

# **AOP 02 -**

## *Coordination with Other Organisations, Safety Programmes and Auditing*



Operational Committees the Airport is able to identify the specialist requirements of all operational teams. Joint membership of these Committees, by certain key personnel, enables a consistency of approach and ensures that issues on the boundary of both groups don't 'fall through the gap'.

### **1.3 Contracted Activities**

All contracted activities at LBA must be conducted in accordance with ADR.OR.D.010.

A written agreement must exist between LBA and the contracted organisation, clearly defining the contracted activities and the applicable requirements. The contracted safety related activities relevant to the agreement must be reviewed as part of LBA's Compliance Monitoring System. The LBA representative responsible for the contract must ensure that the contracted organisation has the necessary authorisation, declaration, or approval when required, and commands the resources and competence to undertake the task; to this end, a prior audit of the contracted party should be conducted to ensure that the contracted organisation meets the applicable requirements, and the requirements specified by LBA.

Regardless of the approval status of the contracted organisation, the contracting manager is responsible to ensure that all contracted activities are subject to hazard identification, safety (risk) assessment and mitigation, as well as compliance monitoring.

When the contracted organisation is itself certified to carry out the contracted activities, LBA's CMS should at least check that the approval effectively covers the contracted activities, and that it is still valid.

### **1.4 Generic Aircraft Turnround Plan**

The Airport Company works with all members of the airside community to promote safety for all airside users. As part of the enhancements to the safety management systems, the airport company has worked closely with the Airport Operators Association (AOA) and the Health and Safety Industry Strategy Group to formulate a Generic Aircraft Turnround Plan. The document does not supersede any statutory regulations and should be read in conjunction with existing Airport Operating Procedures.

The responsibility upon all parties to conduct the turnround procedures safely is enshrined in the Health and Safety at Work Act 1974 that places the duty of care on all stakeholders. Effective safety management will not only reduce the numbers of accidents and incidents but will also improve the efficiency of all concerned.

Individual airline and ramp service providers may well have their own turnround plan in place that should be based around the common framework described in this document. It should be noted that this guidance document provides one element of the way that safety is managed in the airside environment.

### **1.5 Turnround Processes**

The processes involved in ensuring a safe and efficient turnround have a number of key elements that are described within the plan. These range from the planning phases such as risk assessment or resourcing through to the actual tasks identified for specific individuals or companies.

It is recognised that the plan will be used for a "typical" turnround. The processes involved in a turnround already dictate that the general flow of activities will be such as those shown in this

document. However, operational circumstances may mean that some activities occur concurrently. The key activities involved in the aircraft turnround are generally accepted as:-

- Aircraft Arrival
- Passenger Disembarkation
- Baggage offload/on load
- Cleaning
- Toilet/water servicing
- Catering
- Refuelling
- Passenger embarkation
- De-Icing
- Aircraft pushback for departure

There are 5 main stages within the plan that are shown below along with guidance notes where appropriate. The lists are not exhaustive but give an indication of what is expected during the turnround. The key individual identified by the Health and Safety Executive through the consultation process was the Turnround Co-ordinator. Each airline or handling agent will have a nominated person who adopts the role but the safety considerations within this plan apply to all who are involved in the turnround, irrespective of status. Any person who witnesses an unsafe working practice must take immediate action. If this request is not complied with, the details should be reported to the Aircraft Dispatcher or AOU.

#### 1.5.1 Stage 1 -Resource Planning For Safety

This function will be undertaken at line management level and covers such elements as:-

- Resourcing – to ensure that those undertaking the required activity have sufficient human and equipment resource.
- Serviceability – any equipment that is to be used as part of the turnround is fit for purpose.
- Risk assessment – all functions and elements thereof, should have a risk assessment in place. These should cover the three main elements of the risk assessment matrix, people, activities and environment
- Training – ensure that all staff have received the relevant training for the activities expected of them. This should include basic airside safety awareness, health and safety and driver training where appropriate
- Safety measures – all individuals should have been provided with the appropriate personal protective equipment for the tasks detailed in the plan.
- Emergency procedures – all persons should be aware of the emergency/contingency procedures required should they be required. This should be addressed as part of the induction training for all undertaking airside activities.
- Incident reporting and investigation procedures – these should be documented at a company level with action points where appropriate.

#### 1.5.2 Stage 2 – Preparation and Arrival Process

Before an aircraft arrives onto a stand, there are a number of processes to ensure the area is fit for the purpose. These activities will be undertaken by all stakeholders of the turnround in order to facilitate the safe arrival for the turnround.

- Walking inspection of the stand area to remove potential obstructions, foreign object debris, spillages or other potential hazards.
- Where the airport has been subjected to wintry conditions, ensure that any snow, ice has been removed from the stand area and associated passenger walkways.
- Ensure that where the stand is served by an airbridge, the bridge is positioned in the correct location for the safe arrival of the aircraft.
- Where the stand has stand entry guidance but the particular aircraft type will not utilise the bridge, it has been positioned in its correct “parked” position so as not to create a hazard for the intended aircraft arrival.
- Ensure that the stand entry guidance is illuminated or the marshaller is in position in sufficient time
- Ensure that all those staff awaiting the arrival of the aircraft have the required personal protective equipment and that it is being used in the correct manner.
- Where the stand is utilising stand entry guidance, ensure that the emergency stop button is attended in sufficient time to protect the aircraft arrival
- Once chocked, engines shut down and anti-collision beacons extinguished, servicing activities can be undertaken by designated competent personnel.

### 1.5.3 Stage 3 – Off Load Processes and Commencement of Servicing

The processes involved at this stage will certainly take place concurrently and the safe management of these elements is critical to both flight safety and the health and safety of all those staff involved in the turnaround.

- Subject to the weather and ground conditions, protective cones should be in place ahead of servicing activities being undertaken.
- Ensure airbridge or aircraft steps are positioned in a safe manner with the use of banks person where appropriate.
- Correct deployment of guardrails or safety devices as required to prevent falls from height before any aircraft door is opened.
- Passenger offloading may only commence when the relevant safety measures are in place. These include engines shut down, cones, guard rails, chocks and anti-collision beacons extinguished. Subject to airline requirements, this may also include passenger guidance chains.
- Ensure that passenger movements on the apron are conducted in a safe manner under the guidance of trained escorts.
- Where coaching is required for passengers, the requisite capacities are not exceeded and that sufficient escorts are available to manage the passengers on the apron at all times.
- Banksperson used for all vehicles reversing in the stand area as required as part of safe working practices.
- Positioning of ground servicing equipment at aircraft side is conducted safely with use of brake checks when approaching aircraft.
- Ensure all staff undertake baggage/cargo offload as trained and in accordance with established procedures. This includes the handling of dangerous goods and special cargo as determined by international guidelines.
- Once the offload has been completed, a visible check of the holds is to be made to ensure there are no spillages are evident and that all inbound baggage, cargo, mail has been removed.
- Ensure that aircraft cleaning is undertaken in line with established procedures.

- Perform the toilet and water servicing of the aircraft in a safe manner with bankspersons used to protect aircraft surfaces at all times.

#### 1.5.4 Stage 4 – Continued Aircraft Servicing and On Load Procedures

Throughout the turnround, key stakeholders will undertake their assigned duties concurrently and as such this section will take a natural progression from Stage 3

- The aircraft will have its inbound catering offloaded and outbound catering on loaded in accordance with established procedures. Bankspersons will be used at all times when vehicles are manoeuvring close to aircraft surfaces. Guardrails must be in place to prevent falls from height at open servicing doors. The catering change should not produce debris that may become foreign object debris. A visible check around the exterior of the aircraft should be conducted once the activity has been completed.
- External inspection checks may be conducted by flight crew using the relevant personal protective equipment of hi-visibility clothing and hearing protection as determined by company procedures.
- Aircraft refuelling is to be undertaken by the contracted company in line with established procedures in the presence of a fuelling supervisor. Ensure that no fuelling bowser is obstructed at any time. All personal electronic devices (radios, phone etc.) should be intrinsically safe and bonding cables should be in place ahead of any refuelling being undertaken.
- Aircraft flight crew will undertake the required security checks of the aircraft cabin ahead of passenger boarding.
- Aircraft steps or passenger boarding bridges should be checked for height in relation to aircraft door sill level. Turnround activities may well require them to be re-positioned ahead of the passenger and baggage on load.
- Where passenger boarding has commenced and refuelling has not been completed, a refuelling standby should be in place as dictated by airline policy and the specific Airport Operational Instruction relating to the subject.
- Outbound baggage, cargo, mail loading team will make a visible inspection of the holds to ensure there are no items left in the holds. No loading will commence until those performing the loading have the required loading instruction for weight and balance.
- Where remote parking has been utilised, the use of passenger coaches should be conducted with sufficient passenger escorts to provide safety for all concerned.
- All vehicles used in the loading will be operated in accordance with established procedures and staff will perform the required brake checks when approaching the aircraft. Bankspersons must be used at all times when vehicles are manoeuvring close to the aircraft surfaces.
- Having loaded the requisite amount of baggage, cargo, mail, all items should be secured using the ins hold equipment provided (cargo nets, in hold locks and stops)
- The hold doors will be closed in line with the aircraft manufacturers' procedures and a visible check of the areas around the holds must be made to ensure no damage has occurred during the turnround.
- The loading staff will perform a check of the area outside the aircraft and remove any potential foreign object debris that has been produced during the previous activities (baggage tags, straps, fasteners etc)

#### 1.5.5 Stage 5 – Pre Departure Procedures

Once the aircraft has been loaded with passengers, baggage, cargo, mail, catering, fuel, the final phase will take place. This continues to be a critical time as vehicles and personnel may well be manoeuvring away from the aircraft side concurrently.

- Ensure all guardrails are retracted where required to ensure aircraft doors do not contact equipment when being closed.
- Establish two-way communication with flight crew prior to any steps or passenger boarding bridges being removed to prevent falls from height.
- Continue to use bankspersons when equipment is being manoeuvred away from aircraft surfaces.
- Ensure that all equipment removed from the aircraft used in the turnround is relocated to its designated parking area.
- Where de-icing is required, ensure that the flight crew have been made aware of the hold over times. Only conduct this activity when all other personnel have vacated the stand. Always ensure that two-way communication is established between the de-icer vehicle driver and the operative applying the solution. This will ensure that any potential incidents or accidents are avoided during this critical phase of the turnround.
- Having completed the de-icing (if required), the push back team will attach the relevant tow bar and push back tug prior to departure.
- A final walk round check must be completed by the push back supervisor to ensure the stand is clear of foreign object debris and that there are no signs of damage to the aircraft surfaces. He/she will ensure that all hold doors are secured with particular attention to door handles resting flush within the relevant recess.
- Where a self-manoeuvring procedure is taking place, consideration must be given to any requirement for the aircraft to be re-positioned onto a taxiway ahead of engine start. This may only be done in full consultation with AOU and two-way communication with Air Traffic Control. Details relating to nonstandard parking are also contained within the Airport Operational Instruction relevant to the topic.
- The manoeuvring of the aircraft during the push back and start up procedure must be conducted in line with established company procedure and relevant Airport Operational Procedures.

A key to the turnaround plan is the ability for airlines, handling companies and the airport operator to measure safety and performance. As described earlier, this plan is best described as the minimum requirements expected by the airport company and will complement established practices and standard operating procedures of key stakeholders. The airport company will continue to actively audit compliance with the plan and advise stakeholders of any non-compliance issues.