Dear Colleagues,

In the header of this issue, you will notice a photo showing a ground crew waiting to spring into action once the arriving aircraft has completed its turn and is safely on stand. This scene, a common occurrence happening thousands of times per day and night around the globe, nevertheless captures the essence of ground handling and is deservedly the winner of our photo competition done for the first time at this year’s IGHC.

With this edition of Ground Operations News, we would like to thank everyone who contributed to the success of this year’s IGHC held in Madrid in May and especially Qatar Airways for the Gala dinner and Iberia as host airline. As you will see later in the body of this newsletter, the IGHC was again living up to its reputation of being the Premier Ground Handling event in the aviation industry’s calendar.

Also covered are the outcomes of our first Ground Operations Executive Summit (GOES) and the release of a survey commissioned by IATA into the perennial issue of ground operations recruitment, retention and training of staff. In addition we would like to introduce you to CEDAR. Otherwise known as Connected Environmental Digital Autonomous Ramp, CEDAR is a major project we are launching to guide the industry in the future.

Best regards

Joseph Suidan
Head of Ground Operations, IATA
IGHC 2019 - MADRID

2019 was another record-breaking year for the IGHC, attracting 933 registered delegates. Yes – that’s right, almost 1000 delegates and the most IGHC delegates ever!

We will admit that – given the highlights of IGHC in Doha in 2018 – we thought that Madrid had a tough act to follow. However, the allure of Spain, the commodious venue, the line-up of great speakers on hot topics as well as the hosts, sponsors and exhibitors have produced a truly ground breaking result.

Our post-event survey reveals that overall satisfaction was a really good 97%. Also, over 80% of the participants identified themselves as ground service providers and airlines. Reinforcing the vital networking aspect of the IGHC, our Speed Networking session – another first for the Madrid IGHC – was extremely popular, featuring top in the highlights of the event. We definitely plan on doing it again in 2020 when Mexico City will be our destination from 17 to 20 May 2020.

To see all the details of the 2019 IGHC, as well as information about the 2020 IGHC, please visit our IGHC site at: https://www.iata.org/events/ighc/Pages/index.aspx

Here you will be able to find links to the presentations, videos, outcomes from the Ground Operations Executive Summit and more.

THE GROUND OPERATIONS EXECUTIVE SUMMIT (GOES)

As indicated earlier, the 2019 IGHC was the venue for the first Ground Operations Executive Summit – or GOES for short – held on 29 May 2019.

IATA Ground Operations canvassed extensively for leaders in the ground operations industry to participate in this summit to discuss common industry issues and find solutions relevant to our customers and stakeholders. In addition we used the opportunity to check and confirm with these high level industry representatives that IATA Ground Operations is correctly tackling and prioritizing its work for the industry.

This was done by asking the participants to focus on two topics:

1. What is on Our Radar – highlighting ground operations strategy
2. Ramp of the Future – presenting a “CEDAR Connected, Environmental, Digital, Automated Ramp” project focus on ramp innovation
In terms of outcomes, the participants identified People & Skills, Efficiency of Operations, as well as innovation and Data Analysis, amongst others, as challenges. Under each heading they came up with specific aspects of each challenge that industry should focus on.

For example, under the heading of Innovation they noted that the focus should be on:
- Automation and digitalization should be a game changer
- Automation of turnaround process
- Bring together all stakeholders including airports and manufacturers and agree on what to innovate and on who is bearing the costs
- Ramp of the Future should take into consideration:
  - Autonomous ramp without human intervention will not be able to replace a human touch
  - Climatic changes
  - Drones and their effect on aviation
  - In terms of implementation - one size does not fit all
- What change will innovation bring and mean to each individual
- Innovation has to be a gradual process
- Airports and aircraft manufacturers need to participate
- Engage with GSE manufacturers as to what they are doing to “go green”

Resulting from this, IATA, with GOG support, was tasked to drive:
- Implementation of existing standards by IATA Airlines globally:
  - IGOM
  - Enhanced GSE (proximity sensors) and target
  - ISAGO
- Lobby and advocate with regulators and airport authorities for recognition of industry standards
- Roll out “CEDAR” and get industry buy-in
- Promote the ACDM implementation by all stakeholders.

The participants unanimously expressed their appreciation for this opportunity to meet their peers in industry to engage in this type of discussion and are eager to take part again next year.

For a full report on the GOES, please go to:  
GROUND HANDLING JOBS SURVEY

Last year IATA released the results of a survey which indicated that growth in the number of jobs in ground handling was needed to meet the expected demand from passenger growth in the coming years. This promoted IATA Ground Operations and IATA Training to take more of deep-dive into the perennial hot topic of ground handling jobs. We collaborated with the company that did the initial survey to canvass 14 ground handling industry experts from a range of companies representing different regions and different sizes of companies to get as wide a set of opinions as possible.

The results were presented in a very informative session on the last day of the IGHC (you can see the video of the session here - https://www.youtube.com/watch?v=bC7tgJ8W1W0) and consolidated into a final report which you can read here. (www.iata.org/training/Pages/aviation-ground-handling-report.aspx)

GROUND OPERATIONS ACTIVITY REPORT

Each year IATA Ground Operations, in cooperation with industry subject matter experts, review standards, procedures and recommended practices to be implemented by airlines, ground handling companies and airports to improve the safety and efficiency of ground operations.

The key strategic activities are the:
- modernization of Ground Support Equipment (GSE);
- designing a Connected, Ecological, Digital, and Autonomous (CEDAR) ramp of the future; and
- Updating the IATA Ground Operations (IGOM) Manual implementation requirements and harmonizing training requirements for it.

GSE modernization
The requirements for GSE fitted with Proximity Sensing and Warning Systems that prevent it from damaging aircraft, were updated with timelines encouraging the GSE manufacturers to develop and refine the collision avoidance equipment and promoting its utilization amongst the ground service providers. As a result by 2020 new equipment should be fitted with the systems and, where possible old equipment should be retrofitted. User incident reports in GDDB indicate these systems are preventing incidents.

Prototype testing is taking place with auto docking / undocking of passenger boarding bridges and passenger stairs. This is first step towards autonomous GSE.

New guidelines for GSE provisions relating to the pooling and borrowing of GSE (amongst ground handlers and airlines) were introduced in the IATA Airport Handling Manual, effective in 2019 which are aimed at supporting the reduction of ramp congestion, improving equipment utilization and saving on fuel and emissions.

In addition, new requirements were introduced for a GSE maintenance program providing basic, default, and minimum GSE maintenance requirements when Original Equipment Manufacturer manuals are not available. This will help GSE users to keep their equipment in safe, serviceable condition.

New for 2020 will be:
AHM 907 – Guidelines for the Basic requirements for electrically powered GSE, and
AHM 908 – GSE maintenance training program
CEDAR – Connected, Ecological, Digital, Autonomous Ramp (Former Ramp of the future).

The CEDAR Project aims to optimize deployment of resources, reducing of aircraft damage by deploying technology in Ground support equipment, gaining airport capacity by enhancing infrastructure and saving on fuel and emission. The CEDAR project is the response to the growing traffic demands.

IGOM
The IGOM adoption policy was endorsed by the Operation Committee (OPC) to allow for operators’ and providers’ variations to ensure implementation of IGOM is achieved by allowing performance-based procedures.
To support the global adoption and implementation of IGOM, the training program for ground operations (AHM chpt.11) has been updated to cover IGOM scope and implementation will be rolled out with IATA regional support in 2019.

Working / Technical Groups
It’s almost Fall which is “Meeting Season” in Montreal. For IATA Ground Ops it’s the time the GOG and the various technical groups (which are all meeting in Montreal within the next few weeks) to wrap up the part of their work that deals with the AHM and IGOM and finalize the last changes for the 2020 editions.
AGSA meets during the first week of September, followed by ASG and IGOM the week after that. LCAM / DCAM meet in the third week and GSEE in the final week of September. GOG wraps it all up in a meeting on 9 and 10 October.

GROUND OPERATIONS PUBLICATIONS

IATA would like to thank everyone who contributed the work of maintaining and updating our Airport Handling Manual, IATA Ground Operations Manual (IGOM) and our other products such as the Weight
& Balance Information Centre. Their work has resulted in a bumper crop of changes to keep you up to date of the latest best recommended practices, trends and procedures for safe and efficient ground operations.

As usual the AHM should be released late in 2019 and effective 1 Jan 2020. However, there is a change to IGOM in that, while it will also be available in time for January 2020, it will only be effective 1 April 2020 through to 1 April 2021 – aligning with the effective date of the ISAGO Standards Manual (GOSM).

Please go to our products page [https://www.iata.org/publications/pages/index.aspx](https://www.iata.org/publications/pages/index.aspx) to learn more.

**GROUND HANDLING PARTNERSHIP – NEW LINK TO DIRECTORY**

The Ground Handling Partnership directory has been updated and is now accessible from a new link available here: [www.iata.org/ghp-directory](http://www.iata.org/ghp-directory)