SGHA 2018 Went Live
SGHA 2018 WENT LIVE

Moderator:
Iva Pluhackova, Manager, Ground Operations, IATA

Panelists:
Christian Bergfelder, Director Network Airside & Airport Affairs Europe, DHL
Carlos Cardiga, Senior Vice President Sales & Customer Service, Fraport AG
IATA Ground Operations Governance

Operations Committee (OPC)

Ground Operations Group (GOG)

Other WGs under OPC, PSC and CSC

Direction, Strategy and Standards Approval

Ground Ops Standards Development

Ground Ops. Technical Groups (TGs)

A, AGSA, ASG, GSE, IGOM, LCAM
Definitions & Terminology

**TRANSIT FLIGHT** is an aircraft making a landing for commercial reasons where a partial change of Loads, Passenger and/or crew occurs. It should be noted that a change in the flight number of the same aircraft does not change the status of the flight.

**UNIT LOAD DEVICE (ULD)** is either an aircraft pallet and pallet net combination, or an aircraft container. The purpose of the unit is to enable individual pieces of cargo, baggage or mail to be assembled into a standard-sized unit to facilitate rapid loading onto and offloading from aircraft having compatible handling and restraint systems which interface directly with the unit.
Main Agreement - Article 3

3.2 The Carrier shall not appoint any other person, company or organisation to provide the services which the Handling Company has agreed to provide by virtue of this Agreement, except in such special cases as shall be agreed between the Parties.

3.3 The Carrier shall not perform self-handling on the services which the Handling Company has agreed to provide by virtue of this Agreement, except in such special cases as shall be agreed between the Parties.
Main Agreement - Article 5

5.3 In the case of absence of instructions by the Carrier, the Handling Company shall apply its own standard practices and procedures provided they follow the applicable IATA industry developed standards, which may include but not limited to:

(a) IATA Resolutions
Dangerous Goods Resolutions (DGR), CSC Resolution 618
Live Animal Regulations (LAR), CSC Resolution 620
Perishable Cargo Regulations (PCR), CSC Resolution 622
Temperature Control Regulations (TCR), CSC Resolution 624
Passenger Services Conference Resolution Manual (PSCRM)

(b) IATA Recommended Practices or other IATA Standards
Framework for a postal agreement, CSC Recommended Practice 1677
ULD Regulations (ULDR), CSC RP 1681
IATA Airport Handling Manual (AHM), PSC RP 1690a
IATA Ground Operational Manual (IGOM) PSC RP 1690b
ISAGO Standard Manual (GOSM)
IATA Fuel Quality Pool Control of Fuel Quality & Fueling Safety Standards
IATA Guidance Material on Standard Into-Plane Fueling Procedures
IATA Cargo Handling Manual (ICHM)

and/or ICAO and/or other governing rules, regulations and procedures.
5.6 The Handling Company shall ensure that a training program is established for all personnel to perform ground operations functions safely. As a minimum the Training Program shall include applicable governing rules and regulations. Industry Standards and Practices as listed in Sub-Article 5.3 should be taken in account for reference. The Handling Company agrees to ensure that the authorization of specialized personnel performing services for the Carrier is valid and current. If at any time the Handling Company is unable to provide authorized personnel as requested by the Carrier, the Handling Company shall inform the Carrier immediately.
Main Agreement - Article 5

5.13 The Handling Company should ensure that all ground service equipment complies with the AIRCRAFT DAMAGE PREVENTION REQUIREMENTS Aircraft Damage recommendations as detailed in Chapter 9 of the AHM.

5.14 The Handling Company shall ensure that all ground service equipment is maintained in accordance with the manufacturers' requirements or to a higher standard.
Main Agreement - Article 7

7.3 The Parties shall reach agreement on the payment terms at each location which shall form part of the applicable Annex(es) B. Should the Carrier fail to make payment or dispute the invoice(s), within the agreed terms, the Handling Company shall notify the Carrier in writing of the failure to pay. In the event that the Carrier fails to pay the amount due within the agreed rectification period, as specified in Annex(es) B, the Handling Company shall be entitled to issue 7 calendar days’ notice of suspension of services to the Carrier. The Handling Company shall restore services to the Carrier within 24 hours of receipt of payment.

7.4 If the Carrier becomes insolvent, makes a general assignment for the benefit of creditors, or commits an act of bankruptcy, or if a petition in bankruptcy, or for its reorganization, or the readjustment of its indebtedness be filed by or against it, provided the petition is found justified by the appropriate authority, or if a receiver, trustee or liquidator of all, or substantially all, of its property be appointed or applied for, the Carrier has to provide prepayment or cash payment with immediate effect to the Handling Company.
Main Agreement - Article 11

11.11 The Handling Company shall have the right at any time to vary the charges set out in the Annex(es) B provided, however, that the Handling Company has given notice in writing to the Carrier not less than sixty days prior to the revised charges becoming effective; *the first thirty days being a consultation period*. The notice shall specify the revised charges which the Handling Company proposes to introduce, together with the date on which they are to be brought into effect.

11.13 Notwithstanding Sub-Article 11.11, *when changes occur in the mandatory minimum wage enforced by the state or local government, which affect the handling costs, either Party shall have the right to request an adjustment to the handling charges as from the date of the change provided that the Party informs the other Party without delay.*
2.2.3  

(a) Check travel documents for the flight(s) concerned within the booking. Handling Company shall be liable for Immigration fines in the following cases:

(i) Expired Passports/Visas or Passports/Visas without the minimum required validity at the day of entry

(ii) Non-Existence of Visa/Necessary Travel Document required by destination or transit station(s). (Excluding passports damaged or missing at point of transit or entry).

In the event that the Handling Company does not have access to information that verifies visa validities and entry conditions for the passenger's final destination and transit point(s) the Handling Company will not have liability.

The Handling Company shall not be liable for immigration fines in the event of non-bona fide travel documents or other events which are outside of their control. In the event an immigration fine is announced or raised against the Carrier, the Carrier will make available to the Handling Company all supporting documents to investigate the matter.
3.1.2 Segregate baggage as specified in Annex B

3.1.3 Priority Baggage

(a) Provide

(b) Arrange for

1. Sortation of priority baggage

2. Load priority baggage in accordance with Carrier’s instructions

3. Prioritise delivery of priority baggage to claim area
3.1.10 Baggage Tracking

(a) Provide

(b) Arrange for

(c) Operate system to provide

1. Evidence of acquisition;
2. Evidence of delivery;
3. Inventory of bags, upon departure of flight;
4. Data exchange (e.g. with other airlines)
Annex A – Section 3

3.8.3

(a) Provide  
(b) install  
(c) remove

Aircraft steering bypass pin.
Annex A – Section 5

5.3.1
(a) Prepare airwaybill or shipment record.
(b) Check all documentation to ensure shipment may be carried. The check shall not include the rates charged.
(c) Check security status for the shipment(s) concerned and take action as per Carrier’s instructions.
(d) Obtain capacity/booking information for the Carrier’s flights.
(e) Split airwaybill. Forward copies of manifests and airwaybills or shipment record to the Carrier.
(f) Prepare cargo manifest(s).
(g) Provide the load control unit with special load notification.
(h) Return copy of airwaybill or shipment record to shipper, endorsed with flight details.
(i) Check and/or enter data into Carrier’s and/or government/customs system, as specified in Annex B
(j) Receive and process EDI messages (FWB/FHL and e-CSD) received from Carrier or other parties.
(k) Upon request from the Carrier print air waybill copies in plain paper copy or IATA Resolution 600a format.
(l) Provide and transmit EDI messages in accordance with the standards of the Master Operating Plan.
(m) Inform airline or shipper about shipment status via FSU message in accordance with the Master Operating Plan.
Annex A – Section 5

5.7 Irregularities Handling

5.7.1 Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other special shipments.

5.7.2 Report to the Carrier any irregularities discovered in

(a) cargo
(b) mail

5.7.3 Handle lost, found and damaged

(a) cargo
(b) mail

5.7.4

(a) Notify the Carrier of complaints and claims.
(b) Process claims.

5.7.5 Take action when consignee refuses acceptance and payment.
In the event that both Parties wish to incorporate AHM 811 Yellow Pages

8.1 The following amendments to the Definitions and Terminology, Main Agreement and Annex A reflected in Yellow Pages of AHM811 edition ................................................................. , (year ................................................................. ) shall apply:

For example:
– Definitions and Terminology: e.g. nil or all
– Main Agreement: e.g. nil or all except Article x
– Annex A: e.g. nil or 3.6.x, 3.8.x, 6.6.x
Annex B – Paragraph 9

9.3.1 Notwithstanding Sub-Paragraph 8.1.1 of this Annex B, this Annex B may be terminated on the following terms .................................

9.3.2 The Carrier may terminate this Annex B, if the Handling Company fails to provide a consistently satisfactory level of service, the Carrier reserves the right to provide the Handling Company with written notice to the effect that correction is required within (....... days. If the Handling Company fails to correct the situation within (....... days, the Carrier may terminate the Agreement upon an additional (............... days prior written notice. In accordance with Sub-Article 5.8 of the Main Agreement a consistent satisfactory level of service is defined in a separate Service Level Agreement as Attachment to this Annex B.
9.3.3 In the event of the Handling Company's material and sustained failure to perform the services as outlined in Sub-Article 5.8 of the Main Agreement, Carrier reserves the right to provide the Handling Company with written notice to the effect that correction is required within (......................) days. If the Handling Company fails to reasonably correct the situation within (......................) days, the Carrier may terminate the Agreement upon an additional (........................................................) days prior written notice.

The number of these clauses can be extended as far as necessary.
Upcoming Changes
AHM 811, Yellow Pages 2019 (AHM Ed. 39)

Article 5

5.6 The Handling Company shall ensure that a training program is established for all personnel to perform ground operations functions safely. As a minimum the training program shall include applicable requirements defined in AHM Chapter 11, ULDR Chapter 1.6 and the relevant industry standards and practices as listed in Sub-Article 5.3 and all governing rules and regulations. The Handling Company agrees to ensure that the authorization of specialized personnel performing services for the Carrier is valid and current. If at any time the Handling Company is unable to provide authorized personnel as requested by the Carrier, the Handling Company shall inform the Carrier immediately.

5.15 Electronic Data Interchange ‘EDI’ messages shall be recorded and stored by the Handling Company, unaltered and secured, for a period of three (3) months unless defined by the regulatory body of the state of the registration or Carrier.
11.14 In the event of a material change to the Carriers’ manual, procedures or instructions, which affect the handling costs, either Party shall have the right to request an adjustment to the handling charges as from the date of the change provided that the Party informs the other Party without delay.
## AHM 803, Cargo SLA (AHM Ed. 39)

<table>
<thead>
<tr>
<th>Target number</th>
<th>Service definition</th>
<th>Target</th>
<th>Measurement points, method</th>
<th>Measured by</th>
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<tbody>
<tr>
<td>Training</td>
<td>(Should be indicated in more specific terms in accordance with ISAGO training requirements)</td>
<td>Target for training compliance: 100% staff to be trained in DG or x% of staff trained in ULD Build-up</td>
<td>Measured quarterly / spot check during self-assessments and regular carrier audits</td>
<td>Carrier/Handler</td>
</tr>
<tr>
<td>ULDs</td>
<td>Correct build-up, serviceability and non-conform ULDs</td>
<td>Target for cargo handler: number of rejected / corrected cargo ULDs at aircraft not to exceed x % based on all built ULDs</td>
<td>Measured monthly / incident reporting</td>
<td>Carrier/Handler</td>
</tr>
<tr>
<td>Shipper or Forwarder Built ULDs</td>
<td>Number of rejected / corrected cargo ULDs at ready for carriage acceptance not to exceed x % based on all BUP ULDs</td>
<td>Measured monthly / incident reporting</td>
<td>Carrier/Handler</td>
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<tr>
<td>Unmanifested Cargo</td>
<td>All unmanifested Cargo to be reported / Found Cargo</td>
<td>[insert]</td>
<td>Carrier</td>
<td></td>
</tr>
<tr>
<td>Dangerous Goods</td>
<td>All non-compliances to be reported to Carrier and Authorities as required</td>
<td>[insert]</td>
<td>Carrier</td>
<td></td>
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</tbody>
</table>
IN THE PIPELINE
AHM 8xx, Standard Subcontracting Agreement

- Contract between GSPs for subcontracted services
- Idea is to create the template similar to the SGHA
On the work plan – based on the GOG priorities

- Develop a mechanism for including IGOM Variations in SGHA
- Safety Performance Indicators in SLA