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
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.


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 so that they are easily identifiable to pedestrians who are not familiar with airports.

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’ 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 01 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 45 inclusive.

2.6 Pedestrian access to stands 08 through to 17 and 40 to 45 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) or departure (pushback) of aircraft on the adjacent (port side) stand. Boarding may recommence once the adjacent aircraft has either shut down engines or pushed back on to the taxiline/taxiway.

2.10 Access to eastern stands (01 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 25 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 01 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 Airport Duty Manager. The remaining front stands are to be coached inbound. All other stands are designated as remote and are required to be coached inbound.

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.

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 requirement of United Kingdom Border Force (UKBF) 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 UKBF 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 It is the responsibility of the handling agent to ensure that all common travel arriving passengers are led into the baggage reclaim area via the common travel arrivals entry point.

2.2 The handling agent must ensure that common travel arriving passengers are not allowed to mix with domestic arriving passengers.

2.3 The agents meeting the flight should decide to either hold the passengers on board the aircraft (if operationally acceptable) or to coach the flight should a domestic flight already be offloading on to the walkway from an adjacent stand. Passengers may be held on the walkway prior to gaining entry to the common travel arrivals door if a flight is entering the domestic arrivals area, in order to maintain segregation.

2.4 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.

2.5 Domestic and Common Travel doors can only be opened by security. Access from the outside is no longer available to handling agents. Once the doors have been opened by security, the security officer swipes the ID of the presenting handling agent and enters a code to confirm the ID belongs to the correct presenter. The handling agent will inform the security officer how many passengers are expected and the security officer will use a clicker to do a head count. This is then agreed and recorded.

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 leader should be informed on 07880787533 if a flight is operating ‘off schedule’ i.e. landing earlier or later (+ or – 5 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 the UK Border Force.

1.3 If passengers are off-loaded into a landside area they must be seen and processed by the UK 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 UKBF 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 UKBF.

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 UKBF, who may attend the flight to check the passengers documentation.