

Passenger Management

Airside Operational Instruction (AOI) 08

DOCUMENT REVIEW HISTORY		
AOI 08	CURRENT VERSION:-	V2.0
ISSUE DATE:-	DECEMBER 2017	

VERSION	REVIEW	DATE
V1.0		September 2015
	1.1	September 2016
V2.0		December 2017
	2.1	November 2019
	2.2	April 2024

❖ **AMENDMENTS**

This document will be subject to a routine review, over a period not exceeding 36 months. The latest version will be included in the annual reissue of the Aerodrome Manual; interim reviews are carried out as deemed necessary.

Only operational related amendments will prompt the issue of a new Version; pertinent amendments being highlighted in green text & indicated by a green bar in the right margin. Indication of any amendment of an administrative nature will be listed below.

❖ **REVIEW / AMENDMENT HISTORY**

REVIEW SUMMARY			
VERSION / REVIEW REF:-	1.1	REVIEW COMPLETED BY:-	CATHY WILLOUGHBY-CRISP
DATE:-	SEP 16	ROLE:-	AIR TRAFFIC & OPERATIONS MANAGER

PARAGRAPH	AMENDMENT
	<i>Nil</i>

REVIEW SUMMARY			
VERSION / REVIEW REF:-	V2.0	REVIEW COMPLETED BY:-	CATHY WILLOUGHBY-CRISP
DATE:-	DEC 17	ROLE:-	AIR TRAFFIC & OPERATIONS MANAGER

PARAGRAPH	AMENDMENT
	New ownership

REVIEW SUMMARY			
VERSION / REVIEW REF:-	V2.1	REVIEW COMPLETED BY:-	CATHY WILLOUGHBY-CRISP
DATE:-	NOV 19	ROLE:-	AIR TRAFFIC & OPERATIONS MANAGER

PARAGRAPH	AMENDMENT
	<i>Nil</i>

REVIEW SUMMARY			
VERSION / REVIEW REF:-	V2.2	REVIEW COMPLETED BY:-	KEITH JEWITT

DATE:-	APRIL 2024	ROLE:-	AIRFIELD SERVICES MANAGER
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PARAGRAPH	AMENDMENT

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1. INTRODUCTION

1.1 PURPOSE

The purpose of this document is to detail the procedures in place for the management of passengers in Airside areas.

2. CONTROL OF PASSENGERS

2.1 RESPONSIBILITY

The Airport has a responsibility to provide an environment that is safe for its users, especially on the Apron, which is recognised as a safety critical area. Airlines may use a Handling Agent to perform some of its duties and in this case, the day-to-day responsibility for the passengers will rest with the Handling Agent.

The airline has responsibility to ensure that the contracted person is competent to undertake the duties assigned and should monitor the operation to gain evidence of this.

2.2 PROVISIONS

2.2.1 MARKED AREAS:-

Passenger walkways are provided on the East Apron, being situated along the length of the Airside face of the Terminal. All passenger walkways are marked so that they are easily identifiable to pedestrians who are not familiar with airports.

Physical structures delineate the East Apron passenger walkways and are used to achieve passenger control. A space at the end of the physical barriers, adjacent to the Arrivals Hall entrance, allows vehicular access to the inbound baggage docks. The Handling Agent is responsible for ensuring that no conflict arises between passengers and vehicles in these areas.

Pedestrian road crossing points, delineated by standard zebra road crossing markings, give access to and from accessible Stands across the Apron road system. The Handling Agent is responsible for ensuring that no conflict arises between passengers and vehicles in this area.

The vehicle speed limit is 5 mph, in all areas where pedestrian road crossing points are situated.

Stands 1-6, on the East Apron, can be utilised for walking passengers to the aircraft via a dedicated walkway.

2.2.2 MOVEMENT OF PASSENGERS:-

The Handling Agent must ensure that passengers do not pass below aircraft wings or beneath fuel vents, or close to propellers or rotors of any aircraft, whether it is the aircraft they are embarking / disembarking or parked on an adjacent stand.

Safe routes guiding passengers around aircraft wings may be indicated by the use of moveable barriers or tensors type devices, which must extend to the wingtip and be employed to block access to under the wing from both the front and rear.

Passenger boarding or disembarkation should be halted during the arrival (taxi on) or departure (push-back) of aircraft on the adjacent, port side stand. Boarding may recommence once the adjacent aircraft has either shut down engines or has completed the pushback on to the Taxilane.

2.2.3 ACCESS:-

Access to East Apron Stands 1 to 6 is via a dedicated walkway and will require pedestrians utilising a minimum of one crossing point. The Handling Agent should determine the appropriate level of supervision.

Access to West Apron is via the coaching of passengers, which is undertaken by Airport Staff. Additionally, operators may request coaches in poor or hazardous weather conditions, or as necessary in order to meet the requirements of the control authorities.

Inbound passengers may walk to the Arrivals hall when disembarking from Stands 1 to 6; subject to adherence with the requirements detailed above.

2.3 TRAINING

Handling Agents are responsible for managing the provision of sufficient and suitably trained personnel for the safe movement of passengers between the Terminal building and the aircraft, by utilising the designated walkways provided and keeping them clear of aircraft servicing operations or equipment-parking areas. Positive "line of sight" passenger control must be maintained for all passengers boarding.

2.4 MONITORING

Handling Agents are to provide the Airport with a copy of their procedures for ensuring that passengers are safeguarded between the aircraft and Terminal building. Monitoring of passenger control is carried out by Airport Duty Operations Manager on a daily basis. Additionally, random sampling of flight arrivals and departures are undertaken to enable performance auditing; the results being collated on a monthly basis and forwarded to the Handling Agents. Any actions taken by Handling Agents staff, likely to affect the safety of passengers, will result in responsive action.

3. COMMON TRAVEL ARRIVALS

3.1 RESPONSIBILITIES

It is a requirement of United Kingdom Border Force (UKBF) that all Common Travel arrivals are processed through the appropriate UKBF inbound entry point, prior to proceeding onwards to baggage reclaim.

Passengers travelling from relevant destinations are not required to be in possession of a passport and therefore do not need to be presented to Immigration staff.

3.2 OPERATIONAL REQUIREMENTS

It is the responsibility of the Handling Agent to ensure that all Common Travel arriving passengers are led into the baggage reclaim area via the Common Travel arrivals entry point.

The Handling Agent must ensure that Common Travel arriving passengers are not allowed to mix with domestic arriving passengers.

The meeting team must ensure that one agent leads disembarking passengers along the walkway and into the Common Travel arrivals area; the second team member must follow the last passenger into Arrivals, ensuring that all passengers are presented to the correct area. This procedure should be followed for all arriving passengers entering International, Domestic or Common Travel Arrivals.

Both Common Travel and domestic entry points are fitted with card swipe access control; it is the responsibility of the Handling Agent to manage their passengers' access by ensuring only one set of doors is open at any one time.

4. DOMESTIC AND COMMON TRAVEL ACCESS CONTROL

4.1 SECURITY REQUIREMENTS

Security staff will control access through the domestic and Common Travel arrival gates. All Handling Agents and passengers will be met at these points by a member of Security.

Handling Agents must present the passengers to the member of Security in order to gain access to the area. If there are PRM passengers on the flight, who will be arriving separately, the Handling Agent should inform Security to expect them.

The Security Supervisor should be informed on 01202 364183 if a flight is operating "off schedule" i.e. landing earlier or later by + /- 5 minutes than the time displayed on the Flight Information data screens.

5. DISEMBARKING PASSENGERS; CANCELLATION OR DELAY**5.1 PROCESS**

This procedure concerns any passengers embarking on internal-bound flights that develop technical difficulties before take-off or returns to BOH soon after take-off.

If passengers are off loaded into an Airside area until they depart on a new or repaired aircraft, they will not need to be seen by the UK Border Force.

If passengers are off-loaded into a Landside area they must be seen and processed by the UK Border Force in the Immigration Hall.

The above also applies to any inbound divers, which originate from outside the UK or Common Travel Area, where passengers are off-loaded at BOH.