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# Airside Safety Procedures

Prepared for: All Station Managers, All Operational Employees

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Issued: 03.02.2021

Version: Version 2

This version supersedes all previous versions released prior to the date of issue.

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## 0 INTRODUCTION

To ensure ground operational safety, all station activities, including, if applicable, those outsourced to an external third-party ground service provider or its subcontractors, shall be conducted under the direct oversight of supervision personnel.

Local contract requirements and service level agreements will determine the activities DHS personnel are required to supervise as well as the scope and level of supervision required.

## 1 OPERATIONAL REQUIREMENTS

- (a) Supervision personnel must be trained and qualified to perform the assigned functions.
- (b) Assigned individuals will provide oversight of personnel conducting airside operations.
- (c) An assigned individual will oversee the aircraft turnaround during ramp/apron activities ensuring the aircraft is handled and serviced according to DHS's or the Operator's specific requirements, these duties may be combined with another function/role.
- (d) If applicable checklists are provided, they shall be completed as required by the individual assigned to provide oversight.
- (e) Individuals assigned to oversee ground handling operations must have oversight on airside operations, ground safety and flight schedule.

### 1.1. SUPERVISION SCOPE

Oversight for an aircraft arrival/departure includes, but is not limited to the following activities:

- (a) Aircraft, vehicles and Ground Support Equipment operations and parking.
- (b) Arrival.
- (c) Baggage handling.
- (d) Cabin equipment.
- (e) Catering ramp handling.
- (f) De-icing/anti-icing services and snow/ice removal.
- (g) Departure.
- (h) Exterior cleaning.
- (i) Interior cleaning.
- (j) Load control document accuracy:

- 1. LIR.
- 2. Loadsheets.

## 3. NOTOC.

4. Other documents, as applicable.

(k) Load control and flight operations.

(l) Marshalling.

(m) Moving of aircraft.

(n) Passenger services.

(o) PRM.

(p) Ramp fuelling/de-fuelling operations.

(q) Ramp regulations.

(r) Ramp services.

(s) Ramp to flight-deck communications.

(t) Staff conduct, behaviour and operational practice,

(u) Personal Protective Equipment.

(v) Toilet services.

(w) Towing cargo and baggage.

(x) ULD and bulk loading and unloading of baggage and cargo.

(y) Water service.

**Note:** The exact oversight requirements for DHS personnel for an aircraft arrival/departure will be specified locally dependent on services offered and airline requirements.

## 1.2. TURNAROUND COORDINATION / SUPERVISION REQUIREMENTS

The table below defines elements that require supervision by individuals assigned to oversee ground handling operations. Primary task is to stop all unsafe acts.

The exact turnaround coordination/supervision requirements for DHS personnel will be specified locally dependent on services offered and airline requirements.

All turnaround coordination/supervision requirements listed below shall be carried out by the locally specified person.

1	Pre-flight brief conducted regarding flight requirement(s) and services as needed		
2	Pre-arrival check that parking position free of Foreign Object Damage (FOD), obstacles and/or spillage		
3	Personnel wearing PPE available and ready		

4	All GSE and personnel positioned outside the Equipment Restraint Area (ERA)		
5	Guidance system is activated and marshaller(s)/wing walkers correctly positioned as applicable		
6	Personnel must stay clear of the aircraft, until anti-collision lights have been switched off (exception applies if Auxiliary Power Unit (APU) is not operational)		
7	Aircraft chocked and coned		
8	An arrival external check prior to approach of any ground support equipment is done		
9	Ensure equipment is properly positioned and operated (e.g. guide rails)		
10	Ensure cargo holds are offloaded and commodities correctly handled as required		
11	Ensure all cargo holds offloaded according to LIR and inspected for damage		
12	Passenger Boarding Bridge (PBB) and/or stairs/steps are set to correct height before opening cabin access doors and all safety devices are installed		
13	Aircraft cabin access door operation by authorized and qualified person		
14	During passenger (dis)-embarkation, passenger movement is protected and guided in walkways between the aircraft and bus or terminal		
15	Passenger walkways clean of obstacles and free of undesired contaminated substances		
16	Fuel bowser/tank or pumps is properly positioned and escape route not obstructed		
17	Fuel safety zones are respected		
18	Safety precautions for fuelling with passengers on board or boarding are adhered to as applicable		
19	On-load started and the person responsible for loading oversight, (i.e., Load Master) is in possession of the LIR		
20	Condition of load inspected prior to loading		

21	Baggage and cargo loaded and handled in accordance with the LIR		
22	Dangerous Goods (DG) correctly handled, segregated, secured and stowed		
23	Holds are checked to verify load and locks/nets configuration		
24	Load information is exchanged with all deviations noted		
25	Final load information provided to flight crew as required		
26	GSE removal procedures followed		
27	Final ramp inspection and aircraft walk-around check are performed		
28	Chocks and cones removal procedures are followed		
29	Departure sequences conducted as required		
30	Post departure activities are conducted as required with appropriate document retention		

## 2 REPORTING INCIDENTS, ACCIDENTS AND NEAR-MISSES

In the event of an incident or accident, the work must stop, the scene must be frozen and isolated and the event shall immediately be reported to the line management, airline representative and, as required, to local authorities.

All incidents, accidents or near misses must be reported as per Customers/Airlines procedures.

### 2.1. AIRSIDE SAFETY INVESTIGATION PROCEDURE

The investigation process will be conducted in a logical way by collecting and analysing facts to identify root causes as well as contributing and human factors.

### 2.2. FACTUAL INFORMATION

(a) Gather factual information including photographs, testimonials, reports, sketches, video footage, maps and any other relevant information.

(b) Determine the level of investigation:

1. Basic investigation—an inquiry to identify the key elements that led to the event.
2. Formal investigation—a formal inquiry with all involved and legally required internal and external parties.

## 2.3. INVESTIGATION PROCEDURE

(a) Gather all information available about the event:

1. Identify the circumstances leading up to the event.
2. Review all reports pertaining to the event.
3. Collect all available data (e.g., CCTV and other video footage, photographs, objects, testimonials, sketches, maps).
4. Identify the people involved and any witnesses.
5. Gather all relevant factual information concerning the people involved (e.g., roster, training records, medical information, employee records, assigned task, all reports, any other).
6. Gather all relevant information concerning the technical, environmental and infra structural conditions.

(b) Conduct interviews with all individuals involved and any witnesses.

(c) Conduct a confirmation site visit if possible.

(d) Confirm whether a Standard Operating Procedures (SOP) is published and available for the task being performed.

(e) Identify human factors:

1. Communication.
2. Stress and timing.
3. Fatigue.
4. Loss of situational awareness.
5. Health condition.
6. Use of available resources.
7. Staff feedback related to the SOP.
8. Teamwork.
9. Knowledge

(f) Technical factors:

1. Use of a GSE.
2. Preventive and corrective maintenance records.
3. Current technical condition.
4. Suitability for the task.

## 2.4. ANALYSIS

Analyse the event by:

(a) Describing the sequence of events as they occurred for each person/element involved.

(b) Identifying any failures in the tasks performed in relation to written instructions.

(c) Identifying any causal links between events.

(d) Documenting a chronological sequence of events that led to the incident/accident supported by facts.



- (e) Determining which failures contributed to the accident based on factual evidence in relation to the sequence of events.
- (f) Identifying pre-existing and/or new hazards that contributed to the event.

## 2.5. CONCLUSION AND CAUSES

Specify:

- (a) Root causes.
- (b) Contributing factors.
- (c) Human factors.

## 2.6. INVESTIGATION FOLLOW-UP

Follow-up the investigation by:

- (a) Establishing the following for each root cause:

1. Corrective action requests.
2. Preventive actions requests.

- (b) Making safety recommendations that:

1. Address the root causes as well as the contributing and human factors identified as a part of the investigation.
2. Ensure corrective and preventive action requests will be issued to the line management.
3. Provides line management with corrective action plans to address the root causes as well as the contributing and human factors for approval.
4. Ensure that an Action plan implementation is confirmed through a monitoring/audit process.
5. Ensure that the human factors in Airside Safety Investigations form is completed.

## 2.7. MONITORING PROCEDURES

Safety performance monitoring is important in order to enable management to identify trends that could have a negative effect on safety.

Inspections shall be carried out in accordance with the Airline requirements.

# 3 EMERGENCY RESPONSE PROCEDURES

Emergency Response Procedures are detailed in the Airlines and Airport ERP. The following IATA guidelines are included for information only.

The following actions are to be carried out in the event of an emergency in accordance with operating airline and/or Ground Service Provider (GSP) procedures and local regulations.

(a) Communication:

1. With the operating airline:

- (i). Notify the operating airline.
- (ii). Establish a Crisis Control Center.
- (iii). Provide regular situation reports.
- (iv). Maintain the flow of communications/actions.
- (v). Identify and assemble translators.

2. With the airport and other authorities:

- (i). Liaise with airport emergency services and local authorities.
- (ii). Prepare the location and facilities to be used.
- (iii). Provide the GSE upon request from the authorities in command

3. With the GSP:

- (i). Inform GSP staff.
- (ii). Conduct an initial briefing.

4. With the Passengers, crew and victims, relatives and media: provide regular updates

(b) General Requirements:

- 1. Deploy of the emergency response team.
- 2. Provide liaison staff at the emergency location.
- 3. Provide initial financial assistance to passengers as agreed with the operating airline.

(c) Passengers and Crew:

- 1. Assist with the collection of information from passengers, crew and victims.
- 2. Provide assistance and secured private facility for passengers.
- 3. Provide assistance and secured private facility for crew members.
- 4. Assist in repatriation and/or onward travel.

(d) Cargo, Baggage and Mail:

- 1. Assist with the inventory of cargo, baggage and mail carried on the aircraft.
- 2. Safeguard from loss or damage the baggage, cargo and mail.
- 3. Arrange for secure storage.

(e) Documentation:

- 1. Establish station emergency data sheet with contacts, grid maps, facility information sheets.
- 2. Maintain current emergency contact information of the operating airline, GSP and local authorities.

3. Collect, preserve, secure and restrict all documentation pertaining to the emergency and make available to the operating airline.
4. Support the verification of the passenger list.
5. Maintain a log of events and action taken.
6. Maintain detailed expense documentation relating to services provided during an emergency.

(f) Relatives:

1. Assist with the collection of information from family members.
2. Provide assistance and secured private facility to family members.
3. Assist with reuniting passengers and family members.

(g) Facilities:

1. Provide emergency response facilities for airline permanent and deployed staff.
2. Assist in the arrival, set-up and operations of the operating carrier's Go team.
3. Determine appropriate support services that may be required for continuing emergency operations.
4. Arrange for security at all carriers' premises at the airport.

## 4 ADVERSE WEATHER OVERSIGHT PROCEDURES

Oversight for an aircraft arrival/departure during adverse weather includes, but is not limited to the activities listed below. Some examples of adverse weather include snowstorms, thunderstorms/lightning, sandstorms, high winds, hurricanes/typhoons, tornadoes and intense heat.

(a) Activities:

1. Aircraft, vehicles and GSE operations and parking
2. Arrival
3. Baggage handling
4. Cabin equipment
5. Catering ramp handling
6. Departure
7. Exterior cleaning.
8. Interior cleaning
9. Load control document accuracy:
  - o (i). LIR
  - o (ii). Loadsheet
  - o (iii).NOTOC
  - o (iv). Other documents as applicable
10. Load control and flight operations
11. Marshalling
12. Moving of aircraft.
13. Passenger services
14. PRM
15. Ramp fueling/de-fueling operations

16. Ramp regulations
17. Ramp services
18. Ramp to flight-deck communications
19. Staff conduct, behaviour and operational practice, PPE
20. Toilet services.
21. Towing cargo and baggage.
22. ULD and bulk loading and unloading of baggage and cargo
23. Water services

**Note:** The exact oversight requirements for DHS personnel for an aircraft arrival/departure during adverse weather conditions will be specified locally dependent on services offered and airline requirements.

(b) Process:

1. Receive notification of adverse weather
2. Acknowledge notification of adverse weather
3. Identify the threat
4. Take action according to established procedures
5. Communicate to all affected parties
6. Ensure compliance with local regulations

For more information refer to Adverse Weather Conditions Policy.