

OAN 035/2020 – TERMINAL 1 CONSOLIDATION

OAN REF:-	035/2020	DATE OF ISSUE:-	24/03/20	EFFECTIVE DATE:-	25/03/20
MANUAL REFERENCE(S):-	N/A			EXPIRY DATE:-	Until further notice

PLEASE ENSURE THIS INFORMATION IS PROMULGATED TO ALL STAFF

1.0 BACKGROUND

- Like all airports across the world, Manchester Airport has experienced a significant fall in passenger volumes as a result of the Covid-19 pandemic
- Given the reduction in departing and arriving flights, and the likelihood traffic will decline further, we have taken the decision to work towards operating from a single terminal
- This will happen at 00.01 Wednesday 25th March and all flights that were due to depart from Terminal Two (T2) and Terminal Three (T3), will now do so from Terminal One
- This will allow us to run a more streamlined and efficient operation whilst we experience a decrease in passenger numbers
- We have chosen Terminal One as it can sufficiently handle our projected capacity for the coming weeks in terms of stand availability and terminal capacity

2.0 OVERVIEW

2.1 Terminal One (T1) will operate as is today with a few exceptions highlighted below:

2.2 Check-in

Passengers will check in on Level 5 of T1, at Departures A. Check-in desk allocation will be produced on a daily basis and sent to the usual check-in distribution lists by 16.00 the day prior by the Customer Liaison Manager (CLM).

2.3 Ticket Desks

Airlines moving from T2 / T3 will use their ground handlers ticket desk unless told otherwise.

2.4 Security

All passengers will be processed through 'Security A' in Departures A of T1.



2.5 Staff Security

Security access for colleagues will be available through the T1 service yard and 'Security A, Departures A of T1. Colleagues should access Security A via the special assistance channel on the left of the hall, next to Check-in desk 1 (and not main security – this is for passengers only).

2.6 Airfield Security

As of 21.00 on Wednesday 25th March, North Gate will close, leaving West Gate as the only airfield security access point.

2.7 Domestic departures

Domestic passengers will depart from Gates 16-19 (along the Southern Front and the former Gates 1 and 3) which will be accessed via a new passenger route from the T1 Departure lounge which will be signposted by the side of the lounges. Gate 1 will be renamed 19A and Gate 3 will be renamed Gates 19 B and C. (Stand 5 is shut due to existing project works).

2.8 Domestic arrivals

Domestic arrivals will be routed through Southern front and follow the usual T3 domestic arrival journey. Passengers will then be routed around to T1 for pick up / onward travel.

2.9 CTA arrivals

For any flight arriving from a CTA location (Channel Islands, IOM, ROI), passengers will be bussed to the CTA channel, adjacent to carousel 6 in T1 baggage reclaim.

2.10 Transfers

Transfer passengers and their baggage will be required to 'land' at Manchester and clear immigration and collect their luggage before connecting to their onward flight.

2.11 ABM

The ABM contact numbers and escalation process will remain unchanged. The immediate point of contact will be the ABM T1 Terminal Duty Manager, on 07584 476200 for all operational issues.

2.12 Pass Office

The pass office opening hours will remain the same and any changes will be communicated to the community.

The parking of passes will remain the same with a simple Form 4 to reinstate. We ask organisations to speak with their Authorised Signatory in the first instance.

2.13 Crew drop off

Existing arrangements will continue with the exception of carriers with crew rooms in T2 or T3. In these cases, transport for crew will be provided in line with individual airline agreements.

3.0 TERMINAL ACCESS

- Terminal Two will be closed to the public but open to colleagues and partners who require access to their rest rooms and accommodation
- Terminal Three will be open to staff with restricted public access to domestic arrivals only. Accommodation and rest rooms remain available.

Channel	Access	Opening Hours
Terminal Two Service Yard	Airside & Landside access	24/7
Terminal Two sky link	Landside access	24/7
Terminal Three Service Yard	Airside & Landside access	24/7
Terminal One Service Yard	Airside access	24/7
Terminal One Security A	Airside access	24/7
West Gate access point	Airfield access	24/7
Terminal Two Staff Channel	CLOSED	CLOSED
Terminal One/Three Staff Channel	CLOSED	CLOSED
North Gate access point	CLOSED from Wednesday 25 th March @ 21.00	CLOSED *North Gate will be manned 24/7 for emergency services only

* North Gate will be available for any essential deliveries that can't come across the Airfield. These need to be pre-arranged with the Airfield STM.

4.0 TERMINAL ONE AIRSIDE EXITS

4.1 The airside security exit points for T1 will remain the same.

4.2 Crews must exit via the UKBF channels at Immigration. Non based crews should use the extreme left-hand lane when entering the immigration area and MAN ID holders should use the staff exit route on the right-hand side of the area.

4.4 MAN pass holders can also exit through Immigration and two exit pods – one located in the staff corridor between Boots and Travelex and the other one in the corridor between WHSmith's and Duty Free.

5.0 AIRFIELD**5.1 Operating hours:**

Single runway (05L/23R) operating hours, 24 hours a day

5.2 Rescue and Fire Fighting Cover:

Single runway CAT 10 operations, 24 hours a day

5.3 Stand Allocation/Remote & Pier Serviced:

Based on Wednesday 25th March, all known operations will be pier served. Any changes will be updated via the airfield CLM

5.4 Baggage System Chute Allocation:

All chutes will be available and scaled up and down depending on demand

5.5 Aircraft Tows:

A possible small number of tows will be required to maintain 100% pier service

5.6 Equipment Parking:

Some reallocation will need to occur however this will be limited. Sharing of equipment space may be optimal rather than dedicated equipment bays

5.7 Airfield Driving Permits:

All driving/airbridge permits due to expire up to and including the 31st May 2020 will automatically be extended for 3 months

5.8 GSE:

Some reallocation will need to occur however this will be limited. Sharing of equipment space may be optimal rather than dedicated equipment bays

Depending on stand capacity, an equipment corral area may be utilised for equipment not used or outside of CAP 642 compliance

5.9 Fuel:

MASCHO will need to shutdown sections of the fuel hydrant system as a consequence of a low/no fuel throughput – this risk being micro-biological growth in the supply pipeline.

- T1 hydrant system to be maintained
- T3 hydrant system to be maintained depending on usage
- T2 Hydrant System to be shutdown following transition from 25th March

6.0 RETAIL

- 6.1
- The following units selling food are listed below (23/3/2020)
 - Please note following the government directive, all retail units selling non-essential items will be closed.

6.2 Arrivals:

- WHSmiths
- Boots
- Spar

6.3 Airside:

- Boots
- WHSmiths
- Vending

*As of Weds 25th March no T2/T3 airside or landside units will remain open

6.4 Lounges

Following government directive to close all restaurants, bars and cafes, Manchester Airport's lounges are now closed. We will fully communicate when they are able to reopen.

6.5 Premiair

The Premiair private terminal will also close from Monday 23rd March and there will be no general access. Access on an essential basis should be arranged via the Airfield Security Team.

7.0 USEFUL CONTACTS

7.1 Normal operational contacts to remain unless otherwise communicated.

CSDMT1	07958876124	Csdmt1@manairport.co.uk
TDM	0161 489 8777	tdm@manairport.co.uk
CLM T1 – Sue Gilsenan	07711574036	Sue.Gilsenan@manairport.co.uk
CLM T2 – Lucie Hinton	07958 877934	Lucie.Hinton@magairports.com
CLM T3 – Jonathan Beaver	079588 77920	Jonathan.beever@manairport.co.uk

7.2 Terminal 1 Specific

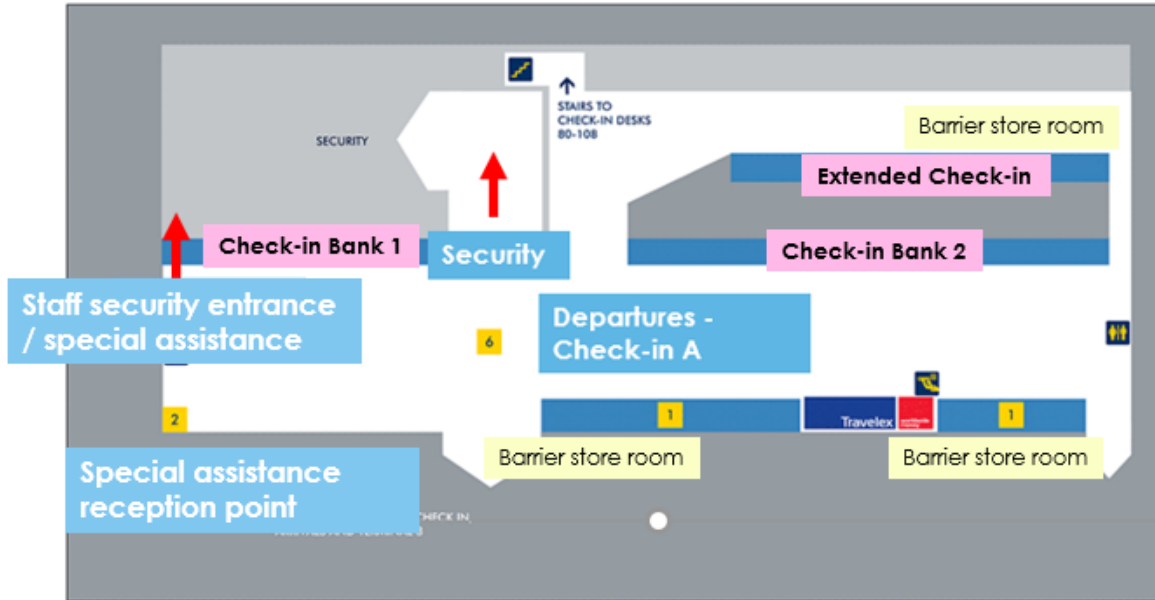
Information Desk	Ext 4612
Car Parks Team Manager	07525 613330
Security Podium Area A	Ext 4844
Security Podium Area B	Ext 3108
Mitie Duty Manager	07884 734825
Immigration	Ext 2663
GBS	07958 812621
Asset / Baggage Flow Control	Ext 3826

7.3 General

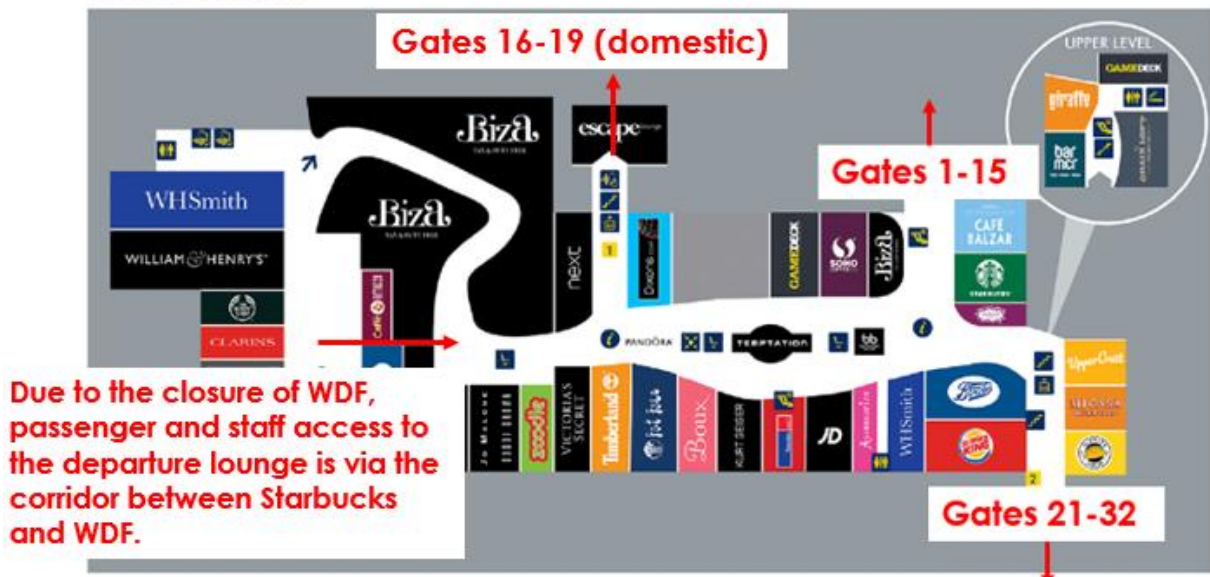
Fire & Medical Emergency	Ext 2222
Airside bussing	Ext 5154
Landside bussing	Ext 8666
Trolleys	Ext 8666
Asset Call Centre	Ext 3776
Security Pass Office	Ext 3545
Car Parks Control	Ext 5400
IT Service Desk	Ext 4111
GMP Comms	0161 856 0250
GMP Emergency No	Ext 5555
Airfield Security Team Mgr	07958 876007
Flight Transfer Centre –	Ext 12568
Traffic Marshals (Traffic Manager)	07565 178231
Excess baggage	07701 372499

8.0 TERMINAL MAPS

8.1 T1 Departures A




TERMINAL 1 DEPARTURES



TERMINAL 1 DEPARTURES



8.2 You can also view Terminal One maps online at: <https://maps.manchesterairport.co.uk/>

ORIGINATOR:- (PRINT NAME)	C. WILD	CONFIRMED & APPROVED BY:- (PRINT NAME)	C.Wild
ROLE:-	Head of Airfield Operations	ROLE:-	Head of Airfield Operations
SIGNATURE:-		SIGNATURE:-	