































There is a very strong human drive toward expediency and taking a short cut to get a job done.

Flight cancelled after a baggage loading vehicle hit the aircraft.

During pushback the tow truck reportedly began emitting smoke, which supposedly entered the aircraft cabin.

A/C was taxiing to the gate after landing when one of the engines hit a dolly with cargo.

While driving a tug between two aircraft, the tug made contact with the Radome of one.

An LST bringing equipment under the aircraft struck the fuselage causing several large grooves.

The aircraft struck a light pole with the right wing as it was taxiing to refuel.

While moving the aircraft into the hangar, the tail struck the hangar wall.

While pushing an aircraft into a hangar, the trailing edge of the wing struck a cart parked in the back of the hangar.

An employee shovelling a path in the snow to the aircraft struck the radome with the shovel.

While relocating an aircraft in the hangar, the elevator struck a beam.

A/C was engaged in an engine test run when the aircraft jumped the chocks. It continued until the left hand engine impacted the rear fuselage of another aircraft. The tail cone and rudder sustained substantial damage.

While pushing an aircraft into a hangar, one of the static wicks made contact with the back of the hangar.

A/C was hit by a service vehicle, causing substantial damage to two flaps on the right had wing and a fibreglass panel under the aircraft.

A/C was hit by airstairs on the ramp

A tool box on wheels rolled into the side of an aircraft.

A/C hit by a pickup truck while coming on to stand. There were no injuries.

A/C contacted a catering van as it was taxiing. The aircraft had arrived and taxied to parking bay. The aircraft turned right to the park spot when the right hand wing tip scraped the roof of the catering van.

An LST was moving the aircraft into the hangar by himself, and the horizontal stabilizer struck the hangar door.

During repositioning into a hangar, the wing struck the wall.

**"I could never imagine it happening here,"**



## Fake News or Fake Data!!!.....

*“.....estimates  
that 27,000 ramp accidents and incidents occur worldwide  
every year.  
About 243,000 people are injured each year in these  
accidents and incidents.”*

*“...business aircraft operators are 800 times more likely to  
incur damage to their aircraft during ground handling..”*

“....the majority of loss events were caused by vehicles on the tarmac. At 31 percent, they account for almost one in three losses. More than half of these events are due to collisions with pushback tractors, baggage trolleys, aerial work platforms or washing systems (56 percent).”

“The average loss event involving an aircraft cost 46,282 euros last year.”

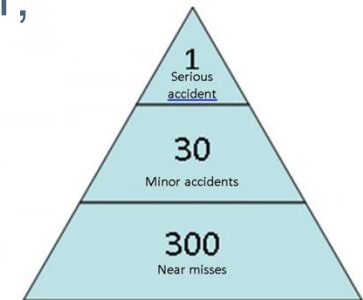
IBAC incident data (iro. 365 incidents):

335 (92%) resulted in A/C damage;

39% the A/C came into contact with GSE;

57% occurred where aircraft not under own power;

5% where damage found by another party



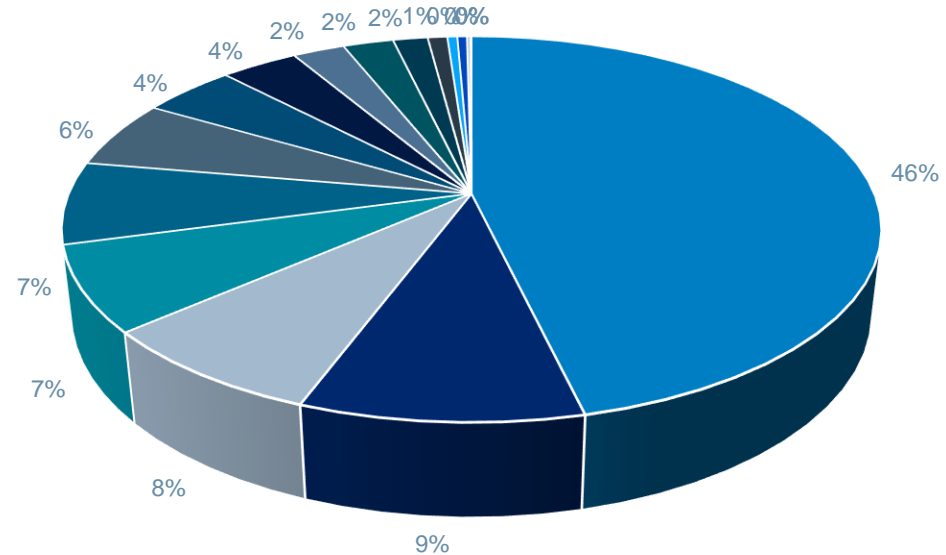
Heinrich Triangle

*“accidents related to ground handling constitute the fourth biggest accident category in the period of the last ten years”*

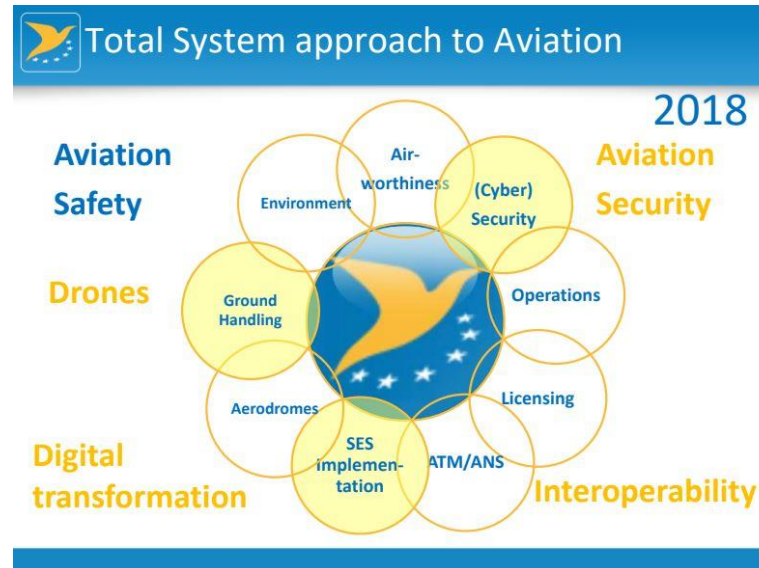
EASA

Baggage and cargo loading
Fuelling operations
Dangerous goods handling / Lithium batteries
Co-ordination & control of turnarounds
Perception and Situational awareness
Operation of Vehicles
Control of passengers on aprons
Crew resources management / communication
Positioning and securing of ground equipment
Push back operations
Parking / positioning of aircraft
Ground operations in adverse weather
Jet blast
Experience, training, competence
Pressure and alertness
Fatigue

EASA Annual Safety Review 2017  
Ground Handling Safety Risk Portfolio - data  
2007- 2016



# Draft European Plan for Aviation Safety (EPAS) 2019-2023 & Basic Regulation (BR) changes for 2018



ANNEX VII to REGULATION (EU) 2018/1139 OF THE EUROPEAN  
PARLIAMENT AND OF THE COUNCIL  
4 July 2018

GROUNDHANDLING SERVICES

## List of Ground Handling Service Providers

- Ground administration and supervision;
- Passenger handling;
- Baggage handling;
- Freight and mail handling;
- Ramp handling;
- Aircraft services;
- Fuel and oil handling;
- Aircraft maintenance;
- Flight operations and crew administration;
- Surface transport;
- Catering services.



## 4.1 Responsibilities of the ground handling services provider

- (a) the provider shall have all the means necessary to ensure safe provision of service at the aerodrome.....
  
- (b) the provider shall comply with the procedures contained in the aerodrome manual.....,
  
- c) the provider shall provide the ground handling services in accordance with the procedures and instructions of the aircraft operator it serves.....;

- (d) the provider shall ensure that manuals for the operation and maintenance of ground handling equipment are available, applied in practice....;
- (e) the provider shall use only adequately trained and qualified personnel ....;
- (f) the provider shall ensure that its personnel is physically and mentally fit to execute their functions satisfactorily.....

## 4.2. Management systems

4.2.1. ....the provider shall implement and maintain a management system to ensure compliance ..... manage safety risks and to aim for continuous improvement of this system.

4.2.2. The provider shall establish an occurrence reporting system .....

4.2.3. The provider shall develop a groundhandling service manual and operate in accordance with that manual.

*“I have received one weeks training in the classroom, then I observed a small number of aircraft departures and arrivals with colleagues who have had a couple weeks more experience than myself. I then felt pressurised to be 'signed off' as a qualified as soon as possible.*

*On my first flight I was assigned to work with a colleague who had joined the company a couple of weeks after me and I was expected to give that colleague training. “*

*“During my week in the classroom I did not see or receive any instruction on how to operate or use the Radio system. I have not been trained on the correct radio procedure, the phonetic alphabet, aircraft recognition, or the 3 letter Airport codes.*

*I have not been given an official tour of the airport, or received any health and safety advice on working at the airport, or shown where the fire exits are at the gates or in the airport terminal, or muster points in the event of a fire or other emergency.”*

## BIZAV BASICS: HOW TO PICK AN FBO

When AIN asked its readers to prioritize the factors that they look for when selecting an FBO, an overwhelming 85 percent said they considered excellent customer service most important (followed by 68 percent who listed fuel pricing). Many respondents noted that while an FBO might not have the nicest facilities at an airport, the quality of the staff continued to draw them back.

Challenge yourself to provide some new, fresh perspectives for your daily operations.

- What could go wrong;
- How likely it is to go wrong;
- What would be the impact of it going wrong;
- What can be done to minimise the chances of it going wrong, and
  - How can the risk be managed, should it materialise.

- Habits – Don't confuse efficiency with dangerous short cuts
- Unity – Do you work well together?
- Mindfulness – What have I missed?
- Attentiveness – Are you multi-tasking or dangerously distracted?
- Notifying – Do you speak up when you should?



- Fitness for duty – Are you fit to carry out your duties safely?
- Ability – Is your crew capable?
- Communication – Do you understand each other?
- Tensions – Are you just busy or dangerously overloaded?
- Overtired – Are you just tired or dangerously fatigued?
- Routine – Just because things are going well now, doesn't mean they can't go wrong.
- Safety Culture – Do it the safe way, do it the right way, do it everyday.

Regulations, are not based on doing all jobs the best way possible, the attitude is that meeting them will ensure success.

“Minimal compliance syndrome” is usually evidenced with comments like "where does it say I have to do that?" or "where is the requirement for that?"

*“It is also the Commission’s view that the common requirements for ground handling should be based on recognised industry standards and best practices. ”*

EASA



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IF YOU COULD MAKE ANY CHANGES TO IMPROVE THE SAFETY OF YOUR OPERATIONS, WHAT WOULD THEY BE?

# THE INTERNATIONAL STANDARDS FOR BUSINESS AIRCRAFT OPERATORS AND HANDLERS

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