

**57th CONFERENCE OF
DIRECTORS GENERAL OF CIVIL AVIATION
ASIA AND PACIFIC REGIONS**

*Incheon, Republic of Korea
4 – 8 July 2022*

AGENDA ITEM 3: AVIATION SAFETY

**PLAN ON CREATING A SAFETY AND QUALITY ASSURANCE SYSTEM
FOR AIRCRAFT GROUND HANDLING SERVICE IN KOREA**

Presented by the Republic of Korea

SUMMARY

Aircraft ground handling service plays a crucial role in the air transport industry, but it carries risks such as those of safety accident due to inadequate quality management, old equipment, and other issues. In light of these circumstances, Korea intends to develop a policy on managing aircraft ground handling service providers as part of aviation regulations in order to help them enhance the quality and efficiency of their services.

PLAN ON CREATING A SAFETY AND QUALITY ASSURANCE SYSTEM FOR AIRCRAFT GROUND HANDLING SERVICE IN KOREA

1. INTRODUCTION

1.1 Aircraft ground handling service plays a significant role in flight management by ensuring flight safety, on-time performance, and uninterrupted flow of cargo and passengers. However, there are risks of flights delays and ground safety accidents due to insufficient quality management, outdated equipment, and other issues.

1.1.1. In 2019, ground handling service was responsible for 5.2% of delay in passenger flight departures at Incheon International Airport(0.5% of such delays attributed to the airport itself).

1.2 In Korea, the Aviation Business Act allows anyone to offer aircraft ground handling service if they register with authorities and meet certain requirements, leading to concerns that an excessive number of small businesses may pop up and the quality of their services may suffer. Although aerodrome operators are responsible for the overall management of airports, they have no means to control and discipline aircraft ground handling service providers, which creates a loophole.

1.3 This is why Korea is pushing for creating service quality assurance provisions that govern aircraft ground handling service providers as part of airport safety operations standards, based on relevant requirements stipulated in the ICAO Doc 10121 (2019), ACI-related policies, and Korea's Third Basic Plan for Aviation Policy and IIAC has started a trial introduction and is verifying the effectiveness.

1.3.1. Through the Doc 10121, Manual on Ground Handling in 2019, the ICAO presented guidelines recommending that aerodrome operators regulate aircraft ground handling service providers, supervise them for safety, and sign an agreement with them.

1.3.2. In the Ground Handling Policy Paper (2016), the ACI suggested that aerodrome operators standardize the management of ground handling service to ensure safety and efficiency.

1.3.3. Details of the approval review of aircraft handling businesses, the conclusion of service agreements and the quality evaluation system for ground handling on a trial basis by IIAC through the revision of the airport safety operation standards are as follows.

2. DISCUSSION

2.1 The following are the details of Signing a service agreement for mutual cooperation between airport operators and ground handling service providers can approve the on-premise operations of aircraft ground handling service providers, sign an agreement with them, and assess the quality of ground handling service.

2.2 Review of on-premise operations for approval

2.2.1 Table 1 offers the approval review criteria for evaluating the performance of aircraft ground handling service providers and the process of determining whether to revoke approval based on the quality of such performance.

Table 1. Key content of how on-premise operations are reviewed for approval

Category	Key content	Details
Criteria for approval review	Determine whether the applicant qualifies for operations by reviewing documents submitted and minimum requirement satisfaction	- Requirements ① Register as an aircraft ground handling service provider ② Sign agreements with airlines and other aircraft ground handling service providers ③ Sign agreements with airlines and other aircraft ground handling service providers ④ Secure a rest lounge for employees ⑤ Take out liability insurance ⑥ Have offered safety training for employees within the last one year
Evaluation method and criteria to decide whether to approve on-premise operations	Form a review committee composed of internal or external experts to determine review criteria, minimum requirements, the appropriateness of business plans, the findings of quality assessment, etc.	- Review items ① Compliance with the service agreement signed with the aerodrome operator ② Results of quality assessment by the aerodrome operators and external organizations ③ Violation of aviation and labor regulations within the last five years ④ Ground safety accidents and policy violations within the last one year ⑤ Delays in ground handling service that led to flight delays within the last one year ⑥ Other review items determined by the committee
Application and approval for on-premise operations	- Limitations on subcontracting To prevent indiscriminate subcontracting, aircraft ground handling service providers that serve as subcontractors must also satisfy the requirements for approving on-premise operations	

2.3 Service agreement

2.3.1 The ACI’s Guidance to Members: Template on Ground Handling Service Provider Agreement has been used to determine signing a service agreement for mutual cooperation between aerodrome operators and ground handling service providers.

Table 2. Key content of service agreement(for ground handling service providers)

Category	Key content
Appropriateness of organizational management	<ul style="list-style-type: none"> - Minimize employee turnover and temporary staff to ensure employment security and retain skilled workforce - Have the main contractor form a unit responsible for win-win relationships and develop mutual growth programs - Comply with labor policies
Efficiency of ground handling service	<ul style="list-style-type: none"> - Minimize delay in flight departures and arrivals - Exchange and share flight information to control the overall flight traffic - Minimize flight turnaround time
Safety management	<ul style="list-style-type: none"> - Reduce safety policy violations and ground safety accidents - Reduce foreign object damage and minimize faulty equipment - Participate in safety assurance activities such as campaigns and joint inspections

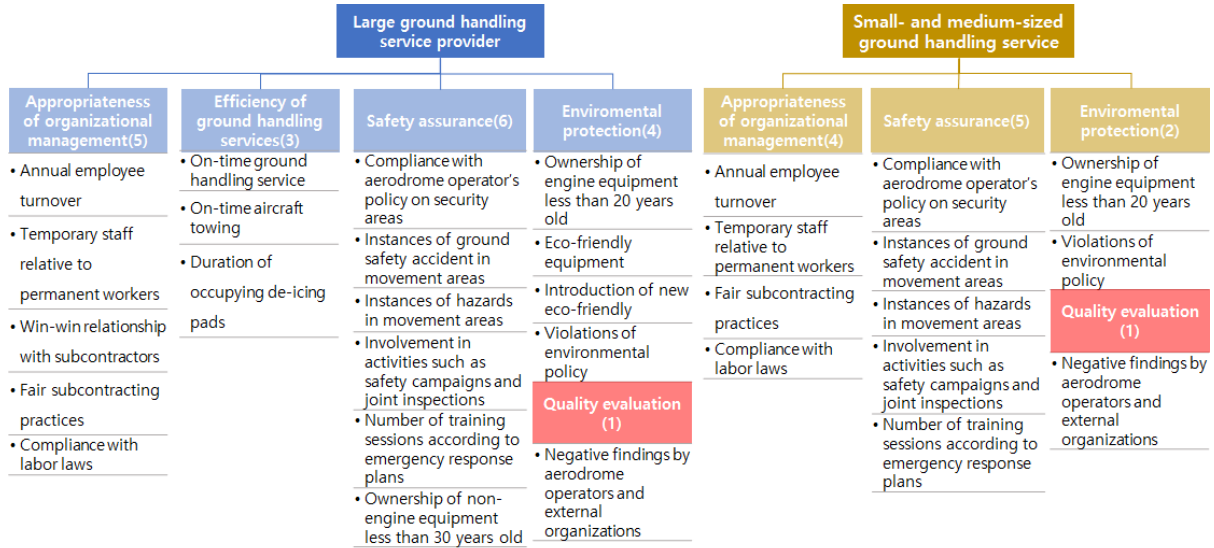
Table 3. Key content of service agreement (for aerodrome operators)

Category	Key content
Efficiency of ground handling service	<ul style="list-style-type: none"> - Development of A-CDM(Airport Collaborative Decision Making) system and sharing flight time information - Construction of charging infrastructure for eco-friendly ground handling equipment and vehicles
Safety management	<ul style="list-style-type: none"> - Providing education programs to prevent ground safety accident - Management and improvement of facilities to maintain a safe airside environment

2.4 Quality assessment

2.4.1 Performance evaluation is to be conducted on ground handling service providers on a continued basis in terms of the appropriateness of organizational management, efficient operations, safety assurance, environmental protection, etc., and encourage such providers to improve service quality voluntarily.

2.4.2 Based on the revenues of ground handling service providers, different evaluation metrics are used for big companies and small- and medium-sized businesses to which 19 and 12 evaluation items apply, respectively, as presented in Figure 1.



3. ACTION BY THE CONFERENCE

3.1 The Conference is invited to:

- a) Note the information contained in this paper;
- b) Share policies and options regarding aircraft ground handling service which are implemented in other countries (policies on aircraft ground handling service will also be applied to foreign service providers that newly enter the Korean market); and
- c) Discuss any relevant matters as appropriate.

— END —