

**OPERATIONAL SAFETY INSTRUCTION**

Version B Issued 09/04/2021

## Airside Coaching Operation

Issued By Airside Operations and Safety Manager Ref BRS-OSI-DVO-007

It is the responsibility of all employers to ensure that relevant OSIs are brought to the attention of their staff. However, individuals remain responsible for their own actions and those who are in any doubt should consult their Supervisor or Manager.

**1. INTRODUCTION**

The airside coaching operation is an essential function that transports passengers and crew to non-contact stands (stands which pedestrians are not authorised to walk to) and is a key component in meeting on-time performance objectives and delivering excellent customer service. Due to the size and high utilisation of the coaches, it is important that criteria are established for the safe operation of these vehicles.

**2. COACH PARKING****2.1. Parking when not in Use**

Coaches should be parked in one of the designated long-term parking areas when they are not in use. These locations are listed below and marked on the drawing in Appendix A.

- **East of fuel farm** – two spaces – to be operated as a ‘taxi-rank system’ to avoid reversing where possible. If reversing is required, a banksman is needed.
- **Coaching Forecourt** – four spaces – located on the eastern half of the forecourt.
- **Slip Road north of Forward Coaching Lounge** – three spaces.
- **End of Central Pier** – two spaces – these are reverse-in spaces with are exempt from requiring a banksman due to the installation of rubber wheel-stops.
- **West of Central Pier** – two spaces, these will need to be vacated if stand 3R is required (as advised by the Airport Control Centre). Temporary alternative parking can be arranged with Airside Operations if required.

**2.2. Parking at Boarding Gates**

- Before parking at boarding gates, drivers must ensure the area is clear from other vehicles or ground equipment. Coaches should board passengers from the Forward Coaching Lounge gates but not remain parked there long-term.
- Drivers are to remain close to their vehicle at all times and provide guidance to passengers.
- When the coach is full, drivers shall inform the gate staff that they are departing and secure the gate doors. For gates 16 and 29-31, the phone at the gate should be used.

### 2.3. Terminal Forecourt Operation

The forecourt is an area adjacent to the terminal arrivals area and some of the central departure gates. This zone is restricted to coaches, persons with reduced mobility (PRM) specialist vehicles and Airside Operations and security vehicles.

No vehicles other than coaches or PRM vehicles should be parked for any significant length of time.

Contractors vehicles are prohibited from parking on the forecourt without prior permission from Airside Operations.

Vehicles on the forecourt shall be parked on the southern side in the marked bays. The parking area is segregated predominantly between coaches and PRM vehicles. There is a 'drop-off' only zone at the western end of the forecourt for passengers to disembark into domestic arrivals.

### 2.4. Crew Pick-up and Drop-off Locations

#### Pick-up Point

The access route to the pick-up point at the head of stand 21 is via the gate 9 and 10 departure lobby. Coach drivers should park in the marked space that is offset back from the road, except when another coach already boarding from gate 9, when they should use the marked space on the head of stand road.

#### Drop-off Point

The coach drop-off point is marked on the head of stand 22 outside gate 11. Coaches should drop off crew and then promptly depart the area to avoid congestion.

### 3. WAITING AREAS

Occasionally coach drivers will need to temporarily wait for an aircraft to arrive on stand. In this instance the coach driver should wait on a head of stand road or empty stand, remaining with the vehicle and ready to move if required.

Drivers should refrain from waiting on the rear of stand 1 as this restricts turning space for fuel bowsers leaving the fuel farm.

### 4. OPERATING STANDARDS

Coach drivers are required to adhere to the following standards when operating coaches airside:

**Do**

- Follow the marked road system as closely as possible – however it is appreciated that larger vehicles cannot always remain within the confines of the road markings.
- Show consideration to other road users, especially at bends in the road and junctions with reduced manoeuvring room or visibility.
- Use a banksman when reversing into parking positions (except for at the end of the central pier). If visual contact with a banksman is lost, temporarily suspend the reversing manoeuvre.
- Drive slowly when approaching aircraft and when driving a coach with passengers or crew on board.
- Request assistance from a supervisor or directly from Airside eOperations if equipment is blocking your safe route.
- Clear your vehicle of all personal belongings after use.
- Perform a FOD and security check of the passenger area of the coach after each flight has been cleared.
- Report any incidents or damage events to Airside eOperations without delay.

**Don't**

- Make any unnecessary journeys – coaches shall only be driven for the purposes of passenger or crew transport, to/from maintenance or fuel facilities and for driver training.
- Leave the coaches unattended with the engine running.
- Leave the engine idling when stationary for more than 30 seconds – exception for loading or unloading of passengers in extreme weather conditions where heating or air conditioning is required.
- Park outside of designated coach parking bays.
- Park on marked pedestrian routes.

**5. NARROW OR RESTRICTED ROUTES**

Due to the layout of Bristol's apron, there are some roads or inter-stand clearways that are narrow or restricted and must be driven with care by coach drivers. This risk can normally be managed with control measures such as driver training, driving at low speeds, route familiarisation and designated equipment parking areas. However, if coach drivers do observe any equipment or temporary obstructions that reduce the road width or turning radius, these should be reported to Airside Operations who will arrange for removal.

**Coach drivers are empowered to stop at any time and contact their Supervisor or Line Manager, if they feel a manoeuvre is unsafe and a collision may occur.**

**6. GENERAL ENQUIRIES**

Any enquiries should be addressed to Airside Operations on **01275 473705** or **07712 792235**.

APPENDIX A COACH PARKING AREAS

