

Topic: Refueling with Passengers On Board

The following instruction is general in nature and MUST be coordinated with the airport and airline policies and procedures on this topic. It is a prerequisite that the airline has a "Fuelling with Passenger on board" Policy and has a permission from the respective airport.

When passengers are on board or during boarding/deboarding of the aircraft, precautions must be taken to ensure that they can be evacuated, in the rare case that a fire may occur. These precautions must be taken by the Turnaround Coordinator, the fuelling operator, the cabin crew, and the flight crew:

1. Refueling and Defueling when Passengers are Embarking, On Board, or Disembarking

The turnaround coordinator **must ensure** that:

- The flight crew, cabin crew and fuel operator are at their stations
- The area beneath exits intended for emergency evacuation is kept clear
- The fire service is alerted (if applicable)
- Passenger boarding / disembarkation is achieved in a controlled manner.
- Establish communications with the flight crew
- Establish eye contact and thus communication by using hand signals with fuelling operator at all times
- Inform the flight crew of the beginning and ending of refueling
- Notify flight crew, if a fire occurs
- If an emergency evacuation is required, indicate (to the flight crew) the exits that are clear of obstruction

The flight crew must:

- Establish communication with the turnaround coordinator via headset
- Inform the cabin crew of the beginning and ending of refueling
- Listen for fire warning from the turnaround coordinator
- Be prepared to initiate passenger evacuation if necessary.

If fuel vapor is detected inside the aircraft, or if any other hazard occurs, refueling or defueling must be stopped immediately. Ground servicing activities and work in the aircraft (e.g. catering and cleaning), should be performed in such a manner that they do not create a hazard, and that the aisles and emergency exits remain clear of obstruction. If passengers have to board or disembark during fueling drills, this must be achieved under the supervision of a responsible, such as the purser, person and the "No Smoking" rules (smoking prohibited signs on) should be reinforced during all such movements. Passengers should not be allowed to stay near the outside of the aircraft.

2. Evacuation/Disembarkation

In the case of a fire resulting from fueling operations, or from a large fuel spillage, a precautionary disembarkation or an emergency evacuation may be performed. In both cases, the same recommendations apply. Information about the incident is provided by the ground personnel, who will inform the flight crew of the nature of the incident.

Good communication between ground personnel, the flight crew and the cabin crew is a key factor in achieving a successful evacuation/disembarkation. If a jetway is used for boarding, it should also be used for evacuation/disembarkation. Jetway provides a safe and efficient way to evacuate an aircraft, and enables passengers to be rapidly be far away from the fire, unlike the escape slides. In this case, the jetway handling agent is responsible for the passengers while they are in the tunnel. If the stairs are against the aircraft, it is better that passengers use the stairs instead of escape slides. This is because, before deploying escape slides, it is necessary to ensure that the area outside the aircraft is clear of obstruction.

However, there may often be obstacles surrounding the aircraft (e.g. fuel truck, catering, baggage handlers, boarding passengers, etc), and any contact with these obstacles or with personnel during escape slide deployment may make the situation worse. It is possible to use the escape slides to rapidly evacuate the aircraft. However, if escape slides are used, it is very important to verify that there are no obstacles in the area where the escape slide will be deployed. In some cases, it may be necessary to wait for equipment, personnel, or vehicles to move away from the deployment area, before arming the escape slide and opening the aircraft doors.

Keep in mind:

During any refuelling operation with passengers on board, TRC must keep in mind that:

- All applicable personnel must ensure good communication at all times (check if headset is working properly and eye-contact with fuelling operator established and guaranteed)
- Ground staff and equipment should not be near the area of escape slide deployment

Hand Signals

Emergency Hand Signal Indicating Location of a Fire:



Signal in case Evacuation is recommended:

