

Airport ground handling

01/ Aircraft ground handling services

Ramp

Includes all the jobs performed on the airport apron as well as the processes needed to conduct the loading and unloading of mail, luggage, merchandise, etc.

Supply and catering

Includes the services aimed at offering comfort to passengers in the aircraft cabin (newspapers, merchandising, and others) as well as the supply of food and beverages for passengers and crew to be consumed during the trip.

Cleaning

It includes the internal cleaning of the aircraft as well as the preparation of the aircraft so that everything is ready for passengers to board.



Aerospace & Aviation

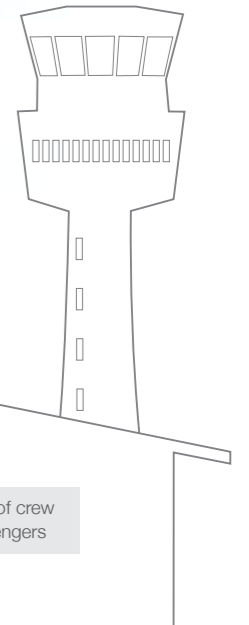
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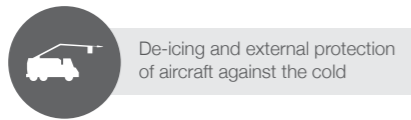


02/ Coordination service

It coordinates all the ground handling services with the rest of airline operations at the airport. It also coordinates communication with air control authorities and services.



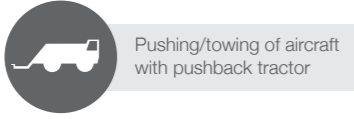
Airstart units for engine start



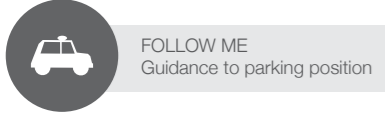
De-icing and external protection of aircraft against the cold



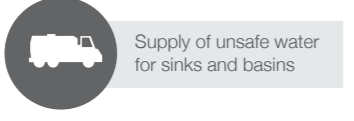
ACU Air Conditioning Units



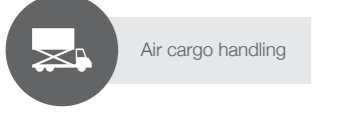
Pushing/towing of aircraft with pushback tractor



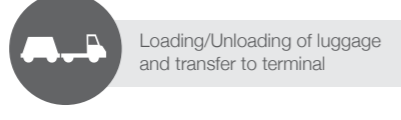
FOLLOW ME Guidance to parking position



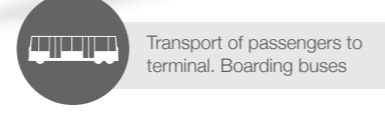
Supply of unsafe water for sinks and basins



Air cargo handling



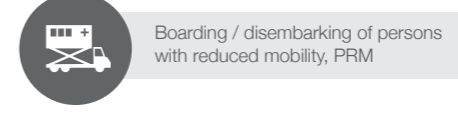
Loading/Unloading of luggage and transfer to terminal



Transport of passengers to terminal. Boarding buses

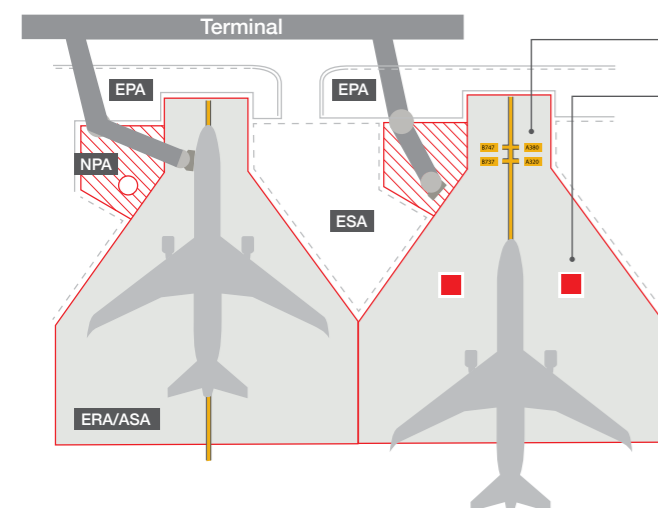


Coupling of air bridge or stairs



Boarding / disembarking of persons with reduced mobility, PRM

Apron ground signals



Indication of aircraft type (positioning)
Installation sign (hydrant, fuel, unloading...).

EPA **Equipment parking area**
Provides service to a group of aircraft and its goal is to avoid long journeys within the airport.

NPA **Area forbidden for equipment parking**
Parking is not allowed due to the movement of air bridges

ESA **Equipment restriction area**
It must be clear of equipment which is not essential for taxiing until the aircraft has stopped, engines are off and chocks are set.

ERA/ASA **Equipment staging area until beginning of ground handling process**
Its location enables immediate attention to aircraft.



Maintenance service
Aircraft maintenance and engineering to comply with safety and operating programmes



Boarding of crew and passengers

03/ Passenger service

It includes check-in, passenger service as well as the services rendered to streamline waiting/ access of passengers, boarding and loading of luggage and merchandise.



A question of size

	Beechcraft 350i	Airbus A380	
Luggage capacity	2	184	m ³
Number of pieces of luggage	20	1.850	Units
Meals	12	1.800	Units
Wine bottles	-	400	Units
Distance	1,754	15,700	Kilometres
Fuel capacity	1,345	310,000	Litres
Passenger capacity	11	580*	Persons
Ground handling needs	9	74	Persons

* Most common configuration, allows up to 853 seats