Perth Airport

Airport Operating Standard

Aircraft Scheduling & Facilities Allocation

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Contents

Introduction

Airport Operating Standards have been produced by Perth Airport to ensure safe operations at Perth Airport. The *Aircraft Scheduling & Facilities Allocation* standard applies to all aircraft operators and ground handling agents (GHA) using terminal facilities at Perth Airport and are to be performed in conjunction with each individual organisations' procedures and requirements.

The *Aircraft Scheduling & Facilities Allocation* standard aims to provide a safe environment for all airside staff, passengers, and aircraft and to ensure that the requirements documented in this standard are relevant and capable of practical implementation by all staff.

It also aims to identify and detail the measures adopted to maximise apron and terminal contact bay utilisation and ensure that all aircraft parking is subject to and complies with the Perth Airport Aerodrome Manual (and therefore the CASA Manual of Standards Part 139 requirements of aircraft parking) and published apron parking plans.

This Standard and the procedures described within may be amended from time to time by PAPL. PAPL will endeavour to provide sufficient notification of changes to aircraft operators and ground handling agents; however, it is the responsibility of the aircraft operator and ground handling agent to keep informed of any amendments. Any information published via NOTAM with regards to bay and apron availability takes precedence over the information contained in this document.

The Standard includes:

- Responsibilities
- Slot coordination
- Available facilities
- Allocation of bays and gates
- Aircraft parking and towing rules
- Allocation of check-in counters/units and rules
- Service desks, boarding gates, and rules
- Baggage make-up & reclaim
- FIDS
- Standards of cleanliness, functionality, and appearance

The Standard is designed to be read in conjunction with the *Perth Airport Operating Protocol* and the *Aircraft Turnaround* Airport Operating Standard.

The above documents are available via the Perth Airport Extranet at https://perthairport.sharepoint.com/sites/Extranet or via the Operational Information page on the Perth Airport website www.perthairport.com.au/AOP.

Responsibilities

Perth Airport Pty Ltd (PAPL)

PAPL is responsible for producing this Standard and consulting with stakeholders as necessary to determine operating requirements and necessary restrictions.

PAPL (Terminal Operations) has the day-to-day responsibility for implementation of this Standard including allocation of bays, gates, and check-in counters. This is managed by the Airport Control Centre (ACC). PAPL will ensure there are an adequate number of check-in counters, together with related infrastructure/equipment, available for the Airlines uses.

PAPL is also responsible for slot allocation for each arriving and departing aircraft and communicating the slot allocations via the Airport Management System (AMS) &/or Flight Information Display System (FIDS).

Airline/Aircraft Operators/Ground Handling Agent

Airlines/Aircraft operators/ Ground Handling Agent (GHA) are responsible for complying with:

- this Standard;
- the notifications required for the allocation of, and changes to, slots; and
- notifying PAPL of any changes to schedules or delays, including new services.

The control and safe movement of all passengers between an aircraft and the terminal is the responsibility of the aircraft operator/GHA.

Airport Coordination Australia (ACA)

Airport Coordination Australia (ACA) is responsible for negotiating and coordinating slots with airlines and aircraft operators according to the Perth Airport Notice of Capacity (NOC) on behalf of PAPL.

Slot Coordination

Perth Airport is classified as a Level Three airport by IATA meaning that the demand of slot requests exceeds the capacity of airport infrastructure therefore must be managed and fully coordinated.

Slot allocation

All slots are coordinated for PAPL by Airport Coordination Australia (ACA) and based on six-month summer (March to October) and winter (October to March) schedules.

Airline Operators must provide their schedules to ACA for coordination by the nominated slot handback date determined by ACA prior to March and October each year and comply with the confirmed scheduled slot allocations.

ACA assigns slots in accordance with PAPL's Notice of Capacity (NOC) and Perth Airport's Schedule Coordination System. The NOC can only be exceeded with the permission of PAPL or by Airservices Australia on the day of operation.

Changes to approved flight services

Each airline operator and/or their ground handling agent shall advise ACA (via email to slots@airportcoordination.org) of any scheduled change, addition and/or deletion of an approved flight service for the current season as early as practicable so that PAPL can consider any operational impact.

Short notice changes to the approved scheduled time of arrival or scheduled time of departure on any given day, (such as those due to the late arrival of an inbound aircraft, aircraft breakdown, crew limitations, weather related delays and other causes beyond the airlines reasonable control) are to be communicated to the ACC in a timely manner.

Airlines must not swap or trade an approved departure slot or flight destination with another Airline or third party (including where the Airlines are in a codeshare, alliance, or other similar arrangement) without PAPL's prior written consent.

Airlines and their affiliates **may** swap or trade approved departure slots **on day of operations**, provided PAPL is given prior notice and it does not compromise existing operations (i.e., resulting in a variance of passenger numbers)

Adherence to scheduled times of arrival and departure slots

Slots are not based on routes, but rather on time and equipment (aircraft type and passenger capacity). Slots are subject to on time performance and accrue per season.

Airlines are expected to operate "on slot/schedule" (on time) more than 80% of the allocated seasonal slots in order to be considered for the slot in the next corresponding season.

An aircraft movement is considered "off-slot/schedule" if the flight is more than 15 minutes before or after the approved slot.

Any queries regarding slots, slot allocation and slot coordination requests are to be directed to the PAPL resources email (Resources@perthairport.com.au).

New services

New services seeking to operate at Perth Airport must liaise with PAPL's Aviation Business Development team (AviationBDTeam@perthairport.com.au) in the first instance. PAPL requires as much notice as possible in order to ascertain the impact on existing airport operations and to facilitate entry into the Perth market.

Lodgement of a flight schedule with the ABD team &/or ACA does not constitute acceptance by PAPL that the proposed schedule times can be accommodated.

PAPL and ACA will enter into discussions between Airlines and Aircraft Operators for new services but retains absolute discretion in providing its approval to new flight services and may attach conditions to its approval of a new flight service.

An Airline or Aircraft Operator must not publicly announce or operate a new flight service until PAPL has approved the new flight service.

Withdrawal or suspension of flight services

If an airline regularly fails to operate flights on schedule (that is consistently having an on-time performance (OTP) rate of less than 80%), then PAPL may withdraw its approval for the relevant flight service/slot. PAPL may also withdraw, suspend, or condition its approval to operate the relevant flight service/slot if the airline is not operating in accordance with this Standard.

Season schedule meetings

Perth Airport and ACA hold aircraft facilitation (FAL) meetings for Airline Operators at Perth Airport twice a year to provide detail on the upcoming season schedule.

Available Facilities

Terminal 1 International

Aircraft Terminal Contact Bays

There is a total of 7 widebody terminal contact bays (including 2 swing gates and one full standoff) servicing Terminal 1 International of which the following combinations are generally available for simultaneous aircraft parking for international flights:

- 7x wide-body including 2x A380, one of the non-A380 would be on full standoff;
- 6x wide-body including 2x A380 and 2x narrow-body (both on full standoff);
- 5x wide-body including 1x A380 and 4x narrow-body (2x full standoff); and
- 4x wide-body (no A380) and 6x narrow-body (2x full standoff).

The above bay combinations are directly accessible from the Terminal 1 International building, with the last combination providing optimum utilisation of the apron bays.

Terminal Departure Gates

There are up to 9 Gates available with distinguishable and separable walkways for passengers from the Terminal 1 International departure lounge, as follows:

- Gates 50 and 51 can each be split into two separate independent Gates for narrow-body use (i.e., 50A and 50B, 51A and 51B). Gate 50 can also be used for bussing to remote parking.
- Gates 52-54 have dual aerobridges and access ramps servicing level 1 arrivals and level 2 departures.
- Gate 55 has a separate stairwell between levels 1 and 2 and can be used for arrivals or departures via a single aerobridge.
- Gate 56 stairwell services the standoff Bays (156, 156A and 156B) and does not contain an aerobridge.

International Swing Gates

Bays 150 and 151 Bays ("**International Swing Gates**") can be used for either Domestic or International operations depending on PAPL requirements.

International arrivals on Bay 150 (and also on remote bays where bussing Gate 50C is used) are not permitted within 45 minutes of any departure on Bay 151 due to the configuration of the International arrivals concourse and the resultant risk of arriving international passengers mixing with departing passengers.

International departures through Gate 50A and 50C are permitted in conjunction with an arrival through Gate 51B however a departure via Gate 50B is not permitted whilst there are arrivals on Gate 50A and 50C.

Bussing Operations

PAPL requires expected load factors for aircraft departing off remote bus bays to be sent to the ACC no later than 12 hours prior to the scheduled departure time. This is to ensure sufficient buses are available to meet airline requirements.

Terminal 1 Domestic

Aircraft Terminal Contact Bays

There are 4 narrow-body and 5 wide-body terminal contact bays (two of which comprise the International Swing Gates and can also be used as narrow-body) servicing Terminal 1 Domestic.

Bays 143 – 146 are narrow-body bays used for arrivals or departures via an aerobridge. Rear stairs boarding is accepted on these gates however it shall be the responsibility of the aircraft operator/GHA to ensure the control and safety of their passengers during disembarking or embarking whilst on the apron and in accordance with the Airport Operating Protocol.

PAPL reserves the right to withdraw rear stairs boarding capabilities where an increase in safety risks is identified.

Bays 147 – 150 are Multiple Aircraft Ramp Servicing (MARS) capable, however passenger walkout to these bays are not permitted due to apron congestion and proximity to aircraft to roads as this is considered an unacceptable safety risk.

Virgin and/or its GHA may request use of the International swing gates, however use is subject to the approval of Australian Border Force and the requirements outlined above.

Terminal 2

Aircraft Bays

There is a total of 20 terminal contact bays which are directly accessible from the Terminal 2 building via the walkway.

There are a further 18 remote parking bays on the main Terminal 2 apron. These remote parking bays are allocated to those operators operating within Terminal 2 and the Domestic Pier as a priority, and then as required by the ACC.

Terminal Departure Gates

The departure process in T2 is in a single location with 8 positions available all of which are common use.

Departure desk allocation is provided to deliver the most intuitive passenger boarding experience and to avoid crossing paths impacting on time performance with fail to board passengers lost in the covered walkways.

Ordinarily an airline is allocated a desk or desks a minimum of 30 minutes before a departure.

Screening requirements (screened and unscreened passengers) are to occur in accordance with Perth Airport Transport Security Program.

Gates 14 - 20 require passengers to use the anti-pass back corridor and once beyond this point, re-entry to the departure lounge requires any departing passengers unable to board an aircraft to return to the terminal check-in area via the unscreened arrivals path and be security screened.

Terminal 3

Aircraft Bays

There is a total of 9 terminal contact bays servicing Terminal 3, comprising 5 aerobridge bays and 4 terminal contact bays which are accessible via a walkway from the first-floor airside departure lounge.

A further 5 remote bus bays are available via a dedicated bussing gate in the lounge.

All Terminal 3 Bays are PAPL managed.

Terminal Departure Gates

There are up to 8 gates available to passengers from the Terminal 3 departure lounge. Gates 17A/17B/21-25 all access the full standoff bays, with the remaining gates linking to the single aerobridge bays.

Gates 18,19 and 20 are international swing gates able to operate as a combination of international and domestic swing gates.

Terminal 4

Aircraft Bays

There is a total of 8 terminal contact bays servicing Terminal 4, comprising 4 aerobridge bays (bays 12-15) and 4 terminal contact bays (bays 7-10) which are accessible via a walkway from the first-floor airside departure lounge.

The 600's and 700's remote bus bays are available via a dedicated bussing gate (gate 11) in the lounge.

All Terminal 4 Bays are PAPL managed.

Terminal Departure Gates

There are up to 8 gates available to passengers from the Terminal 3 departure lounge. Gates 17A/17B/21-25 all access the full standoff bays, with the remaining gates linking to the single aerobridge bays.

Gate 11 is the dedicated bussing gate accessible via stairs from the first-floor airside departure lounge.

Gate 2 is available for bays 6-10 arrivals and departures.

Gate 1 is available for unscreened arrivals and departures.

Bay Coordination

PAPL coordinates bay allocation and airfield parking through the ACC via an Airport Management System (AMS) to optimise the efficiency of all bays including regular public transport, charter, and freight services.

All aircraft parking is subject to and must comply with the CASA approved PAPL Aerodrome Manual and published apron parking plans which ensures aircraft are parked in accordance with CASA *Part 139 (Aerodromes) Manual of Standards 2019*.

A Slot must be allocated to a flight service by PAPL and ACA before a bay can be allocated.

The allocation of aircraft parking is at the absolute discretion of the ACC and the Airport Operations Manager (AOM). Airlines, aircraft operators and GHA's are required to comply with the reasonable instructions of the ACC in relation to the allocation of bays, including in respect of movement to and from aircraft parking bays.

Where an operator fails to comply with an instruction of the ACC, PAPL will take this matter up with the Airline's management. Should the operator continue to fail to observe the ACC's instructions, an allocation of a bay may be withdrawn.

The General Manager Operations or their representative is the final arbiter for changes to the scheduled allocations. Feedback regarding seasonal parking plans should be raised with the Terminal Operations Manager

Information required for bay allocation

For PAPL to properly manage bay allocation, airline schedules must be finalised by aircraft operators/GHA's and advised to the ACC by 1700 Western Standard Time the previous night and include:

- flight number;
- flight destination;
- aircraft registration;
- STD;
- STA;
- aircraft type; and
- the estimated passenger numbers.

An aircraft handling advice (available on the Perth Airport Extranet or website) for ad-hoc charter, freighter and defence aircraft movements must be provided to ACC via the Aircraft Handling Advice form.

The ACC may make changes to bay allocations on short notice including because of changes to ETA and ETD. Aircraft operators/GHA's must monitor changes to bay allocation.

The ACC will use its best endeavours to communicate relevant bay allocation changes to operators as soon as possible after the change.

If an ETD is delayed, the ACC may direct an operator to move the aircraft to an alternative bay by a certain time.

Allocation of Bays and Gates

Prior to applying for a bay allocation, all aircraft operators must have a slot allocated by ACA for the arrival or departure for which a bay allocation is sought. The airline will cooperate with PAPL and other Airlines in the customary and daily allocation of positions.

Priority of allocation is determined on a number of criteria:

- Operational requirements (including diversions, medical emergencies);
- Turnaround versus layover;
- Aircraft size;
- Number of booked passengers (including special needs passengers);
- RPT versus Charter or Itinerant; and
- "On-schedule" versus "Off-schedule".

Priority established in bay allocation is maintained as far as practicable for on-schedule aircraft.

PAPL will consult with the Airline Operators Committee (AOC) and will take their protocol guidance under consideration as far as practical as to how flights are allocated to bussing or non-contact bays.

In determining the allocation of terminal contact bays, the following order of priority will apply:

1	A380	5	A320, B737/8, B737/7
2	B747, B787	6	B737/4
3	B777, A350, A340, A330	7	B717/2, BAE 146/300, BAE 146/200, E190, F100
4	A321	8	BAE 146/100, Q400, Q300, F50

Preferences

Any perefence and/or allocation for bays/gates in the short or long term does not confer any tenure over those bays/gates to the operator. ACC will consider, but is not bound, to accommodating requests and preferences of particular airlines (for example, allocating a bay near an airlines business lounge).

Whilst not preferred, ACC may need to allocate an aerobridge bay to an airline which has not expressed a desire to use an aerobridge.

Parking plans

All plans associated with apron parking can be requested via apronparkingplans@perthairport.com.au

Diversions

All airline operators must advise the ACC of any known diversions to and from Perth Airport. ACC will contact the parties affected by a diversion, noting that where possible diverted aircraft will not displace scheduled services.

Charter, freight, military & VIP flights

Passenger charter, freight, military and VIP flights, other than those associated with RPT operators, will be allocated a remote bussing bay &/or stand-off bay after all scheduled services are accommodated. The airline/aircraft operator is responsible for communication activities to the ACC, border agencies and client handling agents.

The airline/GHA is responsible for communicating any charter activities to the ACC, border agencies and client handling agents.

VIP flights may also be required to meet the requirements of relevant Australian Government departments. The *VIP Airport Facilitation* AOS provides further detail on the handling of VIP aircraft and VIP passengers and must be complied with by airlines/GHA's

Overnight parking

Overnight parking on terminal contact bays is strictly controlled and limited to those aircraft that are scheduled to depart in the first wave of morning departures.

If an aircraft registration swap occurs after bays have been allocated which will impact the allocated departure flow, the airline may be required to tow off an aircraft already positioned on a terminal contact bay.

Aircraft Parking Rules

1. Aircraft operators and/or GHA's must park in allocated bays as advised by the ACC.

2. It is each airline operator's and/or its GHA's responsibility to ensure that the ACC is kept informed of any disruptions which may prevent a flight from achieving its scheduled departure time.

3. It is the aircraft operator/GHA's responsibility to check for bay changes prior to the arrival of an aircraft. The ACC will use 'best endeavours' to communicate bay changes directly to operators when within 20 minutes of ETA.

4. Aircraft delayed in arrival retain their priority if an on-schedule departure is probable. Where the aircraft's arrival or departure at an aerobridge position will impact on another RPT operator operating on-schedule, the off-schedule operator may be required to accept an alternative bay to that planned. Aircraft delayed more than 10 minutes in departure may be required to vacate their allocated bay at their own cost.

5. I When a bay is allocated to an off-schedule aircraft and the airlines elects to wait for another bay (e.g., aircraft allocated a stand-off bay and chooses to wait for a contact bay), the airline must not report a delay to OTP as an 'Airport delay'. PAPL reserves the right to remove contact bay allocations to airlines if found to report such a delay.

6. If an airline is allocated a non-aerobridge position it shall be the responsibility of the airline operator/GHA to ensure the control and safety of their passengers during disembarking or embarking whilst on the Apron.

7. Where an aircraft's departure is delayed due to a technical / mechanical fault and the bay is required for another aircraft, the operator of the delayed aircraft may be directed to relocate the aircraft to another bay, within a specific time.

8. It is the responsibility of each airline operator and/or their ground handling agent to ensure that bays are left clear of their equipment after each aircraft movement and all items of GSE should be stored in the GSE areas.

9. Manpower and equipment will be provided by the airline operator and/or their GHA to tow aircraft from the parking bays (or apron areas) to standoff positions as advised by the ACC to make space for scheduled aircraft.

10. Equipment/access to bays shall be in accordance with the Airport Operating Protocol, this AOS and the AOS *Staging and Storage of Ground Servicing Equipment (GSE) and Unit Load Devices (ULDs)* documents.

11. If an airline operator requires long stay parking and/or parking outside of their scheduled flights, permission must be sought from the ACC as to the location and availability. This will be allocated where possible but may not be available. In those instances, airline operators may be referred to seek assistance from another provider. Parking fees are applicable as per PAPL's published charges and agreements.

Towing Rules

Aircraft start-up and push-back

Approvals for start-up and push-back of aircraft are provided by ATC. Aircraft operators must abide by ATC's instructions and ensure appropriate wingtip and jet blast clearances are maintained throughout.

Further details on these requirements can be found in the *Aircraft Turnaround* AOS.

Departures

Subject to OTP standards being met by Airlines on any given day, PAPL will endeavour to ensure that scheduled departing domestic aircrafts are given access to their allocated bay at least 30 minutes prior to the scheduled time of departure, and scheduled departing international aircrafts are given access at least 60 minutes prior to the scheduled time of departure.

Arrivals

Operators may be required to tow aircraft from its parking position within 30 minutes after the scheduled time of arrival for domestic operations and 60 mins for international operations, and at the direction of the ACC.

Failure to tow at requested times

If an airline fails to tow its aircraft at the requested times, that aircraft may be allocated to a remote bus bay. This is to ensure that the terminal contact bays are managed as efficiently as possible and other Airlines are not adversely impacted.

Turnaround aircraft towing requirements

Aircrafts arriving on terminal contact bays that are subsequently operating a departing service may remain on that bay provided the departing service is operated within 75 minutes of the scheduled time of arrival and there are no other requirements for that bay. For all aircraft turns of more than 75 minutes, or if a requirement for the bay arises, it may be necessary to tow the aircraft off to a remote bus bay or remote parking bay if a terminal contact bay is not available.

Allocation of Check-in Counters/Units

Check-in counters are allocated for T1 International services a minimum of 24 hours in advance of service. For Terminals 2 &3 counters are generally set to specific operators.

PAPL will ensure there are an adequate number of check-in counters, together with related infrastructure/equipment, available for the Airlines uses. Check-in counter allocation is based off a maximum capacity utilization matched against aircraft schedules and aircraft size / passenger load allocations.

The allocation process is designed to:

- improve utilisation of existing infrastructure;
- ensure fairness, equity and transparency in the allocation and use of Check-In Facilities; and
- assist in allowing the Airport to conduct works, maintenance and/or de-commission existing capacity to create new capacity.

Any allocation of check in counters/CUSS in the short or long term does not confer any tenure over those counters to an operator.

PAPL will provide an adequate number of tubs at the end of each bank of check-in facilities for use in conjunction with the baggage handling system (BHS). Each operator must ensure that tubs are stacked correctly and are used in accordance with PAPL's BHS familiarisation training. Any damaged tubs should be reported to the BHS service provider via ACC.

Airline operators will be consulted during the process of any check-in facility decommissioning. PAPL may terminate or suspend an airline operator and/or their GHA's use of check-in counters if PAPL gives the operator at least 60 days prior notice of the termination


Conventional check-in counters

As a general rule the following allocation applies, dependent upon passenger load and counter availability:

Narrow-body aircraft	4 check-in counters
Wide-body aircraft	7 check-in counters
A380 aircraft	10 check-in counters

however, to accommodate all operator's demand, PAPL reserves the right to alter and change check-in counter allocations to meet that demand.

Common User Self Service – T1 International

Common user self-service (CUSS) units at T1 International are located in three banks of 12 CUSS units as shown below with the last 3 letters of the kiosk name giving the bank and device number e.g., PERT1KSKB12 is device number 12 located in kiosk bank B.
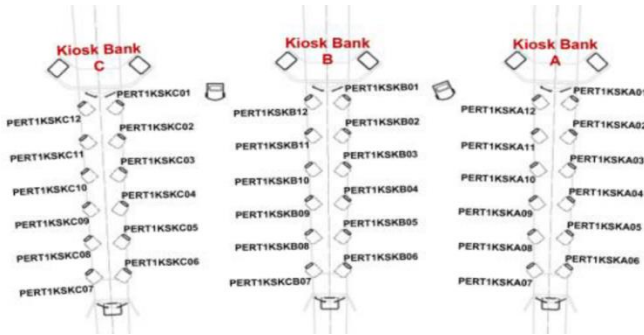
There are 16 automated bag drops associated with the CUSS units of which 14 can be used in agent mode or automatic bag drop (ABD) mode.

The CUSS solution allows passengers to use of any kiosk and ABD however the agreed standard airline allocation of the CUSS environment is:

- 2 x ABD in hybrid agent mode
- 2 x re-workstations
- 1 x bank of kiosks (i.e., 12 kiosks)
- 1 x customer service desk

The use of the hybrid/agent mode, re-workstations and service desk is the airlines decision based on their check-in processes however Perth Airport recommend the following:

Location	Suggested use
ABD Agent mode	• Premium check-in • Exception desk (e.g., PRM check-in, crew bags)
Re-workstations	• General problem solving (e.g., booking issues and seat changes etc.) • Excess baggage management
Service Desk	• Standby and staff processing • PRM facilitation

Consideration should be given to check-in for exceptions, special assisted passengers, staff & standby passengers, crew bag acceptance, excess baggage management, and out-of-gauge baggage activation & acceptance.

Check-in Counter Rules

1. Airline operators or their GHA must only use those counters which they have been allocated by ACC. Any airline operator requesting additional check-in facilities above the allocation guide will be allocated these, subject to availability on the day.

2. PAPL reserves the right to allocate the agreed number of check-in facilities anywhere within the check-in area.

3. Scheduled RPT services will take precedence over off-schedule services.

4. Airline operators or their GHA must contact the ACC in circumstances of off- schedule or disrupted operations. Check-in facilities will be reallocated to accommodate this where appropriate. This decision will be made by the Airport Operations Manager.

5. To optimise check-in efficiency, airline operators will only be guaranteed 100% check-in facility allocation for 75% of allocated check-in time.

6. An airline operator may request that check-in facilities are allocated to it for a duration shorter or longer than the standard 150 minutes for domestic services and/or other than 3 hours for international services from scheduled time of departure. PAPL will consider any such request on a case-by-case basis.

7. PAPL recognises that airline operators may require additional check-in facilities at short notice for a strictly limited period of time, up to a week. Airline operators can contact the ACC up to 24 hours before the additional check-in facilities are required, with a written request following which must include the reason for the request. There is no guarantee that additional check-in facilities will be made available.

8. If an airline operator consistently under-utilises the check-in facilities they have been allocated and this under-utilisation negatively impacts on available capacity for PAPL or oversupply for an airline operator, adjustments will be made to the future planned number of check-in facilities allocated.

9. If an airline operator and/or their GHA becomes aware that it will require an extended check-in opening after it has commenced check-in, the airline operator/GHA shall advise the ACC immediately by calling 9478 8572. Any consequential effect on planned allocations will be determined in consultation between the ACC and the affected airline operator/GHA. A determination will be made by the ACC as to where the flights will be checked in. It is not envisaged that an airline operator/GHA will be asked to move check-in facilities once it has commenced although this option will always be available if deemed necessary by the ACC.

10. The Airport Operations Manager, or his or her relevant representative, will be the final arbiter for changes to the check-in scheduled allocations on the day of operation. If there are queries regarding the planned locations, please contact the Airport Operations Manager.

11. The airline operator and/or GHA will ensure passengers stay within the relevant check-in counter queueing zone.

12. Check-in counter equipment provided by PAPL will be operational and ready for use at least 180 minutes prior to the scheduled time of departure for each of the airlines flight service.

13. The airline operator and/or GHA will ensure staff are appropriately trained in the proper use of check-in, and take all reasonable care when using equipment, as it would affect PAPL provided equipment.

14. The airline operator and/or GHA must ensure staff are appropriately trained and assessed prior to the operation of the check-in system. All operators must complete the Perth Airport Check-In System eLearning module, available via FlightPath. This training takes a broad approach to capture all check-in systems across Perth Airport, highlighting critical safety areas for the operator. Further training/familiarisation must be provided by the airline operator and/or GHA regarding hazards and procedures specific to their use of the equipment.

15. It is the responsibility of each airline operator and/or their ground handling agent to ensure that all check-in and departure gates are left clear of their equipment after each aircraft movement. All gate items must be returned to their normal location ready for the next user.

16. Any costs associated with alteration, repair, rectification, update or modification to counters, boarding gates and/or service desks required to accommodate airline operator and/or GHA equipment (including replacement or repair of any equipment or facilities that are lost, stolen or damaged due to negligence, misuse, or wilful damage) will be borne by the airline operator/GHA.

CUSS Rules

1. No more than 2 allocated ABD converted to agent mode permitted per airline or flight (excludes BCP situations).

2. Preference is to use the dynamic signage and avoid check-in totems and tensile signage.

3. ABD FIDs are activated 3 hours prior to departure when check-in opens.

4. If an airline allocated to the CUSS zone is delayed or rescheduled, and there is a clash with another CUSS airline, they may need to be allocated to conventional check-in counters. The ACC/TDM will advise the airline.

5. All CUSS/ABD faults should be reported to the Amadeus LEGS support team via +61 8 9468 7820 or Perth.LEGS@icm.aero .

6. General housekeeping requirements include:

   - Keep area clean including re-work and customer service desk

   - Remove all airline stock and tags

   - Close and lock all cupboards

Counter & weigh scales calibration and maintenance

PAPL is responsible for calibration and maintenance of PAPL-owned check-in counters and weigh scales. These are:

- Terminal 1 international including ABD's;

- Terminal 2; and

- Terminal 3 & 4, with the exception of ABDs.

Scales are only required to be calibrated when installed, and post maintenance or adjustment. PAPL undertakes additional calibration by certified providers on an annual basis, and also undertakes monthly accuracy checks.

Any faults or queries should be directed to ACC on (08) 9478 8572.

Service Desks

A number of check-in counters can also be utilised as service desks by Airline Operators upon request. These service desks have the same rules as above and same standards of cleanliness, functionality and appearance as detailed on page 27.

Terminal 1 International

Dedicated service desks are located between Counters 14 & 15 and next to the CUSS units (under escalator 1 & 2).

Counters 1, 40 and 49 may also be used as services counters.

Terminal 1 Domestic

The counter closest to International check-in counter 1 is most commonly used as a service desk although a number of counters at check-in, ticketing, kiosk & priority workstations may also be used as service desks as required.

Terminal 2

The counters at either end of the 20 check-in counters are most commonly used as service desks.
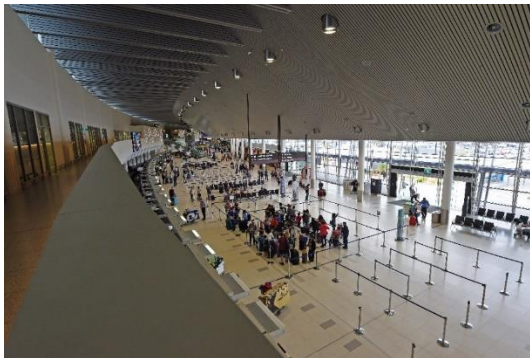
Boarding Gates

Boarding gates are allocated by ACC and generally align to bay allocations.

When the airline boarding team is ready to board or deplane passengers, the airline operator/GHA must active a cycle on the boarding gate doors. Cycles are activated or deactivated by the operator as detailed below.

Terminal 2 gate allocations are not linked to bay allocations. Gate allocation screens must be activated by the airline/GHA.

Where boarding gate equipment is provided by PAPL at the gate, operators must take proper care when using the equipment provided. Boarding gate equipment must not be moved between gates, and any issues or faults reported to ACC on 9478 8572.

Cycle activation buttons

Found at most gates with red surround around the button and alongside electronic access card reader and break glass alarm.

To be used for arrivals and departures of passengers and where prolonged door opening required (e.g., crew loading)

Fixed activation cycle of 60 minutes (30 mins in T3/4). To activate, swipe ASIC at swipe card reader then press button.
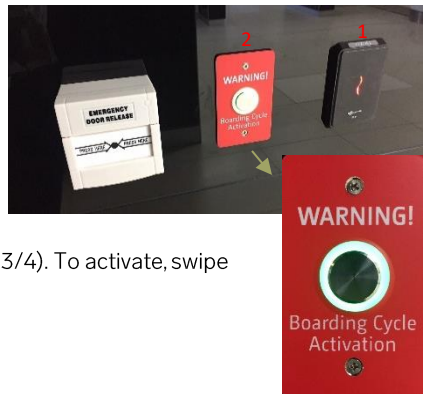
Cycle activation switch

Mainly located on Terminal 1 International arrivals gates.

Push white switch and swipe access card against the access card reader to activate arrival cycle. Upon hearing clicks of the door locks opening, slowly push doors until they lock in the open position. Doors will remain locked open for 45 minutes (or 60 minutes if associated with a departure gate).

To close, press the white switch.   Note: only one aerobridge door cycle can be actioned on a bay at one time. A departures cycle cannot start is the arrival cycle is still running or vice versa.

Multiple bay gates

Multiple bays, such as those at Gate 50A and 50B, have labelled buttons and swipe card readers for each bay.

Activation is the same as for cycle activation buttons.

Unscreened gate activation

Arrivals from unscreened aircraft, or aircraft treated as unscreened must have the 'Unscreened' cycle activated to ensure that passengers do not enter into the sterile departures lounge. At the completion of disembarking, press 'Reset'.

Boarding Gate Rules

1. 'No Tailgating' must be strictly enforced at boarding gates.

2. For crew accessing a gate, please activate a door cycle rather than swipe card access to reduce the frequency of 'door ajar' alarms to the ACC.

3. Swipe card access should be used where door opening will not be prolonged.

4. For gates where multiple bays are available (e.g., 50 A/B) and widebody aircraft allocated, access will be given to both boarding gate counters and doors where possible. For narrow body aircraft, only one gate counter and door will be allocated if simultaneous adjacent bay operations occurring.

5. Boarding gate doors must always be manned when a door cycle is activated.

6. Boarding gate equipment must not be moved between gates.

PRM facilitation (Gates 52-54)

Wheelchair facilitation

Perth Airport strongly recommends all departing passenger wheelchair facilitation for Gates 52-54 is via the passenger lift and use of the ramp using a mobility aid only.

If the lift is unserviceable use an alternate lift at gate 53.

PRM Seating

Dedicated Passenger Reduced Mobility (PRM) seating is installed adjacent to the Gates 52-54 boarding gates (within the departure lounge) and adjacent the lift at level 2 (within the fixed link).

Perth Airport recommends that assisted PRMs utilise the dedicated PRM seating within the departure lounge as a first preference ahead of boarding.

Mobility aids

The 'e-mobby' mobility aid has been validated for use at Gate 54.

PAPL recommendations for any operators of mobility aids:

- Any company introducing a mobility aid at a PAPL terminal must submit a risk assessment and training material to PAPL for review and approval/endorsement.

- Only certified staff should operate mobility aids within the terminal.

- Boarding Gates - the departure or arrival level doors should be opened fully (preference is to set a cycle so they hold themselves open to avoid damage).

- Mobility aids must only be operated at a mid-speed within the Gate 54 fixed link ramps and can be used for arrivals and departures.

- Slowest speed setting required in the lift (including reversing from the lift).

- Slowest speed setting required in the PBB cabin and when rotating the use of spotter (for guidance) is preferred.

- Do not overtake people on the ramp, aerobridge cabin or tunnel.

- Any damage caused by mobility aids must be reported to the ACC.

PRM facilitation (General)

All airline operators/GHA's are required to have appropriate equipment and trained staff on each shift to assist and manage passengers with reduced mobility. This includes staff training on, and active use of, all safety devices on wheelchairs including the use of seat belts (which should be fitted).

Wheelchair ramps are available at each aerobridge location.

Baggage Make-up and Reclaim

Baggage handling system training

The airline operator and/or GHA must ensure staff are appropriately trained and assessed prior to the operation of the baggage handling system. All operators must complete the Perth Airport Baggage Handling System eLearning module, available via FlightPath. This training takes a broad approach to capture all baggage handling systems across Perth Airport, highlighting critical safety areas for the operator. Further training/familiarisation must be provided by the baggage handling system provider, the airline operator and/or GHA regarding hazards and procedures specific to their use of the equipment.

Baggage reclaim

Each airline operator/GHA will ensure appropriate staffing of reclaim belts during the operation for the allocated 30-minute operational period of the reclaim belt, or until the last bags have been claimed.

Any unclaimed bags at the completion of the baggage reclaim operational period are to be removed from the reclaim by the GHA and stored at the airline operator/GHA baggage service desk or leased storeroom, noting any items left unclaimed or unattended (including baggage, lost property, and duty-free items) in the T1 International arrivals hall **must be checked and cleared by border agencies** (ABF & DAWE) prior to relocation.

Out of gauge baggage acceptance points

Out of gauge baggage acceptance points are available at each terminal and are staffed by a PAPL contracted security guards qualified in baggage screening. The security guard will screen the bag to clear the bag for uplift.

Terminal 1 International

Baggage reclaim carousels are allocated to airline operators/GHA's by ACC in accordance with scheduled arrival times and aircraft type.

Carousels 1 & 2 are primarily allocated for narrow-body aircraft operations, with 3 & 4 for wide-body aircraft, however PAPL reserves the right to alter and change carousel allocations to meet demand and operational need.

Baggage make-up (BMU) carousels are allocated by BCS to GHA's and are carousels A-E (or 1-5).

In all instances, any allocation of baggage carousels in the short or long term does not confer any tenure over those carousels to an operator. Airline operators/GHA's will be consulted during the process of any carousel or baggage handling system decommissioning and/or repair.

Tagless/stray bags on baggage makeup carousels (T1 International)

In some instances, a checked bag may be placed on the incorrect carousel, or a bag may be found anywhere in the baggage makeup area that does not have a bag tag.

Where the GHA is known, take the bag to the GHA area for that particular airline. If no staff available for the GHA, take the bag to the unclaimed baggage area detailed below.

An area for unclaimed baggage and bags without tags has been designated in the recess on the terminal wall between Carousels 3(C) & 4(D) where unidentified bags can be placed on the barrow situated there (circled red on map below). Plain bag tags are supplied in this area to be affixed to bags with the following details:

- Date found
- Time
- Location.

The barrow must be checked by each GHA on a daily basis to ensure that bags do not sit unattended for days/weeks without action been taken to find the owner. PAPL Terminal Duty Managers will also monitor the area to ensure bags do not remain at this location for an extended period.

Terminal 1 Domestic, Terminals 2, 3 & 4.

Baggage reclaim carousels are allocated by ACC and are based on the size of the belt with larger aircraft allocated to the bigger belts.

Other operational considerations (such as COVID-19 operational procedures) are also considered when allocating reclaim carousels.

FIDS

The Flight Information Display Systems (FIDS) is a vital tool for PAPL to manage efficient passenger facilitation and bay allocation. The FIDS publish the operational flight data that is supplied by airlines to PAPL.

It is the responsibility of the Users to provide accurate operational data into the FIDS system and continually update the FIDS with revised ETAs and ETDs. PAPL accepts no responsibility for inaccurate or incorrect information in FIDS

Each airline operator must provide a brand logo for their carrier and partner codeshare carriers so that the images can be broadcast at check-in, at the boarding gate and on FIDS throughout the terminals and on the internet.   Logo requirements are as follows:

- Full screen check-in or gate logo size: 1920x1080 (HD).

- Regular check-in logo size: 1920 x 384 (HD) - This logo size allows custom text underneath at check-in and boarding gates.

- Inline: dimension ratio is to be 5:1 (W:H)

- .jpg or .png format less than 10mb.

PAPL will provide airline operators and/or their GHA's with access to check in/boarding management tools (iClient/iGate) to update their FIDS

Each individual airline operator and/or its GHA is responsible for opening and closing check-in facilities and departure gates ensuring the correct display of the information for their allocated facilities and must comply with PAPL's reasonable directions as to its proper use.

Free-text messaging at check-in and boarding gates is available via iClient/iGate for airlines/GHA use. Care must be taken to ensure correct spelling, grammar, and intent of message.

The following notifications are pre-set in the FIDS system from the ETD of the service:

Go to Gate: Now changed to 'Boarding Soon' (see next line), however Gate numbers will be displayed 60mins before ETD for Domestic Pax, and 90mins before ETD for Intl Pax.

Boarding soon: Will appear 20mins prior to pre-configured Boarding message timer.

Boarding: Boarding messaging timers have been configured based on Airline feedback to PAPL.

Final Call, Closed: Airline/GHA will be responsible for setting Final Call, and Boarding Closed messaging via iClient/iGate in order to display on FIDS.

Standards of Cleanliness, Functionality and Appearance

PAPL will ensure that common-use check-in counters are clean and tidy at the start of each of the airline operators scheduled check-in periods and will be sufficiently cleaned by PAPL often during the day to achieve this. The airline operator will be able to access counters to ensure they are in a clean and safe conditions.

Airline operators and/or their GHA will:

- Ensure materials required during check-in and boarding are stored in a safe and tidy manner (where appropriate).

- If required or directed by Perth Airport, remove all consumables and other portable proprietary equipment at the end of a period of use.

- When leaving a check-in facility, whether temporarily or at the end of the period of use, leave the facilities in a secure condition. The last airline employee or agent at the check-in area must ensure that the Baggage Handling System is switched off and that all allocated check-in facilities are logged off.

- Ensure any rubbish (including bag tags, stickers, used bag tags and bag tag backing paper) is placed into the bins provided and must not be dropped or left on conveyor belts.

- Ensure no food and/or beverage waste is disposed of in these bins, rather, these items are disposed of in the public bins provided.

- Ensure all spoilt or damaged bag tags and boarding passes are destroyed. Responsibility for security of boarding passes, bag tags, passenger lists and associated documents lies with the airline operator concerned.

- Be responsible for the functionality and reliability of any proprietary check-in equipment installed on the airline's behalf.

Airline operators and/or their GHA will be on-charged any additional cleaning costs where PAPL has had to undertake extra cleaning of counters.

Further Enquiries, Contacts & Emergencies

Further enquiries & changes

If you have any questions in relation to this standard, please contact:

General Manager Operations
Perth Airport Pty Ltd
PO Box 6
Cloverdale, Western Australia, 6985
Phone: (618) 9478 8879
Fax: (618) 9478 8889

For proposed changes to this standard, please email document.controller@perthairport.com.au.
Changes will be considered by the Airline Operators Committee and the Ground Handling
Discussion Group.

Important contacts

Airport Control Centre (ACC)

Phone: 9478 8572

Airport Operations Manager (AOM)

Phone: 9478 8557
Mobile: 0419 949 376

Terminal Operations Manager

Phone: 6278 8359

Aviation Business Development team

Email: AviationBDTeam@perthairport.com.au

Emergencies

In case of emergency contact 000 (if life threatening situation) then ACC on 9478 8500.

Definitions and Acronyms

Term	Definition
Airport Control Centre (ACC)	The centre at the Airport known as the 'Airport Control Centre' and being the centre from which PAPL controls and coordinates Airport operations, including airfield, terminal, and landside operations.
Bay	Any part of the Airfield which has been designated by PAPL for aircraft parking and includes Aerobridge Bays, Operational Bays, Remote Parking Bays, Remote Bus Bays, and Terminal Contact Bays.
International Air Transport Association (IATA)	The trade association for the world's airlines responsible for, amongst other things, airline, and airport codes.
Estimated Time of Arrival (ETA)	The expected arrival (landing) time of an aircraft.
Estimated Time of Departure (ETD)	The expected departure (take-off) time of an aircraft.
Gate	A passageway in the Terminal building through which passengers proceed when boarding or leaving an aircraft.
Ground Handling Agent (GHA)	Any person, company or other entity engaged by an Airline to perform duties on behalf of the Airline in the Terminal, on the Apron or elsewhere in the Airfield, including (but not limited to) passenger handling, baggage handling, mail and freight handling, aircraft movement control and aircraft servicing and refuelling.
On Time Performance (OTP)	A measure of an Airline's on time performance compliance as a percentage of flights on a particular sector which are within 15 minutes of the OTA and OTD of the approved slot coordination request.
Terminal Contact Bay	A Bay that is directly accessible from a Terminal building via Gates.

Perth Airport Pty Ltd

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