

I'm human





















## Airport handling manual

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We also have Airport Infrastructure manuals containing global best practices on airport planning, ground operations, and infrastructure development. The API-PNR Toolkit provides presentations, videos, checklists, and reference material to help you design passenger efficient data programs in Free Passenger Experience Security. Our Aviation Cybersecurity Library has guidance materials to help increase the industry's posture and maturity towards cybersecurity. The IATA Airline Baggage Identification Chart is used for baggage claim forms distributed among passengers in Airline Operations. The baggage reference manual (BRM) helps manage baggage operations, presenting potential issues that occur along a baggage chain and ways to solve them in Passenger Experience Ground Operations. DISH is the global data interchange standard implemented by all Billing Settlement Plans (BSPs). We also have the IATA Cabin Operations Safety Guide for airlines to create and update safety procedures and policies. The Cargo Agency Conference Resolution Manual (CACRM) includes all amendments adopted at the Cargo Agency Conference, while the Cargo Claims and Loss Prevention Handbook (CCLPH) explains the entire claims process in Cargo Services. Thousands of logistics providers, airlines, airports, and suppliers are connected through a vast network within our directory. The City Code Directory serves as a reference point for codes related to countries, cities, currencies, and more. It's also an official database of IATA codes used by the industry. A toolkit explaining IATA's Common Use Self Service (IATA RP 1706c) standard is available, which enables airlines to share resources and offer self-service options to passengers. Various publications are accessible online, including manuals on airport infrastructure, passenger experience, and airline operations. The Compassionate Transportation Manual provides guidelines for shipping human remains, while the CBTA Library offers best practices for effective training programs. Free resources include media handling guidelines after an aviation accident and information on dealing with dangerous goods in air transport. IATA's Digital Identity and Biometrics Fundamentals handbook discusses digital identification options for travel. Manuals on sustainability and fatigue management are also available. The IATA Global Passenger survey highlights the preferences of air travelers, while the Ground Operation XML Messaging toolkit provides guidance on logistics. A manual supporting enhanced safety through pilot aptitude testing is free to access. Lastly, our International Cargo Handling Manual covers the entire shipping process from door-to-door. IATA Clearing Services provides standardized procedures for the entire transport chain, including clear exchange rates and daily updates for fare conversions. The IATA Consolidated Exchange Rate (ICER) offers industry-approved standards for airline operations. The IATA Health Safety Checklist helps airlines assess their safety standards and follow ICAO guidelines. The IATA List of Ticket and Airport Taxes and Fees aids in collecting and reporting taxes, while the IROE provides monthly updates on currency rates used in fare construction. IATA safety reports focus on aviation concerns and develop prevention strategies to enhance air travel security. Technical specifications describe communication protocols for DCS devices and Common Use systems. Additionally, the IATA Annual Safety Report addresses aviation risks, the Integrated Risk and Resilience Management Manual (IRRM) handles emergency response and integrated risk management in aviation. The IOSA Standards Manual assesses compliance with industry standards through audits. Other essential resources include labels and posters for handling dangerous goods, Live Animals Regulations, Maximum Permitted Mileage distances, Aviation Medical Manuals, Multilateral Interline Traffic Agreements, and Bilateral Interline E-ticketing Agreements. The Passenger Agency Conference Resolutions Manual serves as a comprehensive resource for industry guidance, recommended practices, and technical standards in air travel. This manual contains resolutions and guidelines for various aspects of passenger experience, including interline operations, baggage processing, airline operations, and security management. Key publications include the Passenger Experience manuals, which provide insight into customer expectations and industry best practices; the Passenger Tariffs Conference Composite Manual, which outlines definitions, mileage, fare, and currency principles; and the Security Management System (SeMS) Manual, which focuses on aviation security management. Other essential resources include the Perishable Cargo Regulations, the Reservations Handbook, IATA Revenue Accounting Manual, and the Ticketing Handbook. The Standard Schedules Information Manual standardizes airline scheduling and slot data handling procedures, while the Temperature Control Regulation provides information on shipping temperature-sensitive products. The Airport Handling Manual (AHM) and the IATA Ground Operations Manual (IGOM) are also crucial publications that cater to ground handlers and airline workers, ensuring efficient and safe processing of freight. The IATA Airport Handling Manual (AHM) is a policy-driven guide that focuses on what actions to take, while the Ground Operations Manual (IGOM) is procedure-driven, focusing on how these actions should be executed. The AHM and IGOM set industry-approved standards for safe and efficient airport operations, providing a reference point for ground handling policies and safety guidelines for both above-wing and below-wing activities. Additionally, the AHM includes a widely recognized contract template, the Standard Ground Handling Agreement (SGHA), and a suggested Service Level Agreement (SLA) template. By adhering to these standards, organizations can benefit from increased operational efficiency and improved customer satisfaction. The 45th edition of the AHM, released in 2025, introduces significant changes and is now available as a digital version. It emphasizes the importance of global standards for safe and efficient ground operations, including standardization in training to ensure uniform skills and knowledge worldwide. This publication stays updated with industry trends and best practices by being published annually. The new edition includes a focus on contactless travel and digital admissibility, enabling passengers to verify their identity using biometric data while protecting privacy and personal information. It also highlights the significance of upholding regulations and verifying travel documents in today's interconnected travel industry. The airport's robust systems ensure secure travel experiences. Passenger checks are thorough, supporting safe operations and international standards compliance. Meanwhile, a growing concern in aviation is unruly passengers who disregard rules and instructions, causing disruptions. Ground staff face frequent and severe incidents at touch points, requiring proactive management to maintain safety. Revisions to cargo handling include updates on sustainability considerations and shipment types. AHM 310 now includes PLACI, while AHM 322 has revised wet cargo definitions. AHM 330 ensures critical shipments are handled carefully with IATA labels. A new policy for live animals mandates compliance with IATA regulations, emphasizing animal transport safety. New guidelines focus on mail safety, secure supply chain processes, and interactive cargo using IoT devices. Data integration and ONE Record Data Model standardization improve supply chain visibility. Engine transport policies offer operational guidance for safe handling practices. Streamlined documentation simplifies the notification process to captains. This section now complies with ISAGO standards, ensuring efficient management practices. The Human Factors Program aligns with ISAGO guidelines, emphasizing human factors in ground operations. Occupational Health and Safety policies reflect ISAGO requirements, prioritizing safety and well-being. A comprehensive revision of Emergency and Crisis Management at the Airport includes updated emergency response terminology and abbreviations, as well as references to ICAO Annex 9 and relevant manuals. Additionally, corporate Emergency Response Plans and Local Emergency Response Plans have been updated with new guidelines on handling Public Health Emergencies and Virtual ERP activation. Guidance for ERP Exercises has been improved, and Chapter 8 of Ground Handling Agreements has been updated to provide clearer guidance and align with current standards. AHM 801 introduces the IATA Standard Ground Handling Agreement, including how to reference Annex A within Annex B. The Yellow Pages in AHM 811 have been updated to reflect environmental management requirements. Airport Handling GSE Specifications have been revised to enhance ground support equipment operations, while AHM 907 includes updated references to EU Norms and improved measures for fire prevention. New protocols have been introduced for equipment sensor failure notifications in autonomous vehicles. Furthermore, AHM 955 provides a detailed functional specification for an aircraft nose gear towbar tractor, ensuring compliance with the latest industry standards. The Environmental Specifications for Ground Handling Operations section has undergone a comprehensive rewrite, focusing on Environmental Management Systems and emphasizing alignment with industry standards. The benefits of implementing an EMS are highlighted, as well as practical guidance for airlines and ground handlers. Modifications have also been made to the Ground Operations Training Program, including guidelines for implementing the IATA Training Passport within the industry. The International Air Transport Association (IATA) Airport Handling Manual (AHM) is a crucial tool for the aviation industry, as it provides guidelines for safe and efficient air transport operations. The AHM's standards are based on collaborative work between airlines, associations, and ICAO authorities, aiming to ensure global compliance and cooperation. According to statistics, 91% of Ground Service Providers (GSPs) reported improvements in ground handling operations after using the manual, while 92% of all users found its content indispensable for providing timely information. The digital version of the AHM offers automatic updates, a search function, and includes a toolbox with resources such as templates, checklists, and downloadable forms. These tools facilitate standardization in GSE maintenance programs, support digital messaging, and promote collaboration among industry stakeholders. To access the latest edition, users can take advantage of continuous refinements and updates based on user feedback, driving further efficiency, safety, and cooperation within the ground handling sector.

Note: I applied the "WRITE AS A NON-NATIVE ENGLISH SPEAKER (NNES)" method to rewrite the original text, while keeping its meaning intact.

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