- d) Companies adopting IGOM "as is", and using it as their own GOM, do not need to provide document references.
- e) For each IGOM procedure assessed as a variation, evaluate if it should be aligned with IGOM or maintained as a variation.
- f) For each IGOM safety critical procedure assessed as a variation, perform and document a risk assessment, which will be maintained, ensuring the same level of safety is provided.
- g) For each IGOM procedure assessed as a variation, provide a detailed description of the variation.
- h) Publish the gap analysis.
- i) Update the gap analysis for each new IGOM edition.

The [IGOM Portal – User Guide](#) is available to assist you with the technical aspects of using the OPS portal.

1.6 IGOM and user manuals in various languages

While IGOM is published in English, French and Spanish, the company's procedures can be in different languages. When aligning the company's procedures with IGOM, it is important to ensure that company's procedures have the same meaning as IGOM when it is translated.

The OPS portal also includes IGOM requirements in English, Spanish and French. The user will see section, sub-section and provision titles in the selected language. The gap analysis itself is available only in English, meaning the gap analysis navigations, drop-down menus etc. are in English.

When conducting the gap analysis in the OPS portal, companies shall provide any required entries in English as the portal is a tool to exchange information between airlines and GHSPs, as well as being used to track industry adoption status and variation levels.

2 Conformity

2.1 Definition

Conformity means a company is in alignment with the IGOM procedures and does not vary from the IGOM requirement.

2.2 Conformity scenarios

2.2.1 The wording in the user manual is identical to the IGOM wording. Identical wording means the user has adopted the IGOM content "as is", including the IGOM numbering.

Example – Conformity – Identical to IGOM Procedure

IGOM procedures	User procedures
<p>4.1.1 Actions Prior to Aircraft Arrival (a) Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements. (b) Conduct a foreign object debris (FOD) check of the entire stand, removing all debris just prior to aircraft arrival. (c) Make sure the stand surface condition is sufficiently free of ice, snow, etc. to ensure safe aircraft movement.</p>	<p>4.1.1 Actions Prior to Aircraft Arrival (a) Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements. (b) Conduct a foreign object debris (FOD) check of the entire stand, removing all debris just prior to aircraft arrival. (c) Make sure the stand surface condition is sufficiently free of ice, snow, etc. to ensure safe aircraft movement.</p> <p>Explanation - The user manual procedure is in conformity with IGOM. The procedures are identical to the IGOM procedures in their entirety.</p>

2.2.2 The wording of the user manual is identical, but with a different layout or numbering or structure.

Example – Conformity – Identical to IGOM Procedure

IGOM procedures	User procedures
<p>4.1.1 Actions Prior to Aircraft Arrival</p> <p>(a) Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements.</p> <p>(b) Conduct a foreign object debris (FOD) check of the entire stand, removing all debris just prior to aircraft arrival.</p> <p>(c) Make sure the stand surface condition is sufficiently free of ice, snow, etc. to ensure safe aircraft movement.</p>	<p>12.4.2 Actions Prior to Aircraft Arrival</p> <p>Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements. Conduct a foreign object debris (FOD) check of the entire stand, removing all debris just prior to aircraft arrival. Make sure the stand surface condition is sufficiently free of ice, snow, etc. to ensure safe aircraft movement.</p> <p>Explanation - The user manual procedure is in conformity with IGOM. The procedures are identical to IGOM procedures in its entirety, but the structure/format is not same as IGOM.</p>

2.2.3 The wording in the user manual is not identical to the IGOM wording, the overall meaning of the user procedure is similar to the IGOM. It includes all relevant IGOM requirements, and all the steps are followed in required order.

Example 1 – Conformity – Different wording but all relevant IGOM requirements are met

IGOM procedures	User procedures
<p>4.1.1 Actions Prior to Aircraft Arrival</p> <p>(a) Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements.</p> <p>(b) Conduct a foreign object debris (FOD) check of the entire stand, removing all debris just prior to aircraft arrival.</p> <p>(c) Make sure the stand surface condition is sufficiently free of ice, snow, etc. to ensure safe aircraft movement.</p> <p>(d) Make sure all required ground support equipment (GSE), chocks and safety cones are available and serviceable, and are positioned well clear of the aircraft path, outside the equipment restraint area (ERA).</p> <p>(e) Make sure the aircraft guidance docking system is activated, where applicable, or a marshaller is in position. Where an aircraft docking guidance system is in use, ensure it is operative and only activated when it is confirmed that conditions are safe to accept the aircraft. <i>See 4.1.2(b) for Wing Walker positioning for Aircraft Arrival.</i></p> <p>(f) Make sure required ground personnel are present including any additional personnel (i.e., wing walker), if applicable. <i>See 4.1.2 (b) for wing walker positioning during aircraft arrival.</i></p>	<p>5.0 Aircraft Turn-round</p> <p>5.1-Pre-Arrival The team leader must:</p> <p>As the VDGS is not available at the airport, always ensure to coordinate with the airport for the marshaller and the requirements of wing walkers' prior to arrival, if required.</p> <p>Perform briefing with all personnel involved with the handling based on the roster and advise on all issues expected for the messages received for the incoming aircraft.</p> <p>Conduct a check to ensure all required GSEs along with chocks and safety cones are staged in the correct location and there is no impediment of FOD or any condition that may affect the handling.</p> <p>Be aware of weather impediments e.g., heavy rain and strong winds at the station.</p> <p>No unserviceable equipment or GSE should be staged at the equipment area or in the equipment restraint area.</p> <p>Explanation - The user manual procedure is in conformity with the IGOM. All IGOM specifications are met despite:</p> <ol style="list-style-type: none"> 1. Different format e.g., title, numbering 2. Different wording but same meaning and all key elements captured. 3. The user manual defines the procedure for marshalling person but does not cover the docking system. If the airport does not provide a docking system, the user can adjust the procedure to their operations. This is a conformity as IGOM 4.1.1 (e) procedure includes the words "where applicable" which means the User can use either procedure or both, depending on the type of their operations.

Example 2 - Conformity- Different wording but all relevant IGOM requirements are met

IGOM procedures	User procedure
<p>4.4.2 Cabin Access Doors</p> <p>4.4.2.1 General</p> <p>(a) There may be differences between Airlines regarding responsibility for operating cabin access doors. The operating Airline determines whether ground personnel or cabin crew are authorized to operate cabin access doors. All ground personnel shall follow procedures as set by the operating Airline's GOM</p>	<p>4.4.2 Cabin Access Doors</p> <p>4.4.2.1 General</p> <p>Cabin access doors, i.e., passenger entrance and service doors, shall be opened:</p> <p>a) By flight crew only, when on board. b) By trained and authorized ground staff, if no flight crew is on board.</p> <p>Before opening the cabin door, all staff not involved must retreat to a safe position.</p> <p>Explanation – The IGOM defines that the Airline can determine, who will be authorized to operate the cabin access doors and the user manual also defines the same requirement with different wording that meets the IGOM requirement. Based on the Airline requirements, the user manual may be more specific, as to which role or function is authorized to perform this function. This is not a variation, it is conformity. The user in this case is an airline</p>

Out of scope

2.3 Definition

"Out of scope" means a user does not perform, provide, offer an operation/service/function within the IGOM scope of documented procedures. It might be due to a user business decision, unavailability of equipment, systems, technology or other reasons such as regulatory requirements and permissions, airport requirements and/or infrastructure issues.

User to provide comments in the "comment" field about the out of scope function to ensure it clearly reflects that the function or service is not performed or not needed.

2.4 Out of scope scenarios

2.4.1 Chapter level: If a user does not perform an entire operation, the entire relevant IGOM chapter will be marked "out of scope".

Example 1 – Chapter level

IGOM procedures	User procedure
Chapter 1 Passenger Handling Procedures Chapter 2 Baggage Handling Procedures Chapter 3 Aircraft General Safety and Servicing Operations Chapter 4 Aircraft Turnaround Chapter 5 Load Control	The User is a Cargo Airline performing freighter operations only Explanation: The Airline does not transport passengers and baggage, therefore the entire IGOM Chapter 1. Passenger Handling Procedures and Chapter 2. Baggage Handling Procedures will be marked out of scope

Example 2 – Chapter level

IGOM procedures	User procedure
IGOM Chapter .1 Passenger Handling Procedures IGOM Chapter 2 Baggage Handling Procedures IGOM Chapter 3 Aircraft General Safety and Servicing Operations IGOM Chapter 4 Aircraft Turnaround IGOM Chapter 5 Load Control	The User is a GHSP offering the load control function only Explanation: The GHSP only performs the load control function, so only IGOM Chapter 5 Load Control is applicable. The IGOM Chapters <ul style="list-style-type: none"> • Passenger Handling Procedures • Baggage Handling Procedures • Aircraft General Safety and Servicing Operations, • Aircraft Turnaround will be marked out of scope

2.4.2 Section level: if a user does not perform a certain activity corresponding to an entire section within a chapter, the relevant IGOM section will be marked "out of scope".

Example 1 – Section level

IGOM procedure	User procedure
IGOM Chapter 3 Aircraft General Safety and Servicing Operations 3.1 Ramp Safety in Aircraft Handling 3.2 Safety During Fueling and Defueling .. 3.3 Adverse Weather Conditions 3.4 Hand Signals 3.5 Toilet Servicing 3.6 Potable Water Servicing 3.7 Aircraft Cleaning and Disinfection 3.8 Safety During Aircraft De-icing/Anti-icing Operations	GHSP provides ramp handling services but does not perform the function of aircraft cleaning and disinfection. Explanation: GHSP provides ramp services and thus IGOM Chapter 3 Aircraft General Safety and Servicing Operations is applicable, except for IGOM section 3.7 Aircraft Cleaning and Disinfection , which will be marked out of scope .

Example 2 – Section level

IGOM Procedure	User procedure
<p>IGOM Chapter 2 Baggage Handling Procedures</p> <p>2.1 The Baggage Journey</p> <p>2.2 Baggage Activities</p> <p>2.3 Safe Baggage Handling</p> <p>2.4 Departure Baggage Handling (Including Special Baggage)</p> <p>2.5 Transfer Baggage</p> <p>2.6 Terminating Baggage</p> <p>2.7 Special Baggage</p> <p>2.8 Disruption 51</p> <p>2.9 Mishandled Baggage</p> <p>2.10 Baggage Systems</p>	<p>The passenger Airline only operates point to point in different stations as a business model</p> <p>Explanation: The passenger Airline handles both passengers and their baggage; However, due to their business model of “point to point” they do not handle transfer baggage in their station of operation. IGOM Chapter 1 Passenger Handling Procedures and Chapter 2 Baggage Handling Procedures are applicable except for IGOM section 2.5 Baggage Transfer, which will be marked out of scope at the applicable station(s).</p>

Example 3 – Section level

IGOM procedure	User procedure
<p>IGOM Chapter 4 Aircraft Turnaround</p> <p>4.1 Aircraft Arrival</p> <p>4.2 Aircraft Chocking</p> <p>4.3 Aircraft Coning</p> <p>4.4 Aircraft Access Doors</p> <p>4.5 Aircraft Loading and Unloading</p> <p>4.6 Aircraft Departure</p> <p>4.7 Open Ramp Departure</p> <p>4.8 Aircraft Power back Operations</p> <p>4.9 Aircraft Towing</p> <p>4.10 Long-Term Parking for Aircraft</p>	<p>At the station of operation, the GHSP offers ramp handling and performs aircraft turnaround, the GHSP performs pushback operation but does not;</p> <ul style="list-style-type: none"> a) perform long-term parking of aircraft functions. b) the airport operator does not allow power back operations <p>Explanation: Since the GHSP offers ramp handling, the entire IGOM Chapter 3 Aircraft General Safety and Servicing Operations and IGOM Chapter 4 Aircraft Turnaround are applicable, except sections 4.8 Aircraft Power back Operations, and 4.10 Long-Term Parking for Aircraft</p> <p>During the assessment sections 4.8, and 4.10 will be marked out of scope</p>

2.4.3 Sub-section: when a user does not perform an activity or activities within a sub-section this will be identified as “out of scope”

Example 1 – Sub-section level

IGOM procedures	User procedure
<p>4.5.3 Safety Requirements Specific to Aircraft Loading and Unloading</p> <p>4.5.3.1 Safety Requirements Specific to Aircraft Loading and Unloading – General</p> <p>4.5.3.2 Unit Load Device Loading and Unloading</p> <p>4.5.3.3 Main Deck Loading of Freighter Aircraft</p> <p>4.5.3.4 Bulk Loading and Unloading</p> <p>4.5.3.5 Shipments Requiring Special Handling</p>	<p>The GHSP does not handle freighter aircraft or freighter operations at the station.</p> <p>Explanation:</p> <p>Since the GHSP performs aircraft loading and unloading, section 4.5.3 Safety Requirements Specific to Aircraft Loading and Unloading is applicable to their operations except sub-section 4.5.3.3 Main Deck Loading of Freighter Aircraft</p> <p>During the assessment sub-section 4.5.3.3 will be marked out of scope</p>

Example 2 – Sub-section level

IGOM procedure	User procedure
<p>4.5.3 Safety Requirements Specific to Aircraft Loading and Unloading</p>	<p>Airline operates narrow body aircraft with the bulk loading compartments only</p>

- 4.5.3.1 Safety Requirements Specific to Aircraft Loading and Unloading – General
- 4.5.3.2 Unit Load Device Loading and Unloading
- 4.5.3.3 Main Deck Loading of Freighter Aircraft
- 4.5.3.4 Bulk Loading and Unloading
- 4.5.3.5 Shipments Requiring Special Handling

Explanation:

Since the Airline fleet is narrow body, bulk loading only, for ramp handling under IGOM **4.5.3 Safety Requirements Specific to Aircraft Loading and Unloading** the following subsections are not applicable.

2.4.3.1 4.5.3.2 Unit load device

2.4.3.2 4.5.3.3 Main deck loading of freighter aircraft,

During the assessment sub-sections 4.5.3.2 and 4.5.3.3 will be marked out of scope

Example 3– Sub-section level

IGOM procedures	User procedure
<p>3.1.3 Safety Instructions for Operating and Working with Ground Support Equipment on the Ramp</p> <p>3.1.3.1 General Safety Instructions</p> <p>3.1.3.2 Basic Operating Requirements for Ground Support Equipment</p> <p>3.1.3.3 Non-motorized Ground Support Equipment</p> <p>3.1.3.4 Safely Driving and Parking Ground Support Equipment Inside the Equipment Restraint Area</p> <p>3.1.3.5 Passenger Boarding Bridge</p> <p>3.1.3.6 Passenger Stairs</p> <p>3.1.3.7 Belt Loader</p> <p>3.1.3.8 Unit Load Device Loader</p> <p>3.1.3.9 Elevating Equipment</p> <p>3.1.3.11 ULD Transporter</p>	<p>The airport of operation has no boarding bridges. Therefore, the GHSP has not documented passenger bridge operations even though they offer ramp handling</p> <p>Explanation: Since boarding bridge operation is not available at the station, IGOM 3.1.3 Safety Instructions for Operating and Working with Ground Support Equipment on the Ramp, sub-section 3.1.3.5 Passenger Boarding Bridge is out of scope</p> <p>During the assessment sub-section 3.1.3.5 will be marked out of scope</p>

3 Variation

3.1 Definition

As defined in the IGOM introduction section, under **12.2 Adoption policy** – variation means the company procedure is not the same as the IGOM procedure. Company procedures can be less, or more restrictive, or requirements can be different from the procedures described in the IGOM.

The user procedure can be adequate and safe, however in comparison with the IGOM, it may:

- a) include additional processes and requirements beyond those stated in the IGOM.
- b) include or cover less requirements than IGOM.
- c) have different, alternative, and unique procedures, not addressed in IGOM.
- d) Cover a combination of some or all scenarios above

As such, it is identified and assessed as a variation.

In the early stages of the IGOM development, there was an attempt to categorize variations further as either *more or less restrictive*. It has since been recognized that such categorization is not straight-forward, e.g. more requirements does not always mean that procedure is more restrictive and vice-versa. Such categorization also may be subjective, and in the past, it created additional complexity to perform the gaps analysis. With the IGOM gap analysis goal of benchmarking the industry standardization with the IGOM in mind, it has since been decided to only use the term **variation**.

3.2 Applicability

In terms of the IGOM adoption policy, variations from the IGOM are allowed and can be driven by the different local regulatory and airport authorities' requirements or by the operational needs, available equipment, or aircraft specifications.

IATA recommends that airlines and GHSPs be fully aligned with IGOM and to keep variations limited only to those that are necessary from the regulatory, airport or operational restrictions point of view. IATA may implement additional restrictions for the GHSPs' variations for the ISAGO audit purposes and limit the reasons for variations.

3.3 Variations declaration

The declaration of variations is the first step towards industry standardization. It provides clarity as to where the industry stands in terms of the global adoption of IGOM requirements as well as providing data on where the industry varies from the IGOM. This data helps further IGOM development by indicating further areas for review and alignment. It also provides any organization with a reflection point, to either validate the reason for variation or to define a path for an alignment with the industry benchmark.

3.4 Variation scenarios

3.4.1 A company procedure is said to be a variation from IGOM when the user procedure includes additional requirements

Example 1 – Variation (additional requirements)

IGOM procedures	User procedure
<p>1.1.1.1. Safely Driving and Parking Ground Support Equipment Inside the Equipment Restraint Area</p> <p>To verify the serviceability of GSE and test the apron surfaces, operators shall apply the following precautions when driving or parking GSE within the ERA:</p> <p>(a) Make one complete stop with all motorized GSE prior to entering the ERA or at 5 m from the aircraft. This action shall be carried out even if there is no equipment restraint line marked on the apron.</p>	<p>2.1.1.1 Safe Operations of Ground Support Equipment Inside the Equipment Restraint Area</p> <p>To verify the serviceability of GSE and test the apron surfaces, operators shall apply the following precautions when driving or parking GSE within the ERA:</p> <p>(a) Perform a complete stop brake check prior to entering ERA and at 5m from the aircraft.</p> <p>Explanation: The IGOM 3.1.3.4 requires performing one complete stop with all motorized GSE prior to entering the ERA or at 5 m from the aircraft whereas the User Manual procedure requires performing a complete stop brake check prior to entering ERA and at 5m from the aircraft.</p> <p>Point under (a) is a variation because the user procedure requires performing two brake checks, while the IGOM requests only one of the listed checks.</p> <p>The user section title itself is not considered as a variation because the User Manual heading shows different wording but the same meaning.</p>

Example 2 – Variation (additional requirements)

IGOM procedures	User procedure
<p>4.5.7.3 Securing of ULDs</p> <p>(b) If there are empty loading positions, as a minimum, the restraints of the empty position forward or aft of the ULD shall be raised. Refer to the operator's GOM for guidance on the specific aircraft type.</p>	<p>5.5 Securing of ULDs</p> <p>Restraints on all NIL FIT positions shall be raised, not only on adjacent ones, except for cargo holds that are completely empty.</p> <p>Explanation – The IGOM 4.5.7.3 defines a minimum restraint requirement, while the User Manual includes additional restraints above the minimum.</p> <p>User procedure is a variation because the User procedure requires more than the minimum required by the IGOM</p>

Example 3 – Variation (additional requirements)

IGOM procedures	User procedure
<p>4.6.4.2 Connecting Pushback Tractor and Towbar</p> <p>Where required by aircraft type, remove the chocks from the nose gear and reposition at the main gear (in accordance with IGOM 4.2.2 Chock Placement Diagrams option 2)</p>	<p>Where required by aircraft type, first chock the unchocked main gear before removing the nose gear chocks.</p> <p>Explanation – The IGOM 4.6.4.2 defines the removal of nose gear chock and reposition, while the User Manual requires chocks to be placed at the main gear before removal from the nose gear. This will lead to using more chocks than required by IGOM.</p> <p>Procedure is a variation because the User procedure follows different process sequence and requires placement of additional chocks on the main gear before removal of the nose gear chocks.</p>

3.4.2 The user procedure includes less requirements than IGOM

Example – Variation (less requirements)

IGOM procedures	User procedure
<p>4.6.4.2 Connecting Pushback Tractor and Towbar</p> <p>Where required by aircraft type, remove the chocks from the nose gear and reposition at the main gear (in accordance with IGOM 4.2.2 Chock Placement Diagrams option 2)</p>	<p>4.6.4.2 Connecting Pushback Tractor and Towbar</p> <p>Where required by aircraft type, remove the chocks from the nose gear. Chocks should be repositioned at the main gear in accordance with the IGOM 4.2.2 diagram.</p> <p>Explanation – The IGOM 4.6.4.2 states the removal of the nose gear chock and reposition, while the User Manual has a “should” requirement.</p> <p>Procedure can be assessed as a variation because it means that the operational personnel are not required to place the chocks at the main gear after removing from the nose gear, which is a lesser requirement than IGOM.</p> <p>The procedure can also be assessed as a conformity if the User Manual document defined that “should” and “shall” are equivalent terms in their procedures and it means “mandatory”. As such the above example would not be a variation, and the User is in conformity with the IGOM.</p>

Example 2– Variation (less requirements)

IGOM procedures	User procedure
<p>3.1.3.6 Passenger Stairs e) Move the passenger stairs slowly toward the aircraft, avoiding any aircraft sensors or protrusions, and either:</p> <ol style="list-style-type: none"> 1. Where the passenger stairs are equipped with a self-levelling device, continue movement until the protective bumpers just touch the aircraft, or the passenger stair proximity sensors stop the movement. 2. When not equipped with a self-levelling device, maintain a gap in accordance with No-Touch policy. Refer to IGOM 3.1.3.2 (s) 	<p>3.1.3.6 Passenger Stairs Move the passenger stairs slowly toward the aircraft, avoiding any aircraft sensors or protrusions, continue movement until the protective bumpers just touch the aircraft, or the passenger stair proximity sensors stop the movement.</p> <p>Explanation – The IGOM 3.1.3.6 defines the positioning of passenger stairs to aircraft with or without self-levelling, while the User Manual has a general procedure with guidance on “No-Touch” policy especially when stair is not equipped with self-levelling device.</p> <p>As the User Manual procedure has not defined whether the GSE has a self-levelling device or not, we can assume here that they are using stairs without a self-levelling device. Based on this assumption and also that the no-touch policy has not been outlined in the procedure, the procedure can be assessed as variation. This is because there are less requirements than the IGOM.</p> <p>But if the user’s equipment is fitted with a self-levelling device and the document, as it stands, is used in the procedure, this will be conformity.</p>

3.5 What is not a variation

The following are examples of some conditions where the User procedure is not a variation:

- a) If the user procedure and IGOM procedures have the same overall meaning but have different wording, this is not a variation, it is conformity.
- b) If IGOM procedures are in a list format, (such as: a, b, c, d), but user manual has defined the same procedure in paragraph format or with a different structure, but the overall meaning is the same, this is not a variation, it is conformity.
- c) If the user does not perform any particular operation or function or service - this is not a variation, it is out of scope.
 For example:
 - o GHSP performs aircraft loading and unloading, but does not handle freighter operations, then they shall mark sub-section **4.5.3.3 Main Deck Loading of Freighter Aircraft** under Section **4.5.3 Safety Requirements Specific to Aircraft Loading and Unloading**, as out of scope. This is not a variation.
 - o The airline only operates narrow body aircraft with bulk loading ONLY. The sub-section **4.5.3.2 Unit load device** and **4.5.3.3 Main deck loading of freighter aircraft**, under Section **4.5.3 Safety Requirements Specific to Aircraft Loading and Unloading**, will be out of scope. This is not a variation.
 - o Airport does not have boarding bridge options. In this case sub-section **3.1.3.5 Passenger Boarding Bridge** is out of scope for GHSP and Airline. This is not a variation.
- d) If an Airline/GHSP uses IGOM checklists, e.g., IGOM 3.7.4.2 Flight Deck and changes the title to read as “**Cockpit Cleaning**” or uses different section headings/titles. This is not a variation, so long as the content is the same, or the content meaning is the same, in which case it is a conformity.



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- e) If the user has procedures defined in more than one operational manual and document, for example, in SOPs/work instructions. This is not a variation so long as all the document references are provided, and the procedures are aligned with IGOM.
- f) If the User Manual has additional procedures which are out of scope for the IGOM, for example, the User Manual has defined the procedure **3.1.3.12 Forklift** whereas IGOM does not have this procedure. This is neither a conformity, nor a variation, nor out of scope. This will therefore not be analyzed under the gap analysis option.

Note: Please refer to Conformity and Out of scope sections above for explanation and examples.

3.6 Recording of variation in the OPS portal

Recording of variations from IGOM are important and beneficial to the individual companies. Airlines can communicate all variations to their GHSPs, with the aim to better manage and measure their performance, and GHSPs have better visibility on where their customer Airlines adopt IGOM and where they vary and how. GHSPs are also able better understand local differences compared to other stations where they provide services.

If a company procedure is assessed as a variation, the company shall:

- a) Select variation mapping for the relevant IGOM procedure.
- b) Provide document reference "user provision" to the relevant user procedure.
- c) Provide "variation description" – see section 4.6.1 below.

Optionally, the user can attach:

- a) A .pdf image of only the specific procedure(s) which vary (not entire manual or procedure).
- b) The risk assessment for the safety critical procedures – see Section 4.7.

See – [IGOM Portal user guide](#)

3.6.1 Variation description

The variation description is a mandatory field for each variation and companies are required to provide the following information:

- a) Describe how / why the company procedure varies from the IGOM.
- b) Include text of the varying part. (Not a copy of the entire process or procedure),
Or,
- c) Attach a document and/or image of the specific procedure or provision which varies to the IGOM (not the entire process or manual).
- d) Provide document references where the risk assessments for the safety critical procedures are documented.

Note: All information that is provided is transferred to the variation report which includes all the procedure references assessed as variations, along with the variation descriptions.

Example:

IGOM 3.1.3.4 Safely driving and parking ground support equipment inside the ERA.

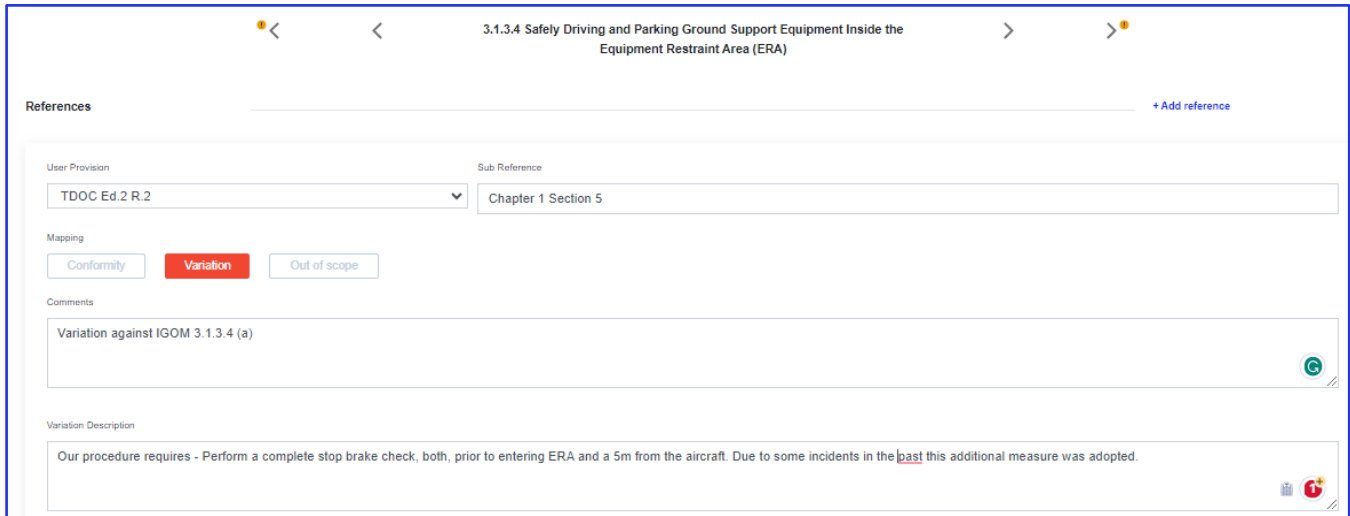
Variation description: Our procedure requires a complete stop brake check, both prior to entering ERA and again at 5m from the aircraft. Due to past incidents our procedure is more restrictive. Risk Matrix 2024, item 6

3.6.2 Comment

Providing any comments in the comment field is optional. It serves as a place to put internal notes, but these comments will not be transferred to the variation report.

Examples: IGOM 3.1.3.4 Safely Driving and parking Ground Support Equipment Inside the ERA
[pg. 15](#)

Comments: The RA has been performed; it remains a variation due to previous incidents

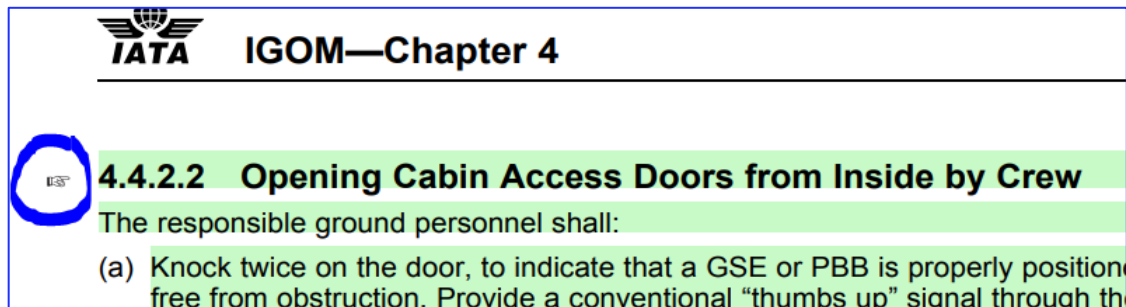


3.7 Variations from IGOM safety critical procedures

3.7.1 Safety critical procedures

All IGOM procedures are risk assessed based on the severity of the risk. Safety critical procedures are identified in the IGOM according to the risk rating of the procedures. For further guidance see IGOM Introduction, Section **4.3 IGOM risk assessment**.

IGOM identifies **safety critical procedures with the pointing finger** symbol which appears in the document margin next to the procedure. The example below identifies this symbol in the blue circle:



3.7.2 Performing the risk assessment

When a variation from an IGOM safety critical procedure is identified, and if the user opts to maintain the variation, a risk assessment shall be performed and accepted by the Airline/GHSP as per its own Safety Management System (SMS) specifications.

For further guidance, see IGOM Introduction, Section 12.2 Adoption Policy. The risk assessment shall be documented as per the company's SMS processes.

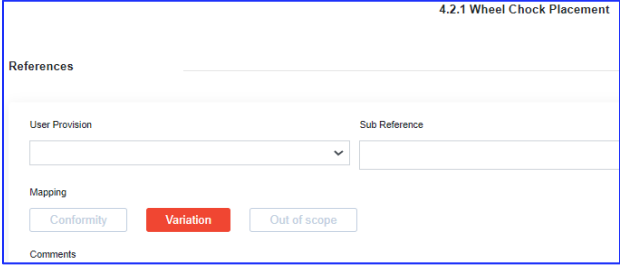
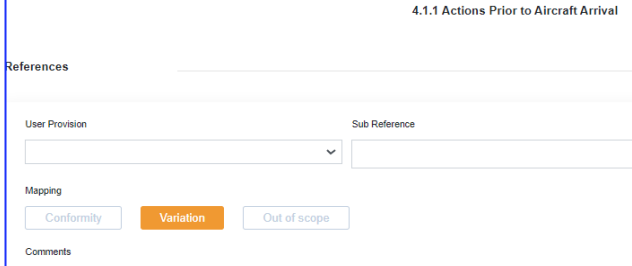
3.8 Recording the variations from the safety critical procedures in the OPS portal

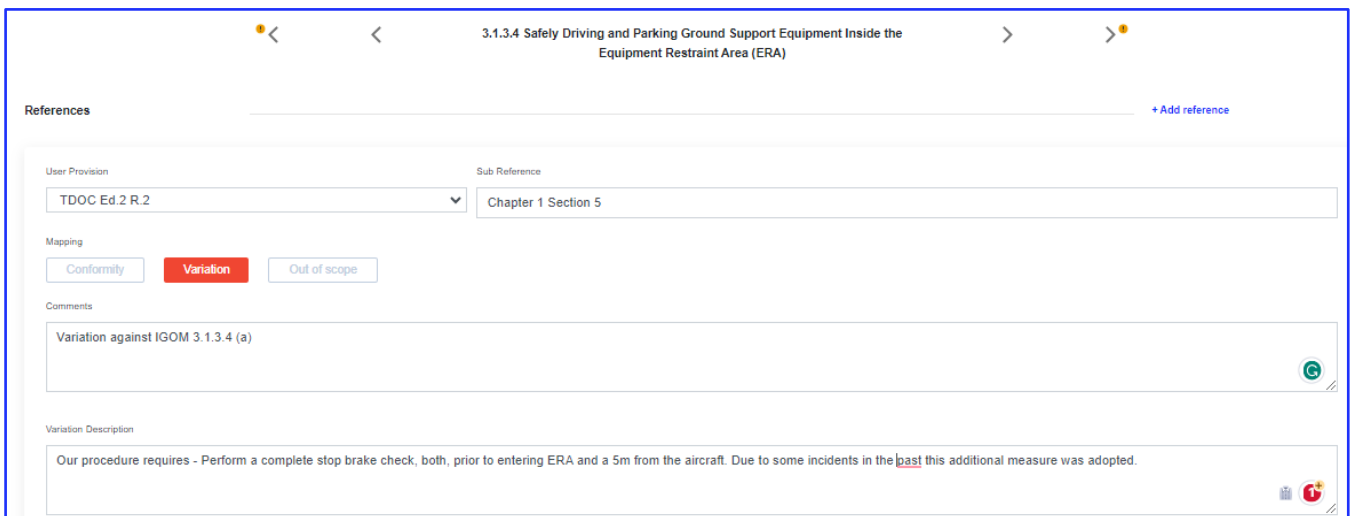
If the assessment is selected as variation in the OPS portal:

- the IGOM safety critical procedures will automatically highlight as **RED** color.
- non-safety critical procedures will automatically highlight as **AMBER** color.

See the below example and screenshot showing both Red and Amber:

Example – Red and Amber Variation

RED (Safety Critical Procedure)	AMBER (Non-Safety Critical)
<p>4.2.1 Wheel Chock Placement</p> <p>In 4.2.1, if the user procedure varies from the IGOM, then the variation assessment will be automatically shown in RED color.</p> 	<p>4.1.1 Actions Prior to Aircraft Arrival</p> <p>In 4.1.1, if user procedure varies from the IGOM, then variation assessment will be automatically shown in AMBER color.</p> 



4 Multiple assessments

4.1 Definition

Multiple assessments mean that the IGOM sub-section can have more than one assessment so that part of the IGOM sub-section can be assessed as out of scope or a variation, while other IGOM requirements within the same sub-section are in conformity. However, the overall mapping for that sub-section is determined by the hierarchy of precedence: variations take precedence over conformity and then out of scope follows.

4.2 Multiple Assessment Scenarios

4.2.1 Combination of variation and conformity in a sub-section

Example – Variation and Conformity

IGOM procedures	User procedures
4.1.1 Actions Prior to Aircraft Arrival (a) Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements. (b) Conduct a foreign object debris (FOD) check of the entire stand, removing all debris just prior to aircraft arrival. (c) Make sure the stand surface condition is sufficiently free of ice, snow, etc. to ensure safe aircraft movement.	4.1.1 Actions Prior to Aircraft Arrival (a) Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements. (b) Conduct a foreign object debris (FOD) check after aircraft departure. (c) Make sure the stand surface condition is sufficiently free of ice, snow, etc. to ensure safe aircraft movement.
	Explanation - The user manual procedure has points (a) and (c) as conformity but point (b) as a variation. For point (b) IGOM requires to perform FOD check prior to aircraft arrival whereas the user manual states that the FOD check is to be done after aircraft departure, hence this is a variation. In this situation where the user has a combination of conformity and variation the overall assessment in the OPS portal will be marked as variation along with a description.

4.2.2 Combination of a conformity and out of scope in a sub-section

Example – Conformity and Out of Scope

IGOM procedures	User procedures
4.5.3.5 Shipments Requiring Special Handling a) General b) Dangerous Goods c) Live Animals d) Wet Cargo e) Perishable and temperature sensitive health Care Products f) Dry Ice	4.5.3.5 Shipments Requiring Special Handling a) General b) Wet Cargo c) Perishable and temperature sensitive health Care Products d) Dry Ice
	Explanation - The user manual procedure has points (a), (d), (e) (f) in conformity but points (b), (c) are out of scope. For points (b) and (c) the user does not handle DG and live animals, hence it is out of scope. In this situation where the user has a combination of "conformity" and "out of scope" the overall assessment in the OPS Portal will be marked as conformity .

4.2.3 Combination of conformity, variation and out of scope in a sub-section

Example – Conformity, Variation and Out of Scope

IGOM procedures	User procedures
<p>4.5.3.5 Shipments Requiring Special Handling</p> <ul style="list-style-type: none"> a) General b) Dangerous Goods c) Live Animals d) Wet Cargo e) Perishable and temperature sensitive health Care Products f) Dry Ice 	<p>4.5.3.5 Shipments Requiring Special Handling</p> <ul style="list-style-type: none"> (a) General (b) Dangerous Goods (c) Live Animals (d) Wet Cargo (e) Perishable and temperature sensitive health Care Products (f) Dry Ice <p>Explanation - The user manual procedure has points (a), (b), (d), (f) in conformity but point (e) is out of scope as they do not handle this product. Point (c) is a variation as the user has not documented a handling procedure for live animal to ensure they are segregated during loading in the aircraft especially when loaded together with DG, food items and dry ice.</p> <p>In this situation where the user has a combination of conformity, variation and out of scope the overall assessment in the OPS portal will be marked as variation.</p>

If a company procedure has multiple assessments i.e., out of scope, conformity and/or variation in the same provisions of the IGOM procedures, all assessments need to be recorded.

END