

				Manchester Airport Baggage Hall Operations Standards		Risk Rating	High – Reviewed Annually
Reference:	EGCC-I-AOPS-012	Issue:	1	Owner:	Head of Airfield Operations	Department:	Airfield
Issue Date:	01/08/25		Compliance Date:	01/09/25	Planned Review Date:	01/06/26	

1 General

To improve upon Health & Safety and performance standards, the baggage hall areas located at Terminal 1, Terminal 2 and Terminal 3, will formally be recognised as an ‘Airside’ environment.

As such it is necessary to alter how this area is controlled, to align with the current airside environment and the requirements laid out in the Aerodrome Manual and subsequent Airside Standing Instructions.

The Aerodrome Manual can be accessed via the following internet address:
<https://manchesterairport.co.uk/ops>

As of September 1st 2017, operations and behaviours within the bag hall areas will adhere to regulations as outlined within the Aerodrome Manual and any applicable Ground Services Licences.

2 Useful contact numbers

Emergency Fire, Police or Medical Assistance	ext.2222
Security	ext.3333
Airfield Operations Duty Manager	ext.3331
Airport Duty Manager	ext.8777
Engineering & Baggage Duty Manager (EBDM)	ext. 3678 or 76164
Terminal 1 Flow Control	3826
Terminal 2 Flow Control	6128
Terminal 3 Flow Control	6128
Baggage Operations Manager	07711574078
Baggage Flow Control	3826

3 Employers’ responsibilities

The Health and Safety at Work etc., Act 1974 (Section 2) requires all employers to ensure the health and safety and welfare of all their employees whilst at work and also to provide adequate health and safety related information, instruction, training and supervision.

In section 3 of the Act there is also a duty on employers to ensure persons not in their employment are not put under risk to their health and safety as a result of their business activities or undertakings.

Employers also have a duty to carry out ‘suitable and sufficient’ risk assessments for all their work activities as required by the Management of Health and Safety at Work Regulations. 1999.

The above list is not exhaustive, but merely indicative of what employers need to do.

4 Employees responsibilities

Legal Duties for all employees in respect of health and safety at work include;

'Taking reasonable care for their own health and safety and that of others who may be affected by their acts or omissions'

'Co-operating with employers on issues concerning health and safety'

'Not to intentionally misuse or interfere with anything provided for health and safety'

'The duty to correctly use work items provided by their employer, including personal protective equipment'

5 Conduct within the bag hall areas

5.1 General Conduct

- The designated walkways and plinths should always be kept clear from obstruction and allow safe access for pedestrians
- Roadways should be kept clear of parked vehicles and equipment at all times.
- All staff should ensure that working areas are kept clean and maintain good housekeeping standards.
- All baggage areas have been designated as 'No Smoking Areas'. Failure to comply should be treated by employers as a disciplinary offence. Offenders will be subject to fines under the Airside Infringement Scheme (EGCC-I-AOPS-013)
- All staff should carry out their work in a safe manner and comply with all safety legislation in addition to the local rules and regulations for baggage and associated areas.
- All staff should immediately inform Airside Security (3333) of any unauthorised persons or suspect packages they see in the area.
- All staff should immediately inform the Airfield Operations Duty Manager (3331) concerning the misuse of facility equipment.
- Service providers are responsible for the supervision of all inbound items whilst ensuring they do not block or fall off inbound carousels.
- All oversized inbound items should be carried through to the passenger arrivals hall and not placed on carousels to avoid potential damage e.g. skis, wheelchairs and bicycles.

5.2 Baggage Hall Clothing

4.1 All airside users must wear a high visibility waistcoat, jacket or equivalent when airside and outside of any building. This includes walking to and from workplaces airside.

Airside access will be denied at security if the airside users do not have a hi-visibility coat/jacket or equivalent.

When worn, the waistcoat or jacket must be properly fastened to provide maximum prominence to the front and rear of the garment. All employers should ensure that their staff are provided with hi-visibility clothing which must be manufactured to the recognised British Standard BS EN 471. All airside users have a responsibility to report any concerns relating to hi-visibility clothing to their employer.

Further guidance on high visibility personal protective equipment is available from the Health and Safety Executive (HSE). Please refer to their document L25 1992, titled "Personal protective equipment (PPE): high visibility clothing for airport workers" available from the HSE website at www.hse.gov.uk

Employers should monitor that their staff have hi-visibility clothing and that it meets the requirements, is clean, fits the individual and free from defects. Failure to wear high visibility

clothing properly will result in an infringement penalty notice as per section 10.7 of EGCC-I-AOPS-013 – Safety Infringements.

4.2 Those operating or working around ground service equipment must not wear clothes which have loose elements such as scarves, cords or chains as these present a risk of entanglement and entrapment.

Hoods on coats must be worn up as protection against poor weather or be stowed in an integral compartment. Hoods are not permitted to hang or be worn down unless they are easily detachable. Hoodies are not an acceptable item of clothing for airside staff.

Shoe and bootlaces must be properly tied and secured, and not trailing. Footwear must have no loose or dangling elements.

Any headwear worn for observation of religion must have any loose ends tucked away, including turbans and headscarves.

For those that have long hair whereby there's a risk that the hair may become entrapped or entangled they must ensure the hair is suitably secured to mitigate the risk.

Any airside user working near baggage belts must ensure that security ID badges are sufficiently secured to prevent entanglement or entrapment within moving machinery or equipment.

6 Health and safety within the baggage areas

- It is the individual employer's duty to ensure that staff are aware of the Emergency and Evacuation Procedures for the baggage areas and to familiarise their staff with the Emergency Telephone Number which is 2222 if using an internal telephone.
- If using a M.A. company mobile phone dial 747 2222 or for a personal mobile phone dial 0161 489 2222.
- Walking between parked trailers or vehicles is not permitted.
- Staff should always use designated walkways and plinths provided.
- The use of personal entertainment equipment is not permitted when working in baggage areas.
- All baggage areas have been designated as 'No Smoking Areas' Offenders will be subject to the Airfield Infringement Scheme (EGCC-I-AOPS-013).
- Accumulation of rubbish and general debris has the potential to pose a fire risk and must be reported by contacting Flow Control on ext 3826/6128.
- All staff working in the baggage areas should ensure they are familiar with the fire and non-fire evacuation procedures for their area.
- All staff working in the baggage areas should be aware that they are working areas and should not be treated as a substitute for rest or dining facilities. Items such as kettles, toasters, and microwaves are not permitted within the baggage areas.
- Sitting on carousels, baggage chutes and trailers is not permitted.
- Only authorised persons are permitted to manually operate roller shutter doors.
- Staff on foot must use pedestrian entrance/exits only and not walk underneath roller shutter doors.

7 Airside driving, vehicle & equipment standards (ref EGCC-I-AOPS-032)

7.1 Driving in the Baggage Areas (Ref EGCC-I-AOPS-031)

- Never exceed the seating capacity for passengers within the vehicles. No seat no ride.
- Diesel and petrol vehicles are not permitted in the baggage areas.
- The one-way road system should be adhered to at all times.
- Reversing is not allowed except when necessary to connect up to trailers etc.
- The maximum speed limit within the baggage areas is 5 MPH – i.e, walking pace
- Vehicles and/or equipment should not be parked in hatched areas or in a manner that will cause obstruction to other users of the baggage areas.
- Vehicles should never be used to push or shunt other vehicles or equipment.
- Staff must not ride on vehicles in any other place other than inside the cab
- When driving or traveling within a vehicle, always ensure that all parts of the body are within the vehicle cab.
- The baggage areas must not be used as a short cut/access route.
- Sheets or curtains on trucks, or doors on containers, should be secured when being towed to minimize potential for accidents.
- Always check behind before towing trucks or trailers to ensure everyone is clear.
- Only persons in possession of a current and relevant Driving Permit should be permitted to drive vehicles within the Baggage Areas.
- It is not permitted to drive or use equipment that has been 'Red Tagged'. (A red tag indicates a defect).
- Personal entertainment equipment may not be used whilst driving within the Baggage Areas {e.g. Mp3 players, such as iPods}.
- Mobile phone and hand-held radios, which are considered essential equipment apart from emergency, should not be used unless stationary.

7.2 Risk Assessments

All handling agents are required to have a suitable and sufficient risk assessment for the carriage of items on the back of EBT's which considers the following:

- suitability of the EBT in accordance with manufacturers specifications for the carriage of items,
- any potential fire risk
- any potentially of obstructed rear view in the absence of wing mirrors,
- the maximum safe load and securing of loads.

Prior to setting off with trailed equipment all drivers are responsible for checking that all loads are secure, and all locking mechanisms or stops have been applied.

- All parked/positioned trailed equipment must have their brakes applied.
- Drivers must not overtake other vehicles, trailers and any other potential obstructions within baggage vehicle movement lanes.
- Drivers must wait until all personnel are clear of such lanes and parked equipment areas prior to continuing.

7.3 Towing Limits and Information

- The maximum number of trailers or trucks that may be towed within the baggage areas is 3(Three)- Empty or Loaded.
- Only baggage trucks or LD type trailers can be towed into or within the baggage areas.
- Fox trailers are permitted under special circumstances only. e.g. for the transport of skis and special loads.
- The towing of freight or tow bars is not allowed within the baggage areas.
- The towing of Weldworks is not permitted into or within the baggage areas unless by prior arrangement with Flow Control and under additional supervision.

8 Accident, incident, and hazard reporting

All accidents, incidents and hazards [unsafe acts and conditions] must be reported to Airfield Operations on 3331 who are responsible for the initial follow up and investigation of all such reports. Incidents requiring a more extensive investigation are referred to MA Airfield Safety & Compliance who will investigate in conjunction with the MA Health & Safety Team.

8.1 Accident / Incident Scene Management

All operators are required to report all accidents on telephone extension 3331 without delay to enable effective dynamic scene management by the Airfield Operations Team. The attending Airfield Safety & Compliance Officer is responsible for informing all relevant parties affected by the incident.

Incident command is applied consistently with that of external airside areas. When there is more than one incident occurring, Airfield Operations will deploy further resource, this may include the AODM. Incidents are prioritised by their severity which is dependent upon initial intelligence received.

9 Baggage system performance, chute, and carousel allocation

All queries and communication relating to the performance and allocation of baggage chutes and carousels should be directed to Flow Control or the Baggage System Operations Manager [contact telephone numbers are detailed within paragraph 2].