

TITLE:

Apron Contingency Service

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1. Purpose

The document establishes the operating procedures for the provision of the Apron Contingency Service introduced in paragraph 9.4.9 of the Airport Regulations and describes the training activities carried out by the personnel involved.

2. Applicability

The service is designed to be provided on all operational stands equipped with loading bridge that can be used for the direct disembarkation of passengers at the terminal in the Domestic-Schengen area, namely:

- Apron 300: 301 to 313
- Apron 400: 401 to 412
- Apron 500: 501 to 503 (when operational)

for a total of 28 stands and as many loading bridges.

3. Acronyms and Definitions

A-CDM: Airport-Collaborative Decision Making

ADBM: Airport Database

AIBT: Actual In-Block Time

APOC: AirPort Operations Center

APU: Auxiliary Power Unit

ARMS: Airport Resource Management System – Infrastructure Management Software

ATL: Actual Time of Landing

CLD: Flight Control Unit

EIBT: Estimated In-Block Time

FOD: Foreign Object Debris

GRH: BHS Control Room and Ground Handling

INOP: Inoperative

OAP: Airside Operations & First Aid

SAM: Safecontrol Apron Management

SAR: ADR Ground Safety

VDGS: Virtual Docking Guidance System

4. Service Sizing

4.1 Times and schedules

The service will be active during the IATA SUMMER 24 season, i.e. from 31/03/2024 to 26/10/2024 inclusive.

The daily time slot of activity is identified between 07 LT and 22 LT.

4.2 Entities and resources involved

The organization of the service is structured as follows:

- 1 flying squad consisting of:
 - 1 GRH officer acting as coordinator of the flying squad
 - 2 GRH workers
- 1 CLD coordinator dedicated to the coordination of the flying squad

The flying squad will be equipped with a GRH vehicle necessary for the movement of personnel in apron.

5. Description of the service

In the event that the handler is not present at the stand at the time of presentation of the aircraft, the Apron Contingency Service must guarantee the following services to each arriving aircraft:

- FOD check and verification of the stand usability;
- Activation of the VDGS;
- Positioning of aircraft chocks;
- Positioning of the loading bridge for disembarkation and verification of correct positioning;
- Knock to open the aircraft door and passengers disembarkation.

5.1 Staff tasks

In the provision of the service, the tasks of the staff involved are divided as follows:

- CLD Coordinator
 - through cameras accessible from a dedicated workstation in APOC, he carries out continuous monitoring of the stands to which the aircraft in short final and/or those already landed are assigned, verifying the actual presence of the handler
 - In the event that the handler is not present, he pre-alerts or activates the flying squad for intervention

- **GRH Employee**
 - drives the vehicle of the flying squad and deploys the two workers where the intervention is necessary, as reported by the CLD coordinator
 - finding the need to provide the service, in the event that the CLD coordinator didn't request the intervention, prepares the team for the imminent intervention by informing CLD in any case
- **GRH Worker:**
 - Carries out the FOD check and verifies the stand usability
 - Checks that the loading bridge is working properly
 - Activates the VDGS allowing the aircraft entry into the stand based on the information received from the GRH Employee
 - Positions aircraft chocks
 - Positions the loading bridges for passengers' disembarkation and checks its correct positioning
 - Allows the opening of the aircraft door in order to ensure the passengers' disembarkation (only in the event that the ramp agent has activated disembarkation).
 - Carries out activities to restore the order of the stands, including: repositioning of cones, aircraft chocks, tensabarriers, etc. in the resting positions and visual verification of the correct positioning of the loading bridge in the parking position.

6. Operational Process

The activities carried out by each figure involved in the provision of the Apron Contingency Service are described in details below.

6.1 CLD Coordinator

For each incoming flight assigned and announced at a stand indicated in paragraph 2, at the ATL or 10' before the EIBT depending on which of the two is earlier (e.g. ATL: 10:00, EIBT 10:20, ATL is considered, or ATL 11:03, EIBT 11:10, are considered 10' before the EIBT), the CLD coordinator verifies the presence of the handler. The verification is carried out through the systems at its disposal, i.e. as follows.

The first system to be used is the SAM (VDGS Optical Guide Control System).

On the OVERVIEW screen, each stand equipped with VDGS has three elements:

- the number that distinguishes it
- a line with four dots symbolizing the lights installed on the lead-in line of the stand
- a square that, through the symbol depicted inside, indicates the status of the VDGS

By observing the latter, it is possible to understand whether the VDGS has been activated. In this case, the square will depict within it the stylization of an aircraft landing on a light-yellow background as depicted in Figure 1.



Figure 1: VDGS enabled

The second system to use is cameras. In particular, depending on the stand, the CLD coordinator will use as many cameras as available (SAM and/or Security Center) to verify the presence of men and vehicles of the handler in charge of assisting the incoming flight.

Both methods will always be used for each flight. The Table 1, below determines, depending on the situation, the actions to be taken.

INTERVENTION OF THE FLYING SQUAD		HANDLER PRESENCE FROM CAMERAS	
		YES	NO
VDGS	ACTIVATED	NO	YES
	NOT ACTIVATED	YES	YES

Table 1: Determination of the intervention of the flying squad

The need for intervention of the flying squad must be communicated, after consultation of the available systems (ADBM, ARMS, A-CDM), to the GRH officer indicating:

- Flight number
- Aircraft type
- Stand
- Reference handler
- Any information regarding contingent situations (medical priority, etc.)

The CLD coordinator will be the point of contact for the GRH representative, in case operational contingencies require additional support. As an example, but not limited to, a list of the possibilities:

- Marshalling request for blocked VDGS, to be forwarded to SAR
- Sweeper request for FOD removal, to be forwarded to the sweeping office
- Request for aircraft chocks and/or cones as they are absent at the stand, to be forwarded to Swissport (tel. 335 8349841) if not already contacted by the GRH Employee
- Request for moving left vehicles and equipment at the stand, to be forwarded to the reference handler

In the event that he is informed by the GRH Employee of the need for action in favor of a flight not reported by him, having received information about the stand, the carrier and the registration of the aircraft will provide to the GRH Employee, after consultation of the available systems (ADBM, ARMS, A-CDM):

- Flight number
- Aircraft type
- Reference Handler
- Any information regarding contingent situations (medical priority, etc.)

In the event that he is informed by the GRH Employee about the detection of anomalies of any nature for which the GRH Worker has not received training regarding their resolution, the CLD Coordinator will provide the GRH Employee with the first information at his disposal, pending the intervention of the maintenance entity in charge, which he will activate according to the standard channels and procedures.

REPORT

The CLD Coordinator compiles the report of the activity carried out through the dedicated Excel sheet. Each operating day will be associated with a different Excel file, within which each flight arriving at the stands indicated in the Paragraph 2 will be reported in a dedicated line. In particular, the information to be reported is, in order, the following:

- 1) Date
- 2) Carrier
- 3) Flight number
- 4) Stand
- 5) Apron
- 6) VDGS Activation
- 7) Handler presence from cameras
- 8) Need for intervention of the flying squad
- 9) Reference Handler
- 10) Aircraft type
- 11) Time of activation of the intervention of the flying squad
- 12) Additional notes
- 13) Intervention requested by the flying squad
- 14) Need for sweeper intervention
- 15) Presence of aircraft chocks and cones at the stand
- 16) Need for marshalling

An example of a report can be found in Figure 2, where:

- The date and fields in **red** are automatically filled in
- The carrier code to be indicated is the IATA biliteral. If not present, indicate the ICAO trilateral.
- The flight number must be filled in the NNNNN format, where NNNNN is the flight number in digits (for shorter flight numbers add zeros to the left, e.g. 00609)
- All other fields, with the exception of *Intervention activation time* and *Notes*, can be selected via multiple choice drop-down

Data	Vettore (Bilaterale IATA)	Numero di volo	Piazzola	Quadrante	VDGS attivo	Handler sul campo	Necessario intervento	Handler	Tipo di aeromobile	Orario attivazione intervento	Note	Intervento richiesto da GRH	Necessaria spazzatrice	Coni/Tacchi OK	Necessario marshalling
13/03/2024	AZ	01156	412	400	NO	SI	SI	SWI	319	16:01	NIL	NO	NO	SI	NO

Figure 2: Example of a CLD report.

In the event that the intervention of the flying squad is not necessary, the associated line will be filled in up to field *8) Need for intervention*.

6.2 GRH Employee

The GRH Employee assumes the role of coordinator of the flying squad. The modalities with which it activates the intervention of the GRH Workers are as follows:

- Receives request from CLD Coordinator
- Identifies the need for intervention

In the latter case, inform the CLD Coordinator indicating:

- Stand
- Carrier
- Aircraft registration

who, after consulting the systems at his disposal, will provide:

- Flight number
- Aircraft type
- Reference Handler
- Any information regarding contingent situations (medical priority, etc.)

After transferring the information in his possession to the GRH Worker who will be involved in the provision of the service for the flight in question, the GRH Employee deploys him at the indicated stand. In the case of a single event, the two GRH Workers will provide the service jointly, while, in the event of two events simultaneously, they will operate individually.

The GRH Employee, directly perceiving the need or receiving information from the GRH Worker, informs the CLD Coordinator about the need for further support. As an example, but not limited to, a list of the possibilities:

- Marshalling request for blocked VDGS
- Sweeper request for FOD removal
- Request for aircraft chocks and/or cones as they are absent at the stand, to be forwarded to Swissport (tel. 335 8349841)
- Request for moving left vehicles and equipment at the stand

The GRH Employee is equipped with a tablet to be used to compile the report of the interventions carried out, see next paragraph, and to consult the A-CDM. This system makes it possible to check in real-time the list of incoming flights, with associated timing, allowing the GRH Employee to optimize the movements, anticipating, as far as possible, the requests for intervention by the CLD Coordinator.

In the event that the GRH Employee is informed by the GRH Worker about the detection of anomalies of any nature for which he has not received training regarding their resolution, he promptly informs the CLD Coordinator. The latter will provide him with the first information at his disposal, pending the intervention of the maintenance entity in charge.

In the moments of low traffic, he coordinates the mobile team in restoring the order of the stands, with particular focus on the repositioning of cones, aircrafts chocks and tensabarriers

in the resting positions, also carrying out a visual check of the correct positioning of the loading bridges in the parking position.

In the event that abnormal situations are detected, the GRH Employee will document them through photos and/or videos to be shared via mobile phone.

REPORT

The GRH Employee compiles the report of the activity carried out through the Quality App, available on the tablet supplied. In particular, the information to be reported is, in order, the following:

- 1) Apron
- 2) Stand
- 3) Activity start time
- 4) Call receipt from CLD Coordinator (Yes/No)
- 5) Flight number
- 6) Aircraft type
- 7) Reference Handler
- 8) Arrival time on the stand
- 9) FOD Check
- 10) Need for sweeper intervention (Yes/No)
- 11) Presence of aircraft chocks and cones at the stand (Yes/No)
- 12) Loading bridge operation check
- 13) VDGS Activation (Yes/No)
- 14) Need for marshalling (Yes/No)
- 15) AIBT
- 16) Chocks positioning
- 17) Start of loading bridge docking
- 18) End of loading bridge docking
- 19) Arrival of the handler
- 20) Notes

SPECIAL CONDITIONS

Medical priority: upon receipt of information from the CLD Coordinator, the GRH Employee will transmit this information to the GRH Worker who will provide the service regularly, facilitating First Aid operations.

6.3 GRH Worker

The GRH Worker receives instructions from the GRH Employee on the need for intervention. In particular, he will receive from the latter all the information necessary for the provision of the service, including:

- Flight number
- Aircraft type
- Stand
- Reference Handler
- Any information regarding contingent situations (medical priority, etc.)

In the case of a single event, the two GRH Workers will provide the service jointly, while, in the event of two events simultaneously, they will operate individually.

The following are the activities carried out by the GRH Worker, in order:

- 1) Carries out the FOD Check and check the stand usability
- 2) Determines the need for sweeper intervention
- 3) Checks for cones (4) and aircraft chocks (4) in the designated area
- 4) Verifies the correct positioning and operation of the loading bridge
- 5) Activates the VDGS by verifying the correctness of the aircraft type
- 6) Determines the need for marshalling in the event of a blocked VDGS
- 7) Waits for the aircraft to stop and the anti-collision beacon to turn off
- 8) Positions the aircraft chocks according to the standard indicated in Par. 4.2.2, Normal Operation, Option 1 of the IGOM (IATA Ground Operations Manual)
- 9) Positions the loading bridge: this activity involves facilitating the opening of the aircraft door to allow the positioning of the *safety shoe*. In the event that the ramp agent is not present alongside or has not activated the disembarkation, he informs the Cabin Crew that the disembarkation of passengers cannot take place through the phrase:

«RAMPISTA ASSENTE, SBARCO NON CONSENTITO, PORTA DEL TERMINAL
CHIUSA»

or

«MISSING RAMP AGENT, DISEMBARKING NOT ALLOWED, TERMINAL DOOR IS
CLOSED»

In the event that the handler's worker arrives during the provision of the service, the GRH worker will complete the individual activity and then interrupt the service delivery. Before leaving the pitch, he communicates:

- to the GRH Employee the arrival of the handler
- to the handler's worker the individual activities performed

N.B.: the ramp agent is not the figure of the handler in charge of positioning the aircraft chocks and positioning the loading bridge. Therefore, the Apron Contingency Service will be provided until the arrival of the handler's worker.

It is the responsibility of the handler to verify the correct positioning, as well as the possible repositioning, of the aircraft chocks according to the commercial agreements with the carrier, in particular in the event that these do not coincide with what is indicated in Par. 4.2.2, Normal Operation, Option 1 of the IGOM.

In the event that the GRH Worker finds anomalies of any nature for which he has not received training regarding their resolution, he promptly informs the GRH Employee who will inform the CLD Coordinator. The latter will provide the GRH Employee with the first information at his disposal, pending the intervention of the maintenance entity in charge.

In case of need, the GRH Worker informs the GRH Employee about the need for further support. As an example, but not limited to, a list of the possibilities:

- Marshalling request for blocked VDGS
- Sweeper request for FOD removal
- Request for aircraft chocks and/or cones as they are absent at the stand
- Request for moving left vehicles and equipment at the stand

In the moments of low traffic, it restores the order of the stands, with particular focus on the repositioning of cones, aircraft chocks and tensabarrier in the resting positions, also carrying out a visual check of the correct positioning of the loading bridge in the parking position. If necessary, it repositions the loading bridge correctly.

In the event that the GRH Worker detects anomalous situations, he will report them to the GRH Employee and document them through photos and/or videos to be shared via mobile phone.

SPECIAL CONDITIONS

Medical priority: the GRH Worker provides the service regularly, facilitating First Aid operations.

6.4 Support for departing flights

In the event that the handler finds himself in difficulty in removing the loading bridge for departing flights, handling personnel can ask for the support of the Apron Contingency Service for its removal.

This request will be sent to the CLD Coordinator who will promptly inform the GRH Employee about the need, indicating:

- Flight number
- Stand
- Reference Handler

The GRH Employee coordinates the intervention of the flying squad, compatibly with the activities already in progress, transferring the information in his possession to the GRH Worker who will operate individually.

The GRH worker, after making sure that the safety conditions are guaranteed, removes the loading bridge returning it to its parking position. At the end of the maneuver, he checks its correct positioning.

N.B.: The Apron Contingency Service must not intervene in the event of a malfunction of the loading bridge. If not already done by the Handler, the GRH Employee will inform the CLD Coordinator who will promptly forward the request to the relevant maintenance entities.

7. Training

The specific training activities of the Apron Contingency Service carried out by each figure involved in its provision are described below.

7.1 CLD Coordinator

Activity	Modality	Duration (h)
Introduction to the Apron Contingency Service	theoretical	2
Illustration of how to verify the presence of the handler for incoming flights assigned to the stands to be monitored and systems to be used to determine the intervention of the flying squad	theoretical and practical	2
TOTAL		4

7.2 GRH Employee

INITIAL

Activity	Modality	Duration (h)
Airside safety	theoretical	4
Human factor	theoretical	4
Introduction to the Apron Contingency Service	theoretical	2
TOTAL		10

RECURRENT

Activity	Modality	Duration (h)
Airside safety (24 months)	theoretical	4
Human factor (24 months)	theoretical	4

7.3 GRH Worker

INITIAL

Activity	Modality	Duration (h)
Airside safety	theoretical	4
Human factor	theoretical	4
Introduction to the Apron Contingency Service	theoretical	2

300/400/500 aprons stand equipment: VDGS activation, loading bridge movement, overview of the remaining stand systems 400hz and PCA	theoretical and practical	10
FOD check, verification of the stand usability and positioning of aircraft chocks according to IATA standards	theoretical and practical	4
Operational coaching supervised by a handling instructor	on the job	40
Assessment for the qualification to use the stand equipments	on the job	1
TOTAL		65

RECURRENT

Activity	Modality	Duration (h)
Airside safety (24 months)	theoretical	4
Human factor (24 months)	theoretical	4
Stand equipments (24 months) with proficiency: <ul style="list-style-type: none"> • Verification of work continuity on the systems • Theoretical refresh 	theoretical and practical	4
FOD check, verification of the stand usability and positioning of aircraft chocks according to IATA standards (36 months) with proficiency	theoretical and practical	2

7.4 Refresher Training

If the staff does not work at the airport:

- for a period of more than 3 consecutive months, it is necessary to carry out a refresher course to update the staff on the changes that have occurred in the airport environment (e.g. updating of Safety provisions, updating of airport layout / Apron Contingency Service procedures) and subsequent assessment of competence maintenance (assessment);
- For a period of more than 12 months of absence, staff will be subject to training similar to the initial one with subsequent competence assessment.

7.5 Continuation Training

In the case of new tasks assigned to operators, it will be the employer's responsibility to provide initial training on the new task/qualification.

In the event of changes in the operating environment, the personnel concerned must be trained in the change (e.g. distribution of Training Notices and Safety Notices issued by the Airport Operator).