

IATA Ground Operations & Audits

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IATA Ground Operations

Develop Best Practices

Safety and Efficiency

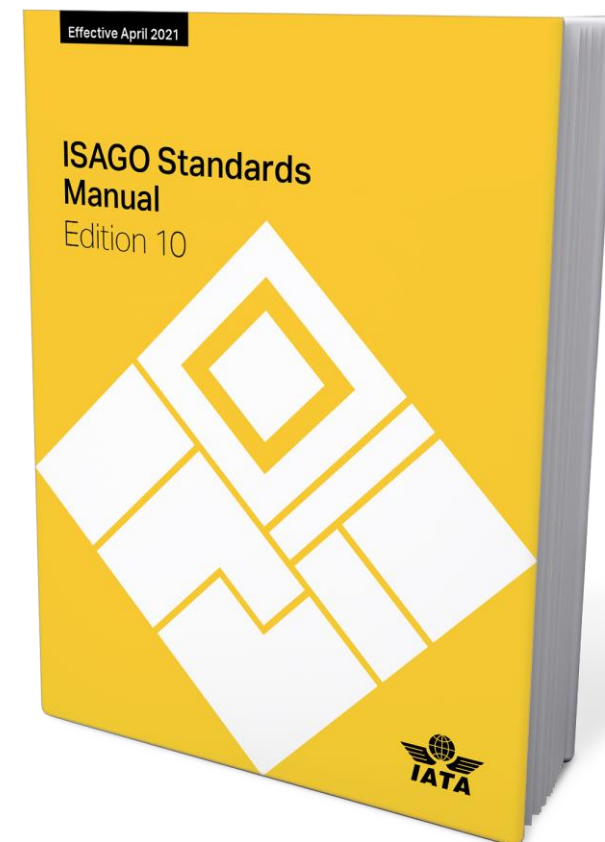
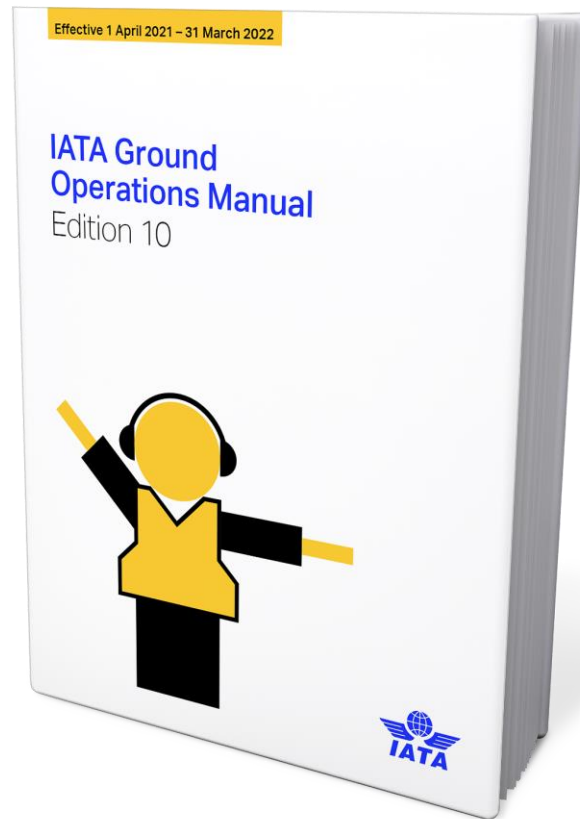
Sustainable Operations

Advocacy

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Aircraft ground damage forecast

Opportunities

Based on the IATA Ground Damage Database (GDDB), **61% of the ground damages are caused using GSEs.**

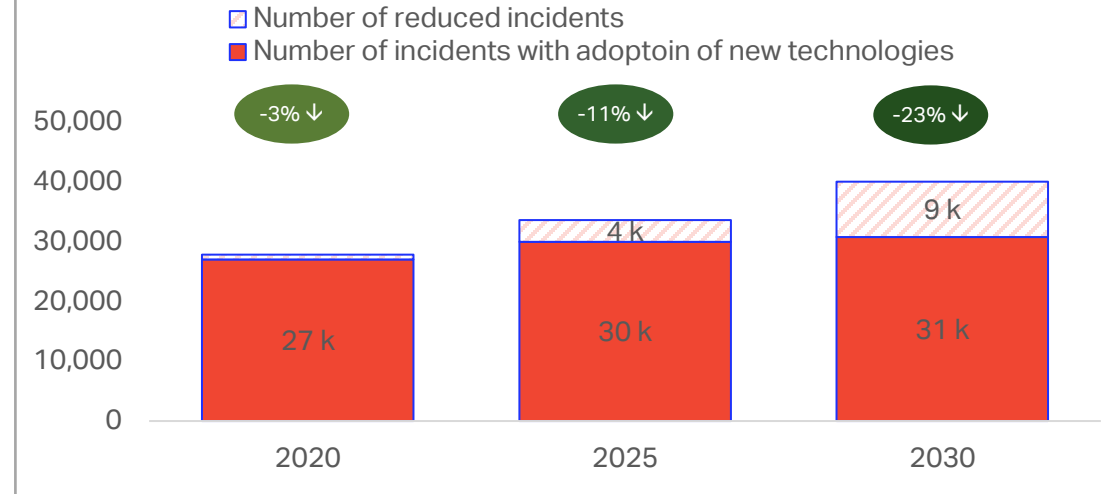
Contributing factors of damages are: inadequate training, poor safety culture in the organization, confusing operational procedures, human factors, poor technology of GSE.

Assuming the frequency of ground damage reduces the adoption of new technologies and improvements to existing processes and infrastructures, the industry could benefit by **a decrease in ground damages value by almost \$1bn in 2025 and \$2bn in 2030.**

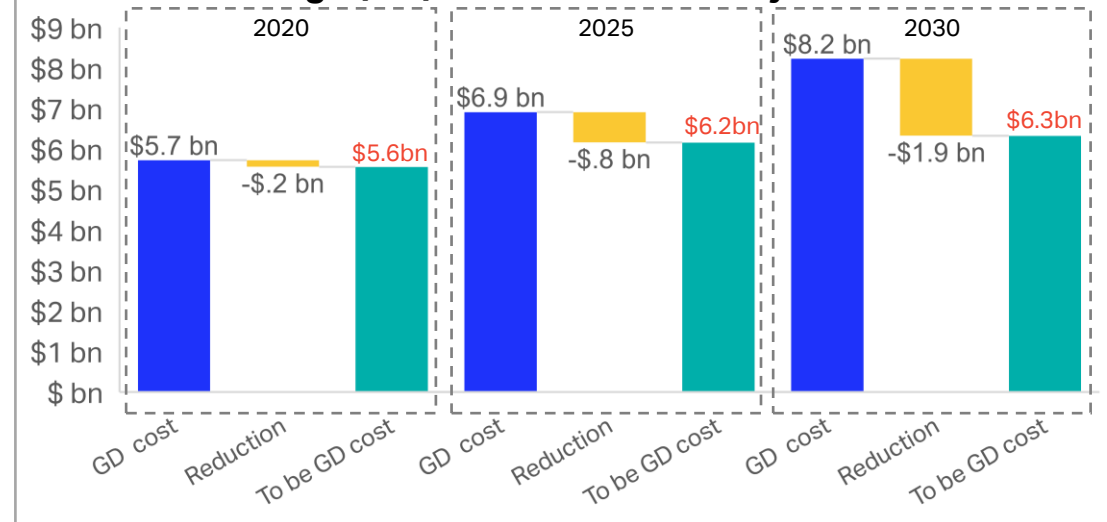
This reduction is computed maintaining the same level of damage severity as reported by airlines according to the GDDB.

Reduction of ground damage is likely to have an immediate benefits on airlines that are expected to have a strong appetite to initiatives shaped to decrease the incidents' frequency.

Incidents on the ramp resulting in ground damage



Ground damage (GD) cost to the industry



Injuries and fatalities

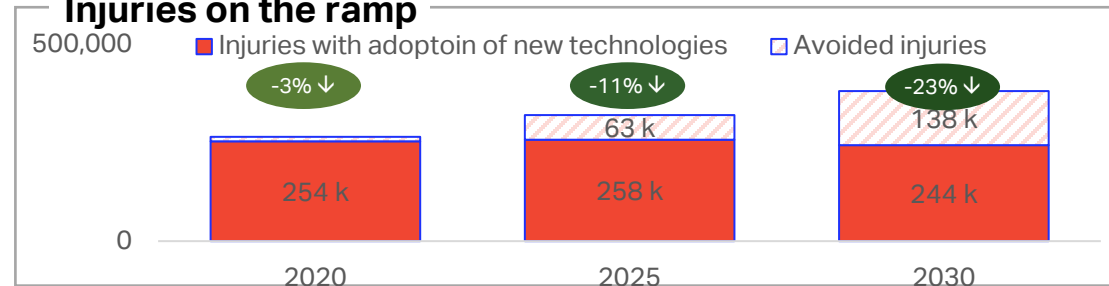
Opportunities

Ground operators are keen to improve the safety of the workplace and reducing incidents and fatalities is likely to reduce also the reputational impact. With high turn over of employees in the sector, this opportunity could facilitate and improvement of the attractiveness.

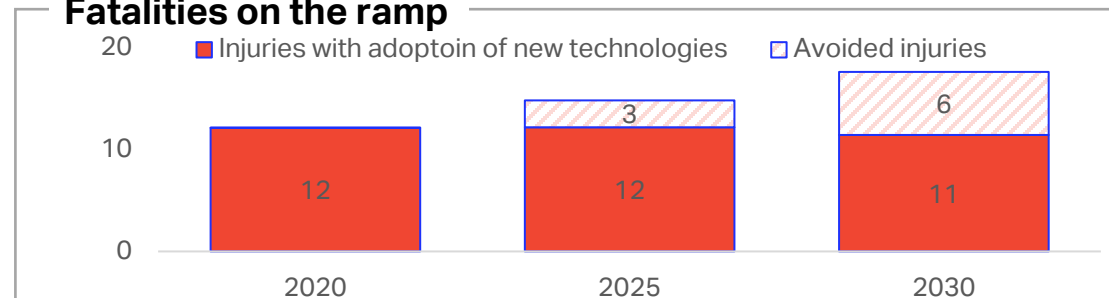
Rate of incidents leading to injuries or fatalities has been declining over the last decades and it is assumed this trend will continue in the future as concerns related to workplace safety are ever increasing. In addition, it is assumed that the improved GSE adopted in the future will also have an impact on the rate of injuries. In fact, anti collision systems and automation is likely to reduce the number of injuries on the ramp.

The reduction on the financial cost to society is around \$500m by 2025 (18%) and \$1.2bn by 2030 (36%) without accounting for reputational damage.

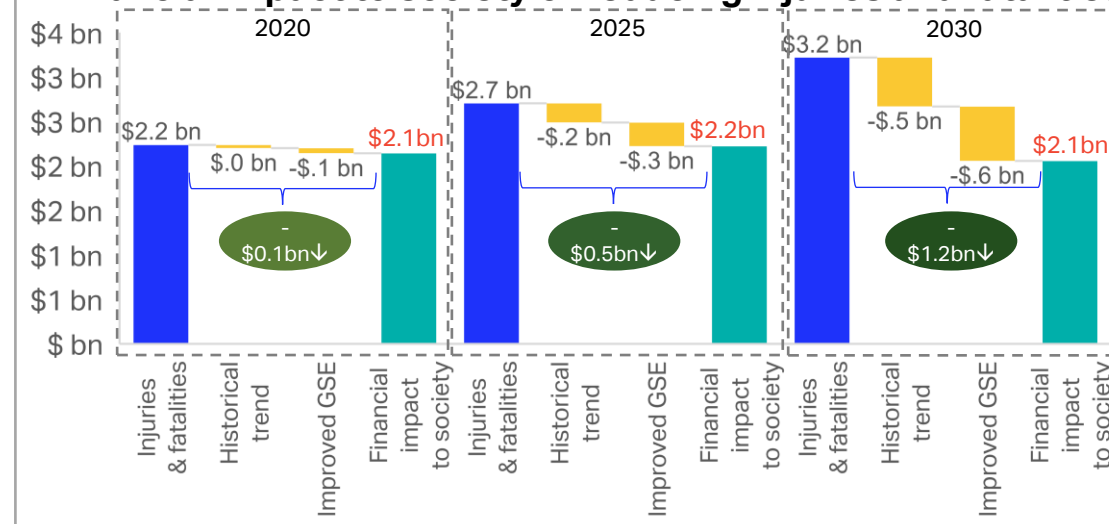
Injuries on the ramp



Fatalities on the ramp



Financial impact to society of reducing injuries and fatalities



Why ISAGO



Safety

Aligns with ICAO GH Manual objectives and GH provisions

Supports SSP through full SMS implementation

Improves global safety levels

Reduces ground damage

Improves personal safety



Effectiveness

Supports standardization

Supports airline risk management & outsourcing oversight

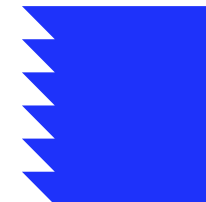
Minimizes the number of duplicate audits by airlines

Addresses global business

Organization-wide assessment

IGOM

IOSA



Value

High quality audits

Developed with industry experts

Enhances insurance risk profile

Global presence


Industry alternative to state regulation

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ISAGO Registry


Airline View



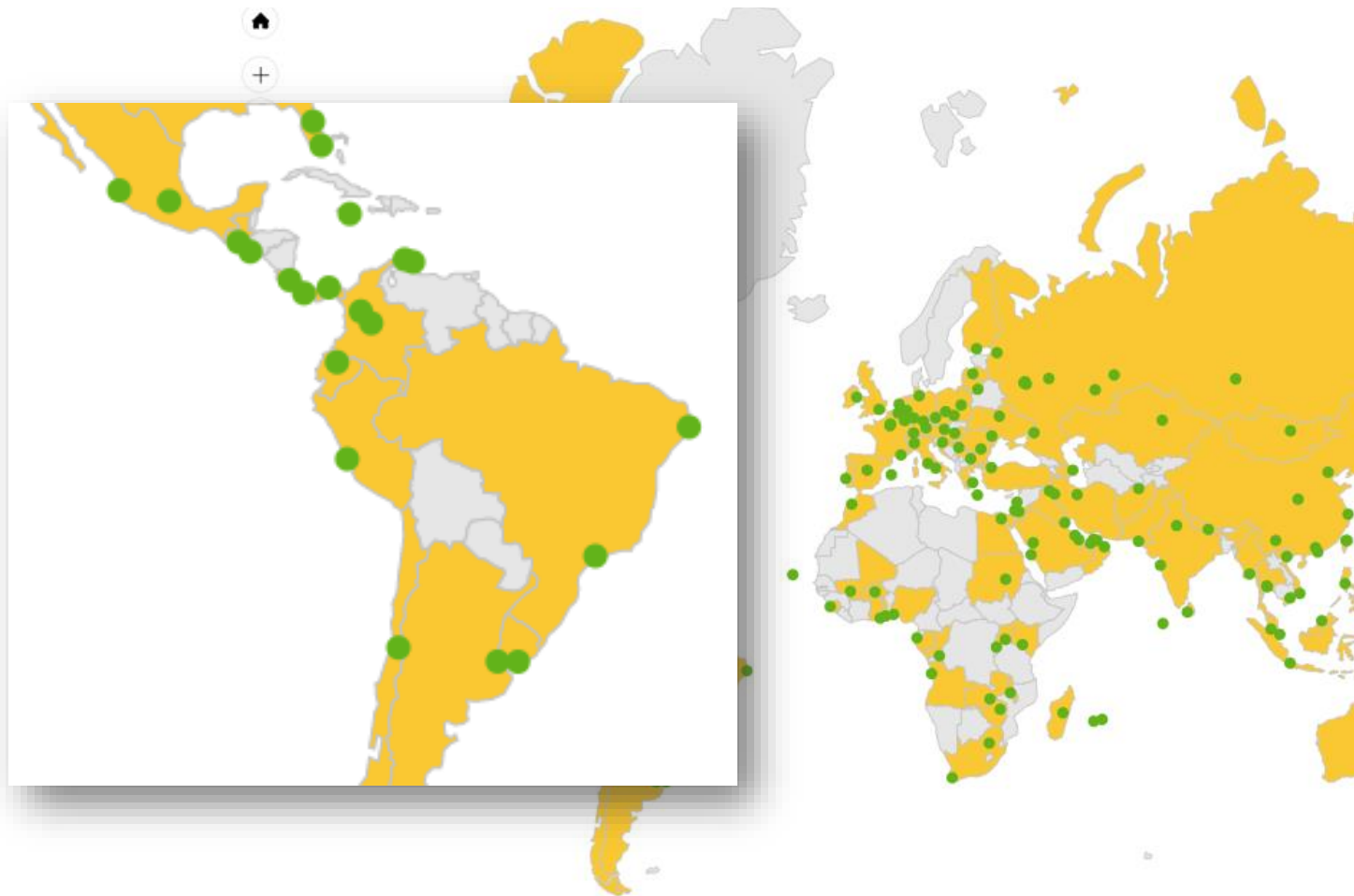
231
ISAGO Registered
GSP



304
ISAGO station
Accreditations at



204
Airports worldwide



GSP1
ISAGO Registration Expiry : 22 Aug 2022

GSP2
ISAGO Registration Expiry : 16 May 2022

GSP3
ISAGO Registration Expiry : 16 Dec 2020

GSP4
ISAGO Registration Expiry : 18 Aug 2021



ISAGO in Numbers

Correct as of 1 April 2021

104

Audits in 2020



47

Remote Audits
in 2020
(first one in August)



150+

New Audit
Reports in 2020
(over 550 total)



380

Audits
expected in
2021



89

Potential
Remote Audits
in 2021



Challenges & Opportunities

- Standards and operational procedures – development and maintenance
- Diversity of ground operations
- Multiple GHSPs
- Diversity of GHSP business models and organizational structures
- International nature of GHSPs
- Frequent changes

Thank you

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IATA concluding remarks - Safe, simplified and efficient restart

- Reduction of ramp complexity
- Injury and accident prevention
- Implementation of common standards
- Efficiency via automation and digitalization
- Onboarding of ground staff
- Clean energy and reduction of waste and carbon emissions
- Safety assurances through independent assessment

