

**GUIDANCE FOR AIRLINES AND HANDLERS REGARDING PASSENGER
SUPERVISION ON THE RAMP**

Background requirements

OSI/04/09 section 6 states that:

It is the airline/handling agents responsibility to ensure that any passengers crossing the apron (during embarking or disembarking) or are on the apron for a longer period (such as baggage reconciliation) are supervised at all times.

Further information can also be found in CAP642; chapter 2 section 4 is reproduced at the end of this document.

There are also responsibilities under Health & Safety legislation for considering non-employees affected by work activities and, without detracting from individual companies to do their own assessment, the guidance below should assist in compliance with those legal requirements.

In addition to the safety requirements, it is also good customer service to ensure passengers who are in an unfamiliar and often inclement environment are assisted on their way as efficiently as possible.

Purpose

The Ramp and Baggage AOC has asked for more detail to be provided to assist operators to comply with this and to ensure consistent enforcement by HAL. This document was approved by the Ramp and Baggage AOC and as such is taken as having been agreed to by the airport community. Where failure to comply with this guidance is observed there will need to be a robust explanation to show that alternative measures of an at least equivalent standard were in place for the OSI to be complied with. This does not detract from individual companies' responsibility for the safety of their own operation or preclude additional measures being taken.

Application

The guidance applies to passengers on the apron walking between an aircraft and either vehicles or the terminal building. It also applies to any other situation where passengers are on the apron (such as to identify baggage) but not all of it is applicable to emergency situations (such as terminal or aircraft evacuations).

Guidance

The following is a non-exhaustive list of specific examples of passengers not being properly supervised:

- Crossing the double white lines
- Getting on the wrong bus
- Getting on the wrong aircraft
- Walking under the aircraft wing
- Walking in the fuelling zone
- Using mobile phones, smoking or dropping FOD
- Passengers alighting GSE
- Passengers being on a stand with an aircraft running an engine on an adjacent stand or where they could be subject to jet blast

In order to properly supervise passengers there should be:

1. An adequate number of staff: in assessing the appropriate number of staff consideration should be given to the distance to be walked, the number of passengers (and whether there is likely to be routine interaction with passengers that will distract from supervising) and any unusual stand characteristics. As a minimum this should normally give one near the bottom of the steps (this could be cabin crew if wearing high viz), one by the vehicle or terminal door they are heading for and one for every 20m in between. This may need to be increased if there are specific hazards such as road crossings or blind spots. If the number of passengers is particularly large extra staff should be considered; likewise if the number is sufficiently small one staff member may be able to walk with them and provide adequate supervision.
2. Staff positioned in a place where they are visible to passengers and can maintain line of sight with passengers. This is particularly important during operations in the hours of darkness
3. Appropriate guarding of specific hazards: for example engines or low wings should be coned or fenced
4. Route marking: this may be in the form of paint marks/signage, cones, barriers and PIGS (passenger guidance system). Where green walkways are indicated on stands these should be used wherever possible. When selecting/marking the route staff should be observant for hazards such as spillages and on completion of the process (eg when collecting up equipment) be observant for any FOD that has been dropped.
5. Sensible placement of any bags or buggies: this needs to be close to the walking route so that passengers are not going in different directions but off the route so as not to be an obstruction/
6. Continual monitoring of the boarding/deboarding process such that if the situation changes (eg the arrival of a vehicle or unexpected passenger behaviour) it is observed and managed. This means that staff doing the supervising cannot be in a vehicle.

Example



This illustrates good practise with:

- the dispatcher (or other suitable staff member) near the rear steps
- specific hazards blocked (eg the engines fenced)
- the route marked (eg with cones)
- another staff member by the terminal door.

It is also a reminder that passengers may be those who are particularly at risk (eg young children) and should be watched carefully.

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Extract from CAP642 Chapter 2

4 Hazards to passengers on the apron

4.1 At aerodromes passengers may have to walk across the apron between the terminal building and the aircraft. This may expose passengers to hazards such as vehicles moving across the apron. The risks of injury are increased as passengers are vulnerable and generally unaware of the dangers around them. Furthermore, passengers may inadvertently (or even deliberately) damage aircraft. The aerodrome operator, the airline operator and ground handlers all have responsibility for ensuring that the movement of passengers is strictly supervised and controlled.

4.2 Under health and safety law and aviation law, the aerodrome operator has a responsibility to provide an aerodrome that is safe for its users. In designing the aerodrome layout and facilities, the aerodrome operator is able to make a significant contribution to the safety of passengers. For example, when the aerodrome operator provides airbridges, passengers are not exposed to any of the hazards on the apron. Where the provision of airbridges is not reasonably practicable, the aerodrome operator should ensure that the layout and marking of airside areas enables the safe movement of passengers to and from the terminal areas. The guidance in the preceding section is particularly relevant in this regard.

4.3 The steps that can be taken to ensure passenger health and safety on the apron will vary from aerodrome to aerodrome and from stand to stand, but will include the following measures:

- a) Passengers should not be permitted to roam free;
- b) Where possible, the aerodrome operator should ensure that permanent traffic routes, e.g. aerodrome roads or taxiways, do not dissect the path between the terminal and the aircraft;
- c) Where this is not possible the aerodrome operator should provide safe routes marked on the apron surface (including safe crossing points for the apron roads) and clear, unambiguous signs to indicate the route to be followed. Positive control of vehicular traffic may be required from the airline or handling agent; co-ordination and co-operation with the aerodrome operator may be necessary to achieve this;
- d) Safe routes can also be indicated by the use of moveable barriers and chains ('Tensator' type devices) to create a temporary safe route across the apron for passengers to follow. When not in use, it is important that such equipment is properly stowed to ensure that it does not become a source of FOD;
- e) Routes to the aircraft should 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. Routes should also be clear of vehicular traffic around the aircraft, electrical cables, fuel hoses and other ramp equipment;
- f) Restrictions should be placed on the running of aircraft engines in the vicinity of

passengers and positive measures should be taken to protect them from excessive engine noise and jet blast;

g) Staff should be positioned on the apron to ensure that passengers follow a safe path to the terminal/aircraft. If necessary, passengers should be led from the aircraft or terminal;

h) Passengers should be informed of the safe route they should follow into the terminal/aircraft, e.g. by public announcement before they leave the aircraft/terminal;

i) For remote stands or stands in a different location to the terminal lounge, passengers should be transported to the aircraft by bus; and

j) Information on embarking and disembarking passengers could form part of the turnaround plan (see paragraphs 6.3.1 to 6.3.6 for further guidance on the turnaround plan).

4.4 Relying solely on informing passengers of safe routes and marking them out is unlikely to be adequate for commercial passenger operations. Whenever passengers are to walk across the apron there should be sufficient staff to ensure that passengers do not wander away from safe routes. If there are insufficient staff, then passengers may need to be disembarked or boarded in small groups which can be adequately controlled by the available staff.

4.5 Responsibility for ensuring that passengers are safeguarded between the aircraft and the terminal building is shared between the airline, aerodrome operator and any ground handlers involved. It is vital that it is clear who is responsible for providing staff to supervise and/or escort passengers across the apron, and that sufficient numbers of staff are provided. Clearly, any contracts will need to take this into account. Failure to supervise passengers properly may lead to accidents with serious consequences for all involved.

4.6 Consideration should be given to unusual circumstances, such as evacuation of terminal buildings or aircraft, in which passengers and other members of the public may be required to enter airside areas. Procedures should ensure that responsible persons who are familiar with the hazards that exist in airside areas are present to supervise passengers and members of the public as soon as practicable wherever there is emergency egress. Consideration should also be given to methods by which aircraft movement and other sources of hazard may be stopped in areas in which passengers and members of the public may congregate with limited supervision.