

Ground Support

JUNE/JULY 2022

WORLDWIDE
EQUIPMENT – SERVICES – HANDLING

2022-2023

WORLDWIDE DIRECTORY



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PUBLISHED BY
 ENDEAVOR BUSINESS MEDIA
 1233 JANESVILLE AVE
 FORT ATKINSON, WI 53538
 800-547-7377
 VOL. 30, NO. 5

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Ground Support Worldwide (USPS 0015-386), (ISSN 1934-2861 print; ISSN 2150-4016 online) is published 10 times per year in February, March, April, May, June/July, August, September, October, November and December/January by Endeavor Business Media, LLC, 1233 Janesville Ave, Fort Atkinson, WI 53538. Periodicals postage paid at Fort Atkinson, WI 53538 and additional mailing offices. POSTMASTER: Send address changes to Ground Support Worldwide, PO Box 3257, Northbrook, IL 60065-3257. Canada Post PM40612608. Return undeliverable Canadian addresses to: Ground Support Worldwide PO Box 25542, London, ON N6C 6B2.

Subscriptions: Individual print and digital subscriptions are available without charge to qualified subscribers worldwide. Please visit www.aviationpros.com and click on "Subscribe".

Publisher reserves the right to reject non-qualified subscriptions. Subscription prices: U.S. \$48 per year, \$93 two year; Canada/Mexico \$70 per year, \$131 two year; All other countries \$103 per year, \$195 two year. All subscriptions payable in U.S. funds, drawn on U.S. bank. Canadian GST#R42773848. Back issue \$10 prepaid, if available. Printed in the USA. Copyright 2022 Endeavor Business Media, LLC.

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Solutions to Reduce Employee Turnover

As the industry looks to recruit new members to its workforce, it is imperative that we invest in the professionals who are already trained and contributing to safe ramp conditions.

As airlines continue their ramp-up following the COVID-19 pandemic, the industry has faced the challenge of meeting an increased demand for travel while operating with fewer employees.

Across the commercial aviation landscape, including in the ground handling sector, members of the workforce were furloughed or laid off in order for companies to survive the impacts of global lockdowns. But as flight traffic increases and ground handling jobs have become available, people can be selective about the job or career they choose, as many other industries are competing to hire people from the same labor pool.

The ground handling industry must continue to recruit new members to its workforce. But as competition for new members of the workforce intensifies, it may be even more important to retain current employees.

I had the opportunity to speak about labor issues with Nick Careen, IATA's senior vice president of operations, safety and security, during the 34th IATA Ground Handling Conference. He noted the industry must always be prepared for some workforce turnover but added today's level of turnover is not sustainable.

To encourage new and veteran employees, alike, to remain engaged, Careen noted apprenticeship programs and career mapping could be valuable tools.

"This industry is known for being able to move within it – probably better than any other industry that exists," Careen said, who began his own career in the industry as a crew scheduler.

"Being able to illustrate that that's possible would also be very attractive to bring in more talent."

A lack of standards from one location to another could be a detriment to employee retention. However, Careen

pointed to the concept of standardized training programs and training passports as a solution. He explained this idea would allow for someone to train in one location and then take their credentials with them, and have those certifications be recognized in any other location in the world.

"It would be able to illustrate the ability of movement of the workforce because there's quite a bit of movement in this industry in terms of that, especially on the frontline and the ground operations area," Careen said. "So having those credentials that travel with you, in a standardized training approach, will definitely help in the future in terms of allowing for better retention."

The technological advances taking place within the ground handling industry may also be crucial to employee retention.

As the industry becomes more automated and continues to rely on technology, people with new interests could find their way to ground handling.

"It's not just about throwing bags," Careen said, adding the industry needs to demystify the role ground handlers serve and clearly demonstrate the direction the industry is headed in regard to technology.

As ground handling leaders look for ways to standardize the industry and find solutions for employee retention, individual organizations must continue to be innovative and find creative ways to keep employees happy in their roles and interested in staying.

Has your business found success in retaining skilled personnel? What methods have you utilize to improve employee retention?

I welcome your input and feedback on the topic. Email me at josh@AviationPros.com.

Tractor Tales

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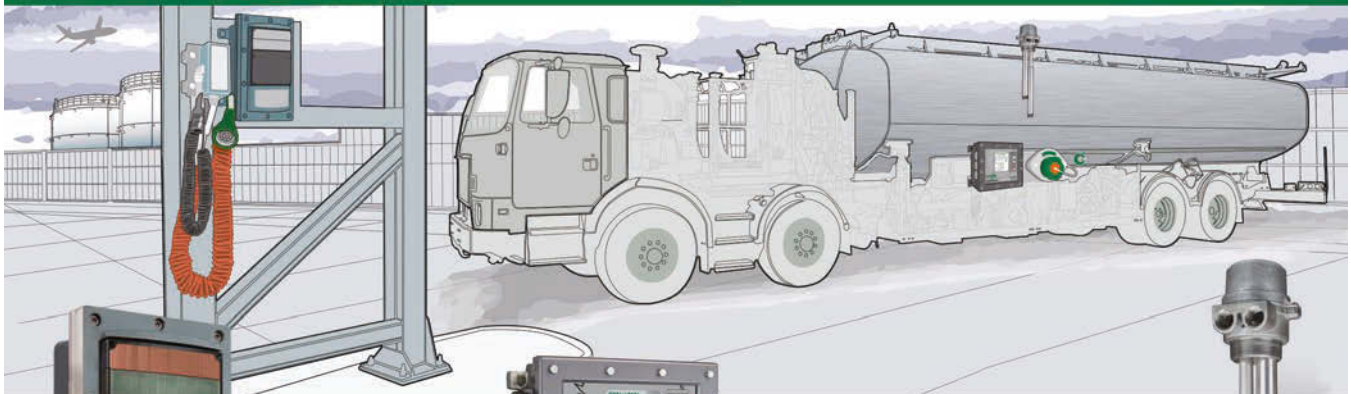
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World Fuel Services Corporation

9800 NW 41st St., Suite 400
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www.wfscorp.com




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Did Your Business Receive PPP? Either way, You Still Qualify for ERC!

What is ERC?

Bottom Line Savings helps business owners receive money back from the Employee Retention Credit (ERC) federal grant. This ERC program differs greatly from the Paycheck Protection Program (PPP) and is much easier to apply for. Bottom Line will submit and collect a few important documents making this program turnkey for our owners.

★★★★★★★★★★★★★★★★★★★★

You don't need a sales reduction to qualify for ERC. Operational impacts to your business will qualify you as well.

★★★★★★★★★★★★★★★★★★★★

Your business could be getting up to \$8,000-\$26,000 per employee in Employee Retention Credits (ERC) even if you received PPP loans.

Our experts at Bottom Line will help you maximize your refund!

As a valued partner, **Bottom Line** will:

- Identify how you qualify for the ERC Program
- Outline your specific ERC calculations to maximize the credit
- Help you claim the credit
- Ensure proper payroll tracking and documentation

Apply today and an ERC Specialist will contact you directly.
Please visit www.tryerc.com



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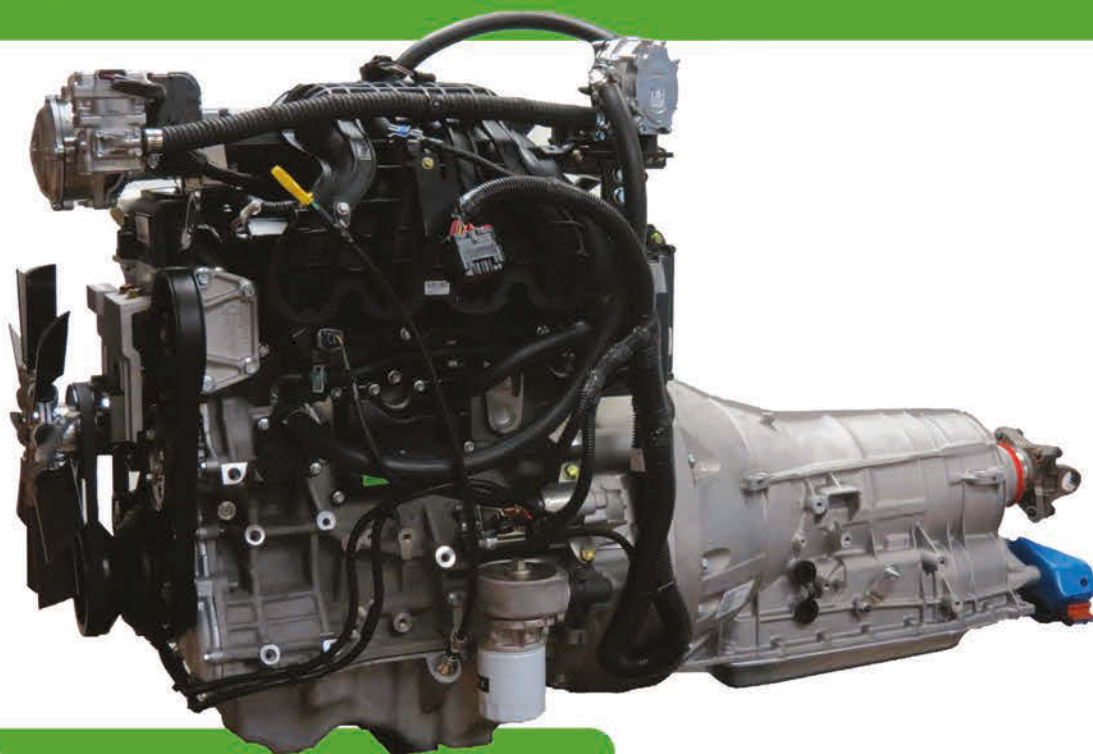
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