

All safe at the ground handling front?

PRODUCTS & SERVICES


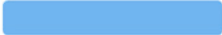


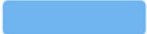






To further improve their level of safety, Ground Service Providers have the most interest in safety culture improvement and Safety Management System development and are willing to invest in these.



Main challenges





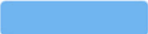
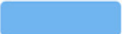

44 Ground Service Providers, representing all continents except South-America, responded to the short survey about their safety ambitions and where they might welcome assistance to fulfil these ambitions.

Response	Total	% of responses	%
Shorter turnaround times	24		57%
Increasing work pressure	17		40%
Customer demands	14		33%
Retention of experienced personnel	13		31%
Personnel turnover	11		26%
Increasing competition	7		17%
Other, please specify	5		12%
Government regulations	4		10%
Airport regulations	3		7%

As expected, realising shorter turnaround times is the main challenge for Ground Service Providers, irrespective of their location in the world. The majority of respondents couple this challenge with increasing work pressure and customer demands. Interestingly, all three Ground Service Providers that see airport regulations as a challenge are based in the United Kingdom.

Half of the respondents voiced their opinion on how these challenges may be met. Although the answers were quite diverse, two items that sprang out were standardisation of procedures and improvement of the service demand-supply relation with airlines.

Barriers that keep from adopting solutions

Response	Total	% of responses	%
Cost	19		46%
Operational pressure	16		39%
Manpower	13		32%
Unbalanced priorities	11		27%
Lack of experience	11		27%
Time	9		22%
Hard to predict safety effect of solutions	4		10%

Barriers that keep Ground Service Providers from adopting solutions to meet their main challenges are mostly related to internal resources like cost, manpower, lack of experience and time. In times of operational pressure, priorities are not always considered well-balanced. When asked how savings could be achieved in their business, investing in manpower was mentioned as the primary way, followed by standardisation of procedures.

Respondents indicate that costs are a barrier related with manpower, unbalanced priorities and lack of experience. Operational pressure is related with time. The difficulty to predict the safety effect of solutions is not seen as an important barrier for adopting safety solutions.

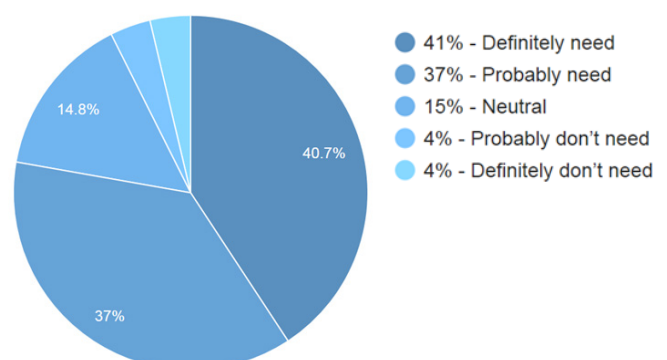
Further increase the level of safety

Response	Weighted score	%
Safety culture improvement	<div></div>	26%
Safety Management System development	<div></div>	20%
Safety performance monitoring	<div></div>	15%
Safety risk management	<div></div>	12%
Safety assessment	<div></div>	9%
Fatigue risk management	<div></div>	7%
Safety regulations	<div></div>	5%
Accident/incident investigation	<div></div>	5%
Other, please specify	<div></div>	1%

Of most interest to Ground Service Providers to further improve their level of safety are safety culture improvement and Safety Management System development. Safety culture improvement has been rated as #1 priority by 13 respondents and selected 33 times in total. Safety Management System development has been rated as #1 priority by 15 respondents and selected 25 times in total.

A service to improve your safety culture

The majority of respondents indicate that safety culture improvement is an area in which they would welcome assistance. Most of these respondents indicate that it is extremely or very likely that they would buy such a service. Those who indicate that they probably or definitely don't need a safety culture improvement service, are not convinced about the added value, not willing to pay for such a service, or see safety culture as an internal issue.





Expectations indicated by respondents are that the service is tailor-made, proven and results in practical solutions with substantial gains in safety performance.

As has been identified earlier, costs are the primary barrier that keep Ground Service Providers from adopting solutions. It is therefore not surprising that the majority of respondents indicate that pricing of a safety culture improvement service is important.

Safety culture quick scan

Nearly half of the respondents rate their safety culture as proactive: hazards and risks are managed. The reality check assessed 6 high-level dimensions of safety culture:

- Commitment
- Justness
- Information
- Awareness
- Adaptability
- Behaviour with regard to safety

It is revealed that even for the organisations with a proactive safety culture, improvements could be made. Just culture needs to be established, safety issues should be managed by taking measures when safety risks are revealed and continuous learning and improvement should be assured.

The results mirror the wish of the majority to improve their safety culture.

CONCLUSIONS

Shorter turnaround times, coupled with increasing work pressure and customer demands, are identified as the main challenges for Ground Service Providers. Solutions have to be sought in standardisation and an improved Ground Service Provider-Airline relation. Barriers to adopt solutions are mostly related to internal resources and operational pressure.

To further improve their level of safety, Ground Service Providers have the most interest in safety culture improvement and Safety Management System development and are willing to invest in these. It is expected that a service to provide assistance in these activities is tailor-made, proven and results in practical solutions with substantial gains in safety performance.

Although most respondents rated their safety culture as being proactive, the reality check revealed that at a more detailed level, safety culture improvements can be established that promulgate throughout the entire organisation.