



## Procedures for Fueling and Boarding

### Fueling Procedure

- Fueling is only allowed **with established and maintained 3-way communication** between:
  - **Flight deck (Cockpit)**
  - **Fueling personnel**
  - **Ramp Agent (via headset)**
- The **Ramp Agent is responsible** for ensuring communication remains stable throughout the fueling.
- If passengers are onboard during fueling:
  - At least **two doors must be open**, with stairs or bridges connected.
- **Escape routes and emergency exits must remain clear** at all times.
- **Ambulifts must not block any aircraft doors** — no WCH boarding with Ambulift during fueling or regular boarding operations.
- In case of fuel leakage or thunderstorm risk, fueling must be **stopped immediately**, and fire services must be notified.

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### Boarding Procedure

- The **Ramp Agent controls and monitors the boarding process** and ensures apron safety.
- **The Bus Driver is responsible for the passengers.**
  - **Ramp Agent must actively ensure** the Bus Driver:
    - Keeps passengers together
    - Ensures **no one walks under the aircraft wing**

All personnel must prevent:

- Passengers entering danger zones
- Obstruction of emergency paths or aircraft access points

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### Communication Protocol

- The Ramp Agent must wear a working headset or ensure a verbal face to face communication and maintain 3-way communication at all times during fueling and while coordinating with:
  - The cockpit
  - The fueling company
- Ramp Agent must confirm:
  - Fueling clearance from the cockpit
  - Completion of fueling before continuing operations
  - **That boarding and fueling never overlap unsafely**

Thank you!

Laura