



# Air Canada



## Turnround Plan (Rev 03)



# Air Canada

## The Turnround Plan

### Introduction

The Turnround of an aircraft on the ramp is a complex and busy activity. Numerous people from various companies all working in close proximity in a congested and hazardous environment.

Their tasks on occasions are further hampered by such things as inclement weather conditions, noise and time constraints.

The Health and Safety Executive (HSE) have instructed the Air Transport Industry and all companies working Airside engaged in the Turnround of aircraft to improve awareness and health and safety standards.

Statistics suggest that currently, accident rates in the industry are well above the national average for all industries however, for ground handling and airport workers the rates even exceed those of the construction industry and the agricultural sector.

The requirement is to establish and implement a working Turnround Plan to better improve, maintain and manage health and safety standards.

Through consultation with all departments and service providers we jointly have a clearer understanding of each party's priorities and requirements.

Everyone's objective is the same, to efficiently Turnround the aircraft. However, the safety of our staff, contractors, service providers, passengers, aircraft, facilities and equipment **MUST NEVER BE COMPROMISED.**



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## Glossary

AOSU	Airside Operations Safety Unit
APU	Auxiliary Power Unit
BAA	British Airports Authority
COSHH	Control Of Substances Hazardous To Health
FEGP	Fixed Electrical Ground Power
GMC	Ground Movement Control
FOD	Foreign Object Debris
GPU	Ground Power Unit
HAL	Heathrow Airport Limited
HSE	Health And Safety Executive
MEL	Minimum Equipment List
MDL	Main Deck Loader
OSI	Operational Safety Instruction
PPE	Personal Protective Equipment
SEG	Stand Entry Guidance
SIS	Staff Information System
TRIPLE A	Baggage V's Passenger Reconciliation Record
ULD	Unit Load Device
VIP	Very Important Person



## **Controlling Service Providers**

Like all management functions, establishing control and maintaining it day to day is crucial to effective health and safety management.

Health and Safety responsibilities in relation to the Turnround Plan has been assigned to Air Canada's operational line management, who have expertise made available to help them to achieve the requirements of the HSW Act and the regulations made under the Act. The purpose of controlling service providers is to harness the collective enthusiasm, skills and effort of the entire workforce with managers taking the key responsibility and providing clear direction.

Air Canada ensures its service provider's comply with relevant Health and Safety legislation by taking all reasonable steps to:

- (a) Check that their existing arrangements for Health and Safety are sufficient;
- (b) Ensure that tasks are safe and comply with Standard Operating Procedures;
- (c) Ensure Joint Working Arrangements are agreed and documented;
- (d) Ensure that all employee's are trained and are informed of their Safety Obligations;
- (e) Control the activities they carry out on the Company's behalf;
- (f) Monitor their performance and report non-compliance.

## **Checking Existing Arrangements**

The Company will establish that each service provider's existing Health and Safety Management System's in place are adequate. This should firstly relate to the service provider's Safety Policy, which should establish the Health and Safety performance to date. Other information is based upon for example:

Does the service provider

- Have suitable Risk Assessments already in place?
- Have Safe Systems of Work already in place?



## **Checking Existing Arrangements (Cont.)**

- Have documentation, which is Sufficient, Current and Valid?
- Have employees Competent to do the work to be undertaken?
- Demonstrate they can follow the Airlines Standard Operating Procedures.

## **Complying with Standard Operating Procedures**

Having identified the Health and Safety requirements that are necessary to meet the Airlines Standard Operating Procedures, it is essential that the planning stage includes setting clear performance criteria (defining what is to be done), and stating who is responsible, the timescales involved and the desired outcome. This process is called “Joint Risk Assessment”.

## **Joint Working Arrangements**

The key to satisfactory and effective control of the Company’s service provider’s activities is that of Joint Risk Assessment, prior to engaging their services. This will enable the risk associated with each service provider and the level of exposure to the Airlines employee’s to be ascertained. Likewise, the degree of risk to which the service provider is exposed whilst working with, and at the Company’s premises must also be assessed.

Firstly, a comparison should be made of the two company’s Risk Assessments in the areas where the two company’s staff have been identified as working in conjunction with each other or performing their separate duties in the same area, examples of this would be the Aircraft Cabin or the Ramp Area (above and below the wing).

As a result of identifying the hazards and evaluating the risks a decision can be made on a Safe Method of Working where people interface. This is achieved by documenting a detailed Task Analyses. The Analysis must describe exactly how a work operation is to be carried out in a manner, which is safe, and without risk to health. In addition the document must also define who is responsible for what actions and when it should be done.



## **Joint Working Arrangements (Cont.)**

As an example, an airlines Ramp Crew working in conjunction with a Cargo Transportation Service Provider, off loading pallets of cargo from an aircraft would detail items such as, who acts as a Banksman, who operates the controls associated with the ramp equipment and when the pallet has been presented to the threshold of the truck, who activates the powered roller bed on the truck and when.

In the case of two companies staff performing separate functions in the same area the task analysis would clarify, if needed, who, under what circumstances, will have priority to the operation and, or, the sequence in which the two tasks could be conducted simultaneously.

## **Information and Training**

Information arising out of these Joint Risk Assessments must be conveyed to the people who are at risk from the undertaking of the Company and the Service Provider, especially, Control Measures such as Emergency Procedures. Airlines and service providers should consider sharing information through joint training initiatives particularly where there is a direct interface between both employee groups. The provisions of such information and training should be monitored as part of an Airline's effective Health and Safety Management System.

## **Safety Obligations**

Section 7 of the Health and Safety at Work Act 1974 places general obligations on every employee while at work:

- To take reasonable care for the Health and Safety of themselves and other persons who may be affected by their Acts or Omissions at work.

The phrase "Acts and Omissions" means that every employee is responsible and accountable for the things they do (E.g. creating a hazard) and for the things they do not do (E.g. not removing or reporting a hazard that has been found)

- To cooperate with employers in assisting them to fulfill their statutory responsibilities and duties.



## Safety Obligations (Cont.)

- Not to interfere with deliberately or misuse anything provided, in accordance with Health and Safety legislation, to further improve the Health and Safety at Work.
- All employees at work are obligated to fully co-operate with their employers and other persons (E.g. HSE Inspectors) to enable the employer to carry out their legal duty or requirement.

## Controlling the Activities

The aircraft Turnround manifests the requirement for a Competent Person to be in place to control the activities around the aircraft. Air Canada's existing safety structure as detailed in Publication 70 "Ramp Operations" already identifies the Ramp Lead as the person who is in control and therefore the introduction of the Turnround Plan has not changed or increased their duties.

The Ramp Lead will be readily recognizable as they will be wearing an **ORANGE** tabard with RAMP LEAD printed on the back.

The Ramp Lead will be working to an agreed plan for the Turnround of an aircraft dictated by the Joint Risk Assessment process. They are **not** required to directly supervise service provider's employees as this responsibility lays with the service provider themselves and the duty placed upon an employee being paid to carry out tasks safely on their behalf. However, all staff who supervise other employees in any capacity regardless of their classification have a legal duty not to turn a "blind eye" and therefore condone any unsafe act.

Observations made by the Ramp Lead in the course of their normal duties play an important role in highlighting hazards and incidents, which have the potential to compromise Air Canada's Safe Working Practices. They also have sufficient authority to hold off a service provider or stop a particular activity if such compromises are regarded as serious.



## **Non-Compliance**

All cases of non-compliance, breaches or deviations to Standard Operating Procedures should be reported to Air Canada management as this enables the Company in conjunction with the service provider's management to resolve any concerns and thereby fulfilling their legal responsibility. Interaction with other Air Canada departments is treated the same as with any other service provider. The Ramp Lead is not expected to be present at all times during the turnround of an aircraft and therefore all employees are encouraged to report any considered Safety Concerns.

## **Safety Concern**

The Air Canada Safety Reporting Policy commits to an uninhibited reporting of considered hazards and occurrences that may have the potential to compromise the Health, Safety and property of Air Canada, its employees and customers.

As a means to communicate any safety concerns to the management group the officially recognised vehicle in place to achieve this is the Air Canada "Health and Safety Concern Form" and this is available for download from the Aeronet by all employees.

## **Monitoring and Performance**

The service provider's procedures will be reviewed periodically irrespective of their last undertaking of work being satisfactory. Circumstances can change in the service provider's operation's e.g. infrastructure, new equipment or technology introduced, different materials, revised Risk Assessments necessitating different Control Measures and Safe Systems of Work.

## **Aircraft Turnround Summary**

As a result of the Health and Safety Executive issuing guidance notes (HSG 209) Air Canada have documented the entire Aircraft Turnround process as required in conjunction with all our service providers. This has established an Agreed Process and Practice. All the individual assessments have been signed off by each service provider, which commits all parties to work safely together in a common workplace environment within the parameters of the documentation.



## General Hazard Awareness

The following will help to identify typical potential hazards.

The first rule is to ensure the all personnel are wearing the appropriate PPE (Personal protective equipment). This will include as a minimum, Hi-Visibility garments (tabards etc), Ear Protection, and Protective Footwear.

Dependant on what function you are performing additional PPE is made available and must be utilized.

### ❖ Jet Engines and Propellers

Never approach a jet engine or propellers while the anti collision lights are illuminated, even if the engine is not running the fact that the anti collision lights are illuminated suggest it could be about to start.

The only people that are authorized to be near and engine or propellers when they are live are Aircraft Maintenance personnel.

### ❖ Jet Blast

Exposure to jet blast from passing aircraft should be considered.

While aircraft are instructed to manoeuvre around the airfield with minimum thrust the wake from the jet blast will still propel FOD (Foreign Object Debris) over a wide area.

### ❖ Noise

The Ramp area of an aerodrome is a noisy environment. Passing aircraft, vehicles and equipment operating and manoeuvring in a congested area, many of which; are fitted with audible sirens etc.

Ensure that Ear Protection is worn however, do not be lulled into a false sense of security; you may not hear vehicles reversing towards you or someone shouting a warning. Extra vigilance is required.



## **General Hazard Awareness (Cont.)**

### **❖ Falls from Height**

Falls from Aircraft Holds, Main Deck Cargo Holds, Belt Loaders, FMC's, Maintenance Platforms, Aircraft Passenger Doors, Aircraft Steps, Aircraft Jetty's, High-Lift Trucks etc all represent the potential of a "Fall from Height".

Ensure that all equipment is positioned correctly and that all Safety Guides and Rails are deployed.

### **❖ Being Struck by Falling / Moving Objects**

Manoeuvring vehicles and equipment in the congested environment of the Ramp can represent a risk of being struck by falling or moving objects should the Turnround not be orchestrated in a controlled manner.

Hazardous areas include the vicinity of Aircraft Hold Doors where deadload (Baggage, Cargo, Mail etc) may fall from Belt Loaders, FMC's, ULD's or High-Lift Trucks.

### **❖ Slip, Trip or Fall**

Ensure Good Housekeeping on the Ramp. Spills of Hydraulic Oil, Engine Oil and Fuel all represents possible slip hazards.

Ensure hoses from the fuelling operation and trailing cables from FEGP (Fixed Electrical Ground Power) units are all stowed correctly.

Again, all equipment must be positioned correctly with all Safety Guides and Rails deployed.

### **❖ Fire and Explosion**

During Aircraft Refueling, ensure the fuel truck has an unobstructed escape route (as Airport "Best Practice" suggests). Are there any vehicles or equipment parked under the aircraft wing Fuel Dump Vents?

Is the aircraft Grounding Cable attached?

Damaged packages and spills from some classifications of Dangerous Goods can be potentially volatile.



## **General Hazard Awareness (Cont.)**

### **❖ Hazardous substances**

Damaged and or leaking Dangerous Goods packages, Exposure to Body Fluids and Sanitary Waste including discarded hypodermic needles (Needlestick Injuries) during the aircraft grooming.  
Skin and eye exposure to Hydraulic Oil, Fuel, FOD etc

### **❖ Machinery**

Attention to be paid to machinery with moving parts such as Belt Loaders, FMC's, High Lifts etc (E.g. Conveyer Belts, Platforms and Beds that raise and lower).  
Also Ground Power Units and FEGP where there are cables and a risk of Electrocutation.

### **❖ Manual Handling**

Pushing, Pulling and Lifting, all of these are required to offload and load Cargo, Baggage, Mail, Catering Trolleys, Vacuum Cleaners etc.  
These functions are often performed in restrictive spaces whether that is in an Aircraft Hold, between Rows of Seats in the Passenger Cabin or in the Aircraft Galleys.  
Recognized Manual Lifting procedures are required to be applied and in some circumstances additional manpower made need to be drafted in for assistance.

**Whilst the preceding comprehensive list of hazard awareness items are general they are no by means to be seen as exhaustive and represents what is expected to be encountered during the Turnround process.**



## **Additional Factors to Be Considered**

### **Meteorological Conditions**

#### **Hot**

- ❖ Sun exposure / Heat Dehydration.
- ❖ Air Conditioning in aircraft cabin.
- ❖ Electrical Storms.
- ❖ Fuel Venting.
- ❖ Heat sensitive Dangerous Goods.
- ❖ Welfare of livestock. Place in shade and ensure supply of water.

#### **Cold**

- ❖ Exposure to Cold / Hypothermia.
- ❖ Heating for aircraft cabin.
- ❖ Hazards associated with Rain, Snow and Ice.
- ❖ Frozen aircraft, equipment and vehicles.
- ❖ Suitable clothing for Ramp Workers. Parkas, Gloves etc.
- ❖ Welfare of livestock. Place in warm area.

#### **Wet**

- ❖ Slippery surfaces on Ramp and equipment.
- ❖ Soaked clothing and PPE problems.
- ❖ Increased vehicle braking distance required.
- ❖ Higher risk of electrical shock from equipment.
- ❖ Reduced visibility.
- ❖ Check the Weather Curtain on the Jetty is extended so that rain water does not leak onto bridge.

#### **Dry**

- ❖ Fire Risk.
- ❖ Dust, Eye Protection.
- ❖ Glare.
- ❖ Pollen.



## **Additional Factors to be Considered (Cont.)**

### **High Winds**

- ❖ Danger of empty ULD's and FOD being blown around aerodrome.
- ❖ Aircraft Storm Chocking procedures to be applied.
- ❖ Implement Jetty Airbridge Storm Procedures.
- ❖ Wind velocity to be checked prior to an attempt being made to open aircraft Hold and Passenger Doors.
- ❖ Increased risk when Working at Height, especially on MDL and High Lift Trucks
- ❖ Ensure curtains secure on containers to prevent them flapping in the wind
- ❖ Ground equipment to be pulled off the aircraft as the aircraft will rock as it is buffeted in the high winds

### **Note**

Actual wind velocity readings can be obtained from the Control Tower or the BAA SIS (Staff Information System).

Refer to the Ramp Operations Manual "Publication 70" for guidance on protection of aircraft during High Wind Conditions.

Fueling of an aircraft will be suspended when an Electrical Storm is within **5 MILES** of the airfield.

The Communications Headset will not be used during an Electrical Storm, revert to hand signals for pushback procedure.



## In Preparation of an Aircraft Arrival

- ❖ A walking inspection of the stand is required to remove any obstructions and FOD. Any spillages or hazards are required to be cleaned up or removed and reported if further action is required.
- ❖ Check that the Airbridge Jetty is operational, fully retracted and parked in the box within the Hatched Area. Ensure that there are no obstructions in the Hatched Area that represents the Airbridge Manoeuvring Area.
- ❖ All equipment, vehicles and personnel required for the Arrival have to wait in the Inter Stand Clearways except for anything or anyone associated with the immediate docking of the aircraft. (E.g. Chocks, Pins, Ground Power Unit etc) These are required to be located away from the Centre Line in a safe area so as not to impede the inbound aircraft.
- ❖ Ensure correct use of PPE.
- ❖ Check that access routes and doorways are clear and free from any Trip, Slip or Fall hazards.
- ❖ Appointed person in position to activate the “**Stop**” button if required.
- ❖ Confirm everyone on the Ramp is aware of the Fuel Hydrant Emergency Stop button.
- ❖ Only when all the checks have been completed, activate the SEG (Stand Entry Guidance) system.
- ❖ In the event that the SEG is inoperative call for the BAA Marshalls. The aircraft will hold short until their arrival and will not proceed until indicated to do so by them.



## Arrival Operation

- ❖ Monitor the safe arrival of the aircraft on to the stand. Active the “Stop” button should any hazards occur or manifest themselves at the last moment.
- ❖ Ensure a Qualified Person connects headset and communicates with the Flight Deck Crew.
- ❖ When confirmation received from the Crew that the brakes are “Set”, the aircraft wheels will be chocked by a Qualified Person.
- ❖ A Qualified person is to connect and activate the FEGP or Ground Power Unit.
- ❖ When the indication on the Fight Deck shows that the Ground Power has been activated, the crew will shut down the engines.
- ❖ A Qualified Person is to install the Pins.
- ❖ As the engines spool down and the Anti Collision Lights are switched off, this is the indication that it is considered suitable and appropriate for personnel and equipment to approach “With Caution” and engage with the aircraft.
- ❖ The Ramp Lead will conduct a Visual Walk Around Check at this stage to ensure there is no apparent damage to the aircraft prior to the Ground Equipment “positioning on”.
- ❖ The Ramp Lead will assess if it would be appropriate to hold certain Service Providers off the aircraft for an interim period, for example if there is an Emergency High Lift Ambulance to position on a door where the Catering Truck would normally position on then the Ramp Lead will request that they hold off to give the ambulance priority. One other example would be to enhance the positioning of Baggage Dollies to the FMC, a request may be made that the High Lift holds off for an interim period until the baggage containers have been off loaded from a hold.



## Offloading Operation

- ❖ Maintain a monitoring process as the Hold Doors are opened and the Airbridge moves into position.
- ❖ Belt Loaders or Engineering Steps are the only equipment to be used if the Hold Doors cannot be opened whilst standing on the ground.
- ❖ Ensure that Threshold Stops are not dropped until the FMC is in its correct operating position.
- ❖ Monitor the safe positioning of the FMC's into the Hold Doorways; ensure that the Baggage Tug does not attempt to pull on until the stabilizers are down.
- ❖ During a B747 Combi operation, ensure that the Tail Stanchion is installed prior to any load being off loaded from the Forward Container Hold.
- ❖ If any Pushchairs or Wheelchairs are to be taken to the aircraft door, ensure that the stairs in the building are used and not the Service Steps on the Jetty.
- ❖ Ramp Workers are required to be within the "Line of Sight" of the FMC Operator. Should this not be possible, ensure a third party is deployed to achieve this.
- ❖ Ensure that a Banksman is being deployed for any reversing equipment should this be considered appropriate.
- ❖ Coordinate the activity around the aircraft. Not all Service Providers will be required around the aircraft immediately. Some may need to wait with their vehicles at the edge of the stand in order to alleviate any possible congestion.
- ❖ Any livestock onboard for the Quarantine Station should be kept, when practicable, within the Aircraft Hold until their arrival so as not to cause the animal any distress.



## Loading Operation

- ❖ Prior to loading any Holds, a visual check will be made to check for any damage. Special attention will be paid to dislodged or damaged “Blow Out Panels”.
  
- ❖ On a B747-Combi aircraft, ensure that the Tail Stanchion is installed prior to any load being boarded on the Main Deck, Aft Container Hold and Bulk Hold. If a Tail Stanchion is not available then it is a Mandatory Requirement for the aircraft to be Sequentially Loaded. Contact the Load Agent for guidance.
  
- ❖ Ensure all personnel are wearing their PPE (E.g. High Visibility Tabard, Safety Footwear, Ear Protection etc).
  
- ❖ Constant vigilance is required for any FOD. This is to be cleared up or removed immediately if discovered.
  
- ❖ Ensure a Banksman is deployed for all Reversing Equipment should this be considered appropriate.
  
- ❖ Checks to be made that all ULD’s are serviceable and there are not any jagged edges that could cause injury. Any unserviceable ULD’s are to be taken out of service for repair.
  
- ❖ In the event a container or pallet becomes jammed within the aircraft hold and extra manpower is required to push, ensure that a Responsible Person is within the “Line of Sight” of the person operating the In-Hold Drive System to ensure no one becomes trapped. Extra caution needs to be exercised when working in the hold of an aircraft that does not have a solid floor (E.g. B747).
  
- ❖ Ensure all Dangerous Goods shipments are checked for any visible damaged or leaking packages and that they are all properly restrained.



## Loading Operation (Cont.)

- ❖ When loading Baggage Containers ensure no one walks between the “Train” of Dollies. Once the Dollies are stationary by the FMC Bed only allow a person to drop the locks on the Dolly when a Banksman is being deployed to ensure the “Train” does not move. The container lock is only to be dropped when the FMC Bed is in the lowered position.
- ❖ Under **no** circumstances is anyone to step under the bed of a raised FMC, MDL or High Lift Vehicle.
- ❖ When loading on to the Belt Loader, ensure that the goods are reasonably spaced and should a jam occur, the stop button is activated immediately.
- ❖ Any pieces of Cargo or Baggage that have Wheels or Castors are to be laid on their sides to ensure they do not roll off the elevated Belt Loader.
- ❖ Any heavy or awkward pieces are to be lifted from the Baggage Cart on to the Belt Loader with two people; these items should then ideally be loaded on the Bulk Hold floor thereby avoiding the need to lift them within the Bulk Hold.
- ❖ Ensure that empty Baggage Carts, Dollies, Trucks etc are cleared to their designated parking area in a timely manner to ensure the stand does not become unnecessarily congested.
- ❖ Ensure that all Restraint Components (E.g. Locks, Guides, Nets etc) have been installed and raised to comply with the companies Published Procedures.
- ❖ The Belt Loader or Engineering Steps are the only equipment to be used when closing Hold Doors if they cannot be closed whilst standing on the ground.
- ❖ Prior to the Passenger Door being closed and the Jetty being removed, seek confirmation that the Crew are in possession of all the relevant paperwork (E.g. NOTOC, Passenger Manifest etc) and that the Triple AAA (Passenger v’s Baggage Reconciliation Check has been completed.



## **Loading Operation (Cont.)**

- ❖ Prior to the Jetty or Aircraft Steps being removed, ensure that there are no High Lift Trucks still positioned into the aircraft. This then ensures there is still a “Means of Escape” for Passengers and Crew should the need arise.
- ❖ Once all Ground Equipment, (with the exception of the Pushback Tug and Bar) have been removed from the aircraft and all Passenger and Hold Doors are closed, a Visual Walk Around Check will be performed prior to Pushback.

## **In Preparation for Pushback**

- ❖ Check that the Steering By-Pass Pin is installed.
- ❖ Check that the Wing Men are in position prior to the Pushback commencing.
- ❖ Normal practice is for the aircraft to be Pushed Back “Dead” with engines only being started during the Pushback. Aircraft with a Tail Mounted Centre Engine should only start these once the aircraft has been pulled forward a suitable distance from any Blast Screen. The exception to this is if an aircraft has an inoperative APU (Auxiliary Power Unit) then permission can be sought to start one engine on stand prior to Pushback. When Airstart units being used, ensure that they and the operatives are suitably positioned away from the engines and that the hoses are not kinked or twisted.
- ❖ Ensure that only Authorized Personnel attempt to Pushback an aircraft.
- ❖ Ensure By-Pass Pins are displayed to the Crew prior to aircraft Taxing Off.
- ❖ Only an Authorized Person is to perform Hand Signals to the Crew to indicate that it is considered appropriate to “Proceed with Caution”.



## Pushback and Towing Operation

- ❖ Ensure that all personnel are wearing PPE (E.g. High Visibility Tabard, Safety Footwear, Ear Protection etc).
- ❖ Due to the congested environment of the Ramp, do not attempt to position the Aircraft Pushback Tractor until the majority of the Ramp and Servicing Equipment has vacated the stand.
- ❖ Recognising that the Aircraft Pushback Tractor needs to be “Warmed Up” and the Air Reservoir up to pressure for an immediate pushback once clearance is received from the Control Tower; do not let the engine idle unnecessarily as this will help to improve air quality.
- ❖ Check to be made that the Aircraft Steering By-Pass Pin is properly installed.
- ❖ Once the Tow Bar is connected to the aircraft ensure that no attempt is made to connect the Tug to the Bar until the Jetty or Steps have been removed.
- ❖ Ensure that a successful Communications Check with the Flight Deck has been completed and only Qualified Personnel to attempt to Pushback the Aircraft.
- ❖ Hand held “Wands” are to be used during Pushbacks in Darkness and Periods of Low Visibility.
- ❖ Ensure that two “Wing Men” are deployed and that Published Procedures are being followed.
- ❖ Conduct a final Visual Walk Around Check prior to Pushback once all Ground Equipment has been withdrawn from the aircraft.
- ❖ On Pushback from a Jetty served stand the Ramp Lead is required to stand on the Ramp beneath the Jetty in line of sight of the tug driver. When Pushback Clearance is granted, they are to monitor the clearance between the Jetty and the Aircraft to ensure that the Aircraft does not clip the Jetty.



## **Towing**

- ❖ When Towing an Aircraft all Radio Communication with GMC (Ground Movement Control) will be performed by the Lead Car. To this end, instructions as to when to push the aircraft, how far to push it and which direction the aircraft needs to be facing will be taken from the Lead Car.
- ❖ When Towing onto a Stand the Ramp Lead will make a Visual Check with the Lead Car who will sit on the Back Boundary Line of the Stand to ensure the aircraft is within the parameters of the Stand.

## **Post Departure**

- ❖ After Pushback, the Ramp Lead is required to perform a Post Departure Check of the Stand. The key to this check is Good Housekeeping and returning the Stand to a standard in which you would expect to find it.
- ❖ A Walking Inspection of the stand to remove any FOD (Foreign Object Debris); this should be disposed of in the FOD bin supplied.
- ❖ Ensure that the FEGP is Switched Off, the cables stowed properly within the Cable Receptacle and it has been pushed back to a suitable Standby Position away from the Centre Line.
- ❖ Check that the Airbridge is fully retracted and that the wheels are properly located within the box in the Hatched Area. Any faults that have arisen are required to be reported to Stand Allocation as this may require the Stand to be taken out of commission.
- ❖ All vehicles and equipment are to be removed from the Stand and Inter Stand Clearways and parked in the Allocated Parking Areas.
- ❖ Any spillages are to be reported to AOSU (Airside Operations Safety Unit) for clear up.



## Post Departure (Cont.)

- ❖ Confirm that the SEG (Stand Entry Guidance) system has been switched off.

## Aircraft on Remote Stand

- ❖ Generally aircraft that are on the ground in excess of four and a half hours are required to be towed off to a Remote Parking Stand in order for the BAA to better utilize the Jetty served stands in the Central Area.
- ❖ Given this scenario, once the aircraft has been towed to the remote stand the Ramp Lead will no longer remain at the aircraft. Whenever there is a member of Air Canada staff at the aircraft they will assume the role of highlighting and reporting any potential considered hazards. During any time that there is no member of Air Canada staff at the aircraft then the **Security Guard** will assume this role.

## Security Operation

- ❖ The primary function of the Security Guard on board is to ensure the safety and security of the aircraft is not compromised whilst it is on the ground.
- ❖ The Security Guard will interface with other service providers in the aircraft cabin while performing their duties; these will include Catering, Grooming, and Aircraft Maintenance amongst others.
- ❖ Once all passengers have disembarked the Security Guard will perform a total “Sweep” of the aircraft checking for any suspicious or unauthorized items. This is to include the flight deck, passenger cabin, all cupboards, galleys, storage areas, washrooms etc.
- ❖ Once the Security Guard has performed his “Sweep” they will position themselves by the aircraft door to ensure no unauthorized persons gain access to the aircraft.



## Security Operation (Cont.)

- ❖ A Security Guard will remain with the aircraft all the time it is on the ground. On an occasion where the guard has to be “drafted off” then they will advise the Air Canada Duty Coordinator prior to the guard leaving the aircraft. The aircraft will then be closed down, all doors closed and the steps or jetty will be removed thereby ensuring the safety and security of the aircraft will not be compromised.
- ❖ PPE equipment required (E.g. high visibility tabard)

**Note:** Please refer to section “Aircraft on Remote Stand” for assumed duties.

## Aircraft Maintenance

- ❖ Generally Aircraft Maintenance are not working in an area that directly conflicts with the Ramp Operation albeit in close proximity however, on occasions they are aware of MEL (Minimum Equipment List), deferred or outstanding items that could well represent a potential hazard to others.
- ❖ Aircraft Maintenance will advise the Duty Coordinator in a timely manner when such an item could represent a potential hazard. (E.g. In-Hold Drive Systems Inoperative, overheated brakes, counter balance weights on hold doors inoperative).
- ❖ One of the biggest hazards to affect Aircraft Maintenance is if the aircraft should move while they are working on or around it. To this end it is imperative that published wheel chocking procedures are applied.
- ❖ Aircraft Maintenance generally work with minimal equipment and vehicles however, when there is a technical problem they often need specialist equipment and tools and then it is more likely that they will interface with others at apron level or within the aircraft cabin.



## Aircraft Maintenance (Cont.)

- ❖ On an occasion when Aircraft Maintenance are working in the forward electronics bay, a responsible person will be assigned to ensure that no one or anything falls down the inspection hatch, in the event there is not a person available then preventative equipment will be deployed (E.g. safety net or plate).
- ❖ Aircraft Maintenance will ensure that any oils, grease, hydraulic fluids etc that are spilt will be reported for clean up.
- ❖ Ensure that PPE is being worn (E.g. Safety Footwear, High Visibility Tabard, Ear Protection, Eye Protection etc)
- ❖ On an occasion that an engine run is required on the Ramp, Aircraft Maintenance will ensure that everyone is aware and that the Ramp have been instructed to remove any FOD, equipment, vehicles, movable objects etc. Permission will be sought for the **idle power only** engine run from AOSU (Airside Operations Safety Unit). Any high power engine runs will require the aircraft to be towed to a remote part of the airfield.

## Aircraft Fuelling Operation

- ❖ Due to the nature of the Fuelling Operation the main potential hazard is fire and explosion. Whilst the aircraft fuelling company follow stringent operating procedures there are certain observations that the Ramp Lead can make.
- ❖ Check that everyone working at Ramp Level knows the location of the Fuel Hydrant Emergency Stop Button.
- ❖ Preference should always be given to position the Fuel Truck and conduct the Fuelling Operation from the Port Side of the Aircraft thereby reducing congestion on the traditionally congested Starboard Side.



## Aircraft Fuelling Operation (Cont.)

- ❖ Ensure no one is smoking.
- ❖ Ensure the operator is wearing the appropriate PPE (E.g. Safety Footwear, High Visibility Tabard, Gloves etc)
- ❖ In addition, when the actual re-fuelling is being undertaken the operator should be wearing safety glasses, a bump hat when on the fuelling platform, not using a mobile phone and out of the fuelling truck cab.
- ❖ Under an OSI (Operational Safety Instruction) the airport bylaws suggest that “Best Practice” requires an unobstructed escape route for the fuel truck.
- ❖ Ensure Grounding Cable attached.
- ❖ Ensure that no vehicles or equipment are directly underneath the Fuel Dump Vents.
- ❖ In the event of a fuel spillage, stop fuelling, call the fire brigade (Tel: **222**), assess the requirement to vacate the area, report to AOSU (Airside Operations Safety Unit) for clean up and call Aircraft Maintenance.
- ❖ Dependant on fire and the actual size of the fuel spillage, this would dictate the requirement to vacate the immediate vicinity, if in doubt vacate and seek guidance from the Fire Service.
- ❖ Ensure the Safety Rails are being deployed on the fuel truck platform.
- ❖ During the loading and re-fuelling process the aircraft will “settle” with the additional weight. Special attention is required to be focused on Aircraft Steps and Jetties, especially with aircraft that have outward opening passenger doors (E.g. B747, A340 etc).



## Catering Operation

- ❖ The Caterers work primarily with High-Lift Trucks. Ensure that the truck is positioned correctly and that the Safety Rails have been deployed.
- ❖ Ensure correct PPE worn (E.g. Safety Boots, High Visibility Tabard etc).
- ❖ Similarly to the Groomers, the area in which the Caterers work is a space restricted environment. During the off / on loading of catering, the galleys and passenger cabin can become very congested. A degree of Good Housekeeping is required to reduce the potential of hazards, manifesting themselves.
- ❖ Manual Handling techniques are required to be applied due to the nature of the operation with the Lifting, Pushing and Pulling of Galley Units, Trolleys and Carts.
- ❖ On occasions, catering supplies and units are carried up to the galleys especially for any last minute top up; these are required to be taken up via the stairs in the Terminal Building and not via the Jetty Stairs.
- ❖ Ensure a Banksman is deployed to help manoeuvre the High-Lift Truck **on** and **off** the aircraft. This is especially pertinent to doors L4 and R4 on the B747 operation with regards to the Flap Canoes.
- ❖ A degree of Good Housekeeping is required in the High-Lift Trucks. Any rubbish that is removed from the aircraft needs to be bagged or boxed to ensure it does not fall or get blown out of the truck to become FOD on the Ramp.
- ❖ The Ramp Lead on occasions may request that a service provider “Hold Off” the aircraft for an interim period. Please make reference to the “Arrival Operation” section.



## Aircraft Grooming Operation

- ❖ Aircraft Grooming will not commence until all the passengers have disembarked due to potential Slip, Trip and Fall hazards from their equipment (Vacuum Cleaners, Mops, Brooms, Trailing Cables etc).
- ❖ A High-Lift Truck is used for their operation; ensure that the truck is properly positioned and that the Safety Rails have been deployed.
- ❖ Their equipment is normally transported up to the Aircraft Cabin via the truck however, on occasions it is carried up to the Passenger Cabin; ensure these items are carried up via the stairs in the Terminal Building and not the Jetty Stairs.
- ❖ Good Housekeeping is required in the restricted environment of the Passenger Cabin with special attention to Trailing Cables due to the Trip and Fall hazard they represent to other personnel working within the cabin.
- ❖ Ensure correct PPE (E.g. Safety Footwear, High Visibility Tabard, Gloves or Rubber Gloves etc) are being used.
- ❖ Increased risk of Needlestick injuries from discarded hypodermic needles especially in the seat pockets.
- ❖ Exercise caution to be applied when working and bending down between rows of seats due to the possibility of back strain.
- ❖ Sharps Box on the High-Lift Truck is to be used to dispose and make secure such items as hypodermic needles.
- ❖ A degree of Good Housekeeping is required in the High-Lift Trucks. Any rubbish that is removed from the aircraft needs to be bagged or boxed to ensure it does not fall or get blown out of the truck to become FOD on the Ramp.



## **Aircraft Grooming Operation (Cont.)**

- ❖ Ensure a Banksman is used to help manoeuvre the High-Lift Truck **on** and **off** the aircraft. This is especially pertinent on doors L4 and R4 on the B747 with regards to the Flap Canoes.

## **Passenger Coaching Operation**

- ❖ Passenger Coaches will be deployed whenever an aircraft arrives directly or departs from a Remote Stand.
- ❖ Generally the Coaches would not arrive at the stand prior to the aircraft arrival. This is an ideal situation in a congested area. In the event that the Coaches do arrive prior to the aircraft then the driver will park the Coach in a suitable position away from the stand.
- ❖ Once the Aircraft has docked and the Aircraft Steps have been positioned then the Coach can proceed towards the Aircraft with caution.
- ❖ There will be a member of Air Canada's Passenger Service staff at the Aircraft positioned at the bottom of the Aircraft Steps, they will assist passengers to disembark or board the Coaches and ensure their safe passage between the Coach and the Aircraft Door.
- ❖ The member of the Air Canada's Passenger Service staff will ensure that passengers do not wander off and special attention needs to be paid to children who are likely to be curious as to the activities around an aircraft.
- ❖ The Air Canada Passenger Service Agent will ensure that passengers do not backlog on the Aircraft Steps causing a potential hazard, in the event that this looks likely then the Agent will hold the passengers on the bus and not let them congregate on the Ramp. Once the route is clear then the passengers will be invited to continue boarding the Aircraft.
- ❖ PPE required by the Passenger Service staff, (E.g. High Visibility Tabard).



## Passenger Coaching Operation (Cont.)

- ❖ The Coach Driver is unlikely to come off the bus however, if he does, then a High Visibility Tabard will be required.
- ❖ Due to the congested area of a Remote Stand, should the bus need to reverse then the driver **MUST** seek the assistance of a Banksman.
- ❖ The driver will attempt to position their bus a suitable distance from the Aircraft Steps however, Under **NO** circumstances will a coach attempt to drive under a wing of an aircraft. In this congested environment this may result in the passengers having to walk a few extra meters.

## Passenger Attendant

- ❖ The Passenger Attendant is primarily involved with the special needs of Wheelchair Passengers. Manual Handling plays a prominent part in their duties and dependant on the mobility of the passenger as to what degree is required. This can range from assisting a passenger to walk from the Aircraft Door to their Seat or having to lift and carry them.
- ❖ On an Arriving Aircraft the Wheelchair Passengers are normally taken off when all able body passengers have disembarked. The aircraft Groomers and Caterers are required not to start their duties until all the passengers have disembarked. On occasions when there is a delay waiting for specialist equipment such as Wheelchairs or a High-Lift Ambulance then they may have to commence their duties. When this is the case they are required to keep the area between the Passenger's Seat and the Aircraft Door clear of any equipment.
- ❖ On Departing Aircraft, special needs passengers should be boarded prior to general boarding. This is more practical as there is less congestion in the Aircraft Cabin.



## Passenger Attendant (Cont.)

- ❖ Manoeuvring a Passenger in and out of a Wheelchair by the Aircraft Door on the Jetty Head requires the area to be clear of any potential trip hazards such as Grooming or Catering Equipment.
- ❖ PPE required are Safety Footwear. Should they need to go onto the Ramp then a High Visibility Tabard is required.
- ❖ Two Passenger Attendants are required when attending to the needs of a “Carry On” Passenger, in the event of a large or heavy passenger then additional assistance will be sought.
- ❖ Manual Handling techniques are to be applied when assisting Passengers, Lifting and manoeuvring Wheelchairs and transporting “Out of Gauge Baggage” at the Check In area.
- ❖ In the event the Aircraft is on a remote outside stand then a High-Lift Ambulance should be used to transport the Passenger to and from Ramp Level in wet, icy or high wind conditions. Outside these conditions if it is considered that the Passenger is too big or heavy to negotiate the gradient of the Aircraft Steps then again a High-Lift will be sought.
- ❖ In addition to the normal seating restrictions for Wheelchair Passengers (E.g. not to be seated in Emergency Exit Rows, not to be seated on the Upper Deck of a B747 if unable to walk up the stairs). Consideration should be given to assigning a seat where the armrests are not static. This enables the Passenger Attendant to slide the Passenger into their seat, not having to lift them so high and as they are lowered into their seat the chance of catching the Passengers hip on a static armrest.



## Crew and Crew Bus Operation

- ❖ The Crew Bus picks up and delivers Pilots and Flight Attendants to and from the Aircraft Side. On Arriving Aircraft, generally the aircraft is on the Ramp prior to the Crew Bus turning up; this is an ideal situation as the Crew would not normally disembark until the passengers are off.
  
- ❖ In the event the Crew Bus arrives on the Ramp prior to the Aircraft, the Crew Bus Driver will park the coach in a suitable area away from the stand so as not to further congest the stand area.
  
- ❖ On Departing Aircraft where the aircraft has to be towed on from a Remote Stand; occasionally the Crew Bus may arrive prior to the Aircraft. Again in this scenario the Crew Bus will park in a suitable area away from the Ramp and not approach the Aircraft until the Aircraft has docked and the Jetty or Steps have been positioned.
  
- ❖ On Air Canada flights the Crew take their baggage up into the Passenger Cabin so normally there is no requirement for the Crew Bus to drive round to the Hold Area. The exception to this would be on an occasion where there is a large piece of Crew Baggage that needs to be accommodated within the Aircraft Hold.
  
- ❖ Ensure PPE is being worn by the Crew Bus Driver (E.g. High Visibility Tabard)  
The Pilots and Flight Attendants do not require a High Visibility Tabard when walking between the Crew Bus and the Aircraft however, the Pilots do require High Visibility when conducting their Pre-Departure Walk Around Check.
  
- ❖ On a Jetty Served Stand ensure the Crew use the stairs in the Terminal Building and not the Jetty Stairs, the likelihood is they will be carrying baggage and possibly wearing inappropriate shoes. The Crew Bus will pick up and drop off by the Terminal Building Stairwell.



## Crew

- ❖ Ensure that the Pilots are wearing PPE (E.g. High Visibility Tabard) during their Walk Around Check.
- ❖ Ensure that the Pilots keep clear from areas beneath Belt Loaders, FMC's, MDL's, High-Lift Trucks etc.
- ❖ In the event that the Grooming Operation has not been completed when the Crew are ready to board, then they should wait in the Lounge until at least the Forward Cabin has been completed and is clear of equipment.
- ❖ On board the Aircraft the Crew are responsible for Passenger Safety. Any Cabin Doors open, have been opened essentially for good reason. The Crew will ensure all precautions are in place to prevent a Fall from Height.

## Water and Waste Operation

### Waste

- ❖ In an attempt to reduce Ramp congestion on an Arriving Aircraft it is required that the Waste is not serviced for at least 20 minutes after Arrival. If the Aircraft is to be Towed Off to a Remote Stand then this would be an ideal opportunity for the Waste to be serviced as there will be minimal personnel around the Aircraft.
- ❖ Ensure that the Operator has the appropriate PPE. (E.g. Water Proof Suit, Safety Footwear, Face Mask, Rubber Gloves, High Visibility Tabard etc).
- ❖ Ensure a Banksman is utilised should this be considered appropriate.



## Water and Waste Operation (Cont.)

- ❖ Any spillage of Effluent on to the Ramp represents a significant Health Hazard, it is mandatory that this is reported in order for it to be cleaned up.
- ❖ During Winter Operations any spillage may well freeze and cause an additional hazard.
- ❖ Operator to be aware of COSHH (Control of Substances Hazardous to Health) assessment for any chemical additives being used.

### Water

- ❖ In an attempt to reduce Ramp Congestion on an Arriving Aircraft it is required that the Water is not serviced for at least 20 minutes after Arrival. If the Aircraft is to be Towed Off to a Remote Stand then this would be an ideal opportunity for the Water to be serviced as there will be minimal personnel around the Aircraft.
- ❖ Ensure that the Operator has the appropriate PPE (E.g. Water Proof Suit, Safety Footwear, Rubber Gloves, High Visibility Tabard etc).
- ❖ Ensure a Banksman is utilised should this be considered appropriate.
- ❖ During Winter Operations Aircraft Maintenance may well require the Water System to be drained on Aircraft “Laying Over” all night. The Water is not to be dumped on the Ramp as it may well freeze and cause an Additional Hazard.

### Marshalling

- ❖ The Marshalling of Aircraft at Heathrow Airport is performed by the **BAA Marshallers only.**



## **Marshalling (Cont.)**

- ❖ A Marshalling service is automatically provided on Stands that are not equipped with SEG (Stand Entrance Guidance) or where the SEG system is known to be unserviceable. A Marshalling Service is always available on request.
- ❖ Ensure appropriate PPE is being used (E.g. Ear Protection, Safety Footwear, High Visibility Tabard etc).
- ❖ The Marshallers have overall Authority while the Aircraft is being manoeuvred on to the Stand.

## **De-icing Operation**

- ❖ The De-Icing process is carried out during the Winter Months and is critical to Flight Safety. External areas of the Aircraft (E.g. Wings, Flaps, Rudder, Ailerons etc) are sprayed with a De-Icing Agent to remove Snow, Slush, Ice and Frost. This also inhibits the build up of these for a limited time after spraying.
- ❖ Generally, once an Aircraft has been “De-Iced” the Aircraft then has to take off within 20 minutes, however this time window is dictated by the actual Weather Conditions. Failure to achieve this will require the aircraft to be De-Iced again.
- ❖ The De-Icing process will not take place until the Aircraft is ready to Pushback. All the Hold and Passenger Doors need to be closed as do any Service Flaps, Panels and Doors. The Ramp Lead is required to ensure this is in place and all Ground Equipment with the exception of the Pushback Tug and FEGP (Fixed Electrical Ground Power) is cleared from the Aircraft vicinity.



## **De-icing Operation (Cont.)**

- ❖ The Ramp Lead will check with the Flight Crew that they are ready for De-Icing to commence. Amongst other checks they will shut down the Air Conditioning Packs so the residue from the De-Icing spray is not ingested into the Aircraft Cabin.
  
- ❖ Ensure that the De-Icing Operatives are wearing correct PPE (E.g. Safety Footwear, Winter Weather Gear, Ear Protection, Eye Protection, High Visibility Tabard etc)
  
- ❖ The De-Icing Truck will manoeuvre around the Aircraft at the request of the Operative raised in the Boom conducting the spraying. Ensure that Safety Rails are deployed in the Boom and that a Safety Harness is being worn.
  
- ❖ The residue mist from the De-Icing Fluid will drift across the Ramp with any Prevailing Wind so Personnel are required to be kept upwind from the Spraying or within a Vehicle.
  
- ❖ The De-Icing Operatives can reduce congestion on the Ramp by Standing By in their vehicle at the edge of the Ramp until the Ramp Equipment has cleared before positioning their Truck.

## **Emergency Services**

### **Fire**

- ❖ The Fire Service will attend all Emergency Situations. In an Emergency Situation the Fire Service have Priority and any instructions given by them will be executed to the letter.
  
- ❖ No one is to approach an Aircraft until the Fire Service give the “All Clear”.



## **Emergency Services (Cont.)**

### **Police**

- ❖ As with the Fire Service, the Police would only be in attendance at an Aircraft with a Legitimate Reason and all cooperation will be shown and their instructions followed.

### **Ambulance**

- ❖ In an Emergency Situation, Priority to be given to the Ambulance Service. Where a High-Lift Ambulance is in attendance this will be positioned on the Aircraft as a matter of Urgency however, in a non emergency situation the High-Lift will be positioned at a convenient time (see “High-Lift Ambulance” operation).

### **H.M. Customs**

- ❖ H.M. Customs have wide reaching powers in their quest to protect society. They may be at the Aircraft conducting Surveillance or even totally Seal Off or Impound an Aircraft forbidding anyone or anything to be Off or On Loaded. As with the Fire and Police Service, cooperation will be shown and any instructions followed.

### **Port Health**

- ❖ Although not an Emergency Service, on occasions you may encounter Port Health at the Aircraft. In an extreme situation they may require the Aircraft to be temporarily isolated if for example they suspect a Contagious Disease on board. Again cooperation to be shown and any instructions followed.



## High Lift Ambulance

- ❖ A High-Lift Ambulance is used to transport Passengers to and from the Aircraft Cabin and Ramp Level who are unable to access the Aircraft via the Jetty or Aircraft Steps or where this is not practical.
  
- ❖ Areas where the High Lift Ambulance Operator interfaces with others at Aircraft Cabin Level are the same as those outlined in the previous Passenger Attendant section.
  
- ❖ In addition there will be interface with others at the Ramp Level. On an Arriving Aircraft the High Lift Ambulance Operator is required to Hold Off their vehicle in an appropriate position so as not to further congest the Ramp Operation. The Passenger will not be “Carried Off” until all other Passengers have disembarked.
  
- ❖ As soon as it is practical the Ramp Lead will advise the Operator that it is an appropriate time to position the High Lift Ambulance.
  
- ❖ On Departing Aircraft it is preferred practice to board Special Needs Passengers via the High Lift Ambulance prior to General Boarding, if this is not possible then they will be boarded at a convenient time, again the Ramp Lead will advise when it is an appropriate time to position the High Lift Ambulance.
  
- ❖ The only exception to this is when it is an Emergency Situation and the Ramp Lead will give Priority to the Ambulance.
  
- ❖ Ensure that PPE is worn (E.g. High Visibility Tabard)
  
- ❖ Ensure that the Stabilizers and Safety Rails on the High Lift Ambulance are deployed.



## **VIP's, Diplomats and Couriers**

- ❖ Occasions will arise where Special Loads are required to be witnessed being either Loaded or Off Loaded.
- ❖ PPE required as a minimum would be a High Visibility Tabard.
- ❖ Experience suggests that often these people can be very Over Zealous and in an unfamiliar and Dangerous Environment such as the Ramp, could end up being a Danger to Themselves and Others.
- ❖ Try to avoid this situation if possible as sometimes a Verbal Conformation that something is On Board, will suffice.
- ❖ In the event where they do come down to the Aircraft Side they will be accompanied by the Ramp Lead at All Times.
- ❖ Their visit to the Ramp will be kept to an Absolute Minimum.
- ❖ Under **NO** circumstances will they be allowed either to climb on any Ramp Equipment or be allowed access to the Aircraft Holds.

## **Miscellaneous Service Providers**

- ❖ On occasions it is inevitable that an Ad Hoc Service Provider will be at the Aircraft. As an example this may be a Security Van, a Transport Company with Unusual Loads, the Press with Camera Crews etc.
- ❖ On these occasions it is likely that the Ramp Lead will be aware that they are due and will be vigilant as to their arrival.



## Miscellaneous Service Providers (Cont.)

- ❖ Possibly they will not be familiar with an Aircraft Turnround Environment. Therefore, it is important that the Ramp Lead identifies themselves and offers guidance as required.
- ❖ On introduction, if it is apparent that this is their first encounter in this type of environment then, the Ramp Lead is required to explain that it can be a Dangerous and Congested Environment if not properly managed and their Instructions and Requests are to be Respected.
- ❖ Should they require to be on the Ramp and are not in possession of any PPE then the Ramp Lead will endeavour to provide a high visibility tabard as a minimum for their use.

## Airside Driving

- ❖ All Airside Drivers are required to be in possession of a current Full Driving License, in addition to this they are required to hold a valid Airside Driving Permit.
- ❖ The Airside Driving Permits are issued by HAL and need to be re-validated every three years. The process to re-validate will consist of an Airside Driving Test and a Theory Paper.
- ❖ There are three types of Airside Driving Permits (A, B and C) all valid for different areas.
  - A. Valid for Airside Service Roads only.
  - B. Valid for Airside Service Roads, Aprons, Controlled and Un-Controlled crossings.
  - C. Valid for the areas as above and in addition the Aircraft Manoeuvring Areas (E.g. Aircraft Taxiways etc)



## Airside Driving (Cont.)

### .General Rules

- ❖ Aircraft always have the Right of Way.
  
- ❖ Speed limits on Airside Roads are 20 mph unless otherwise indicated.
  - 5 mph on the Apron
  - 30 mph in the Cargo Tunnel
  - 40 mph on the Aircraft Manoeuvring Area.
  
- ❖ Never drive in front of, or behind an Aircraft where the Anti Collision Lights are illuminated.
  
- ❖ No Smoking in vehicles Airside.
  
- ❖ Vehicles should drive with Dipped Headlights and Obstruction Lights illuminated at all times.
  
- ❖ Vehicles should not be left running while un-attended.
  
- ❖ Drivers are to keep to the Designated Routes and not take short cuts off the Road System.
  
- ❖ It is the Driver's Responsibility to ensure all loads are Properly Secured.
  
- ❖ Always park in a Designated Area. Space is at a premium and this helps to reduce congestion.
  
- ❖ In times of low visibility as advised by AOSU (Airside Operations Safety Unit), "Free Ranging" by "C" class license holders is not permitted. AOSU will advise when low visibility procedures are no longer in force.
  
- ❖ All accidents are to be reported immediately to the Police and AOSU.