

# Passenger Management

## Airside Operational Instruction 08

### Content

1. Control of Passengers
2. Common Travel Arrivals
3. Domestic and Common Travel Access Control
4. Disembarking Passengers Due to Cancellation or Delay and Medical Emergencies

AOI Owner - Airfield Operations



## INTRODUCTION

The purpose of this document is to detail the procedures in place at EMA for the management of passenger's in airside areas.

## SECTION 1 – CONTROL OF PASSENGERS

### 1. Introduction

- 1.1 The Airport has a responsibility to provide an airport that is safe for its users, especially on the apron which is recognised as a safety critical area. The airline may use a handling agent to perform some of its duties and in this case the day to day responsibility for the passengers will rest with the handling agent.
- 1.2 The airline has responsibility to ensure that the contracted person is competent to undertake the duties assigned and should monitor the operation to gain evidence of this.
- 1.3 The safety of passengers is of paramount importance. Handling of passengers both to and from aircraft must be robust, with sufficient resources of staff at key safety risk areas. Crossings must be manned, aircraft wings manned or using barriers, rear of aircraft managed to prevent egress onto any road or manoeuvring area.

### 2. Provisions

- 2.1 Passenger walkways are provided on both the central and central-west aprons, being situated along the length of the airside face of the Terminal, along the eastern edge of the central apron and along the western side of the west pier on the central–west apron. All passenger walkways are marked with a green solid border so that they are easily identifiable to pedestrians who are not familiar with airports. Pedestrian road crossing points are delineated by black and white 'zebra' markings.
- 2.2 Physical barriers delineate the passenger walkways and achieve passenger control on the central and central-west aprons. To allow vehicular access to the inbound baggage docks there is a space in the physical barriers adjacent to the passenger entrance to the International Arrivals Hall. The passenger walkways in this area and the route to Domestic Arrivals are delineated by means of alternate, solid, black and white (Zebra Crossing) markings. The Handling Agent is responsible for ensuring that no conflict arises between passengers and vehicles in these areas.
- 2.3 Pedestrian road crossing points, delineated by standard "zebra" road crossing markings, give access to and from accessible stands across the apron road system. The Handling Agent is responsible for ensuring that no conflict arises between passengers and vehicles in this area.
- 2.4 Vehicles speeds are reduced to a maximum of 5 mph at pedestrian road crossing points and along the entire length of the Central and Central-West apron head of stand service roadways.
- 2.5 Stands that can be utilised for walking passengers to the aircraft are those to which direct access can be gained by using a dedicated walkway. These are, on the central apron; eastern stands 04 to 07, Front stands 08 to 17 and stands 30 to 33 in the north-west corner and on the central-west apron, stands 40 to 46 inclusive.
- 2.6 Pedestrian access to stands 08 through to 17 and 40 to 46 is via access points within the walkway barrier, aligned with road crossing points on the head of stand road. (Traffic on the central apron head of stand road is restricted to minimum and only necessary, vehicles). The Handling Agent is

responsible for ensuring that no conflict arises between passengers and vehicles in this area.

- 2.7 Metal gates, tensator barriers or coloured chains safeguard the pedestrian access points. The Handling Agent is responsible for ensuring that the chains are removed and replaced when access to and from the crossings is required.
- 2.8 The Handling Agent must ensure that passengers do not pass below aircraft wings or beneath fuel vents, or close to propellers or rotors of the aircraft they are boarding/disembarking or those of aircraft on adjacent stands. Safe routes guiding passengers around aircraft wings may be indicated by the use of moveable barriers and chains or Tensator type devices which must extend to the wingtip and be employed to block access to under the wing from both the front and rear. This does not negate the requirement in paragraph 3 of this chapter. When not in use, it is important that such equipment is properly stowed to ensure that it does not become a source of FOD.
- 2.9 Passenger boarding or disembarkation should be halted during the arrival (taxi on) of aircraft on the adjacent (port side) stand. Aircraft requiring air start or number 2 engine start on stand must not be authorised to do so until passengers have boarded or fully disembarked on the adjacent stand.
- 2.10 Access to eastern stands (04 to 07) is via a dedicated walkway and will require pedestrians utilising a minimum of one crossing point. The Handling Agent should determine the appropriate level of supervision.
- 2.11 The coaching of passengers is undertaken by the Handling Agents to stands that are not considered safe for pedestrian access from the terminal, namely stands 20 to 24 on the north edge. Additionally, operators may request coaches in poor or hazardous weather conditions, or as necessary in order to meet the requirements of the control authorities.
- 2.12 Inbound passengers may walk to the arrivals hall when disembarking from front stands 08 to 11 and from eastern stands 04 to 07, subject to adherence with the requirements detailed above. Stand 12 is a walk-in for domestic passengers only. International passengers must be coached unless special dispensation is given by the Airfield Safety and Compliance Officer. The remaining front stands are to be coached inbound. All other stands are designated as remote and are required to be coached inbound.
- 2.13 Inclement weather – see AOI 23 Inclement Weather Procedures.

### **3. Training**

- 3.1 EMA requires that the Handling Agent ensures passenger safety by determining the requirement for, and providing suitable and sufficient numbers of, trained personnel for the safe movement of passengers between the terminal building and the aircraft (or vice versa) by utilising the designated walkways provided and keeping them clear of aircraft servicing operations or equipment-parking areas. Positive 'line of sight' passenger control must be maintained for all passengers boarding from the West Pier to stands 30-33.
- 3.2 Positive line of sight is defined as a reasonable distance whereby passengers are suitably managed, and the passenger control lead can draw attention to passengers without impairment from environmental factors, such as noise and visibility limitations.

### **4. Monitoring**

- 4.1 Handling Agents are to provide the Airport with a copy of their procedures for ensuring that passengers are safeguarded between the aircraft and terminal building. Monitoring of passenger control is carried out by Airfield Operations on a daily basis. Additionally, random sampling of flight arrivals and departures are undertaken to enable performance auditing, the results being collated on a monthly basis and forwarded to the Handling Agents. Any actions taken by Handling Agents staff likely to affect the safety of passengers will result in responsive action.

## SECTION 2 - COMMON TRAVEL ARRIVALS

### 1. Responsibilities

- 1.1 It is a Border Force (BF) requirement that all common travel arrivals, i.e. those passengers at present travelling from the Republic of Ireland, the Channel Islands or the Isle of Man are processed through the appropriate BF inbound entry point prior to proceeding onwards to baggage reclaim.
- 1.2 Passengers travelling from the above destinations are not required to be in possession of a passport and therefore do not need to be presented to Immigration staff.

### 2. Operational requirements

- 2.1 The handling agent must ensure that common travel arriving passengers are not allowed to mix with domestic arriving passengers.
- 2.2 The meeting team must ensure that one agent leads disembarking passengers along the walkway and into the common travel arrivals area; the second meeter must follow the last passenger into arrivals ensuring that all passengers are presented to the correct area. This procedure should be followed for *all* arriving passengers entering International, Domestic or Common Travel Arrivals.
- 2.3 It is the responsibility of the Golf Patrol to approach all Common Travel or Domestic Arrivals coach drivers to assess whether it's appropriate to safely off load the passengers with no possible cross contamination with International passengers. If other passengers are already being off loaded or escorted along the walkway the coach driver will be instructed to hold the passengers on the coach until it's safe to off load. Once it's deemed clear of any possible cross contamination with International passengers and the Handling Agent is present, the Golf Patrol will give permission for the driver to commence with offloading the passengers. On arrival at the Common Travel or Domestic Arrival door the Golf patrol will validate the Handling Agents pass using the CEM card reader and visibly check the details on passengers boarding card before allowing access.

## SECTION 3 - DOMESTIC AND COMMON TRAVEL ACCESS CONTROL

- 1.1 EMA Security will control access through the domestic and *common travel* arrival gates. All handling agents and passengers will be met at these points by a member of Security.
- 1.2 Handling agents must present the passengers to the member of security in order to gain access to the area. If there are PRM passengers on the flight that will be arriving separately the handling agent should inform security to expect them.

- 
- 1.3 The Security Team Manager should be informed on 07711574460 if a flight is operating 'off schedule' i.e. landing earlier or later (+ or – 15 minutes) than the time displayed on the flight information data screens.

#### **SECTION 4 – DISEMBARKING PASSENGERS DUE TO CANCELLATION OR DELAY AND MEDICAL EMERGENCIES**

- 1.1 This procedure relates to points 1.2 and 1.3 (below) and involves any passengers embarking on internal-bound flights that develop technical difficulties before take-off, or returns to EMA soon after take-off.
- 1.2 If passengers are off loaded into an airside area until they depart on a new or repaired aircraft they will not need to be seen by Border Force.
- 1.3 If passengers are off-loaded into a landside area they must be seen and processed by the Border Force in the Immigration Hall.
- 1.4 The above also applies to any inbound divers which originate from outside the UK or Common Travel Area where passengers are off-loaded at EMA.
- 1.5 Any passenger who is airside awaiting an international departure which fails to depart (even if the passenger hasn't left the embarkation lounge), must be presented to the BF control in International Arrivals. This includes any passenger airside who may have missed the flight departure. On these occasions, the handling agents are responsible for ensuring any Duty-Free items are returned back to the WDF store.
- 1.6 In the event of a medical emergency for an outbound flight that may result in the passenger being taken to hospital or choosing not to fly, the handling agent is responsible to notifying BF.
- 1.7 In the event of a medical emergency for an inbound flight that may result in the passenger being taken to hospital, the handling agent is responsible for notifying BF, who may attend the flight to check the passengers documentation.

INTENTIONALLY LEFT BLANK