

Topic: Boarding While fueling on Remote Positions

Dear All,

there has been confusion when it comes to boarding and fueling at the same time, so we would like to address these topics so that it is clear moving forward.

Remote Positions:

Often you will come across Captains that will say not to board until the fueling is finished. Of course, if you are at a remote position this can be a challenging because of the time it takes to go from the gate to the position.

If this does happen please don't wait to tell the gate to start boarding when the fueling is finished. Keep in mind the time it takes to get from the gate to the position:

Fueling: **10-13 minutes** (Depending on Aircraft type)

Cleaning: **7-10 minutes** (Depending on Aircraft type)

Boarding buses: **3-5 minutes**

Driving from gate to position: **5-10 minutes** (Depending on traffic)

Solution:

As long as you have 2 stairs attached to the aircraft and you are present via the headset during fueling then it is possible to board while fueling except at the following positions B10, C2, and A1

If you see the fueling and cleaning has already started please inform the gate to start boarding because by the time all of the procedures mentioned above are completed your first bus should already be on position.

In conclusion the goal is to use efficient time management to avoid getting a delay. If you follow the guidelines mentioned above, then getting such delays can be avoided.

Best Regards,

Nelson