BAGGAGE HALL HANDBOOK 2019

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MAG Manchester Airport

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BAGGAGE HALL MAPS KEY

	Roadway (arrows will indicate direction)
	Loading/offloading area
	Designated walkway
Inbound 1	Inbound carousel
IN OUT	In/out roller shutter door
5	Speed limit (always 5mph within bag hall environment)
	Authorised pedestrian walkway
	Pedestrian access doors
Chute 16	Outbound chute system
	Identified hotspot (please use caution)
	Designated Baggage Hall bathroom

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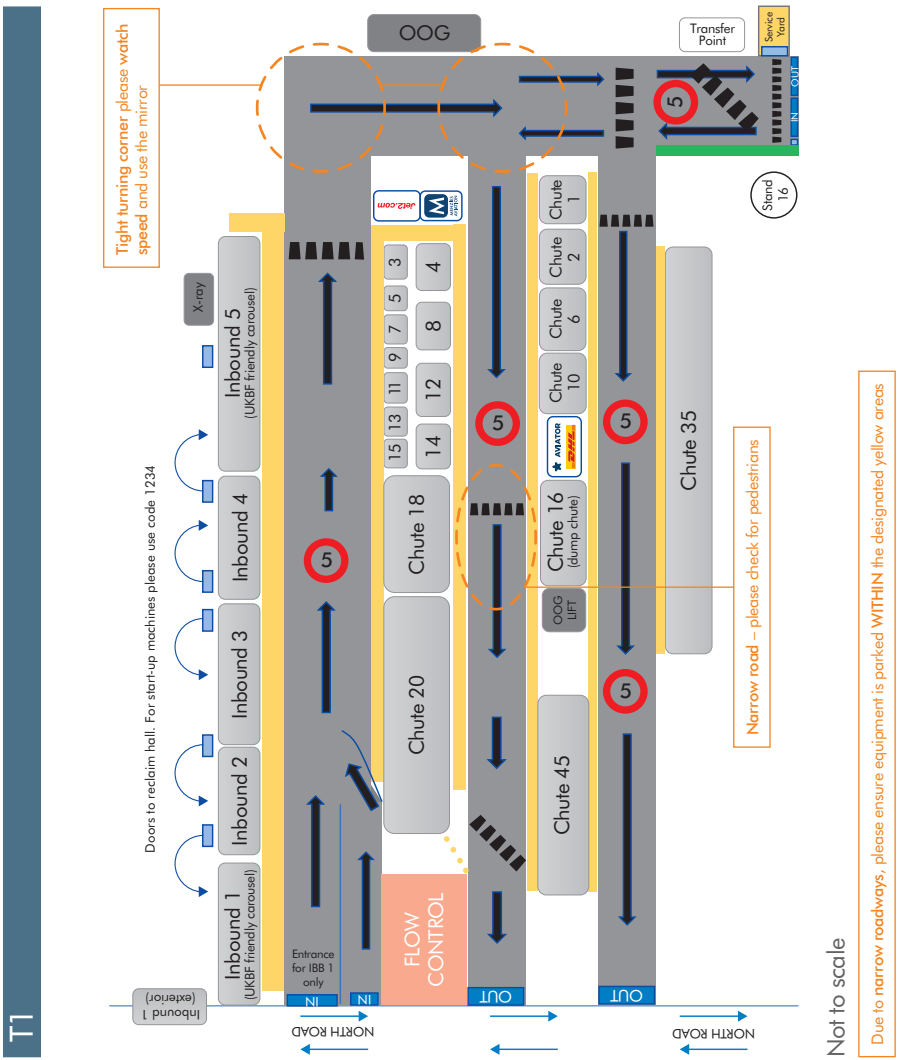
BAGGAGE HALL MAPS



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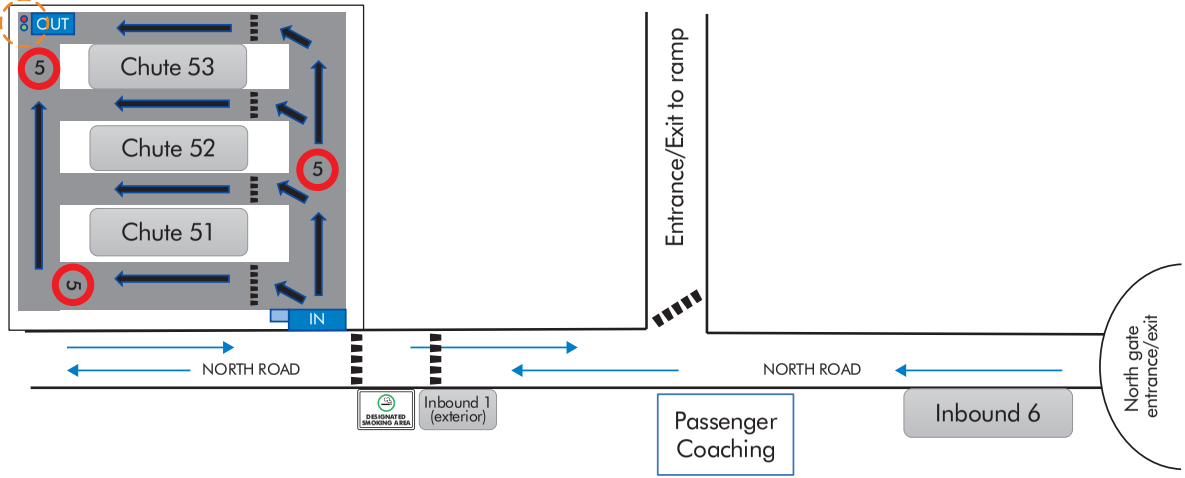
T1 COWSHED

T1 INBOUND 6

Watch for signal from traffic light



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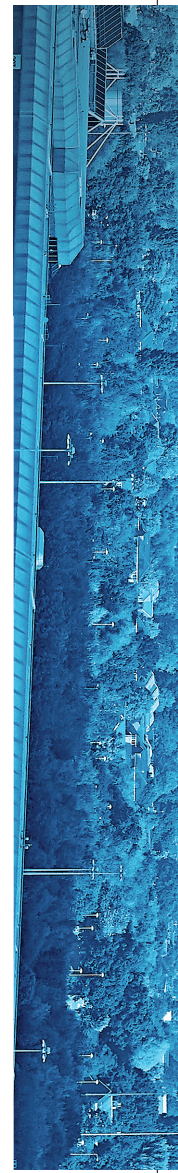
Please take care of pedestrians and use **safe walking routes**



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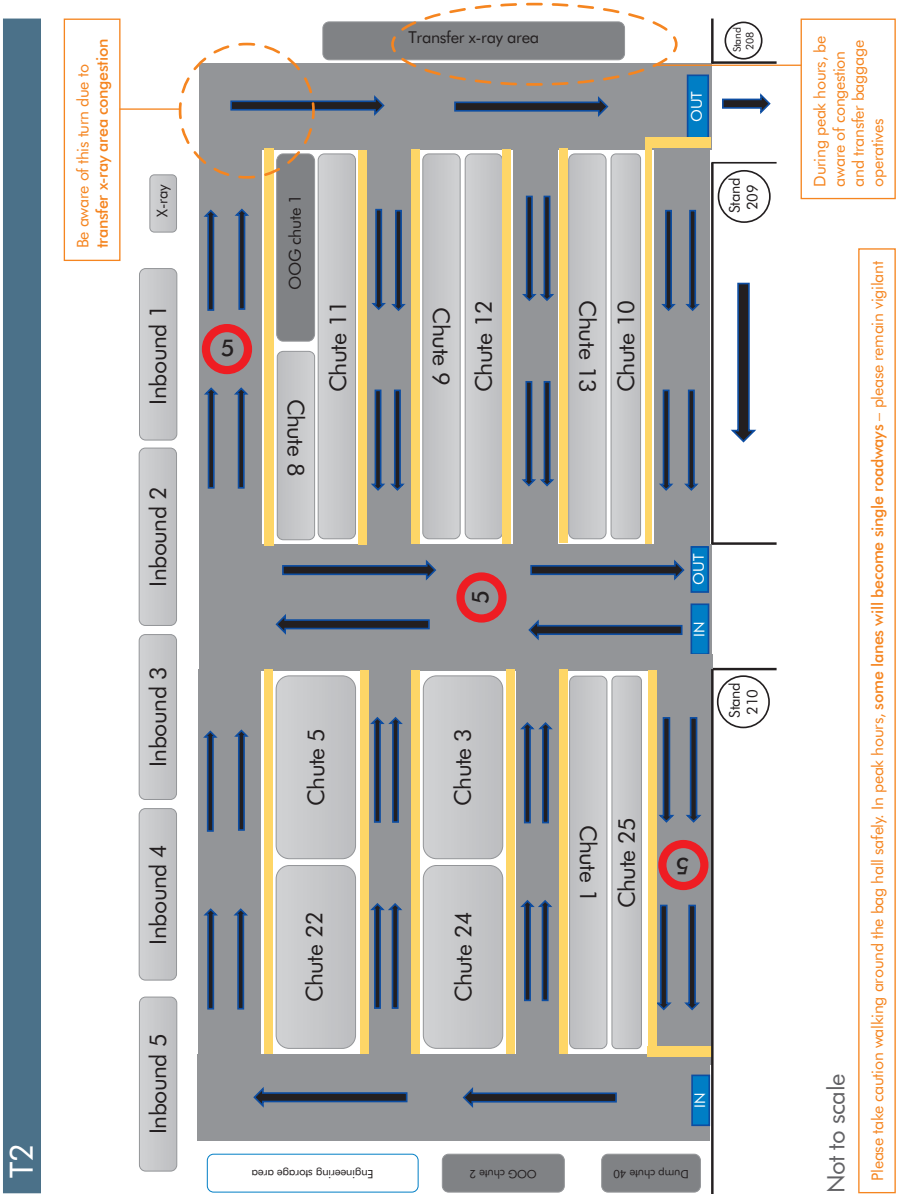

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T3 – CHUTES 16 TO 19

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Ensure **doors are fully closed** when walking through arrivals corridor for safety and security
Keep **equipment to designated parking areas** to ensure roadways are safe, clear and passable

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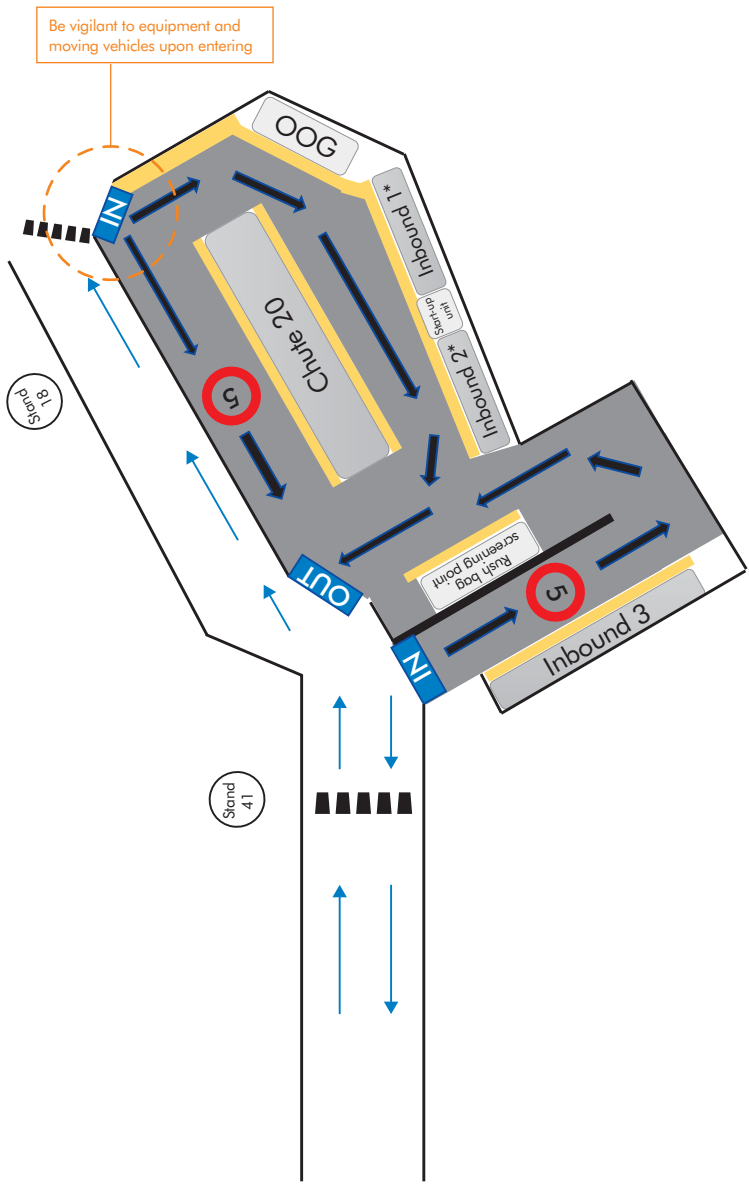
T3 – CHUTE 20, INBOUND 1-3



*on the start-up unit; IB1 = system 21 and IB2 = system 22

Not to scale

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T3 – ALL

Not to scale

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APRON ROAD SYSTEM 2019

General Arrangement Map
for use by Airside Drivers

2019 v1.0 Effective 01/04/19

LEGEND

- APRON ROAD
- TAXIWAY CROSSING
- ROAD CLOSE TO/ PARTIALLY WITHIN TWY STRIP
- JET BLAST RISK AREA
- TAXIWAY CENTRELINE

USEFUL TELEPHONE NUMBERS

AIRFIELD OPERATIONS:	0161 489 3331
EMERGENCY:	0161 489 2222
AIRPORT SECURITY:	0161 489 2222
T1 STAND ALLOCATION:	0161 489 3695
T2 STAND ALLOCATION:	0161 489 4640
T3 STAND ALLOCATION:	0161 489 8800
TOW LINE:	0161 489 2384

HEIGHT RESTRICTIONS

T2 HEAD OF STAND ROAD: 3.4M (11' 2")
T3 HEAD OF STAND ROAD: 4.2M (13' 9")
STAND 22 (COACHES ONLY): 3.75M (12' 3")
NORTHGATE SERVICE ROAD: 3.35M (10' 11")
STAND 12 LINK BRIDGE: 4.2M (13' 9")
TERMINAL 2 - PIER 1: 4.4M (14' 5")

Produced by MA Airfield Planning. March 2019.

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FIRE SAFETY PROCEDURE

On discovery of a fire:

Sound the fire alarm immediately by activating the nearest fire alarm call point.

Operating the fire alarm alerts the Manchester Airport Emergency Response Team who call the Local Authority Fire and Rescue Service.

Attempt to fight the fire, only if you have been trained to do so, using the most appropriate fire extinguisher for the fire you intend to tackle. DO NOT take personal risks.

Leave immediately if the fire cannot be brought quickly under control. Check all parts of the area where you work for colleagues and visitors and assist them if necessary. Shut doors to slow down the spread of smoke. but only if it will not significantly delay your escape.

On hearing the fire alarm (continuous sounders):

Check all parts of the area where you work for colleagues and visitors and assist them if necessary Leave the building by the nearest available fire exit.
- Do NOT use lifts or escalators
- Do NOT stop to collect personal belongings

When clear of the building proceed to the ASSEMBLY POINT
- Do NOT re-enter the building until authorised to do so

Sounding the fire alarm automatically releases electromagnetic locks which may be on fire escape doors throughout the affected area. A break glass call point is located adJacent to each door.

ALL staff (MAN/Service partners) assist any visitors (including those with disabilities) to evacuate the building. after which the Manchester Airport Emergency Response Team take control and prevent re-entry.

On hearing the ‘Alert’ signal (intermittent sounders) members of staff should continue to work normally. but be prepared to leave the building immediately should the signal change to an ‘Evacuate’ condition (continuous sounders).

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RULES, REGULATIONS AND EXPECTATIONS

General: the bag hall areas located in all 3 terminals is formally recognized as an 'Airside Environment'.

General Conduct:

- 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 baggage areas are designated **No Smoking 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 Duty Manager (**3331**) concerning the misuse of facility equipment.
- All oversize inbound items should be carried through to pax arrivals hall and not placed on carousels to avoid potential damage (e.g. skis, wheelchairs, bicycles).
- Manchester Airport requires all persons to wear a hi-visibility garment which must be clear and fully fastened, zipped and secure at all times.
- The maximum speed limit within the baggage areas is 5mph (walking pace).
- The baggage areas must not be used as a short cut/access route.
- Personal equipment such as MP3s or iPods may not be used whilst driving within the baggage areas.
- Mobile phones and hand held radios should not be used unless stationary.
- Prior to setting off with trailed equipment, all drivers are responsible for checking that all load items are secure and locking mechanisms or stops have been applied.
- Walking through roller shutter doors as a pedestrian is a safety infringement.
- Driving through the bag hall as a cut-through is not permitted at any time.
- Parking vehicles outside of designated smoking areas is strictly prohibited.

This information is per the Airside Standard Instruction 12, which can be found within the Aerodrome Manual (available online at www.manchesterairport.co.uk/aviation-professionals/aerodrome-manual)

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MANCHESTER BAGGAGE SERVICE LEVEL AGREEMENTS (SLAs)

Per each ground service license, MAN SLAs for inbound baggage are as follows;

"Arrival baggage delivered to designated arrival carousel and sequenced in accordance with aircraft operators agreements. In the event of a delay to baggage beyond the agreed delivery standards, **the Operations Duty Manager or appointed person will attend the Baggage Reclaim Hall in order to assist passenger enquiries**."

CATEGORY A (350 seats or more): last bag delivered within **50 minutes**

CATEGORY B (180-349 seats): last bag delivered within **40 minutes**

CATEGORY C (85-179 seats): last bag delivered within **30 minutes**

CATEGORY D (up to 84 seats): last bag delivered within **25 minutes**

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BAGGAGE HALL ASCO INFORMATION

The role of Airfield Safety and Compliance Officer (ASCO) position within the bag halls across all three terminals has a designated call sign **Leader 8**. This position is staffed H24.

The roles and responsibilities include:

- Inspections in all three terminals.
- Issuing Airfield Occurrence Reports (AORs) in accordance with ASI 13.
- Conducting Safety Conversation.
- Overseeing general BAU practices.
- Point of Contact for any safety related matters.
- Audit of airside driving passes and airside vehicle permits.
- Incident and Accident reporting.
  - Witness statements, digital images, etc.

Leader 8 will apply the same standards that apply to all airside areas within the bag halls.

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REPORTING ACCIDENTS, INCIDENTS AND HAZARDS

Reporting an accident or incident must be done as quickly as possible. Any accident or serious incident (a situation where serious injury was narrowly avoided) must be reported immediately to a Manager, who will make sure that appropriate action is taken. A trained accident investigator will be appointed to investigate the event and sometimes this may be supported by the Health and Safety team.

Hazards may be reported by anyone through links to the RIVO database, or by posting a card into reporting stations where they are provided. RIVO is the name of the database used at MAG to record incidents and accidents and the subsequent investigation reports. This can be found online at **bit.ly/rivohazard**

Remember: after an accident has occurred, make sure that it is safe before returning to normal operations.

Voluntary Safety Report:

If you have witnessed an incident, seen a potential hazard, observes unsafe working practice or noticed any other safety issue on the airfield or within the bag hall, please fill out a Voluntary Safety Report form and submit it to Airfield Operations.

This form can be found online at **www.manchesterairport.co.uk/ops**

WE ARE SAFETY

VISION ZERO
MAKING SAFETY PERSONAL

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HEALTH AND SAFETY

- Manchester Airport requires all persons entering the baggage areas including escorted visitors wear a (zipped) Hi-Visibility Garment. This includes access to a workplace within or via the baggage area, and also includes leaving the workplace at the end of a shift or visit.
- Walking between parked trailers or vehicles is not permitted.
- Staff should always use designated walkways and plinths provided.
- Accumulation of rubbish and general debris has the potential to pose a fire risk, and must be reported by contacting Flow Control on **3826** or **6128**.
- All staff working in the baggage areas should ensure they are familiar with the fire and non-fire evacuation procedures for their area.

Ground handlers at Manchester Airport

Airline Services · AVIATOR · DHL · dnata · Jet2.com · Menzies Aviation · ph Premiere Handling · swissport

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SAFETY AND TRAINING

MA Airfield Safety and Awareness Training:

- To assist in ensuring high safety standards on the airfield a Manchester Airport "Airfield Safety Awareness" DVD and accompanying booklet have been produced.
- To ensure the safety of employees, it is a requirement for all employees working airside to view the DVD. The DVD should be used to supplement training delivered by your employers– it does not intent to replace existing training programmes.
- A declaration form must be signed by each employee confirming they have viewed and understood the DVD contents. The DVD and accompanying paperwork are available from the Airfield Security Assurance Team via email – **airfieldoperations@manairport.co.uk**

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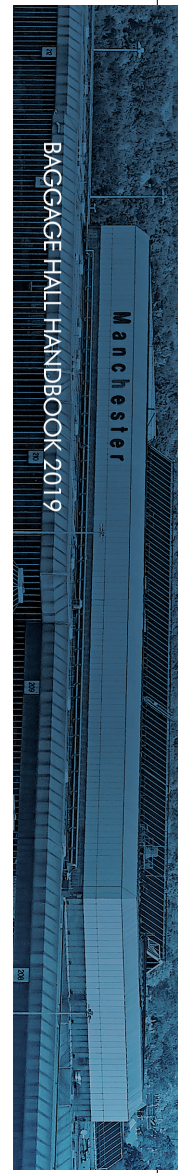
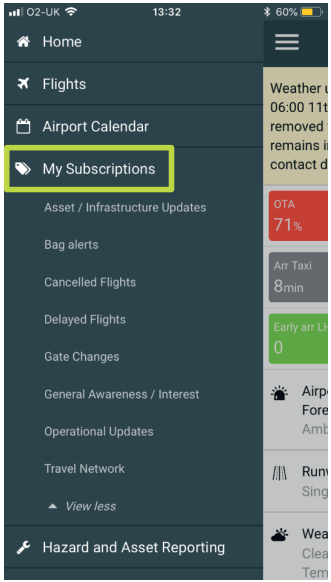
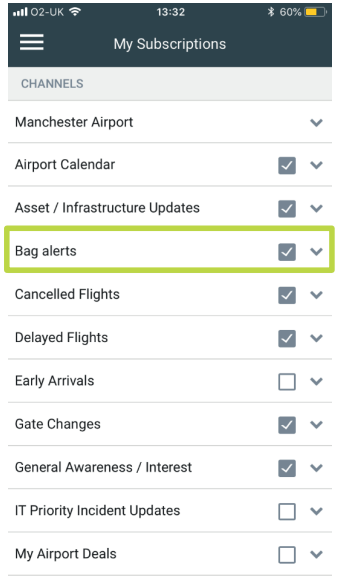
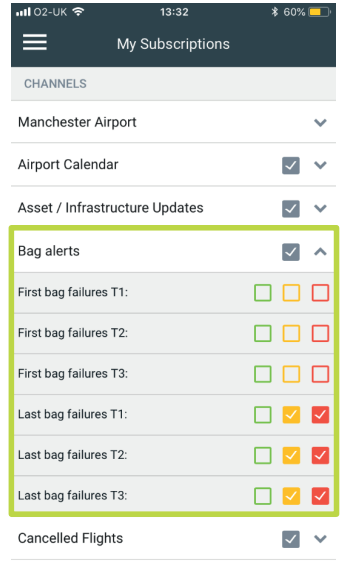


Note: Please check with your employer on an individual basis regarding use of mobile phones during working hours







1. To subscribe to notifications click on 'my subscriptions'

2. Select bag alerts

3. Choose any alert relevant to you

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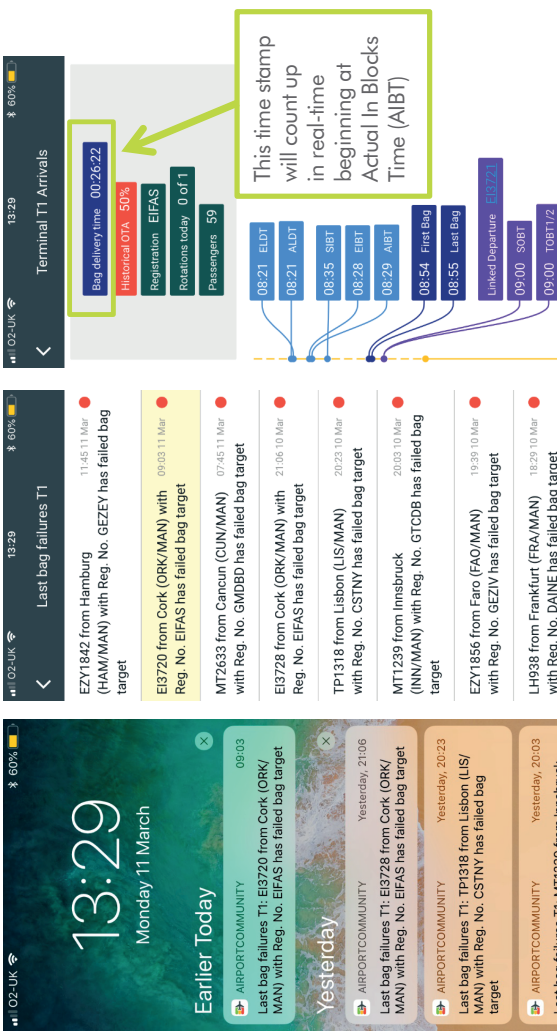
COMMUNITY APP



1. Notification will appear on your home screen to notify of a missed bag time

2. Click through to bring to the last bag failure screen for more information

3. Choose your relevant missed bag for detailed time stamps of the failed SLA

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COMMUNITY APP

1. Click on to 'flights'

2. Choose either departure or arrival to see a full list of flights

3. Click through to the flight of your choice to get information on terminal, stand, gate, etc

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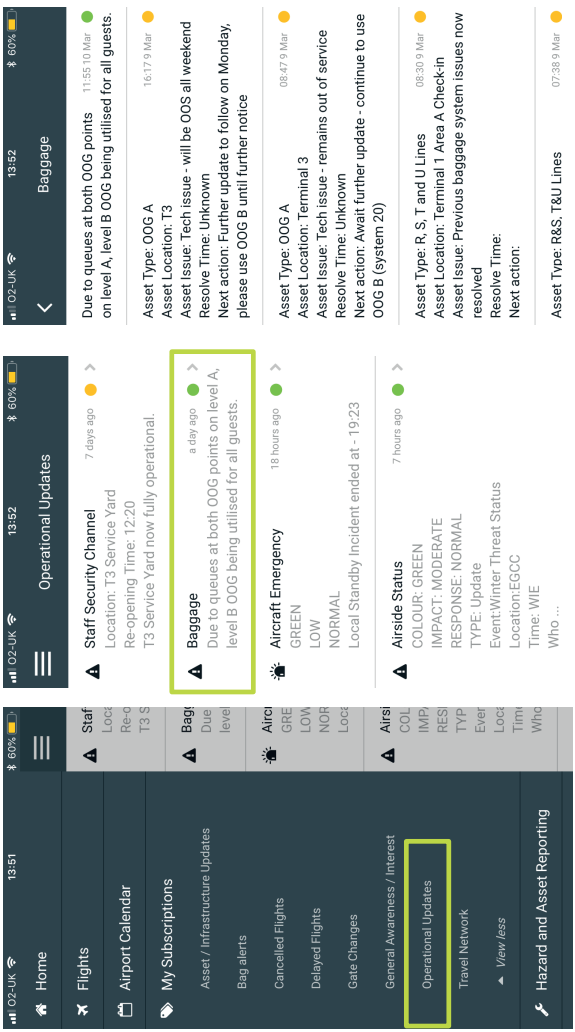
COMMUNITY APP



For operational updates within the baggage systems and assets, please subscribe to operational updates > baggage. Alternatively, you can just click through (per above) for individual updates

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KEY CONTACTS AND IMPORTANT NUMBERS

EMERGENCY FIRE/MEDICAL/SECURITY: **0161 489 2222**

EMERGENCY POLICE: **0161 489 5555**

AIRFIELD DUTY MANAGER: **0161 489 3331**

LEADER 8: **07565 178 282**

AIRFIELD SECURITY: **0161 489 3333**

ASSET CALL CENTRE: **0161 489 3776**

FLOW CONTROL T1: **0161 489 3826**
FLOW CONTROL T2/T3: **0161 489 6128**

APRON CONTROL T1: **0161 489 3695**
APRON CONTROL T2: **0161 489 4640**
APRON CONTROL T3: **0161 489 8800**

TERMINAL DUTY MANAGER: **0161 489 8777 (07958 877 586)**

CUSTOMER SERVICE DUTY MANAGER T1: **07958 876 124**
CUSTOMER SERVICE DUTY MANAGER T2: **07958 876 125**
CUSTOMER SERVICE DUTY MANAGER T3: **07958 877 013**

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AIRSIDE SAFETY POLICY

MAG believes that nobody should be harmed by our business. We call this Vision Zero.

Aviation operations can be hazardous. Risks must be managed and safety will be embedded in our business thinking.

The [airport name] Accountable Manager and members of senior management will lead and set the standards for a safe airside and airspace operation to achieve our safety performance objectives and targets.

These are our Principles. We will:

1. Operate and continually develop an effective Airside Operations Safety Management System to provide a systematic foundation for safety in airside and airspace activities.
2. Ensure that airside safety is suitably prioritised when considered relative to commercial, operational, environmental and social conflicts.
3. Comply with legislative and regulatory requirements and standards.
4. Clearly define for all our colleagues their responsibilities for the delivery of airside safety performance.
5. Ensure that all our colleagues are provided with adequate and appropriate training, are competent in safety matters, and are only allocated tasks commensurate with their skills.
6. Ensure that sufficient resources ore available to implement our safety policies and activities.
7. Demonstrate and provide leadership across third parties and contracted activities to minimise the risks associated with airside and airspace operations.
8. Operate a safety risk management process to ensure that Operations safety risks ore reduced to be As Low as Reasonably Practicable (ALARP).
9. Ensure that externally supplied systems and services that impact upon the safety of our operations meet appropriate safety standards.
10. Audit, record, and review our safety performance against realistic objectives and/or targets, take appropriate action when required, and establish continuing improvement.
11. Ensure that appropriate safety information is provided to all airfield users and colleagues, and that people are aware of risks and relevant safety control measures.
12. Promote a 'Just' safety culture which creates an environment that allows colleagues to report all incidents and safety concerns without the threat of censure, disciplinary action or subsequent loss of employment, except when there is gross negligence, or a deliberate or wilful disregard to our standard operating practices and procedures.

Charlie Cornish
MAG Chief Executive Officer
February 2018

Policy document: Airside Safety Policy
Policy owner: Andrew Cowen – Divisional CEO Manchester
Issue date: February 2018
Next review date: February 2019

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