

# Aci and ground handling

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Ground Handling Services: A Vital Aspect of Aviation\*\*

### What is Ground Handling?

Ground handling refers to the services and tasks performed on the ground to ensure the safe and efficient operation of aircraft. It encompasses a wide range of activities, including:

- Passenger and baggage handling
- Cargo loading and unloading
- Aircraft fueling and servicing
- Aircraft cleaning and maintenance
- Apron and runway management

### Importance of Ground Handling Services

Ground handling is essential for the smooth and safe operation of airports. It ensures that aircraft and their passengers are handled efficiently and safely, minimizing delays and enhancing the overall airport experience.

### Major Categories of Ground Handling Services

Ground handling services can be classified into five major categories:

1. **Passenger Services:** Baggage handling, check-in and boarding, ticketing, and customer assistance.
2. **Cargo Services:** Cargo handling, loading and unloading, customs clearance, and transportation.

3. **Aircraft Services:** Fueling, servicing, cleaning, and maintenance.
4. **Apron and Runway Services:** Aircraft parking, towing, and runway management.
5. **Special Services:** Emergency response, snow removal, and VIP handling.

## **Role of Ground Handling Agents**

Ground handling agents (GHAs) are companies that provide ground handling services at airports. They are responsible for ensuring that all aspects of aircraft and passenger handling are executed safely and efficiently.

## **Biggest Ground Handling Agents**

The largest GHAs in the world include:

- Swissport International
- Dnata
- Menzies Aviation
- WFS

## **Ground Handling Regulation in the EU**

The European Union has implemented the Groundhandling Services Directive (2019/943/EU) to regulate ground handling services and ensure a level playing field for GHAs. The directive establishes rules on:

- Market access and transparency
- Pricing and competition
- Quality and safety standards

## **Role of ACI**

The Airports Council International (ACI) is a global trade association representing airports worldwide. ACI plays a vital role in aviation safety and promotes best practices in ground handling operations.

## **ACI Standard**

ACI developed the ACI Standard for Ground Handling (SGHA) to provide guidelines for airport operators and GHAs in implementing and maintaining safe and efficient ground handling procedures.

### **ACI Ground Handling CSA**

The ACI Ground Handling Customer Satisfaction Audit (CSA) is a comprehensive assessment of the quality of ground handling services provided by GHAs. It measures customer satisfaction in key areas such as safety, communication, and efficiency.

### **IATA Ground Handling Council**

The International Air Transport Association (IATA) established the Ground Handling Council to represent the interests of airlines in ground handling operations.

### **Ground Handling Tasks**

Specific ground handling tasks include:

- Loading and unloading baggage and cargo
- Refueling and servicing aircraft
- Cleaning and maintaining aircraft
- Assisting passengers with check-in, boarding, and baggage claims
- Managing aircraft parking and towing
- Handling emergencies and snow removal

### **Ground Services in Airports**

Ground services in airports include:

- Passenger check-in and baggage handling
- Cargo handling and transportation
- Aircraft fueling and servicing
- Maintenance and cleaning of aircraft
- Apron and runway management

- Emergency response services

## Ground Handling Jobs in Airports

Ground handling jobs in airports include:

- Baggage handlers
- Cargo handlers
- Aircraft mechanics
- Fuelers
- Check-in agents
- Customer service representatives

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