Risk Management in Ground Operations
Nairobi | October 13 2023
Hierarchy of Safety focus

Air Safety Reports

Ground Safety Reports

Voluntary reports

ICEBERG OF IGNORANCE

4% Freshness to surface
9% Rotten from top
74% Rotten from root
100% Rotten to core
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

“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
- Anonymously 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 will track and investigate incidents so that preventative measures can be implemented. The form can be reached through the QR code above or at https://kg.galileo.net/report.

Is it urgent? Call the Safety Hotline 0741 777 088.
Thank You!