



# ***Risk Management in Ground Operations***

Nairobi | October 13 2023

# Hierarchy of Safety focus



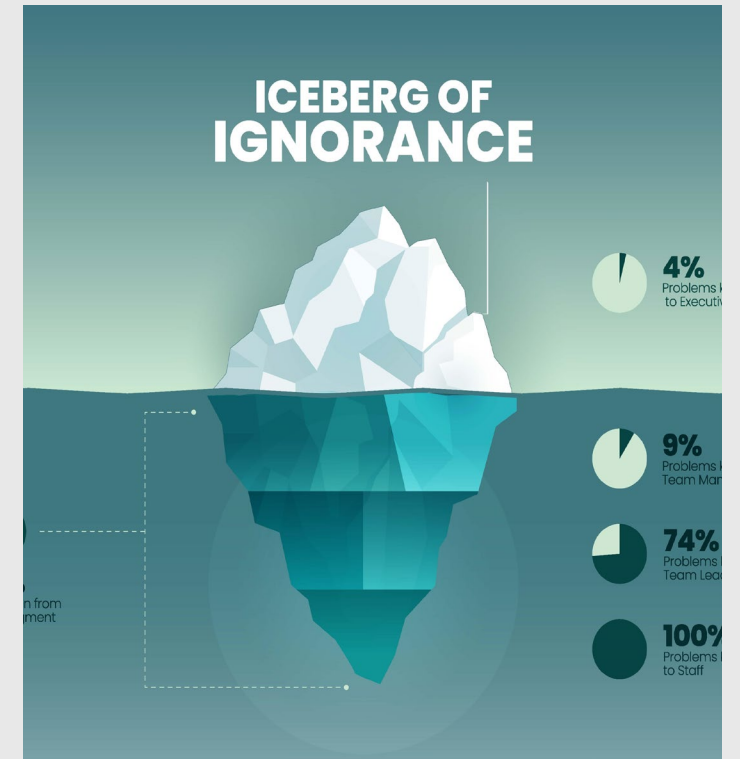
## Air Safety Reports



## Ground Safety Reports



## Voluntary reports





## What did we find?

Inadequate ramp safety standards and oversight

Lack of standardized GSE operator training and licensing

Reduced focus on Human factors e.g fatigue

Language barriers amongst ground crew

Shortcuts e.g. those taken to meet turnaround deadlines

Large skills gap with no unified mitigation method

# Escalation Factors

Inadequate risk communication  
to management

Failure to implement audit  
findings

Deficiencies not reported for fear  
of repercussions

Cost cutting pressure  
compromising safety

Rapid growth exceeding capacity  
to train qualified staff



# Degradation Factors

Insufficient data collection for risk insight

Ground staff concerns not heard or addressed

Declining experienced staff retention

Poor enforcement of standards

Core safety training quality diluted over time



*Our Wildly important Goal*

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**“To objectively elevate  
Ground Safety to an  
equal footing with Flight  
Safety!”**



# Our Wildly important Goal



PREVENTIVE MORE THAN  
REACTIVE MAINTENANCE  
CHECKS AS PER OEM  
STANDARDS



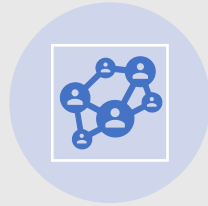
GREATER FOCUS ON SKILLS  
GAP



FATIGUE RISK  
MANAGEMENT TOOLS



ANONYMOUS TRUST-  
BASED SAFETY REPORTING  
PORTALS AND CULTURES



GREATER  
ACCOUNTABILITY: HSCS,  
MANAGEMENT



FOCUS MORE ON  
PERFORMANCE THAN  
COMPLIANCE



## Our role as an Airline

- Demonstrating commitment
- Strategic partnerships and collaborations – fuel suppliers, aircraft manufacturers, research institutions, funding organizations, and other stakeholders.
- Advocacy and industry engagement
- Customer education and communication





# Thank You!



## **REPORT A SAFETY CONCERN!**

Incidents, Accidents, Near Misses and Injuries



Anyone can report incidents through the Safety Reporting Form. Safety professionals track and investigate incidents so that preventative measures can be implemented. The form can be reached through the QR code above or at <https://kq.galiot.net/report>

Is it urgent?, Call the Safety Hotline 0741 777 088





**Thank You!**