

Ground Operations Strategic Partnership Program

Overview

Ground operations is an integral part of airline operations and IATA strives to lead the industry towards improved safety and operational efficiency in ground operations by:

- Developing strategies and industry positions on sustainable ground operations
- Setting standards as well as initiating and encouraging the implementation of global solutions
- Running global ground operations oversight programs for GHSPs
- Representing the interests of our members globally, within specific regions, with regulators, with interest groups and key industry stakeholders

Designed for

- Ground support equipment (GSE) providers and manufacturers
- Airport / ground handling equipment manufacturers – as it pertains to ground handling services (not items such as apron

lights, runway markers, hanger doors, aircraft technical equipment etc.)

- Airframe manufacturers (for ground handling requirements)
- DCS providers
- IT and other solution providers in ground handling field (e.g. operations monitoring systems, remote process auditing systems, autonomous vehicle controlling systems)

Exclusive Benefits

- Invitations to attend 2 Ground Operations Industry meetings (virtual) with IATA's Ground Ops team
- Preferential rates to attend IATA's annual Ground Handling Conference (IGHC)
- Gain valuable expertise and knowledge regarding ground handling priorities
- Access to IATA subject matter experts in the selected area
- Hear about future developments shaping Ground Operations & Handling

Areas of Activity

Operations and Business Processes

- Passenger handling
- Baggage handling
- Ramp handling
- Load Control
- Aircraft messages
- Operational oversight
- GSE specifications, maintenance, and environment

Safety and Management

- Injury and aircraft damage prevention
- SMS, QMS

Digitalization and automation

- Ramp digitization and timestamps turnaround
- Ramp automation
- Delay codes
- Digital Load Control
- Autonomous GSE



Ground operations audits and quality pools

- IATA Safety Audit for Ground Operations (ISAGO)
- Deicing Audit Quality Control Pool (DAQCP)
- Charter of Professional Auditors (CoPA)

Ground handling contracts and service level agreements

- Handling services
- Catering services
- Training
- Service Level Agreements

Operations Training Program

- Training management

- Safety and non-operational functions
- Passenger and Ramp handling
- Load Control
- GSE maintenance

Development and update of IATA publications, products, and solutions

- Airport Handling Manual (AHM)
- IATA Ground Handling Manual (IGOM)
- Baggage Reference Manual (BRM)
- ISAGO audit checklists
- ISAGO Program Manual
- ISAGO Auditor handbook
- IGOM Portal
- Delay Codes App

IATA Ground Operations Subject Matter Experts' contacts:

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Additional Strategic Partnerships' Benefits

Branding

- Recognition as a valuable supporter of IATA and the air transport industry
- Inclusion in the IATA Strategic Partnerships online directory
- Exclusive usage of the IATA Strategic Partnerships logo
- Promotion through the electronic quarterly newsletter, the Partner Brief, viewed by thousands of aviation industry contacts
- Monthly posting of Strategic Partners' press releases on the IATA website

IATA Publications

Partners may purchase publications at a preferential rate.

[Learn more](#)



IATA Training Courses

Strategic Partners may receive 55% discount on the first 2 seats per year to any IATA classroom course (subject to availability).

Recommended courses:

- Aircraft Weight & Balance
- Airport Emergency Planning and Management
- Airport Extreme Weather Operations and Planning
- Airport Safety Management Systems
- DGR courses (several levels)
- ISAGO for GSPs
- Station Operations Control
- Station Ground Handling Management
- ULD Handling Fundamentals

