



OPERATIONAL SAFETY INSTRUCTION

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Passenger Management

Document Owner	Airside Operations Manager	Ref	BRS-OSI-GO-011
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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 apron is a safety critical area and the airside environment has the potential to be dangerous to those who are unfamiliar with their surroundings if their transit through this area is not managed effectively. There is a clear safety and security risk if passengers are left unattended during boarding or disembarkation phases of the turnround, and if routes to and from aircraft are not clear to the passenger. This OSI explains the requirement for passenger management on the aircraft apron when passengers are in transit between the aircraft and internal terminal processes.

Aircraft stands at Bristol Airport are either designated as **remote** or **contact**, depending on whether they are sited next to the terminal building. For aircraft parked on remote stands, passengers will ordinarily be transported to and from the aircraft by coach. For aircraft on contact stands, the passengers shall walk to and from the aircraft via designated walking routes and walkways.

2. REQUIREMENTS

2.1. Applicability

This OSI is applicable to those persons who are actively involved with passenger handling on the apron (Bristol Airport staff and Ground Handling Agents), and the Airside Operations community.

2.2. Responsibilities

It is the responsibility of Bristol Airport to provide a safe airport for use by passengers (in addition to staff) by providing suitable areas for passengers to transit through. There are specific markings and infrastructure in place to support and guide passengers to and from aircraft.

The active role of passenger management is delegated to the applicable ground handling agent

through contractual arrangements with airlines. Therefore, the day to day responsibility of passenger management lies with the nominated ground handling agent.

Passenger management must be continually provided by a nominated ground handling agent for departing passengers from the airport gate area through to when the aircraft has been fully boarded (to which at this point the responsibility for the passengers falls to the cabin crew). Similarly, the handling agent resumes full responsibility to manage passengers during disembarkation into the applicable terminal arrivals channel access point. It is expected that ground handling agents communicate with cabin crew during these processes, to ensure that passengers are not unexpectedly left unsupervised.

3. PASSENGER CONTROL

3.1. Contact Stands (or when passengers are walked to a stand, from their departure gate)

Contact stands are usually accessed from a gate which is directly linked to the terminal building. These are situated either in the western walkway, the central pier or the forward coaching lounge (note this gate is usually used for coaching but may be used to board passengers to stand 7N).

The ground handling agent must supervise and indicate the correct routing for passengers that are boarding/disembarking the aircraft, without exception. If more than 20 passengers are involved with one turnaround, Bristol Airport recommends that a minimum of two handling agents are used to 'top and tail' the passenger flow to and from the aircraft. Airlines and/or ground handling companies shall provide written procedures and supporting risk assessments should they wish to justify an equally safe method of passenger transit, with a differing number of resources.

There are clearly defined ground markings for passengers to follow when transiting between the aircraft and the terminal access points. Zebra crossing points give access to and from the terminal access points across the apron road system. These are primarily located on the western apron, serving stands 21-30, and also on the terminal forecourt. The handling agent is responsible for ensuring that no conflict arises between vehicles and passengers when passengers are crossing roadways.

It is imperative that the supervising ground handling agent(s) ensures that passengers do not pass beneath the wing, fuel vents or near to propellers of aircraft during the turnaround process. Ground handling agents are required to use Passenger Integrated Guidance Systems (PIGS) to ensure that a safe distance is maintained between these areas while passengers are boarding/disembarking.

3.2. Remote (or coached) stands

When boarding or disembarking onto coaches, passengers must be supervised at all times. When arriving on to the terminal forecourt, passengers must be held on the coaches until there

is an arrivals agent from the handling agent in attendance.

On occasion there may be the requirement to disembark coaches into the western walkway or central pier, rather than via the terminal forecourt into the immigration hall. This is used to help manage the inbound flow of international arrivals passengers into the immigration hall. When this is required, this will be co-ordinated and communicated by the Airport Duty Manager.

3.3. Oversight

Airside Operations shall perform regular aircraft turnaround audits to ensure that boarding and disembarkation is managed safely according to these rules and specific airline/handling agent procedures.

4. BOARDING WHILE FUELLING

Boarding of passengers during refuelling operations is permitted, provided the following requirements are met:

- Passenger supervision (by aircrew on-board the aircraft and ground handling agents external to the aircraft) is maintained;
- Steps are in position at the front and rear of the aircraft and communication takes place between the refueller and cabin crew before any steps are removed;
- Passengers on-board the aircraft have their seat belts unfastened;
- Airport fire-fighting category remains fully available during the process.

5. GENERAL ENQUIRIES

Any enquiries regarding passenger management on the apron should be addressed to Airside Operations on **07712 792235**.

Any enquiries regarding this instruction should be addressed to the Airside Operations Co-ordinator opsteam@bristolairport.com.