



**OPERATIONAL SAFETY INSTRUCTION**

Version A Issued 01/09/2020

Undercroft Operations

Issued By Airside Operations and Safety Manager Ref BRS-OSI-DVO-009

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 undercroft is the name for the back-of-house baggage sortation and drop-off area at Bristol Airport. It is a relatively confined and busy space with numerous activities taking place, therefore it is imperative that the following procedures are adhered to by those working in the undercroft area. A plan of the undercroft is shown at Appendix A.

**2. ACCESS TO THE UNDERCROFT**

Vehicle access to the undercroft is via the eastern and western access roads. Pedestrians may also access via the same entrances but authorised persons only.

Persons authorised to access the undercroft are:

- Ground handling agents on baggage duties
- Airside operations
- Security agents on patrol
- Contractors with a valid permit
- UK Border Force detention vehicle
- Emergency response vehicles responding to a call

The undercroft is not to be used as a pedestrian route between the east and west apron, or for pedestrians routing from Aviation House to their workplace (except for baggage handling staff). The approved route is via the terminal walkway.

**3. DRIVING STANDARDS**

The speed limit for vehicles in the undercroft, including the approach roads, is **5mph**. Drivers are expected to follow the rules of the road system including give way points and priority over incoming vehicle routes. Drivers should be aware of pedestrians crossing roads between the baggage belts and equipment parking bays.

#### 4. **BAGGAGE RECLAIM**

Vehicles entering the undercroft to deliver baggage onto the designated arrivals belts can enter via the east or west access roads and manoeuvre to the assigned belt. Tugs and trolleys should be positioned to the left of the broken white line to keep the main through-route unobstructed.

Once the baggage has been loaded onto the belt or carousel, the tug must give way to traffic at the broken line before re-entering the road system.

#### 5. **BAGGAGE SORTATION**

Vehicles accessing the baggage sorting area can enter via the east or west access roads and continue along the main vehicular route before entering the sorting area.

Whenever leaving the sorting or baggage holding area vehicles must give way to traffic before entering the roadway and leaving by the exit road.

The road that separates the belts and the holding area is one-way in an easterly direction and access is restricted to tugs and trolleys only. Extreme caution must be taken in this area due to colleagues walking between the sortation and equipment parking areas.

The road to the south of the baggage holding area is two-way, with priority given to west-bound vehicles.

#### 6. **EQUIPMENT AND VEHICLE PARKING**

The trolley parking areas in the central section of the undercroft are divided between the ground handling agents and marked on the ground with stencils. Trolleys must be positioned so that they do not overhang the road system.

A parking space for UK Border Force is reserved in the central section opposite the double doors that lead into the terminal baggage reclaim hall.

#### 7. **EMERGENCY ACCESS**

The undercroft is an option for emergency access into the terminal baggage reclaim hall. A space is reserved for ambulance parking opposite the double doors and must be kept clear at all times.

#### 8. **CONTRACTOR ACCESS**

Contractors working in the terminal, in particular on baggage systems or border facilities, will occasionally have a need to access the terminal from the undercroft and to store vehicles and equipment in the undercroft.

The work originator must contact airside operations at [airsideops@bristolairport.com](mailto:airsideops@bristolairport.com) with the following information:

- Contractor's responsible person
- Reason for access/storage (project or maintenance work to be undertaken)
- Preferred location of storage
- Size of storage compound
- The duration the compound is required for

Airside operations will issue an 'undercroft storage permit' which will be attached to the compound. This will include the above information. A new permit must be applied for if an extension is required.

Any contractor storing vehicles or equipment in the undercroft without a permit, or outside the terms of their permit, may be asked to remove their items.

## 9. UNDERCROFT CLEANING

Although the undercroft is a generally enclosed space, it is still possible for debris to become hazardous, by causing damage to vehicles or being tracked onto the apron area.

It is therefore important that the undercroft is kept in a clean and tidy state by those who use it. FOD bins are provided in the undercroft for small items of waste or debris. There are two ground handling companies that manage the baggage operation in the undercroft; DHL and Swissport. Each ground handling company will be allocated a zone to be swept on a **weekly basis**, approximately on a 50/50 split – see Appendix B. Each company should ensure that their areas are kept tidy and cleaned routinely each day.

A mini ride-on sweeper is available for Bristol airside operations to regularly sweep the drainage channels, baggage belt borders and kerb edges.

## 10. FIRE SAFETY

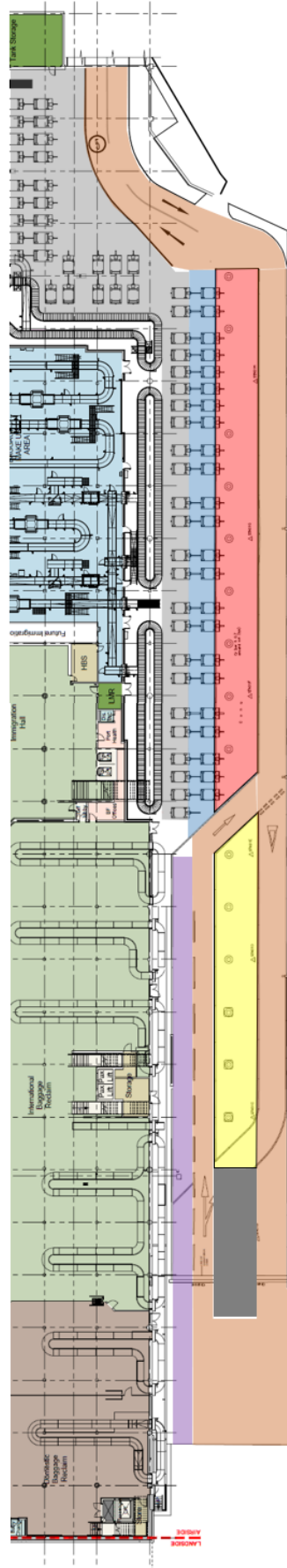
Fire extinguisher cabinets are located throughout the undercroft for use in an emergency. Undercroft teams, including contractors, are responsible for ensuring that large amounts of waste or combustible materials are not stored in the undercroft.

## 11. GENERAL ENQUIRIES

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

APPENDIX A

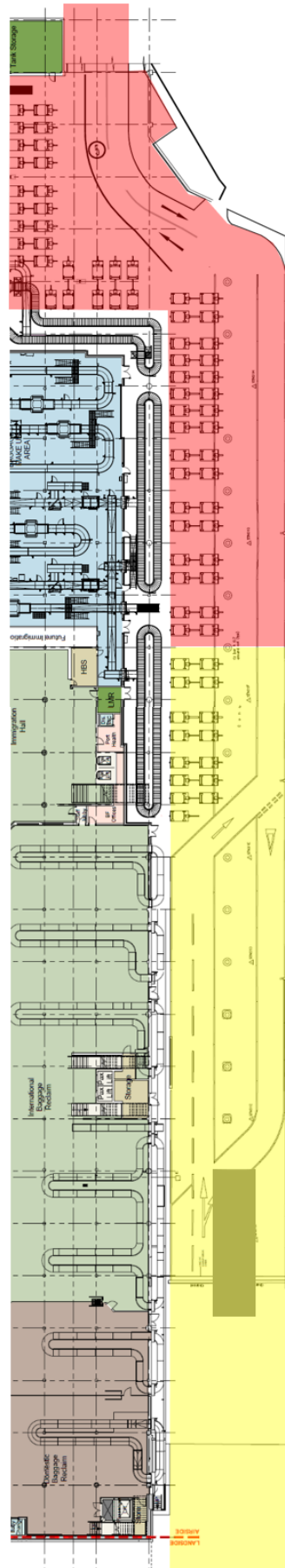
UNDERCROFT PLAN



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| <ul style="list-style-type: none"> <li><span style="display: inline-block; width: 20px; height: 20px; background-color: #8B4513; margin-right: 5px;"></span> Undercroft road system</li> <li><span style="display: inline-block; width: 20px; height: 20px; background-color: #DC143C; margin-right: 5px;"></span> Swissport equipment parking</li> <li><span style="display: inline-block; width: 20px; height: 20px; background-color: #FFFF00; margin-right: 5px;"></span> DHL equipment parking</li> <li><span style="display: inline-block; width: 20px; height: 20px; background-color: #A9A9A9; margin-right: 5px;"></span> Baggage sortation area</li> </ul> | <ul style="list-style-type: none"> <li><span style="display: inline-block; width: 20px; height: 20px; background-color: #6495ED; margin-right: 5px;"></span> Restricted road access, one-way</li> <li><span style="display: inline-block; width: 20px; height: 20px; background-color: #9370DB; margin-right: 5px;"></span> Baggage reclaim belts</li> <li><span style="display: inline-block; width: 20px; height: 20px; background-color: #696969; margin-right: 5px;"></span> Storage containers</li> </ul> |
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APPENDIX B

UNDERCROFT SWEEPING / CLEANING ZONES



- DHL to clean weekly – also includes western access road
- Swissport to clean weekly – also includes eastern access road