

Mastering SGHA & SLA Contracts in Aviation

Driving operational reliability and commercial success

3 DAYS COURSE | MIN PARTICIPANTS | Available Languages : DE+EN

AIR CARGO HANDLING

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Description

Develop the expertise required to confidently structure, evaluate, and manage ground handling agreements in the aviation industry. This interactive training provides an in-depth understanding of the IATA Standard Ground Handling Agreement (SGHA) and its critical role in airport ground handling operations. Participants explore the SGHA framework section by section and build the practical foundation needed to design Annex B pricing structures and implement effective Service Level Agreements (SLAs) that support operational reliability and commercial performance.

Through a combination of expert instruction, practical exercises, case studies, and real-world contract scenarios, participants gain detailed insight into the contractual and operational elements of SGHA-based agreements. The course covers key topics including SGHA structure, liability provisions, operational responsibilities, service descriptions in Annex A, and the development of Annex B pricing models. Participants also learn how SLAs can be integrated into SGHA agreements to strengthen performance monitoring, quality management, and operational accountability between airlines and ground handling providers. The program also examines how regulatory frameworks, airport safety standards, operational performance indicators, and commercial considerations influence successful ground handling partnerships. By the end of the course, participants will have the practical knowledge required to analyze SGHA contracts, structure service agreements, and implement performance-driven SLAs that support long-term operational cooperation in airport ground handling environments.

Target group

- Commercial, Agreement, Performance and Service Quality Managers
- Airport, Airline and Ground Service Provider (GSP) Buyers, Sellers and Contract Managers
- Station Managers and Legal Counsel

Class location: Classroom training in Europe, or worldwide in-company

Included: course material, certificate

Learning objectives

- Understand the purpose, structure, and practical application of the IATA Standard Ground Handling Agreement (SGHA).
- Identify the key articles of the SGHA main agreement and their implications for operational and contractual responsibilities.
- Analyze the service descriptions and operational scope defined in Annex A.
- Develop the ability to structure and prepare Annex B pricing models based on operational and commercial requirements.
- Understand the role of Service Level Agreements (SLAs) in performance monitoring and service quality management.
- Compare different SGHA versions and understand recent contractual developments.
- Identify risks and opportunities within SGHA-based agreements and operational responsibilities.
- Apply structured approaches to evaluating and drafting ground handling service agreements.
- Understand how operational performance metrics influence contractual service expectations.
- Strengthen the ability to coordinate contractual expectations between airlines and ground handling providers.

Course outcomes

- Understanding of the structure and application of the IATA Standard Ground Handling Agreement (SGHA), including Annex A, Annex B, and Service Level Agreements (SLAs).
- Knowledge of key contractual and commercial elements in ground handling agreements, including liability frameworks, pricing structures, and operational performance monitoring.
- Ability to structure and manage SGHA-based agreements effectively, aligning operational requirements, safety standards, and commercial objectives in aviation ground handling partnerships.

