

DEICING/
ANTI-ICING
EQUIPMENT

JUNE/JULY 2017

Ground Support

WORLDWIDE
EQUIPMENT – SERVICES – HANDLING

2017 LIFETIME
ACHIEVEMENT

Jean Raines

GROUND SERVICE PROVIDERS

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Passionate for Ground Support

The enthusiasm for ground support on display at the IGHC in Bangkok was contagious. This industry has some of the hardest working people.

Ground Support Worldwide traveled half-way around the world to attend the IATA Ground Handling Conference (IGHC), in Bangkok, Thailand. It was probably the longest trip that I have ever made to go to an event and was worth it.

We have been going to the IGHC for many years, but this year was different. There was a different energy at the conference. There were more conference tracks, more networking and more meetings going on than I have seen in the past.

What does it all mean?

Hopefully it means that we, as an industry, are coming up with ways to not only be more efficient and cost effective, but we are finding ways to increase safety too.

What was my biggest take-away? This industry has passion. I have never met more enthusiastic, passionate people, not just at the IGHC, but in all my travels for the magazine. The ground

support and aviation industries have some of the hardest working people I have ever met. Working in this industry isn't just a job, a career or a hobby ... it is everything.

This has been evident not only when we went to Thailand, but also when we crisscrossed the country to visit with Leaders of the Year over the last three months – a series of features that concludes this month with Lifetime Achievement Award winner Jean Raines.

I can't wait to see you all at the next event!

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September 19-21
Air Cargo Handling Conference
Budapest, Hungary

September 24-27
42nd Annual Regional Airline Association Convention
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September 26-27
NATA Ground Handling Safety Symposium
Ashburn, VA

October 10-13
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BUSINESS BUZZ

► TOP NEWS

Partnership Formed to Enhance Quality Assurance and Safety in Global Aviation Fueling

The International Air Transport Association (IATA), the Joint Inspection Group



(JIG) and Airlines for America (A4A) signed a Memorandum of Understanding (MoU) to strengthen and promote Safety and Quality Assurance in global aviation fueling activities.

“Maintaining the quality of the aviation fuel supply and the supporting infrastructure and operations is vital to the safe and efficient functioning of the air transport industry. This MoU, covering all airport fuel storage and handling, puts forward an industry-level program for application of standards and a single global reference for airline inspections. This is a great step forward in further promoting global safety and efficiency,” said Hemant Mistry, IATA’s director for global airport infrastructure and fuel.

Through the program IATA, JIG and A4A will seek to encourage the gradual standardization of aviation fuel processes by facilitating compliance with current industry standards and best practices, and by establishing high quality common inspection processes to ensure that the aviation fuel is delivered clean, dry and on-specification. This is expected to facilitate a reduction in the number of required inspections at a given location, while increasing the scope of coverage across the globe and the reduction of cost.

“JIG’s vision is to work with industry partners to establish and enhance standards for the safe handling and quality control of aviation fuels globally. By partnering with IATA and A4A we will be able to more effectively support the industry by strengthening the implementation of our standards and providing a framework for the development of an industry Quality Assurance Scheme. This will form the foundation of a global inspection process that is supported by airlines,” said John Buxton, chairman of the JIG Council.

“A4A is committed to ensuring that the

quality of its members’ fuel is safeguarded throughout the supply chain—from the refinery to when it is delivered into the aircraft. The MoU with IATA and JIG will help achieve this. We are delighted to be expanding our partnerships in this area and work towards eliminating regional variations in standards in fueling,” said Amy Carico, director fuel services and technical standards, A4A.

New Location Tracking Optimizes Resource Scheduling

Lufthansa Technik AG has developed a system, named GSE 4.0, that allows ground support equipment -- i.e. all resources with a towbar or an ignition switch -- to be found immediately using new localization software. Lufthansa Technik began the implementation of the pilot project in April. Hardware and software has now been installed, the antennas positioned on hangar roofs, and around 1,500 GSE items have been connected. The system has already gone online in Hamburg and Frankfurt. It will soon be put into operation in Munich and for other users within the Lufthansa Group. In addition to locating equipment, each item of GSE can display relevant information such as the fuel level, outside temperature or faults. GSE 4.0 uses special hardware and software. All trackers are equipped with on-board sensors.

“With the help of GSE 4.0, location tracking is now possible at any time and in any place, so that we can locate all networked GSE both outside and in the hangars,” says project leader Gerrit Rexhausen.



TaxiBot Now Certified on Airbus A320 Family

TLD announced the TaxiBot, a pilot-controlled taxiing vehicle designed to tow aircraft without using its jet engines, has been certified for commercial use on all members

of the A320 family. The certification, requested and supported by Airbus, has been granted by EASA and FAA, following the conclusion of tests performed jointly with IAI and Airbus last December in Toulouse.

The A320 certification complements the certification for use on the B-737, obtained in October 2014 after an intensive test phase at Frankfurt Airport, supported by Lufthansa and LEOS. Between 2015 and 2016, the TaxiBot “in-service validation” was also conducted with Lufthansa and LEOS.

With both certifications now obtained, the development and validation phase of the TaxiBot Narrow Body vehicle is complete.



SITA Unveils Baggage Check-in Robot Kate

SITA Lab unveiled KATE, an intelligent check-in kiosk that will autonomously move to busy or congested areas in the airport as needed.

Using various data sources – including flight and passenger flow information – KATE can identify where additional check-in kiosks are required to reduce passenger queue times at check-in. Multiple robotic kiosks can be automatically or manually deployed simultaneously and in formation to assist passengers, providing airports and airlines greater flexibility in managing peaks in passenger flow. The kiosks can also communicate through a Cloud service to ensure that the right number of kiosks are at the right position when needed.

“The peak and troughs in the flow of passengers presents a challenge to many airlines and airports and we have been approached by many customers requesting a solution,” said Renaud Irminger, director of SITA Lab. “They want kiosks which can be easily deployed when and where they are needed. Building on SITA’s

successful AirportConnect Open platform, and our previous work with robotics, KATE leverages new technologies to provide operators much more flexibility and efficiency in the way they will use their kiosks in future.”

KATE follows in the footsteps of LEO, SITA’s fully autonomous, self-propelling baggage robot launched at the 2016 Air Transport IT Summit in Barcelona, Spain, last year.



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TIACA Supporting Growing Air Cargo Industry in Indonesia

The International Air Cargo Association (TIACA) will work with the Indonesian National Air Carriers Association (INACA) and other leading freight companies in Indonesia, including Garuda Indonesia, to support the region's growing air freight industry.

TIACA Secretary General Vladimir Zubkov was joined by Boyke Soebroto, Chairman of Cargo Flights at INACA, and President and Chief Executive Officer of Cardig Air, and Sigit Muhartono, Director of Cargo, Garuda, at the inaugural Indonesia Air Cargo Summit in Jakarta, Indonesia to pledge their cooperation. They made the announcement at the start of the two-day summit, which brings together over 200 industry leaders to explore opportunities and the latest trends and challenges in Indonesia.

"Indonesia has a vibrant and developing air cargo community and we will be working closely with the industry here to bring TIACA expertise and training to support that growth," said Zubkov. "TIACA is focused on growing membership in the region and we are pleased to meet with our colleagues here to find ways of reaching out to the growing air cargo community here."

"We are focused on helping the industry to improve and have a number of initiatives around quality and e-freight which we will be sharing with our colleagues here in Indonesia."

Sky Valet Cannes Obtains Level 2 IS-BAH Certification

Sky Valet announced that its Cannes location became the first FBO in the world

to obtain level 2 IS-BAH (International Standard for Business Aircraft Handling) certification.

IS-BAH is delivered by the International Business Aviation Council after an independent audit. Achieving level 2 of the IS-BAH provides an additional guarantee to customers and partners of the FBO in the fields of security, safety, service and the environment.

"Our level 1 IS-BAH certification validated an organizational principle based on the mastery of safety of our ground handling expertise as a whole. IS-BAH level 2 confirms and guarantees the daily implementation of our safety management system," said Joseph Azzaz, head of the ground handling department at Sky Valet.

Sky Valet operates at 22 airports in France, Spain and Portugal.

Jetex Expands Global Presence as Handler at Three Airports in Spain

Jetex Flight Support marked its first venture into Spain with ground handling stations at Barcelona-El Prat Airport (BCM/LEBL), Adolfo Suárez Madrid-Barajas Airport (MAD/LEMD) and Málaga-Costa del Sol Airport (AGP/LEMG).

Operating from the general aviation terminal at each airport, Jetex will provide ground support including aircraft fueling, ground handling, aircraft parking and ramp services. Customs and immigrations facilities and hangar space are also available.

"The addition of the three Spanish ground handling stations fortifies Jetex's global presence by allowing us to serve clients in key regions of Spain, as well as open gateways to important markets such as North Africa," said Yolanda Avalos, FBO manager, Jetex Spain. "With a total of 25 locations in Europe alone, more private and business aviation clients can now experience the exceptional level of service and quality that defines the Jetex brand."



Second Ground Handling Company Introduced At Birmingham Airport

Azzurra Premiere Handling, which was recently formed by a link-up between Premiere Handling of Manchester and Azzurra Handling at London Heathrow, has begun ground handling operations at Birmingham Airport. The business

provides a full range of services including check-in, boarding, push back, baggage handling and aircraft cleaning.

"Birmingham Airport is geographically well positioned in the UK to continue its expansion," said Julian van Gelder, who started Premiere Handling in Manchester in 2008. "We are delighted about forming this partnership with Azzurra who have a reputation for very high quality at London Heathrow and will focus on creating a handling operation that will create a great passenger experience for our airline customers."

"This is our first step outside of the London market and we see a great opportunity to build a presence at one of the fastest growing airports in the UK, forecasted to handle over 13 million passengers in 2017," said Vittorio Mazza of Azzurra. "We are delighted to be working with Brussels Airlines and bmi regional who will be operating up to 16 flights a week to destinations including Graz, Gothenburg and Nuremberg."

A4A Projects Summer Air Travel to Grow 4 Percent

Airlines for America (A4A), the industry trade organization for the leading U.S. airlines, announced it expects a record 234.1 million passengers – or approximately 2.54 million per day – will travel worldwide on U.S. airlines between June 1 and Aug. 31, an increase of 4 percent over last summer's 224.8 million travelers.

Accordingly, airlines are adding 123,000 seats per day across their net-



works to accommodate the 100,000 additional daily passengers expected to fly on U.S. carriers during this period.

“Rising U.S. GDP, a steadily improving economy, all-time high household net worth and low airfares are fueling the expected growth in summer air travel,” said A4A Vice President and Chief Economist John Heimlich. “We continue to see consumers value experiences and travel, and airlines are responding accordingly by increasing staffing and boosting the availability of seats in the marketplace, as well as further investing in new aircraft and customer-facing technology.”

Clay Lacy Aviation to Undergo IS-BAH Registration

Gateway USA LLC doing business as Clay Lacy Aviation, LLC (CLA-Seattle), is scheduled to undergo a third-party audit that could result in the granting of the first Stage II IS-BAH registration in the United States.

CLA-Seattle was recognized

as an International Standard for Business Aircraft Handling (IS-BAH) “Trailblazer” FBO by the International Business Aviation Council (IBAC) in June of last year when they earned one of the first Stage I registrations.

The International Standard for Business Aircraft Handlers is a set of global industry best practices for business aviation ground handlers, featuring at its core a safety management system (SMS). The IS-BAH follows the structure of the International Standard for Business Aircraft Operations (IS-BAO) Program and incorporates the NATA Safety 1st Ground Audit Program. IS-BAH is the global industry standard that meets or exceeds SMS requirements from the International Civil Aviation Organization (ICAO). The Stage II registration requires the FBO to not only demonstrate that they maintain a Safety Management System but that they incorporate their SMS in every facet of their day-to-day operations.



► PEOPLE

Akinleye Joins NMC-Wollard

NMC-Wollard is pleased to announce Justin Akinleye has joined the organiza-

tion as director of business development. He has more than 15 years of GSE experience, working with a focus on vehicles and fleet management.

“We are extremely excited



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to have Justin join our NMC-Wollard team, he brings a renewed enthusiasm to propel our growing enterprise,” says Greg McDermott, president at NMC-Wollard.

“We believe with Justin’s experience and NMC-Wollard’s product offering, he’s a perfect fit for our organization,” adds vice president Bruce Steingart.

Dumont Appointed CEO at Unilode



Unilode Aviation Solutions, a provider of outsourced ULD management and repair solutions, announced Benoît Dumont has been appointed CEO with current president and CEO Ludwig Bertsch joining the board of directors; both effective as of Sept. 1, 2017.

Dumont worked several years for McKinsey & Company focusing on the transport and logistics sector. He then joined DHL Express Europe in 2004 and DHL Supply Chain EMEA in 2009, where he held the positions of director of operations, managing director, senior vice president of operations and, most recently, CEO Germany, Alps & Nordics.

“I have been engaged with the company over the past 17 years since we pioneered the ULD pooling concept within Swis-sair in 2000. I am very proud of this multinational organization that we have built together over the years and I feel this is the right time to transition to the next generation of leadership. I am very pleased that we have found such a high caliber successor and am absolutely confident that Benoît is the right person to lead the company forward into its next phase under EQT Infrastructure’s ownership. I will continue to be involved with the company as a non-executive board member. I want to thank our great teams around the world as well as our customers for their support, confidence and trust and I will certainly miss the inspirational work environment that we have created together,” said Bertsch.

“I am both honored and excited by the

opportunity to take on the CEO role at Unilode. Ludwig and the management team have executed a strategy that has positioned the company well for continued success and I am committed to capturing the enormous opportunities in front of us. I look forward to working with everyone at Unilode and leading the company into the next growth phase while continuously improving the services to our customers,” added Dumont.

Bernthal Joins Eastern Aviation Fuels



Eastern Aviation Fuels is pleased to welcome Rhonda Bernthal as director of marketing. Bernthal will be taking over for Elly Johnson, who has led the marketing department for the previous seven years. Bernthal will continue guiding the company’s marketing efforts and brand management.

Bernthal is an established marketing professional with more than 15 years of experience in marketing strategies, branding and resource development. She has worked in both the for-profit and non-profit sectors, successfully building mission-driven relationships.

▶ NEW DEALS

Ground Support Specialist to Fulfill \$7 Million GSE Contract

Ground Support Specialist, LLC. (GSS) recently secured a \$7 million contract with a major airline.

A total of 31 GS1400SG Deicers will be utilized in airports throughout the country including ATL, AUS, BNA, ELP, JAC, KCI, MEM, OMA, PDX, SEA, STL,



and TUL. The GS1400SG Aircraft Deicer offers up to 44 percent increase in fuel efficiency, along with a reduction in both deicing fluid usage and carbon footprint emissions, while still maintaining ease of operation, high levels of reliability and low maintenance costs.

dnata Commences Cargo Operations in the USA

dnata announced it reached an agreement with Lynx Holdings LP to acquire its AirLogistix USA cargo handling operations at George Bush Intercontinental Airport Houston (IAH) in the USA. The 30,000 sq ft facility includes the only dedicated perishable cargo facility at Houston airport.

As part of this transaction, AirLogistix USA and dnata have committed to open a similar facility at Dallas Fort Worth International Airport (DFW) in summer 2017. This second facility will be 37,000 sq ft, again including a dedicated perishables handling facility.



“Our strategy is to offer the highest level of service in each market we operate,” said Stewart Angus, dnata’s divisional senior vice president of international airport operations. “The AirLogistix USA operation fits the bill and will further enhance our growing international cargo network. This represents dnata’s first step into the US cargo market. We look forward to working with the Houston and Dallas Fort Worth Airports to support continued growth at these important airports.”

“Having started the company from the concept of service excellence, I am delighted that AirLogistix USA will now be part of the dnata team” said Ray Brimble, AirLogistix USA founder and owner. “I am passing AirLogistix USA into good hands.

The management team, including President Kerry Galegher, will remain in place. Employee terms and conditions will also remain unchanged.

WFS Sells Ground Handling Business in Italy

Worldwide Flight Services (WFS) has sold its ground handling business in Italy to Inceptus SpA. Since June 2015, WFS has operated the ATA business, a ground handler in Italy, through its fully owned subsidiary WFS Ground Italy.

On May 19, 2017, WFS completed the sale of WFS GI to Inceptus SpA, and WFS is no longer involved in ground handling activities in Italy. Worldwide Flight Services will continue to own and operate its growing cargo handling business in Milan.



“We believe this development is in the best interests of all parties, and especially the ground handling customers and employees of WFS Ground Italy and ATA. Inceptus plans to continue the operations of both companies in all existing airports and for all existing customers. It has also convinced us of its intention to provide great service and grow its ground handling business in Italy with the help of the existing management team. We will provide all of the necessary support to ensure a seamless transition to the new owners,” said John Batten, EVP cargo Europe, Middle East and Asia and acting EVP Europe Ground Handling at WFS.

Under the terms of the agreement, Inceptus SpA will continue to utilize the WFS Ground Italy name until the end of August 2017.

Menzies Welcomes Tigerair Taiwan’s New Macau-Taichung Route

Tigerair Taiwan has commenced a new daily route between Macau and Taichung, and the Menzies Macau team oversaw the inaugural flight.

Tigerair Taiwan is a subsidiary of China Airlines and is currently the only

low-cost Taiwanese carrier. The airline operates a fleet of 10 A320s and has the largest passenger volume in the Taiwanese aviation market.

“With routes operating between Macau and Taipei, Kaohsiung and now Taichung,

Tigerair Taiwan is confident and optimistic in the growth of the Macau market, and we are delighted to be the ground handler of choice for this airline,” said Cindy Du, finance director, Menzies Macau.



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Station Deicing vs. Traditional Deicing

When selecting the best deicing method for an operation there are a number of factors worth weighing.

By Oliver Arzt

In order to effectively deice an aircraft, there are many aspects that must be assessed. To determine the best method for an operation, gather as much information as possible and consider the following.

The Difference in Methods

Traditionally, aircraft has been deiced/anti-iced at their current parking stand after completion of ground operations, which means that all bags are loaded, all passengers are onboard and all doors are closed.

The aircraft then needs to be prepared for the deicing/anti-icing operation, ground support equipment needs to be removed and the aircraft

will be configured for deicing/anti-icing operations by the flight crew. The individual parking stand needs to be big enough for deicing trucks to be able to maneuver around the aircraft and no other ground support equipment, e.g. trolleys, mobile stairs, etc., can be in the way.

It is necessary for the deicing trucks to reach all critical surfaces of the aircraft for removal of contamination and protection of the surfaces where necessary. This can be challenging at some airports due to existing infrastructure at and/or around the parking stands and growing airframes.

Station deicing is carried out at a designated remote location at the airport. This can be a centralized deicing facility or remote deicing pads.



Photo courtesy of Vestergaard Company



Photo courtesy of Vestergaard

Centralized deicing facilities are typically found at airports where a continuous deicing operation is to be expected throughout the winter season.

Remote deicing pads provide maximum flexibility as to where deicing/anti-icing can take place since those pads are usually located on the way or near departure runway thresholds.

The main difference between these two deicing/anti-icing operations is that the aircraft will taxi to a deicing facility or remote deicing pad and will be treated with its engines running.

The Deicing Process

Deicing/anti-icing operation typically takes place using deicing trucks. When deicing/anti-icing operation takes place at the stand, deicing trucks with an open basket can be used, where the sprayer stands in the “bucket” during the operation and the driver operates the truck from within.

This open basket allows for the sprayer to also inspect certain surfaces by hand to check for clear ice. It enables aircraft mechanics to check engine inlets for contamination, too, and gives the sprayer the option to use a broom, cloth or something similar to remove contamination present on surfaces that should not be treated with a hot aircraft deicing fluid (ADF) spray, such as engine inlet fans, propellers and windshields.

When deicing/anti-icing operations take place with running engines, a deicing truck with an enclosed cabin must be used due to various safety reasons. The vehicle driver should not be exposed to jet blast, to noise and to exhaust fumes.

This deicing truck is operated by one person, which means that the individual inside the cabin operates the spraying boom as well as maneuver the truck around the aircraft. This is not recommended for deicing at the stand since the maneuvering space is very limited.

It is also recommended to have a team leader at each deicing pad who coordinates the trucks and has a general overview of the operation.

Current Trends

Over the last several years, deicing/anti-icing operation with running engines has gained popularity. It is preferred for several reasons:

- The airport can have its parking stands/positions available for the next inbound aircraft on time.
- The ground service provider can equip a fixed number of deicing pads with trucks, and thus have a smaller fleet while eliminating the need to drive equipment from one position to the next.
- ADF storage facilities can be located next to these deicing pads, which makes logistics easier to handle especially with just-in-time ADF deliveries to the service provider.
- The airlines can have better on-time performance since aircraft will be departing the position on time for their deicing/anti-icing treatment after off-blocks.
- The airport can have better departure management.
- Less contamination of aircraft handling positions is possible with effluent ADF.
- All involved can profit from faster operations due to:
 - » Easier maneuvering of the trucks around the aircraft.
 - » More trucks being able to treat the aircraft at the same time, thus even shorter deicing/anti-icing operation.
 - » Less ADF consumption due to shorter taxiing time after deicing/anti-icing operation.

Environmental Matters

What's more, environmental issues such as ADF recovery and recycling are profitable when large amounts can be retrieved from concentrated areas such as deicing pads.

Looking at the development of glycol costs of recent years, and in regards to environmental regulations at airports, it is essential to have recovery and recycling in mind. Environmental regulations might also make it mandatory for airports to have centralized deicing operations or alternative methods to collect ADF used in deicing/anti-icing operations.

If deicing/anti-icing operations are carried out on parking stands, ADF storage needs to be accessible for deicing trucks throughout the airport premises and a decentralized ADF storage needs to be considered.

This will mean less throughput within the several ADF tank farms and might result in higher cost due to increased overall storage as well as quality control.

Advantages and Disadvantages

With departure management systems in place and accurate time stamps available for a lot of handling steps, it may become more common for airports to prefer deicing/anti-icing operations to be carried out when and where their systems calculate for the overall airport operations to be best.

The pre-planning of parking stands for incoming aircraft is easier with remote deicing areas available. This can mean that, although the aircraft is closed and ready for departure, it will not receive pushback clearance until the airport – as a whole – is able to manage this particular deicing at a certain location.

Future development towards total airport management should have more impact on planning of all ground services. Planning deicing/anti-icing operations is particularly difficult since it is mostly not to be planned for with all departures.



Photo courtesy of Vestergaard

Restrictions regarding the possibility of deicing areas may be environmental as well as infrastructural. At some airports, the implementation of deicing areas may be restricted to certain aircraft size (e.g. max. code C) or to certain runway configurations.

Proper Training

Training and qualification of personnel plays a vital role in the success of a deicing/anti-icing operation.

If the operation is flexible regarding deicing on position and remotely, then equipment needs must be flexible. Personnel will have to be trained and qualified either for different tasks or a larger number of individuals need to be available to fulfill the different tasks needed.

Basic skills will need to be taught to every individual involved in deicing/anti-icing operations. All personnel must receive annual (recurrent) classroom training.

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In addition, training for position deicing, remote deicing, spraying techniques, driving patterns, ADF handling, communication procedures, lessons learned from the previous winter season(s), etc., must be kept in mind.

The training syllabus needs to be such that individuals will be able to complete the training and quality standards will be met to ensure a safe operation.

Deicing Experience

When deciding on the deicing location, it needs to also be taken into consideration whether it can be expected that deicing personnel will be able to gain experience during the winter season.

It has been shown, that deicing operations in general increase in quality, when as much practice as possible is given throughout the season.

The use of simulators should be considered to support and increase the quality of deicing operations. Maneuvering and spraying techniques can be significantly increased by giving personnel the possibility to improve their skills throughout the winter season, for example when "waiting for snow."

Operation Standards

Facing the rapid changes in airport operations and deicing/anti-icing operation of aircraft on the ground in the last couple of years, industry standards have been developed and maintained to cover all the various aspects of proper winter operations.

Those standards, recognized, referenced and recommended by ICAO, IATA, EASA and national authorities are reflected in approved airline winter operations programs, airport winter plans and service provider's handling and operations programs.

Recently published global standards exist on "Aircraft Ground Deicing/Anti-icing Processes" (SAE AS6285) and "Training and Qualification Program for Deicing/Anti-icing of Aircraft on the Ground" (SAE AS6286) with more to follow shortly, e.g. on "Quality Assurance Program for Deicing/Anti-icing of Aircraft on the Ground" (AS6332).

These go together with a number of standards in recommendations, e.g. SAE AMS1424 (ADF Type I) and AMS 1428 (ADF Types II, III, and IV) on Aircraft Deicing Fluids, ARP 4902 "Design of Aircraft Deicing Facilities," ARP 5660 "Deicing Facility Operational Procedures," just to name some of them.

Experts from aviation regulators, organizations, airlines, airports, manufacturers and services providers from all over the globe have committed themselves to contribute to and further develop those standards to ensure the safe, efficient and environmentally friendly operations of the processes that are directly related to aircraft safety during winter conditions. **GSW**



▶ ABOUT THE AUTHOR:

Oliver M. Arzt is CEO at OMAC GmbH Aviation Consulting in Germany. He also serves as co-chair on the SAE G-12 T Training & Quality Programs Committee. He can be reached at oliver.arzt@omac-gmbh.de.

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COVER STORY

GROUND SUPPORT WORLDWIDE'S
**2017 LIFETIME
ACHIEVEMENT**

**JEAN
RAINES**



By Josh Smith

After being thrust into the role of chairperson, Raines has built GAT Airline Ground Support into a respected ground handling company with stations located across the U.S.

“It was an accident,” Jean Raines says, reflecting on how she began her journey into the ground handling profession.

“I guess when you get into aviation, it gets in your blood and you can’t keep it out.”

Raines’ career in aviation began with a FBO and a charter business she and her late husband owned in Mobile, AL. Later, when her husband passed, Raines assumed the role of chairperson at GAT Airline Ground Support. She has led the company

from a FBO operation to a well-respected ground handling company with locations at 37 airports across the United States.

For her accomplishments, Raines has been named the recipient of *Ground Support Worldwide's* 2017 Lifetime Achievement Award.

Leon and Jean Raines built their FBO in Mobile, AL in 1967 to complement Leon's hobby of flying and to help support their home building company throughout the region. The FBO was recognized as one of the top 20 in the United States. During the late 1980s, Leon sold the FBO portion of the company so Jean could pursue opportunities for ground handling operations in Mobile and Pensacola, FL.

However, six months later, Leon passed away, and Raines found herself flying solo and launching her first two locations without Leon by her side.

"After he passed away, I didn't know what I was going to do," recalls Raines, who became chairperson at GAT in 1989.

However, with a determination to make good on her promises, she launched her first locations seamlessly. The airline partners recognized her passion for success, and approached her with more opportunities throughout the United States. Raines accepted the challenge and gained five cities in 1995.

While the company expanded,

she learned everything she could about loading, cleaning and dispatching aircraft.

"I attended all the courses the airlines offered about ramp handling so we knew what had to be done," Raines states.

"It was a different time in the aviation industry. Back then, it was really something because females were rare in this business," she adds, reflecting on those early days. "It was seven days a week, though. It was challenging work."

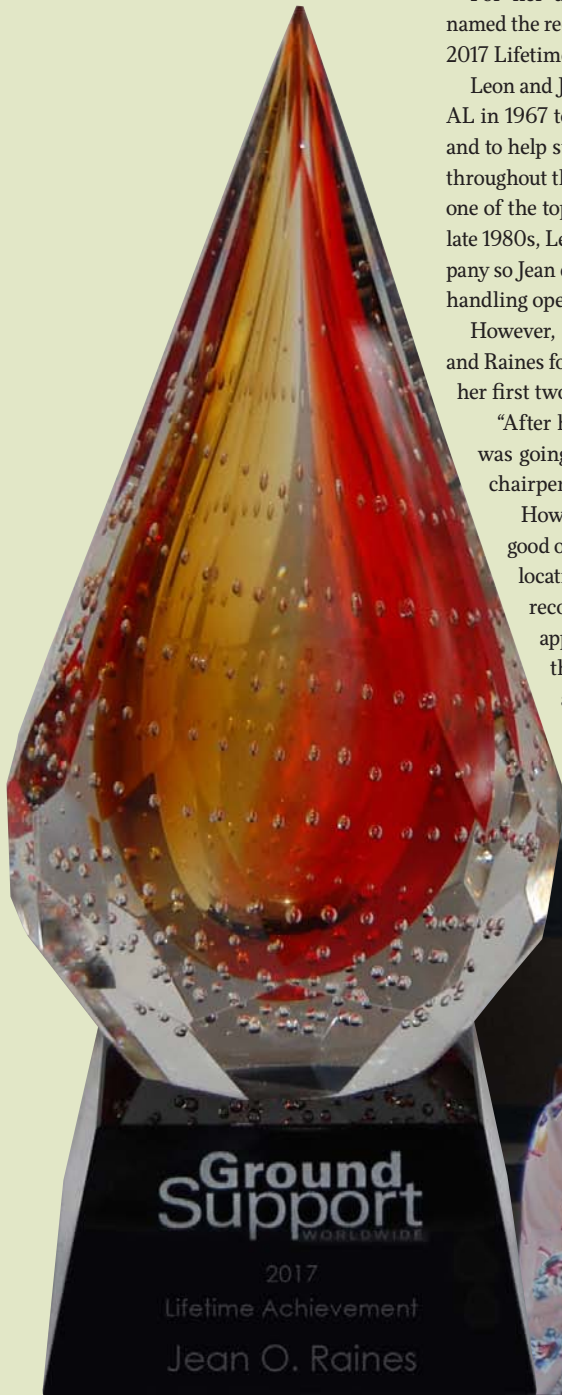
Raines partnered with Jim Baggett, a long-time family friend, to maintain the momentum and continue the company's growth. Baggett, who started with GAT in 1975 as an aircraft mechanic helped teach Raines the ins and outs of ground support equipment and how it all was used.

"Jim was a great help to me, we were on the road constantly visiting our stations to provide support and communicate with the customers," she says. "He encouraged me."

Raines knew it would be important to focus on safety and to understand potential issues her employees may be facing. GAT has been honored with numerous awards for their safety performance and reliability.

Company Growth

Although leading a ground handling company came with a steep learning curve, Raines worked



► *Raines has been a mentor to other women in the industry, like GAT's finance analyst Lenore Lahti.*

hard as chairperson. And, over time, it became second nature to her.

She recognized early on that the business was a “people-centric” industry. Building relationships with others allowed the company to thrive and expand.

“I guess the biggest thing I learned is after you get the contract, you’ve really got to service it. A lot of people forget about the customer,” Raines says. “You have to make sure you’re providing the services you said you would.”

Being a woman in a male-dominated industry provided its challenges, but Raines notes it wasn’t quite as big of an issue as some might think.

“It had its advantages and disadvantages. You just had to go with the flow,” she recalls.

Initially, favorable word-of-mouth allowed the business to develop, and soon, an opportunity to expand to Sacramento, CA, presented itself.

“That seemed like the opposite end of the world, as far as GAT’s southern roots were concerned. I had no idea if we could even do it,” Raines says. “I stayed out there two or three months to make sure. We did it, and it ended up being one of our biggest cities we have to this day.”

Presently, GAT has locations all across the United States, stretching from Portland, ME, to San Diego, CA, and from Dickinson, ND, to Sarasota, FL.

That success has been possible due in large part to Raines’ focus on relationships and following through with her promises.

“The industry, in general, is a close-knit group that is built on mutual trust and respect,” Raines notes. “Our customers had to have a sense of confidence that placing their business with GAT was the right decision. This involved considerable time investment in ensuring that we delivered on our commitments.”

GAT Family

Raines’ focus on relationships is not confined to customer dealings. She has applied the same attention to her employees.


She often helps those who work at GAT with the problems they are facing – whether at work or at home.

“We have people on this ramp that have been with us over 20 years. I recently had

the fortune of attending a celebration with one of our employees that has been with us for 30 years,” Raines says. “The key to being a success in this business is treat your people right, and treat them the way you would want to be treated.”


GAT’s philosophy is “people make the difference.” Raines takes that to heart, frequently offering open positions to current employees and promoting from within.

In fact, Richard Thiel, President; Dian Lensch, Chief Financial Officer; Carl



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Schouw, Chief Operations Officer; and Brian Heard, Executive Director – Corporate Safety, all moved into corporate roles at GAT after working in other capacities first.

“When we get somebody who is dedicated, and demonstrates that commitment, we want them to move up the ladder,” Raines says.

“We started and gained a lot of experience with GAT,” notes Lensch, the company’s CFO. “That’s really what’s helped me in my role – is having done that job out there on the ramp, knowing what they do and knowing what challenges they face.

“It translates to every aspect of what we do.”



GAT Airline Ground Support has been an integral part of my life for **over 50 years**. I have been blessed to meet some truly **outstanding people** that have **ouched my life** in so many **positive** ways. I **sincerely thank** all my **friends, co-workers** and **acquaintances** for all that you have done to make **GAT successful**.

Providing opportunities to employees is just one aspect that Lensch admires about Raines.

Lensch notes there are several examples of Raines taking a personal interest in the employees who keep the company running successfully.

“When traveling, she would meet with the crews and tell them how much she appreciated them. It was something they didn’t hear all the time. They were very glad to know the owner of the company took time to spend with them,” Lensch says.

One specific example took place while visiting Fort Myers, FL. Raines was in the bag room and experienced firsthand how hot the facility could get.

“Her and Mr. Baggett went out the very next day and got them two gymnasium-sized fans to cool it off. The employees were so appreciative of that simple act of kindness,” Lensch recalls.

“A lot of people can run a business, but to run a business with heart takes a certain personality. And she definitely has it,” she continues. “She’s still teaching me to this day.”

Lensch says this attitude has given Raines a

sterling reputation with both her employees and GAT’s customers.

Recently, that reputation was proven accurate when the company was recognized by Delta Air Lines for servicing 5,000,000 aircraft approaches without a single incident of aircraft damage at Hartsfield-Jackson Atlanta International Airport (ATL).

Retirement

After decades of success, Raines is retiring this year.

After a recent sale, she will still own a small interest at GAT Airline Ground Support, which was acquired by private equity firm Atlantic Street Capital. However, Chief Executive Officer Boe Strange will assume Raines’ role within the company.

Raines is confident she is turning over her business to the right person.

“He’s a quick learner and I don’t think he ever sleeps,” Raines says, applauding Strange’s work ethic. “Everybody knows him. He’s been a strong leader in our community and has worked closely

with our airline partners.”

Remarried and ready to retire, Raines plans to spend more time with her family and travel with her husband, Don.

She is ready to step aside and let the company continue to keep its reputation in tact within the industry.

“I wish I was younger, and I could keep doing it,” Raines says.

Of course, if GAT ever needs her, she says she is always willing to help.

“GAT Airline Ground Support has been an integral part of my life for over 50 years. I have been blessed to meet some truly outstanding people that have touched my life in so many positive ways,” she says. “I sincerely thank all my friends, co-workers and acquaintances for all that you have done to make GAT successful.” **GSW**



▲ Raines is looking forward to retirement so she can travel with her husband, Don, and spend more time with her family.



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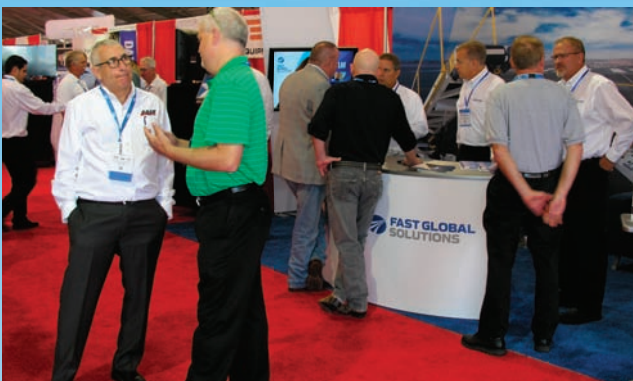
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The Challenges Faced by Africa

Various obstacles pertaining to ground handling throughout the continent can make it difficult for airlines to find reliable partners. However, recent investments are allowing the industry to develop.

By Mario Pierobon

Africa is a very dynamic region for the aviation industry, where it is experiencing growth thanks to an overall increase in political stability in many parts of the continent over the last several years.

This month we shall provide a regional update on aircraft ground handling in Africa and we will be looking at the advantages and disadvantages of the aircraft ground handling business in Africa, with particular focus on how airlines should find reliable partners.

A Fragmented Industry

The first thing that should be pointed out is that the aircraft ground handling infrastructure across the African continent is very fragmented, as over time, it has evolved following different patterns.

“It gets better in some parts of Africa but requires significant improvement in others. Some international ground handling organizations have come in to improve the situation even though other home based ground handling agents (GHA) in a few countries have developed with proper structures and resources for offering reliable aircraft ground handling services,” says Tom Ogendo, currently head of passenger services at Kenya Airways where he was head of ramp operations from 2012 to 2016.

Kenya Airways has a ground handling division – Kenya Airways Ground Handling Services – which has been ISAGO certified for the last six years and has operations in JKIA Airport in Nairobi and MIA in Mombasa. The company is the leading ground handling service provider in Kenya, where, besides handling Kenya Airways’



Photo courtesy of Kenya Airways

aircraft, it also handles some 20 other airlines that fly to Nairobi and Mombasa.

“The aircraft ground handling infrastructure across the African continent is aged and in need of a bust in funding. Most of the ground handling infrastructure was established in the 70s and 80s and has not really changed since then. The change, if any, that has taken place is for the worse, due to the high costs of newer equipment, which is needed in most countries,” says Lennia Bikoko, an aircraft ground handling quality and safety professional. “Contracting reliable partners is a really big challenge, the bigger companies are more interested in taking over rather than engaging in a partnership.”

The growth and development of ground handling services has been hampered by protectionist policies by a number of states, points out Ogendo.

“In most countries, the ground handling service companies are state-owned and, in such cases, most of these are monopolies. Due to lack of competition, there is little investment to improve the resources required for good service delivery in terms of staff training, equipment and other facilities required for aircraft ground handling. This has meant that most organizations offering ground handling services in Africa use old and sometimes obsolete equipment,” he says.

The airport authorities have found a way to monopolize the business around the provision of ground services and often are not at par with the global “best practices,” hence the level of expected services at such locations is actually lower in quality and safety parameters as compared with global figures, points out Maurizio Anichini of ground handling consultancy Twiga Aero.

In cases where the industry is liberalized, there are several small handling companies at a single airport and this results in price undercutting as all these providers compete for business.

“The result is a low return on investment and an inability to continually allocate resources for future investment on staff training and equipment renewal. The ground support equipment (GSE) required for aircraft handling is costly and all of it is imported from outside the African continent. It takes time to develop the maintenance capability to keep these pieces of

equipment in good condition for safe aircraft handling,” says Ogendo.

“Most GSE manufacturers also offer inadequate technical support to the buyers of GSE and this impacts the reliability, safety and life span of the equipment. When airlines fly to countries where the GHA is a monopoly, there is normally no options to choose from and the handling rates in such countries are very prohibitive, hence affecting the bottom line of airlines. Airlines hence have not only to put up with poor service but also with high handling costs in such destinations which are by far the majority in Africa.”

Airline Challenges

In this context, the airlines are often experiencing issues and Twiga Aero’s Anichini provides an insightful anecdote.

“A new B787 is taxiing to its parking position on the inaugural flight at an airport in a country in southwestern Africa. In spite of the elaborate water cannon welcome from the fire brigade, the wingtip of the incoming aircraft strikes a flag pole.

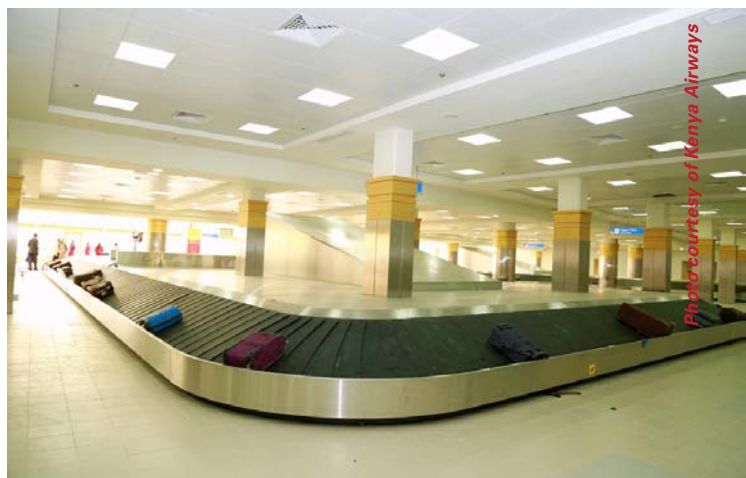
A flag pole you ask? What is a flag pole doing there to begin with?” he asks. “In many places, infrastructure is not commensurate with the changing times of today, let alone those of yesteryear, with very different – read smaller – aircraft types. Gone are the days of aluminium aircraft that mechanics will patch up quickly and for a few thousand dollars. The hole in the fuselage of the B747 would have cost about \$200,000 USD. For the B787, it meant a \$2,000,000 cost and several weeks on the ground.

“In terms of delays, airlines pay a high price for sub-standard systems such as baggage systems, which slow things down as companies seek to ‘go manual,’” he continues. “Airport redesign and infrastructure build-up appears to be old designs from more than 30 years ago being recycled, rather than leap-frogging to the future of smart airports.”

“Safety is key for airlines. In fact at Kenya Airways, we say ‘Safety is our License to

Operate.’ When handling staff are not well trained, and handling equipment unreliable due to poor maintenance or obsolescence, safety suffers. Aircraft ground handling is a delicate activity as the safety of aircraft, equipment and personnel working around the aircraft is critical,” says Ogendo of Kenya Airways. “Aircraft also need to be safe at departure, void of any ground damage to ensure the safe operation of the flight, safety of the passengers and crew on board.

“Damage due to unserviceable GSE or inadequately trained staff is a major challenge faced by most airlines operating in Africa,”



he adds. “Flight delays is yet another factor that affects airlines. This is caused more by ground service equipment failure, lack of or inadequate equipment. In other cases there is no compatible equipment to handle a particular aircraft category or perform a particular handling task on the ground. In destinations where the GHA is a monopoly, all carriers sign up with the single GHA, and where services clash in such destinations, carriers encounter delays due to inadequate capacity of the ground handler. Such delays can have reactionary effects on a carrier affecting the network integrity and aircraft utilization.”

Airlines are also limited in the expansion ambitions in destinations where the handler has limited capacity. A carrier may desire to increase capacity in terms of additional frequencies or bigger aircraft, but some handling agents have no capacity to handle such aircraft.

“Equipment for handling cargo freighters, for instance, remain a challenge in a

number of destinations and thus airlines desiring to fly into such destinations cannot do so. Airlines have to make up with longer turnaround times in destinations where handling services are limited in capacity. This is to give longer ground time to match the handling capacity. This results in low aircraft utilization and higher costs," says Ogendo.

Another issue in Africa is that of government interference.

"A lot of African airlines are either wholly or partly owned by their governments. Being government entities, they are liable to negative government interference in the form of poor decisions and the likes, resulting in the airlines being treated as personal entities," says Bikoko. "Also plaguing the airlines is corruption coming as a result of being state entities; positions are filled by personnel based on who they know rather than qualifications and experience."

Safety Initiatives

There are aircraft ground handling safety initiatives that the service providers are



Photo courtesy of Twiga Aero

individually putting in place across Africa.

"Companies in Africa are usually front-runners. For example, Air Zimbabwe was the first company to be ISAGO registered. Who would have thought that?" points out Anichini of Twiga Aero, noting this is a demonstration of transformational leadership in the way of thinking about ground service provisions.

Airlines have taken it upon themselves to offer additional training for the GHA's handling staff in some areas.

"This is not the common practice in other parts of the world. ISAGO certification and

forefront of global aircraft ground handling safety initiatives.

"IATA working groups usually meet in Europe and North America. African professionals do not have an easy time obtaining visas for the countries where meetings are held, hence their apparent 'non-participation' in standard-setting groups like IGOM," he says. "Together with Richard Hunt, formerly at South African Airways, we managed to convince the IGOM group to meet in South Africa in February of 2017. Without including Africa in the mix, as a continent, African aviation leaders will not become the chairs

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and vice-chairs of standard setting groups, maintaining the reigning hand well placed in the hands of the non-African counterparts. This must stop and I encourage African aviation professionals to get involved and participate. I invite African aviation leaders to demonstrate their transformational leadership.”

The Role of International Players

International aircraft ground handling companies are investing in Africa and this is making the industry develop.

Systems, knowledge and management competence are their main contributions, according to Twiga Aero's Anichini.

“International ground handling companies are developing in Africa and increasing their presence, though, at a slow pace. The

companies bring with them better resources in terms of GSE and senior-level expertise and better trained staff in ground handling matters,” notes Ogendo of Kenya Airways. “The main challenge with the international ground handling companies is that they seldom invest in new equipment for the stations they operate in Africa, but rather redeploy used equipment from other stations into Africa destinations. Their international network, though, accords them better technical support for their GSE in

terms of spare parts requisition and technical advice.

“One other challenge with these international GHAs in Africa is their remuneration policy,” continues Ogendo. “All is not doom and gloom. We at Kenya Airways are determined to become a power house in ground handling and be the premier GHA in the region. We have worked hard to attain our current position and have mapped out areas of improvement as we seek to win in Africa.” **GSW**



▶ ABOUT THE AUTHOR:

Mario Pierobon is a safety management consultant and content producer. He currently is working on a research project investigating aircraft ground handling safety. You may reach him at marioprnb@gmail.com.

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Best Practices in FBO Management: Cargo Operations

Creating a business model for ad hoc cargo operators means planning for the unexpected.

By Douglas Wilson

FBOs are the jack-of-all-trades at airports. While the majority provide essential services such as aircraft refueling and itinerant parking, full service models are still alive and well, and many serve a clientele that most of us don't give a second thought to – unless our overnight package is late – air cargo operators. Many FBOs provide aircraft refueling services to scheduled air cargo operators, that much isn't unusual. However, FBOs desirous of truly ground handling unscheduled, ad hoc

air cargo have much to consider before jumping in with both feet. While ground handling fees may seem lucrative, and the attendant large fuel uplift enticing, the rule of “be careful what you wish for” applies.

Whether the shipping pallets of frozen fish, to delivering oversized or unusual parts to keep a busy production line going, to equine air transport, ad hoc air cargo operations are a different animal altogether. This group probably represents the smallest market segment when one considers the combined numbers of flights by scheduled air carriers such as UPS and FedEx, plus the myriad of freight forwarding companies that collectively operate the hundreds of small aircraft that ply the night sky. Yet, ad hoc air cargo operations can present the most operational challenges for an FBO. Why?

First, let's begin with a compliment to the flight crews themselves. The term "freight dog" is still a badge of honor, and by in large the pilot group flying ad hoc freighters are some of the nicest crews in the industry. Sent to airports they've never been to before, with zero onsite support of their company, and in the middle of the night no less, they tend to be exceptionally kind-hearted to and understanding of FBO personnel. To be sure, a great many once worked at an FBO. Simply put, they know your FBO has never moved the propeller shaft of a nuclear submarine at two in the morning during a snowstorm using a rented forklift - because they haven't either. The nature of ad hoc air cargo operations is just that, a curious series of first times with occasional moments that seem vaguely familiar to both flight crew and FBO alike.





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In terms of challenges, investment in or resourcing proper equipment top an FBO's list to handling ad hoc air cargo. For scheduled air cargo operations, a contracted ground handler or the cargo company itself will often invest in a standard complement of equipment. Typically, that list includes a set of crew stairs, a pushback tug, proper tow bars, K-loaders or palletized cargo loaders, a belt loader and a forklift. For an FBO, that list comprises a six-figure investment. Because of the unscheduled nature of ad hoc air cargo, an FBO may only see a handful of operations a year. Or, a local contract involves a brief period of pseudo-scheduled air cargo, but it lasts perhaps a month. In either case, there is simply no Return on Investment (ROI) that creates justification for such a specialized – and speculative – equipment purchase by an FBO. Left with a business imperative to always serve the

customer, but lacking the proper equipment to do so, FBOs tend to get creative.

At larger airports, FBOs are wise to execute short term equipment leases and bailment agreements with 121 carriers or other ground handlers that own or operate large fleets of Ground Support Equipment (GSE). Specialized off-airport leasing companies that allow short term equipment lease may also be of consideration. Another method employed by FBOs is simply subcontracting out the ground handling portion of an equipment offload to a qualified provider, in order to focus on the more straightforward FBO service, such as fueling and pushback only. The most common solution to the equipment conundrum though are reciprocal use agreements where an FBO and other ground service providers have the ability to use each other's GSE on an as-needed basis.



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The most common solution to the **equipment conundrum** are reciprocal use agreements where an **FBO and other ground service providers** have the ability to use each other's GSE on an as-needed basis.

In reality, these reciprocal use agreements lack any formality, and usually take the form of “borrowing” GSE and then topping off the fuel tank of that borrowed equipment as a thank you. Occasionally, a pizza is involved in such transactions.

Humor aside, and while a tried-and-true practice, these informal arrangements can present significant risk if not mitigated, and costly liability if not formalized. A form of risk mitigation would involve the FBO conducting and documenting annual training on vendor equipment. And, liability can at least be limited through even rudimentary



Finally, and once endemic to the ad hoc air cargo operator community, there remains the ugly specter of payment issues. In the not-too-distant past, the term “fly by night operator” was a double entendre. Bankruptcies were rampant, and FBOs would find the vintage airliner-turned-freighter would be parking with them a very long time, and its crew was nowhere to be found. In other cases, the aircraft would disappear one night, without word or warning. While the industry has improved since then, the margins for freight operators have not, and remain frighteningly thin. FBOs are still wise to secure payment, including a

back-up form of payment for ground handling. Whenever possible, fueling should be performed using a contract fuel inventory – after a fuel release has been provided by the supplier.

Challenges aside, the rewards can be many for the well-prepared FBO serving ad hoc air cargo carriers. And on reflection, not all of those rewards are financial. At least for this FBO veteran, after a well-cho-reographed cargo offload, there is nothing quite as satisfying as watching a sooty 727 as it climbs into the low cloud, escaping the reach of the approaching storm. At two in the morning, of course. **GSW**

▶ ABOUT THE AUTHOR:

Douglas Wilson is the president and founder of FBO Partners LLC, an aviation consultancy providing business management advisory services to Fixed Base Operations (FBOs). Wilson can be reached at douglas.wilson@fbopartners.com.

written agreements. Finally on the subject of equipment, a few key pics of equipment with wider use to the FBO may be worth consideration for a capital expenditure budget, such as a forklift and air stairs.

Proper equipment aside, there is the human element to consider – FBO personnel. A few rhetorical questions should be asked by the FBO manager before accepting the arrival. How many people are needed for the operation? And using the previous example of an off-load requiring a forklift, are they forklift qualified? If they are qualified, are they comfortable with such an unusual operation? Of note is that these answers to these questions may change if the proposed operation is in the middle of the day versus the middle of the night.

There’s still another human factor in play – one outside the FBO. There are as many charter brokers as there are actual ad hoc air cargo operators, and occasionally, something might be lost in translation by brokers. It is not unusual that a charter broker will assure the FBO that the aircraft is arriving with “only few pallets of fish” and merely requires a belt loader. Hours later – and always after the broker is fast asleep – the aircraft arrives with “new diesel motors for a fishing trawler,” and needs a forklift – a big one. An FBO should consider they truly don’t know what’s onboard the aircraft until the cargo door opens, and need to be prepared for surprises.



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By using a VR training method, ground service providers can receive valuable deicing experience without wasting fluid or fuel while also avoiding the risk of damaging aircraft and GSE.

By Josh Smith

Between wasted deicing fluid, fuel spent operating trucks and the risk of damage to both aircraft and GSE, the costs associated with deicing operations training can be extensive.

So in order to give ground service providers the experience required to safely deice airplanes without unneeded expenses, Global Ground Support has introduced a simulator designed specifically for use with virtual reality.

The commercial version of the Gen2 VR Deicing Simulator was released in December of 2016 – nine years after the company’s original version was released.

The Gen2 model, which offers access to 18 different aircraft and multi-user functionality, has an updated graphic engine that allows for full virtual reality.

“Up to eight users can deice the same aircraft either as the basket operator or driver,” explains Jeff Walsh, Executive Vice President for Worldwide Sales, Service and Marketing at Global. “A ninth person can supervise and evaluate everyone’s performance.”

The Gen2 simulator offers training for the Global Ultimate 2200 AirPlus with Enclosed Cab; Global Ultimate 2200 Open Basket; and Global ER2875 AirPlus with Enclosed Cab.

In order to make simulations as realistic as possible, several variables are provided, including FAA holdover times built in and changed based on precipitation and temperature; full fluid dynamics; and multiple

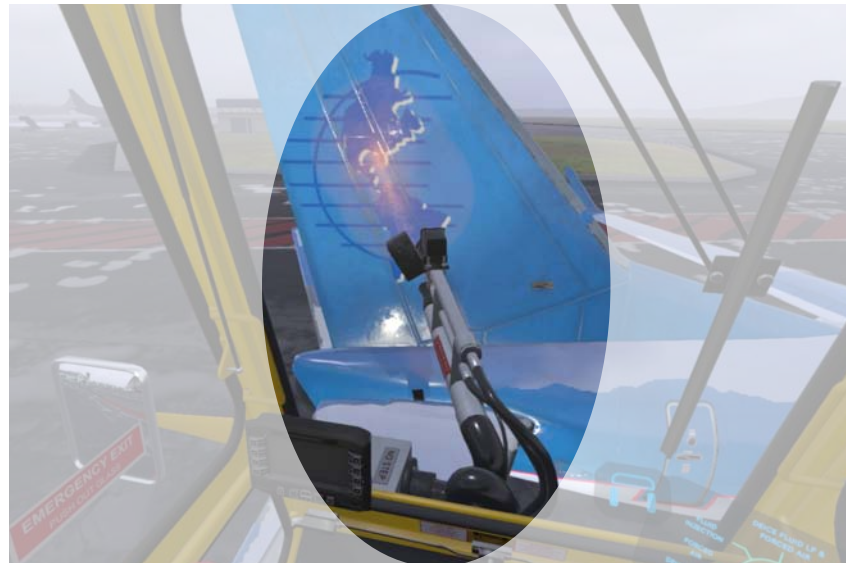


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wind scenarios that affect the fluid as it comes out of the nozzle.

The simulator then scores users based on

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“It allows operators to train in simulated winter weather conditions, variable wind

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speeds/direction, time of day, etc.,” Walsh says. “Most vehicle training occurs at the end of summer or early fall, which does not come close to representing the actual conditions they will deice in.

“Most operators never train on actual aircraft,” he adds. “And for some, the first time they spray on an airplane, it is a live departure with passengers.”

Global’s simulator can be set in less

than an hour, and the company provides eight hours of training with each new simulator.

The simulator, which requires less than 3 sq. meters of floor space, includes the actual armrests and joysticks from the deicer, along with an Oculus Rift VR device, computer, 50” monitor, software and other required components.

According to Walsh, the Gen1 simulator is utilized by 77 customers while four customers currently operate the Gen 2. Customers include airlines, ground handlers, service providers and the United States Air Force.

While customers have not been charged for updates to the Gen 1 Simulator, the Gen2 Simulator requires different hardware and cannot be run on the older systems, the company says. However, Walsh believes current and future updates to the Gen2 will make investing in the new model worthwhile.

“Since we own the software, we will always be adding additional features, aircraft and, hopefully, other GSE equipment,” Walsh says. **GSW**

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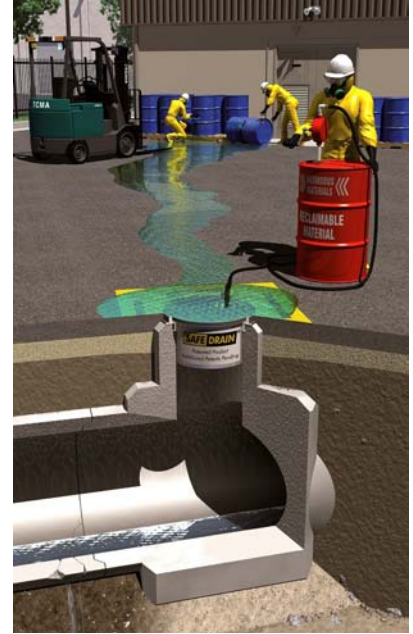


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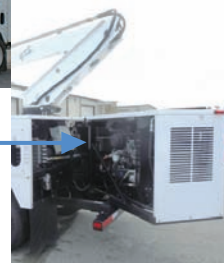


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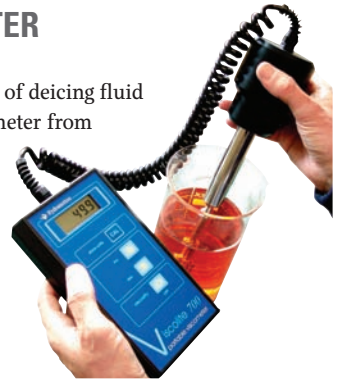
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Safety is No. 1

An efficient ramp requires capable people, and keeping those people safe should be the top priority.

The National Safety Council and other organizations across the United States observe National Safety Month during June each year.

Whether your company actively takes part in National Safety Month or not, the occasion serves as an important reminder that safety is a critical issue effecting many industries – aviation chief among them.

Safety is a pillar of the ground support industry. It keeps both workers on the ramp and passengers on the plane free of harm.

During the IATA Ground Handling Conference (IGHC) in May, Nick Careen, senior vice president of airport, passenger, cargo and security at IATA, stressed the importance of people on the ramp – even at a time when aviation is becoming more automated and focused on technology. The safety of those people on the ramp is paramount.

But where does one get started? Safety information is available through a number of sources, and simply reaching out to organizers of these groups is a good first step.

For example, during the IGHC, leaders of the “We Are Safety” campaign presented their goals to the conference’s delegates.

The campaign, which was launched in 2016, is a non-profit brand that aims to increase awareness of safety culture. “We Are Safety” is being adopted by airlines, airports and ground handling agents in the United Kingdom and in other areas of Europe, and the supporters are looking to expand the initiative.

Stressing the fact that “We Are Safety” is more than a poster campaign, representatives explained the goal is to connect different working groups – for example, ground handlers, airlines and airports – to improve communication and create safer working environments as well as other benefits for all parties involved.

So why not use National Safety Month as an opportunity to reassess the way you approach your daily routine and connect with people focused on protecting the people in our industry?

What safety measures do you have in place? Are you compliant with current safety regulations? Are employees well versed in and regularly performing safe practices? Are there any steps you could take to make your operation safer?

Taking a moment to answer these questions could make daily tasks safer for people in your operation, and safety on the ramp should be the top priority.

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