



OPERATIONAL SAFETY INSTRUCTION

Version C **Issued** 30/11/2022

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. If the planned number of coaches exceeds the number of allocated parking bays, the OCS Ramp Manager shall engage with Airside Operations in advance of the coaches coming airside, to agree additional temporary or permanent bays.

East of Fuel Farm	Three bays	To be operated as a 'taxi-rank' pull forward system. If reversing is required, a banksperson must be used. Drivers must park within marked bays to avoid damage to the driver's door from the adjacent kerb.
Terminal Forecourt	Four bays	Coaches must park within marked bays.
Slip Road North of Forward Coaching Lounge	Three bays	N/A
End of Central Pier	Two bays	Reverse-in bays, no banksperson is required due the installation of rubber wheel-stops.
West of Central Pier	Two bays	If reversing is required, a banksperson must be used.
Total Bays: 14		

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 must always remain close to their vehicle during the boarding phase and provide guidance to passengers.
- When the coach is full, drivers shall inform the gate staff that they are departing so that the agent can secure the doors. For gates 16 and 29-31, the phone at the gate (bottom of the stairwell) should be used.
- When boarding onto coaches from gate 31, the coach must be parked perpendicular to the central pier and perpendicular to any coaches parked at the end of the pier. The coach should be able to drive in and out of the parking position without the need for a banksperson.

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. Vehicle parked incorrectly should be reported to Airside Operations.

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

Vehicles on the forecourt shall be parked in the marked bays. The parking area is segregated 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 is 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:

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 Operations if equipment is blocking your safe route, including aircraft steps overhanging a parking area, or chocks/PIGs left outside of a parking area.
- 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 Operations without delay.
- Complete a 360° check of coaches before and after use to check for damage.
- Confirm with Airside Operations prior to 'quarantining' any coaches on an empty remote aircraft stand.

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 60 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.
- Move a vehicle from the scene of an incident until Airside Operations have given authorisation.
- Take short-cuts across Equipment Parking Areas, to avoid collisions with ground equipment.

5. **NARROW OR RESTRICTED ROUTES**

Due to the layout of the 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

