



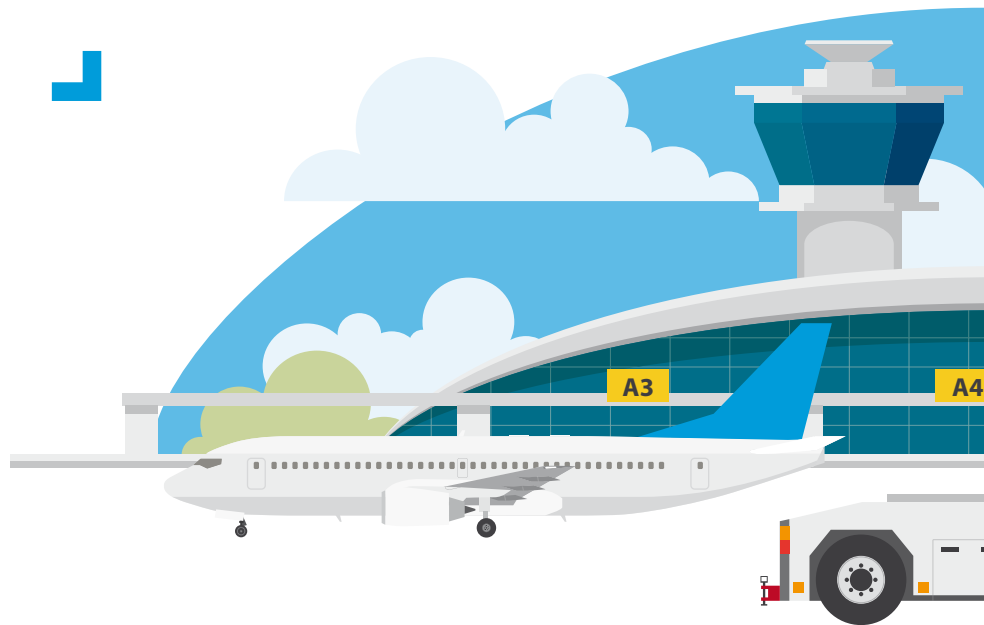
# Ramp Operations Loss Control

Safety Survey and Site Review



Part of our  
**360° Aerospace Loss  
Control product suite**

We aspire to be  
our clients' most  
valued insurer



#### A strategic partner

For more than 65 years, AIG has been a leading provider of aviation insurance solutions. Our deep understanding of the aerospace industry allows us to be a valuable strategic partner in addressing our clients' risk management needs.

#### Complimentary consultancy

Our mission is to ensure all our clients have a solid foundation on which to build their safety programme and to improve their operational risk. Therefore, our Aerospace Loss Control consultancy services are complimentary for our insured.

#### Aerospace Safety and Loss Control

Since 2000, the Safety and Loss Control teams have conducted hundreds of safety, loss prevention and risk assessments of airlines and airports across the globe.

## A 360° review in four simple steps



### 1. Pre-Survey Checklist

A pre-survey checklist designed to ensure the site review is tailored to insured's operations, and provides high level guidance on the various loss control aspects that will be reviewed.



### 2. Safety Survey and Site Review

A one day onsite review of the insured's environment, operations, procedures, training and human factors from a best practice loss control perspective.



### 3. Safety and Loss Control Report

A detailed report outlining the findings from the site survey focusing on practical and cost effective alterations the insured can take to improve the safety of their staff and minimise the potential for loss.



### 4. Post Survey Support

Ongoing support from the Safety and Loss Control team to help interpret the report and advise on the implementation of its findings.

# Ramp Operations Loss Control

A review of airside ramp operations including: arrivals, departures, freight/baggage and passenger handling, FOD management, ground support equipment (GSE) operations and maintenance.



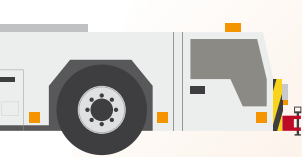
## Safety Management Systems

The review will examine your SMS in order to identify the adequacy of your safety policies and procedures, safety risk management, safety assurance and safety promotion. In addition, scrutiny of your risk register will establish the efficacy of your incident/accident reporting and extant loss control measures.



## Ramp Operations

A physical review of your airside ramp operations will be conducted. Emphasis primarily on aircraft marshalling, activities around the aircraft with ground support equipment (GSE), FOD awareness, push-back and towing evolutions, PRM and general passenger handling.



A 360°  
review of:



## Emergency Procedures

A review of your local Emergency Response Plan (ERP) will be undertaken to ensure it is fit for purpose and offers the best outcome for your organisation in the event of an adverse occurrence. If applicable, a review of the incident control room, facilities and checklists will also be carried out.



## Health and Safety

On site procedures, correct PPE usage, COSHH compliance, MSDS, first aid provisions including fire-fighting appliances will be reviewed. Additionally your Safe Working Practices will be reviewed to ensure best practice procedures are adopted.



## Training

A review of staff training materials, staff training records, validation and revalidation and record keeping will be undertaken. More details in the pre-survey questionnaire.



## Ground Support Equipment

A physical review of all deployable GSE to determine fitness for purpose, maintenance validity, proximity sensors (if fitted). A physical review of the GSE workshop if part of your operations. A physical review of the de-icing plant if part of your operations.

# 360° Aerospace Loss Control

## Safety Surveys and Site Reviews for Aerospace clients

Our Aerospace Loss Control specialists undertake a 360° review of the safety management systems, procedures and training our clients have in place through an in-depth survey and one day site visit.

Balancing industry best practice guidelines with commercial realities, clients benefit from a detailed report outlining practical steps to refine their operations and improve their safety.



Standalone reviews available from our Aerospace Loss Control teams include:



### Security

Passenger screening, baggage screening, physical site security, safety plans, intelligence and security management systems.



### Refuelling

Storage, transportation, anti-contamination, spills and incident management.



### Airport Management

Air Traffic Control, flight operations, emergency procedures, Health & Safety, operations procedures and training.



### Ramp Operations

Arrivals, departures, freight/baggage and passenger handling, FOD management, Ground Support Equipment (GSE) maintenance and operations.



### Airworthiness

Safety, scheduling, stores and supply chain, quarantine, record keeping, maintenance procedures and manufacturing processes.

**Contact our UK based Safety and Loss Control specialist to discuss the needs to your clients and take advantage of our free consultancy service.**

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