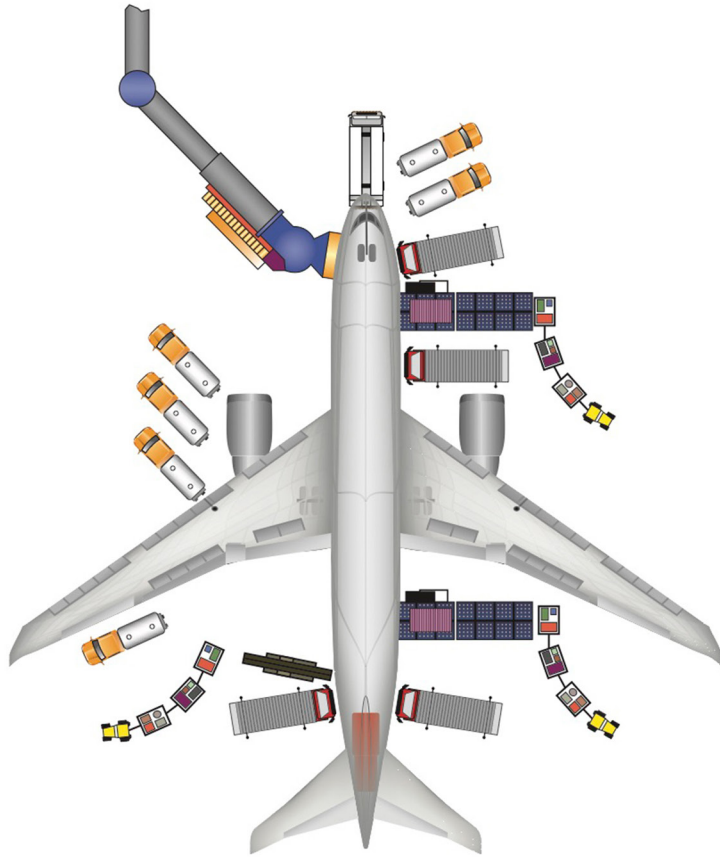


DHARMASIRI EHELEPOLA



AIRPORT

Ground Operations

SGHA/SLA/Bench Marking/Met/Flight
Planning and Aviation Topics

AIRPORT GROUND OPERATIONS

**SGHA • Standard Ground Handling
Agreement Based on IATA**

Copyright © AeroChapter 2018

All rights reserved.

No part of this book may be reproduced or distributed in any form without prior written permission from AeroChapter.

It is IMPORTANT to note that this book can be used for educational/training purposes only. When carrying out a procedure, you MUST always follow instructions stated in the relevant aircraft manual or manufacturer's handbook and also follow the requirements of your national regulatory authority.

Published by AeroChapter

Table of Contents

General

Main Agreement

Annex A

Annex B

Sample of Annex B

S L A

Sample of S L A

Benchmarking

Sample of Benchmarking

Standard Ground Handling Agreement

It is a contract between one airline and another, or handling company to perform ground handling services at a station or stations.

Ground operation at the station level, encompasses a number of administrative and operational functions related to the servicing of a parked aircraft on arrival and its preparation for departure. It may be self-contained within the airline or outsourced to Ground Service provider (GSPs), depending on the agreement between the parties and that is mainly known as Standard Ground Handling Agreement.

The Standard IATA procedures were designed for two reasons:

- To specify all functions of the handling services required.
- To standardize the format of the ground handling agreement.

What constitutes “Standard”? The word “standard” in the title SGHA means that the agreement cannot be modified.

DEFINITION

“A Ground Handling Agreement is a standard ground handling agreement when, and only when, the wording of its Main Agreement and its Annex A corresponds, without any alteration whatsoever, to the text published in AHM 810 (Airport Handling Manual)”.

The SGHA is made up of 3 parts:-

1. The Main Agreement
2. Annex A
3. Annex B

While the Main Agreement and Annex A are standard and cannot be altered, the third component of the SGHA, Annex B can be amended and adapted to suit the needs of all parties.

Any difference from the standard text agrees to between the parties are to be recorded in Annex B formatted in accordance with this procedures.

The IATA Standard Ground Handling Agreement can be used as a Bilateral Agreement or a Reciprocal Agreement by “the carrier” or “the handling company”.

I. THE MAIN AGREEMENT

The Main Agreement is one of three parts of the Standard Ground Handling Agreement. The Main Agreement of the SGHA is a “standard” document, emphasizing more on legal and administrative rules for the agreement comprising 11 articles,

- Provision of services
- Fair practices
- Sub-contracting of services
- Carrier’s representation
- Standard of work
- Remuneration
- Accounting and settlement
- Liability and indemnity
- Arbitration
- Stamp duties, registration fees
- Duration, modification and termination

II. ANNEX A

Annex A is like a menu of all the available services which must be performed to make handling complete. It is a full catalogue of every service which could possibly be demanded of a handling company by an airline.

The first part of Annex A is a glossary containing definitions of the terms used in the document to eliminate or reduce, the possibility of ambiguous interpretations.

Annex A is split into eight sections which are divided into sub-sections:-

- Representation, administration and supervision
- Passenger services
- Ramp services
- Load control, communications and flight operations
- Cargo and mail services
- Support services
- Security
- Aircraft maintenance

III. ANNEX B

The third and last component of the Standard Ground Handling Agreement, Annex B, is different from the Main Agreement and Annex A can be modified according to the local requirements.

Annex B is often considered to be the “real agreement”, as it is the actual contract of agreement relating to ground handling. It describes in detail exactly which services are to be rendered by the handling company at a particular location(s).

In addition to the standard header lines, Annex B will also indicate the process of amendments, modifications and alterations. It is prepared with paragraphs and sub-paragraphs to avoid any ambiguity and allows full flexibility to record all the details of the agreement to the satisfaction of both parties.

Annex B mainly contains the Handling Services and Charges, which includes the basic and special handling charges.

Basic Handling Charges is composed of:

1. Representation, administration and supervision
2. Passenger Services
3. Ramp Services
4. Load control, communication and flight operation
5. Cargo and mail services

6. Support services
7. Security
8. Aircraft maintenance

The Simplified Procedure

The simplified procedure replaces the various “Main Agreement” and Annex A created numerous parts of parties all over the world with a unique master set of “Main Agreement” and “Annex A”. The unique master set is entitled AHM 810 and is published in the IATA Airport Handling Manual. Users need no longer to prepare a Main Agreement and Annex A. All they have to do is to create Annex B in the traditional manner and have to include standard working (**known as preamble**) indicating that these Annex B are governed by the provisions of the SGHA published by the IATA.

The Preamble is to make sure that the Annex B is preparedly duly in accordance and conformity with the Main Agreement & Annex A of the SGHA of the current year as published by the International Air Transport

The use of the simplified procedure is neither compulsory nor mandatory. Rather, it is a suggested alternative. It is available for all users who wish to reduce the huge amount of paper associated with the more traditional approach to the SGHA.

Advantages associated with the simplified procedure:

1. Time and effort are saved as a result of the elimination of locally created and held “Umbrella” document.
2. Both parties will save money because of the reduction typing, paper, mailing fees and file space needed to accommodate the simplified procedure.
3. The integrity (i.e. honesty and entirety) of the document is guaranteed.
4. The document is instantly available.
5. Tampering and potential errors are eliminated.

The Main Agreement and Annex A are signed by top management once in every five year on average, whereas Annex B changes more frequent and are handled and signed by the middle management. Regardless of which agreement is used, the full form or the simplified procedure,

it is extremely important for each airline to maintain a central inventory which will detail the status of all of its current agreements. Such an inventory is extremely useful in alerting the airline to the dates when annexes must be renewed and updated (not a mandate rule).

TYPES OF GROUND HANDLING AGREEMENTS

- Bilateral
- Reciprocal

BILATERAL

With this arrangement, one party known as “The Handling Company” (which may be either an airline or a non-airline company) provides services to the other party known as “The Carrier” (which is an airline).

RECIPROCAL

Under this agreement, two Airlines provide services to each other at different locations:

At one airport AAA

Party 1, the Carrier receives services from Party 2 the Handling Company.

While at another airport BBB

Party 1, Now the Handling Company Provides Services to Party 2 Who is the Carrier at That Location.

TERMINOLOGY AND CONVENTIONS

Main Agreement

Article

Sub-Article

- Eg-Article 1-Provision of Services
- Sub-Article 1.1-General
- Sub-Article 1.2-Documents for Ground Handling

Annex A

Section

Sub-Section

Item

- Eg-Section 4 Load Control
- Sub Section 4.2 Departure
- Item 4.2.1
 - (a) Compile
 - (b) Receive process

Annex B

Paragraph

Sub-Paragraph

- Eg- Paragraph (1) Handling Service and Charge
- Sub Paragraph 1.2 Handling in case of Technical

SUMMARY

You will notice that numerical combinations such as 1.1 will be found in the Main Agreement, Annex A and B as such it is important to use proper terminology.

- Sub-Article 1.1 (Main Agreement)
- Sub-Section 1.1 (Annex A)
- Sub-Paragraph 1.1 (Annex B)

13.5 Initial and re-current training for load control will be the responsibility of the carrier.

14. Quality Service Audits

14.1 Yearly audit will be conducted by the airline by intimation and mutual agreement with GHA.

14.2 Observations/findings by the airline to be discussed with GHA for corrective measures.

14.2 Records of audits and agreed corrective action and implementation to be maintained by GHA until the next audit review

15. Quality Targets

SR.	SUBJECT	TARGET
1	Transaction time per passenger business class	3 minutes
2	Transaction time per passenger economy class	5 minutes
3	Compliance with boarding procedure	100%
4	Delivery of priority baggage first bag on baggage belt ATA 0016min	90%
5	Baggage irregularities	3 per 1,000
6	Presentation of load sheet & NOTOC to captain (STD – 0010min)	90%
7	Compliance with loading of special category load	100%
8	Dangerous goods check carried out prior to acceptance for carriage	100% ^
9	Agency shipment presented for acceptance and checks carried out for both cargo and documentation prior to acceptance	100%
10	Compliance with Safety	100%
11	Compliance with Security	100%
12	Punctuality	90%

Flight Planning

Flight planning is the process of producing a flight plan to describe a proposed aircraft flight. It involves two safety-critical aspects: fuel calculation, to ensure that the aircraft can safely reach the destination, and compliance with air traffic control requirements, to minimize the risk of midair collision. In addition, flight planners normally wish to minimize flight cost through the appropriate choice of route, height, and speed, and by loading the minimum necessary fuel on board. ATS use the completed flight plan for separation of ACFT in ATM services, including tracking and finding lost ACFT, during search and rescue (SAR) missions.

Flight planning requires accurate weather forecasts so that fuel consumption calculations can account for the fuel consumption effects of head or tail winds and air temperature. Safety regulations require aircraft to carry fuel beyond the minimum needed to fly from origin to destination, allowing for unforeseen circumstances or for diversion to another airport if the planned destination becomes unavailable. Furthermore, under the supervision of air traffic control, aircraft flying in controlled airspace must follow predetermined routes known as airways, even if such routes are not as economical as a more direct flight. Within these airways, aircraft must maintain flight levels, specified altitudes usually separated vertically by 1000 or 2000 feet (305 or 610 m), depending on the route being flown and the direction of travel. When aircraft with only two engines are flying long distances across oceans, deserts, or other areas with no airports, they have to satisfy additional ETOPS safety rules to ensure they can reach some emergency airport if one engine fails.

Producing an accurate optimized flight plan requires millions of calculations, so commercial flight planning systems make extensive use of computers (an approximate unoptimised flight plan can be done by hand in an hour or so, but more allowance must be made for unforeseen circumstances). When computer flight planning

replaced manual flight planning for eastbound flights across the North Atlantic, the average fuel consumption was reduced by about 1,000 pounds per flight, and the average flight times were reduced by about 5 minutes per flight.[1] Some commercial airlines have their own internal flight planning system, while others employ the services of external planners.

A licensed flight dispatcher or flight operations officer is required by law to carry out flight planning and flight watch tasks in many commercial operating environments (e.g., US FAR §121,[2] Canadian regulations). These regulations vary by country but more and more countries require their airline operators to employ such personnel.

SID and STAR

A SID is sometimes called a Departure Procedure (DP). SIDs are unique to the associated airport. A STAR, or Standard Terminal Arrival Route, ('Standard Instrument Arrival' in the UK) defines a pathway into an airport from the airway structure

ATS FLIGHT PLAN

The purpose of a Filed Flight plan (FPL) is to provide specified information to air traffic services (ATS) units about: The type of aircraft used and some of its characteristics. An intended flight or portion of a flight of an aircraft and its flight rules.

SELCAL

SELCAL, or Selective Calling, is a signaling system used in conjunction with High Frequency (HF) radio communications. It is used to alert pilots communicating with ATC of an incoming radio message on HF

ICAO CODES

These codes are defined by the International Civil Aviation Organization, and published in ICAO Document 7910: Location Indicators are used by air traffic control and airline operations such as flight planning.

ACARS SYSTEM

In aviation, ACARS (eikarz an acronym for Aircraft Communications Addressing and Reporting System) is a digital data link system for transmission of short

АЕРОСНЛРТЕР®