



**Cairns Airport**

**OPERATIONS**

**Terminal Operations Manual**

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**Any alterations to this Manual must be approved by the:**  
**Head of Operations**

**The current copy of this Manual is held on Cairns Airport Website.**

**It is your responsibility to ensure you hold the current copy of this Manual.**

## Document Control

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### Summary

This Manual has been prepared to provide an overview of operations within the terminals at Cairns Airport

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## 1.0 INTRODUCTION TO CAIRNS AIRPORT

The terminal facilities at Cairns Airport incorporates the Domestic and International Terminal Buildings and associated Aircraft Parking and Ground Support Equipment areas. Consistent with the Airport Services Agreements (ASA) the Terminal Facilities and Aprons (Domestic, Link and International) are common use.

Airlines operating at CNS operate in common with other Airlines. It should be noted that Airlines will not be allocated dedicated facilities at Check-in, Boarding Gates,

Baggage Handling Facilities or Aircraft Parking. These facilities will be allocated on a needs basis, and in conjunction with existing policies and parking protocols, where relevant. Cairns Airport (CA) aims to accommodate all Airlines.

CA is part of the North Queensland Airports Group, the consortium comprises of IIF Cairns Mackay Investment Ltd (an entity advised by JP Morgan Asset Management), The Private Capitals Group's The Infrastructure Fund (TIF) and Perron Investments. Mackay Airport Pty Ltd (MA) which own and operate Mackay Airport is also part of the North Queensland Airports group.

## 1.1 Abbreviations

<b>AA</b>	Assembly Area
<b>AAC</b>	Airport Administration Centre
<b>ABF</b>	Australian Border Force
<b>ADM</b>	CA Airport Duty Manager
<b>AFP</b>	Australian Federal Police
<b>AC</b>	CA Airport Coordinator
<b>ACA</b>	Airport Coordination Australia
<b>ACC</b>	CA Airport Coordination Centre
<b>AMS</b>	Airport Management System
<b>AOC</b>	Airline Operators Committee
<b>AODB</b>	Airport Operations Database (Daily Operations)
<b>ARFF</b>	Aviation Rescue and Fire Fighting (Airservices)
<b>AS</b>	Australian Standards
<b>ASA</b>	Airport Services Agreements
<b>ASIC</b>	Aviation Security Identification Card
<b>ASO</b>	Airport Safety Officer
<b>ANS</b>	Air Navigation Services
<b>ATSR</b>	Aviation Transport Safety Regulations
<b>BCS</b>	Daifuku BCS - Contractor responsible for Baggage Handling System
<b>BHS</b>	Baggage Handling System
<b>CA</b>	Cairns Airport
<b>CBS</b>	Checked Bag Screening
<b>CCTV</b>	Closed Circuit Television
<b>CIC</b>	Check-in Counters
<b>CUSS</b>	Common Use Self Service (Check-In Kiosks)
<b>CUTE</b>	Common Use Terminal Equipment
<b>ECO</b>	Emergency Control Organisation
<b>ETA</b>	Estimated Time of Arrival
<b>ETD</b>	Estimated Time of Departure
<b>ETD</b>	Explosive Trace Detection
<b>EWIS</b>	Emergency Warning and Intercommunication System
<b>FIDS</b>	Flight Information Display System
<b>FIP</b>	Fire Indicator Panel
<b>FSA</b>	Fire Safety Advisor
<b>GSE</b>	Ground Service Equipment
<b>IATA</b>	International Air Transport Association
<b>IGAA</b>	International General Aviation Apron



<b>Trident</b>	Trident Services - Contractor Responsible for Airside / Landside Secure Access
<b>IT</b>	Information Technology
<b>ITB</b>	International Terminal Building
<b>JUHI</b>	Joint User Hydrant Installation
<b>LINK</b>	Link Apron
<b>NIGS</b>	Nose In Guidance System
<b>NS</b>	Northern Summer
<b>NW</b>	Northern Winter
<b>OOG</b>	Out of Gauge
<b>OPS</b>	Operations
<b>PAX</b>	Passenger
<b>RMS</b>	Resource Management System (A 20/20 Production)
<b>RPT</b>	Regular Passenger Transport
<b>SMS</b>	Security Management System
<b>T1 (ITB)</b>	Terminal 1 (International Terminal)
<b>T2 (DTB)</b>	Terminal 2 (Domestic Terminal)
<b>TOM</b>	Terminal Operations Manager
<b>TRS</b>	Tourist Refund Scheme
<b>UTC</b>	Universal Time Clock also known as GMT (Greenwich Mean Time) and ZULU time.
<b>WHS</b>	Workplace Health and Safety

## 1.2 Glossary

<b>AIRSIDE</b>	Area of the Airport that is only accessible to those holding a valid ASIC.
<b>AIR NAVIGATION SERVICES</b>	Management of aircraft movements in the sky, operated by Air Services Australia
<b>APRON</b>	Defined area to accommodate aircraft for the purpose of loading and unloading passengers or cargo, as well as refuelling, parking and maintenance.
<b>ARRIVALS</b>	Public area for meeting and greeting arriving passengers. Commonly known as the Arrivals Hall.
<b>ASIC</b>	Aviation Security Identification Card. Issued for access to Airside / Restricted Areas.
<b>AGRICULTURE</b>	Department of Agriculture. A Commonwealth Government Organisation charged with protecting Australia from exotic pests and diseases.
<b>ABF</b>	Facilitate the arrival and departure of overseas passengers and oversee visa requirements.
<b>JUHI</b>	Joint User Hydrant Installation - In-ground aircraft refuelling system.
<b>LANDSIDE</b>	Non-restricted area pre-security screening open to all the public and airport staff.
<b>SECURITY RESTRICTED AREA</b>	Area of the Airport where access is controlled for the purpose of Aviation Security.
<b>STERILE AREA</b>	Area where, for Aviation Security, all persons and items entering must pass through a Security Screening Checkpoint.
<b>VIC</b>	Visitor identification Card, issued to visitors to the airside and other security controlled areas, who may include new staff & contractors.

## **2.0 ABOUT CAIRNS AIRPORT**

Cairns Airport is one of Australia's leading regional airports, providing air links to a variety of regional, domestic and international destinations. Pre-COVID, Cairns Airport welcomed over 5 million passengers per year.

Described as 'descending into paradise', Cairns Airport is the gateway to the World Heritage Great Barrier Reef and Tropical Rainforests of North Queensland and is just 7km from the Cairns CBD.

Cairns Airport offers direct domestic flights to Brisbane, Gold Coast, Sydney, Melbourne, Adelaide, Perth, Darwin, Townsville, Newcastle, Whitsunday Coast and other various regional centres across North Queensland. Passenger can also fly internationally direct to Singapore, Port Moresby, Japan & New Zealand.

### **2.1 Airport Customer Experience (ACE)**

With today's passengers having more choice than ever before in terms of where to fly from and who to fly with, providing great customer service has never been more important.

The Airport Customer Experience (ACE) Program has been designed as a collaborative one team approach, to create and deliver a unique and exceptional customer experience.

Everyone working at Cairns Airport has an important role to play in our Airport Community and undertakes ACE training to ensure customer service is integral to each and every touchpoint.

### **2.2 Our Layout - T1 (International Terminal)**

#### **Exterior Landside**

- Taxi Rank
- Bus Drop Off and Pick-Up
- Ride Share Pick Up and Drop Off
- Public and Staff Car Parking
- Car Rental Parking
- Loading Dock and Compactor Room
- Emergency Assembly Locations
- Designated Smoking Areas

#### **Check-In**

- 24 Check-In Counters
- Out of Gauge (OOG) Room
- Common User Edit Room
- Office Space
- Bathroom facilities & parents room
- Lift access

#### **Departure Lounge**

- Screening Point and AED location

- 7 Boarding Gates
- Retail which includes Food & Beverage Outlets, General Retail, Currency Exchange and Duty Free
- Smoking Area
- GST Refund Desk
- Common User Service Desk with public announcement abilities
- Charging Stations
- Bathroom facilities & Parents Room

#### **Airside**

- Spill Kits
- Emergency Assembly Areas
- IGAA
- Gate V23

#### **Customs Hall**

- Department of Agriculture, Australian Border Force offices
- First Aid Room
- Oversize Luggage Collection
- Baggage Services Desk
- Baggage Trolleys
- 3 Baggage Carousels
- Bathroom facilities & parents room

#### **Arrivals Hall**

- Fire Control Room
- First Aid Room and AED Location
- Currency Exchange
- Car Rental
- Bus Transportation
- Food and Beverage offering
- Bathroom facilities & parents room

#### **CA Offices**

- AAC Administration Building – adjacent to T1. Level 2
- ID and Access Office
- Airport Co-ordination Centre
- Cairns Airport Meeting facilities

To view T1 International Terminal Layout Map go to  
<http://www.cairnsairport.com.au/travelling/airport-guide/maps/>

### **2.3 Our Layout - T2 (Domestic Terminal)**

#### **Exterior Landside**

- Taxi Rank
- Public Car Park including Covered Area
- Car Rental Parking and Offices

- Compactor Room
- Contractor Parking Area
- Southern Bus Drop Off Bays
- Northern Bus Pick Up Bays
- Taxi and Bus Amenities
- Ride Share Pick Up – Designated area
- Emergency Assembly Locations
- Car Park Kiosk
- Baggage Lockers
- Baggage Trolleys for purchase
- Designated Smoking Areas
- Food and Beverage offering
- Post Box location

#### **Check-In**

- OOG Room and Staff Airside Inspection Point
- First Aid Room
- Common User Edit Room
- 36 Check-In Counters
- Fire Control Room
- ATM
- Food and Beverage offering with passenger seating
- Bathroom facilities and parents room

#### **Departure Lounge**

- Qantas Club
- Common User Disrupt / Information Desk
- 9 Boarding Gates
- AED Location (Located just past Screening Point)
- Screening Point Offices
- Cleaning Offices
- Office Space
- ATM's
- Retail which includes Food & Beverage and General Retail
- Bathroom facilities and parents room
- Quiet Room
- Aviation Pioneers Display
- Numerous Charging Stations

#### **Airside**

- Spill Kits
- Emergency Assembly Locations
- Water stations

#### **Arrivals Hall**

- Common User Baggage Services Desk
- Bus Transport Service Desk
- First Aid Room
- AED Location

- Ambassador’s Office
- Arrivals Door 2 – access into the terminal from the Northern Domestic Bays
- 3 Baggage Carousels
- Car Hire Offices
- 3 Oversize Luggage Collection Points
- ATM
- Bathroom facilities and parents room
- Food and beverage offering – located externally in arrivals

To view T2 Domestic Terminal Layout Map go to <http://www.cairnsairport.com.au/travelling/airport-guide/maps/>

## **2.4 Measuring our Performance**

Happy or Not customer feedback kiosks are installed throughout T2. Customers are encouraged to rate their airport experience.

In addition, customer feedback QR Codes are located across the terminal. These link directly to the Happy or Not site.

Customer feedback can also be lodged electronically via the Cairns Airport Website: [www.cairnsairport.com.au/contact-us/feedback/](http://www.cairnsairport.com.au/contact-us/feedback/).

Key Performance Indicators (KPIs) provide visibility into the overall performance of our Airport. The Key Result Areas are determined by our customers and the KPI’s (set targets) are agreed to by the stakeholders. Performance Information is collected daily and checked against the targets, which allows us to see how we are tracking. CA wants to hear what our valued business partners and stakeholders have to say. Email and share your ideas, suggestions and feedback to [feedback@ Cairnsairport.com.au](mailto:feedback@ Cairnsairport.com.au)

## **2.5 Our Internal Communications**

CA communicates to all stakeholders via written correspondence, email, and through regular distribution of newsletters. These forms of communication are utilised to advise changes in procedures, schedules & upcoming works that may affect operations and any upcoming events.

Our Terminals Information Centre (TIC) is available on all CUTE sets within both terminals. This site is a library of information helpful for day to day operations for Stakeholders that access via CUTE Desktop. The TIC also allows stakeholders to log faults on the CUTE system which automatically generate to the Airport Duty Manager.

## **3.0 CHECK-IN COUNTERS (CIC) AND SERVICE DESKS**

### International Terminal (T1)

The International Terminal Building (T1) has the following counters:

- The Western Bank which comprises of Counters 1 -11 and includes one Service Desk.

- The Eastern Bank which comprises of Counters 12 -24 and includes one Service Desk.

Check-In Counter allocations are produced each month based on airline schedules & aircraft size.

CA Airport Duty Managers manage and coordinate the Check-in Counter allocation in the form of a Check-in Counter Allocation Matrix. This Matrix is available on the Terminal Information Centre - TIC. This is reviewed regularly, based on schedule changes and additional airline services.

Please note that any allocation of Check-in Counters in the short or long term does not give any tenure over these counters to an Airline. To accommodate all airline demand and for contingency purposes, CA reserves the right to alter and change Check-in counter allocations to meet that demand.

Any airline branding is to be in accordance with Cairns Airport's Branding Policy. On completion of check-in, airlines / handling agents are required to return those counters to a common use state after their use. This requires the removal of all Airline Branding and stationery, proprietary documentation and equipment that is used for passenger processing. This branding can be kept in the common user edit room or in a designated area provided to you by CA Duty Managers.

Use of additional counters above the current check-in counter matrix must be coordinated via the Airport Coordinators (Steno 400), with as much notice as possible

### Domestic Terminal (T2)

The Domestic Terminal Building has 32 Common Use Check-in Counters (CICs) and 4 Common Use Service Desks (Counters 1, 14, 25 and 36).

Check-in Counter allocation is revised whenever there is a schedule change that impacts the overall allocation or at any other time at Cairns Airport's discretion.

The CA Airport Duty Manager coordinates the allocation of CIC's in the Domestic Terminal Building. A copy of the current check-in counter matrix is available on the Terminal Information Centre.

Please note that any allocation of Check-in Counters in the short or long term does not give any tenure over these counters to an Airline. To accommodate all airline demand and for contingency purposes, CA reserves the right to alter and change Check-in counter allocations to meet that demand.

Any airline branding is to be in accordance with Cairns Airport's Branding Policy.

On completion of check-in, airlines / handling agents are required to return those counters to a generic check-in state, after use. This requires the removal of all Airline Branding and stationery, proprietary documentation and equipment that is used for passenger processing.

Use of additional counters above the current check-in counter matrix must be coordinated via the Airport Coordinators (Steno 400), with as much notice as possible.

### **3.1 Check-in Counter Operators**

#### **3.1.1 Baggage Scales**

CA is responsible for the calibration of the baggage weigh scales in accordance with the relevant legislative requirements. Calibration of scales is conducted on a quarterly basis and calibration reports are available from the Terminal Information Centre.

#### **3.1.2 Use of Equipment**

Only common user computer equipment is permitted on the Check-in desks. Airline specific hardware is not permitted on the counters without approval from CA. This equipment is currently provided and maintained by CA. CA is responsible for ensuring that this equipment and any associated cabling meets relevant WHS requirements. All faults must be reported immediately to Airport Coordinators on Steno 400, or logged via a TIC service request.

#### **3.1.3 Display of Airline Specific Literature and Products**

The display of Airline specific promotional literature and product such as frequent flyer programs etc. on the counter and in Tensa barrier sign holders is permitted during flight check-in. This should not obstruct any safety and/or security information displayed on the top of the counter. Once check-in has been completed, this material must be removed, returning the desk to a 'common use' facility. Any other free-standing material displayed within the general check-in area (incl. queuing areas) is not permitted without the written approval from CA. **Pull up banners are not permitted without CA consultation.**

#### **3.1.4 Counter Cleanliness and Appearance**

The Airline and Handling Agent should ensure that the counters retain a clean and tidy appearance.

Self-adhesive stickers and notices must not be applied to the counters and all airline and handling agent related materials must be removed from the counter at the end of the check-in operation. All waste material such as bag tags, boarding passes, paper etc. must be deposited in the bin provided. Baggage tags, Immigration cards and any other materials that are kept on the counter must be correctly and neatly stored in the spaces provided on the counters.

#### **3.1.5 Counter Security and Safety**

When counters are NOT in use, Stable Doors MUST be closed.

No items, including baggage, clothing or belongings, are to be left unattended behind the Check-in Counters and must be removed once Counter has been closed.

#### **3.1.6 WHS Management**

Airline and Handling Agent Staff are responsible for ensuring that the counters are left in a safe condition before vacating the counters. All common user equipment must be left / stored in an appropriate manner to prevent any trip hazard and ALL equipment faults are to be reported immediately to Airport Coordinators on Steno 400.



### **3.1.7 Tensa Barriers**

CA supplies tensa barriers for the check-in area, set up as per counter allocation matrix. Airlines / Ground Handling Agents are permitted to reconfigure as required, however will need to reinstate to original condition after use.

### **3.1.8 Queue Management**

Airlines/Ground Handling Agents are responsible for providing a staff member to assist with queue management during peak times. Public walkway areas are to remain clear from congestion at all times.

### **3.2 Service Desk Operators**

Airline specific equipment is not permitted to be installed on Service Desk counters. All airline materials must be removed and the counter returned to a common use facility after use.

Where more than one carrier wishes to use the desk, the facility must be shared equitably.

## **4.0 COMMON USER TERMINAL EQUIPMENT**

CUTE provides a shared airport operational desktop platform that supports a single set of devices such as BGR (Boarding Gate Reader), ATB (Boarding Pass Printer or BTP (Bag Tag Printer) throughout the airport.

Each workstation provides access to all carrier's check-in / reservations systems.

Airlines operating through the terminal facilities are required to operate under a Common Use Terminal Equipment (CUTE) based system, unless otherwise approved by CA

The following are CUTE equipped:

- All Check-in Counters at T1 and T2
- All Service Desks at T1 and T2
- Common Use Mishandled Baggage Desks at T1 and T2
- All Boarding Gates at T1 and T2
- Disruption/Information Desk at T2
- Common User Edit Room T2
- Common User Edit Room T1

Airline Operators access the Generic Staff or non-public FIDS and their host system via the CUTE work stations.

Airline operators may elect to not use the CUTE system. Airline Operators electing not to utilise the CUTE system will be required to operate manually from the CUTE enabled work stations.

Airlines that have specific dedicated equipment for passenger processing at either CIC's or gates, must seek CA's approval for the use of that equipment and will be required to equip and de-equip that equipment from all CUTE equipped CIC's and gates when not in use. Access to the Resource Management System – 2020 is via the CUTE workstations.

## **5.0 OUT OF GAUGE (OOG)**

OOG is for items that cannot travel on the Outwards Baggage Conveyor.

Items presented at the Oversize Baggage Counter are screened and delivered airside. The specific Airline / Ground handler is immediately notified to collect the oversize item for aircraft loading.

### International Terminal (T1)

Departures OOG Acceptance Point at Check-In is located at the western end of the International Terminal Check-In area. The OOG Acceptance Point is staffed by a Security Guard, qualified in Baggage Screening. The Security Guard will screen the bag with the passenger in attendance, to clear the bag for uplift. The passenger must present their boarding pass as proof of travel.

The Arrival OOG is located in the Customs Hall adjacent to Carousel 2. The items are delivered into the Customs Hall via an OOG Belt. This avoids the need for Ramp Staff to enter the Customs Hall.

### Domestic Terminal (T2)

The Departures OOG Acceptance Point at Check-in is located at the southern end of the Domestic Terminal Check-in area. The OOG Acceptance Point is staffed by a Security Guard, qualified in Baggage Screening. The Security Guard will screen the bag with the passenger in attendance, to clear the bag uplift. The passenger must present their boarding pass as proof of travel.

The Arrival OOG is located in the Arrivals Hall adjacent to each relevant carousel. The items are delivered into the Arrivals Hall via an OOG Belt. This avoids the need for Ramp Staff to enter the Arrivals Hall.

## **6.0 BAGGAGE SERVICE DESKS AND DISRUPTION SERVICE DESKS**

The Baggage Services Desk is a common use desk that is utilised by the airlines to assist passengers with mishandled and damaged baggage.

The Disruption Desk is utilised by the Airlines to assist passengers who have been disrupted due to flight delays or cancellations. The disruption desk at Domestic is also utilised during the peak times by the Airport Ambassadors as an information desk.

Airlines using the common user Baggage Service Desk and/or the Disruption Desk are requested to share the CUTE sets equipped for airline use collaboratively. It is not intended that CA allocate these stations to individual airlines, but the airlines will work in a cooperative manner when providing customer assistance.

It will be the responsibility of each airline to ensure that their dedicated stationery and equipment is removed from these areas when not in use and CUTE sets are logged out.

### **6.1 Baggage Service Desk T1 (International Terminal)**

The Baggage Services Desk is located in the Customs Hall adjacent to carousel 2

### **6.2 Baggage Service Desk T2 (Domestic Terminal)**

The Baggage Services Desk is located in the Arrivals Hall adjacent to carousel 1. Dedicated airline baggage services offices are located behind the counter.

A FIDS monitor is located above each position to identify which Airline is operating at each position. FIDS must only be activated when the position is staffed. Activation is via 20/20 iClient Check-In Counter allocation. The assigned counter numbering is 39, 40, and 41 (East to West).

Any airline branding is to be in accordance with Cairns Airport's Branding Policy.

### **6.3 Disruption Desk T2 (Domestic Terminal)**

The common use Disruption Desk equipped with 2 CUTE enabled workstations and one manual processing station is located in the Departure Lounge. This enables airlines to process disrupted passengers within the sterile departures area rather than redirecting passengers back to the check-in area.

A FIDS monitor is located above each position to identify which Airline is operating from each position. FIDS must only be activated when the position is staffed. Activation is via 20/20 iClient Check-In Counter allocation.

Airlines are to request use of the Disruption Desk from Airport Coordinator – Steno 400 or Phone 4080 6744.

Airlines using the Disruption Desk are to manage the attendance at the counter by disrupted passengers and ensure there is no interruption to arriving and departing passengers.

The Disruption Desk is also utilised during the peak periods as the Cairns Airport Ambassadors. They are positioned at this desk in uniform to assist with passenger information.

## **7.0 BOARDING GATES**

All Boarding Gates at both T1 (International Terminal) and T2 (Domestic Terminal) are equipped with CUTE workstations and equipment for passenger boarding.

There are several bays on the International and Domestic Aprons that have the operational flexibility to be accessed through alternate boarding gates.

CA 20/20 iClient RMS (Resource Management System) is available at each Boarding Gate via the CUTE workstation.

Airlines without an automated interface to CA RMS must use the 20/20 iClient tool to amend the status of each departing flight. The updated status is reflected directly to the Public FIDS (Flight Information Display System).

Statuses that airlines update:

- ETA (Estimated time of Arrival)
- ETD (Estimated time of Departure)
- Boarding

- Final Call
- Flight Closed
- Gate Clear – removes flight from FIDS monitor above gate
- Passenger Numbers

### **7.1 Boarding Gate Operations**

Airlines are responsible to operate the Boarding Gates in accordance with the CUTE Operating Procedures. Airline staff and handling agents are responsible for the management of queues and safe, orderly flow of all passengers during disembarkation and boarding. Consideration must be given for other carriers operating on adjacent gates.

Boarding equipment such as cabin bag test units and queue signage may be displayed during boarding. These items must be removed when boarding is finalised. Any other associated equipment & stationery must also be removed or stored in the dedicated boarding gate store rooms provided after use.

Airline Store Rooms are located at each set of Departure Gates for the storing of signage, wheelchairs , strollers and health packs.

### **8.0 SELF SERVICE CHECK-IN KIOSKS**

Currently some airlines have their own propriety kiosks. Future kiosk installations are at Cairns Airport's discretion. Common Use Kiosks are currently under review.

### **9.0 20/20 AIRPORT RESOURCE MANAGEMENT SYSTEM (RMS)**

Airport 20/20 is a complete suite of Airport Information Management software designed specifically for Airports to increase operational efficiency.

The 20/20 Suite includes:

#### **9.1 Resource Management and Planning (RMS)**

The RMS is the resource allocation tool utilised by CA Airport Coordination Centre (ACC) to allocate terminal resources such as Bays, Arrival and Departure Gates, Baggage Reclaim Carousels, Baggage Transfer Belts and Baggage Make-Up Loops.

All resources are planned and allocated by CA, including planning the apron position on which an aircraft will park.

The RMS allocates Aircraft to an Aircraft Bay in compliance with the CASA approved Aerodrome Operations Manual Apron Usage Charts. This ensures aircraft are parked in accordance with CASA Manual of Standards Part 139.

It is the responsibility of the Airline to advise the ACC (Steno 400) of any aircraft changes to schedule or aircraft as soon as they are aware. Failure to do so may mean that an aircraft is allocated to a remote stand-off bay or allocated a least preferable baggage reclaim carousel.

#### **9.2 Airport Operational Database (AODB)**

The AODB is the foundation of CA's RMS.

AODB stores a twelve month forecast Regular Passenger Transfer (RPT) schedule which is updated on a weekly basis. This enables CA to assess proposed schedule changes and potential impacts on overall apron capacity at any point in time.

### **9.3 Flight Information Display System (FIDS)**

CA operates and maintains the FIDS that are used extensively throughout the Terminals in public areas, CA website and back of house common use areas.

The FIDS publish the operational flight data that is supplied by Airlines to CA. This information is supplied in the terminals and on the CA website at [www.cairnsairport.com.au](http://www.cairnsairport.com.au)

It is the responsibility of the Airline to provide accurate operational data to CA. Failure to provide information will cause incorrect data to be displayed. CA accepts no responsibility for the displaying of incorrect airline operational data.

In addition to providing Flight Information Displays to Public Arrivals and Departures, CA provides generic non-public Staff Arrivals and Departures Flight information.

The non-public Staff FIDS information may be viewed from any CUTE workstation. Access is via SIS – Staff Information System. Airlines may publish specific operational flight information on the non-public Staff FIDS using a free format comments field accessed via iClient.

Non-public Staff FIDS are also displayed on LCD displays in a select number of key operational common use back of house locations (such as Baggage Make-up area).

Airline Operators and other Airport Users may have access to non-public Staff FIDS in their leased areas by commercial arrangement. For further information please contact CA ICT Department.

It is the responsibility of the Airline to supply CA with their correct Brand or LOGO for display on the FIDS.

### **9.4 iCLIENT**

Available at each CUTE work station.

iClient provides a powerful tool to manage a number of important processes carried out by airline and airport employees including check-in desk management, signage control, AODB updates and gate management tasks.

iClient allows users to carry out the following key tasks:

1. Check-in Desk Assignment including Opening and Closing
2. Fixed Desk Assignment
3. Departure Gate Status Updates
4. Gate Delay Messaging
5. Estimated Time and Delayed Status Updates
6. Passenger Number Updates
7. Viewing Audit entries for selected files

8. Fixed Gate Signage
9. Public Display Maintenance for individual flights
10. Stand Updates for non-RMS maintained flights
11. Flight Cancellation

iClient User Guides are located on the Terminal Information Centre

#### **11.5 SIS – Staff Information System**

The SIS Flight Display is read only. Any operational updates need to be actioned using 2020 - iClient.

Staff Information System User Guide is located on the Terminal Information Centre

### **10.0 AIRLINE OPERATIONAL DATA**

Airlines provide operational Flight Data to CA in the following ways:

**INNOVATA Schedule Information:** INNOVATA is contracted, on behalf of CA to obtain schedule information from all airlines that operate RPT services into Cairns.

The Airline's corporate Network Scheduling Department provides INNOVATA their weekly schedule.

INNOVATA consolidates all Airlines' Schedule Data into a base schedule which is imported into the CA AODB each Wednesday night for the next (7) seven day operation.

**Automated Flight Data Interface:** Airlines may wish to develop an automated flight data interface with CA. For Airlines with multiple flights who support this technology, please contact CA ICT Department to establish the requirements.

An automated interface provides CA with the most up to date and accurate information with which to plan and allocate facilities.

An automated interface is the most efficient method for airlines to provide their operational data. It enables airlines to avoid duplication of manual inputs, that is, avoids airline operators entering data into two systems, their host system and the CA RMS.

### **11.0 BAGGAGE HANDLING SYSTEMS AND RAMP FACILITIES**

The Baggage Handling Systems (BHS) at Cairns Airport are operated and maintained by a contracted service provider on CA's behalf.

Specialist Baggage Operations Staff are on site based on schedules and flight changes.

Airlines' operational staff are not permitted into restricted access zones within the BHS under any circumstances.

In the event of a BHS failure or fault the CA Airport Coordinator is to be contacted immediately.

Contact is via Steno 400 or Phone 40806744.

CA will provide a 'train the trainer' session to a delegated Airline Operators' staff member or their nominated agent in the use of Baggage Handling Systems.

Arrangements can be made by contacting the CA Airport Duty Manager on 0437 529 769 or [duty.manager@cairnsairport.com.au](mailto:duty.manager@cairnsairport.com.au)

Any significant outage will be managed by the Cairns Airport ADM in accordance with the Baggage Handling System Protocols SOP and Business Continuity Plans.

#### **11.1 T1 Baggage Make-Up and Transfer Baggage Induction Facilities T1**

There are two Baggage Make-Up carousels at T1 and two Transfer Baggage Induction Belts for injection of Interline Baggage into the International Baggage Handling System (BHS).

The allocation of the Make-Up carousels is determined by the Check-in allocation.

Airlines operating on the western bank – Check-in counters 1 – 11 will be tracked to the western carousel.

Airlines operating on the eastern bank – check-in counters 12-24 will be tracked to the eastern carousel.

CA can divert baggage from each carousel feed line to the alternate carousel to balance throughput capacity or in contingency situations.

CA will assess the Counter Allocation Matrix, in terms of the volume of baggage processed on each of the carousel feed lines from check-in.

CA may amend the check-in Counter Allocation Matrix to ensure a balanced distribution of baggage volume within the BHS and to meet the design parameters of the BHS.

It is a requirement that relevant Baggage Staff are in attendance at the baggage loops whilst baggage acceptance is open.

#### **11.2 T2 Baggage Make-Up and Transfer Baggage Induction Facilities T2**

There are two baggage make-up loops in T2.

There are three feed lines from check-in passing through two in-line Checked Bag Screening (CBS) X-Ray Units.

The Southern Bank and Service Desks CIC's 1-12 will be directed to the Northern Baggage Make-Up Loop.

The Central Bank and Service Desks CIC's 13-22 will be directed to the Southern Baggage Make-Up Loop.

The Northern Bank and Service Desks CIC's 23-36 will be directed to the Southern Baggage Make-Up Loop.

The two Central Service Desk CIC's do not have an injector belt and therefore are not connected to a Baggage Make-Up Loop.

One Transfer Induction Belt is provided within the Baggage Make-Up Area and is capable of dispatching baggage to either of the two Baggage Make-up Loops.

CA can divert baggage from each carousel feed line to the alternate carousel to balance throughput capacity or in contingency situations.

Multiple Airlines are allocated to each of the Baggage Make-Up carousels. This requires Airlines to operate cooperatively in ensuring that each have equipment access and leave the transport areas clear, for other Airline use. CA does not intend to allocate dedicated areas for Baggage Make-Up equipment and expect Airlines to work cooperatively to determine the appropriate area allocation.

It is a requirement that relevant Baggage Staff must man the belt whilst baggage acceptance is open.

### **11.3 Checked Bag Screening (CBS)**

A 100% Checked Baggage Screening (CBS) capability is maintained at Cairns Airport for outbound international and domestic baggage in accordance with the Aviation Transport Security Regulations. The purpose of the CBS system is to detect explosives and uses large X-Ray machines that are in the conveyor lines between Check-in and the Baggage Make-up Loops at both T1 and T2.

At Cairns Airport, a five level process for CBS operates. A bag will progress through each level until it has been deemed that no threat exists.

Level 1 Screening by automated advanced technology X-ray unit

Level 2 Screening by operated interpreted image at X-ray unit work station

Level 3 Screening using image enhancements

Level 4 Screening by 100% physical search

Level 5 A render safe process performed under the supervision of the Queensland Police

As required under the regulations, when a passenger is required to attend the baggage make up area to identify and open their baggage for security reasons, it is the responsibility of the Airline to locate, and accompany the passenger.

## **12.0 BAGGAGE RECLAIM CAROUSELS**

The CA Airport Coordinators allocate Baggage Reclaim Carousels on a flight by flight basis.

Baggage Reclaim Carousel allocation will be published via the FIDS on both Public FIDS Screens and Staff FIDS Screens and via Staff FIDS available at each CUTE work station.

### **12.1 T1 – International Terminal**

There are three Baggage Reclaim Carousels and one OOG delivery belt located in the Arrivals Hall.

Baggage Reclaim Carousel allocation is conducted by the Airport Coordinators and is based on flight classification, aircraft arrival sequence, aircraft size and passenger flows.



Airport Coordinators will seek to maximise terminal efficiency, equally distributing both baggage and passenger volume within the relevant arrivals area whenever possible.

## **12.2 T2 – Domestic Terminal**

There are three Baggage Reclaim Carousels.

Carousels 1, 2, and 3.

Three OOG delivery belts indexed:

‘A’, located at Carousels 1.

‘B’ located between Carousels 1 and 2 Primarily used for Carousel 2.

‘C’ located between Carousels 2 and 3. Primarily used for Carousel 3

Baggage Reclaim Carousel allocation is conducted by the Airport Coordinators and is based on aircraft arrival sequence, aircraft size and passenger flows. Airport Coordinators will seek to maximise terminal efficiency, equally distributing both baggage and passenger volume within the arrivals area whenever possible.

Airlines are to cooperatively work with each other in ensuring the timely delivery of baggage and to ensure baggage belts are cleared of all articles of baggage after each flight arrival.

***Refer Appendix 5 to view Baggage Handling System Protocol***

***Refer Appendix 6 to view Outward Baggage Presentation Protocol***

## **13.0 BUSINESS CONTINUITY PLAN - TERMINALS**

Cairns Airport, in consultation with Airline Stakeholders, has formulated a Business Continuity Plan – Terminals. The plan describes the organisation’s framework and procedures to be activated in the event of full or partial loss of T2 or T1, incorporating the critical processes. Processes critical to passenger processing include: Terminal access; check-in; baggage handling; Australian Border Force/Department of Agriculture; security; departures/arrivals and transits. The objective of this continuity plan is to minimise any disruption to normal passenger processing by maintaining airport operations and recovering services in the event of a full or partial loss of a terminal and/or one or more critical processes.

## **14.0 AEROBRIDGE OPERATION**

Cairns Airport has a total of 11 aerobridges, 6 at T1 and 5 at T2.

Aerobridges must be used in accordance with the manufacturers, suppliers and CA’s set procedures and policies. All staff operating aerobridges must be trained by a CA authorised trainer for this specific task. This is to ensure safe and correct operating processes, thus preventing damage to aerobridges, aircraft, equipment, facilities and personnel.

The aerobridge’s sole purpose is for the docking of aircraft. Any other use by aerodrome personnel is strictly prohibited.

Only exception is maintenance or cleaning operations by approved CA contractors.

Conditions of use:

1. All persons operating aerobridges will have undertaken the training required (Theory + Practical Package) as stipulated by CA.
2. All persons operating aerobridges including accredited trainers must be re-certified as competent every two years.
3. Any person who does not operate an aerobridge for a period of 6 months or more will need to be re-certified as competent prior to operating an aerobridge.
4. Access to aerobridges will be controlled by the ASIC Office and access to be authorised by approved trainers. A list of authorised personnel will be held with the ID and Access Office staff.
5. All staff operating aerobridges should be trained in Aircraft Door Operation as stipulated by specific airline user group.
6. Training records must be kept, re-currency program in place and records available for auditing purposes as requested by Cairns Airport.

## **15.0 COMMUNICATIONS**

### **15.1 Telephones**

Airlines can establish their own telephone extension in any area leased. Arrangements can be made by contacting CA IT on 07 4080 6778.

### **15.2 Intercom – Stentophone (Steno)**

CA provides an Intercom Service between key operational points at both terminals. Generally these handsets are located on Check-in Counters, Boarding Gates, Aerobridges and Service Desks. This system provides direct contact to CA Airport Coordination Centre.

**T1 & T2 Airport Directories are located on the Terminal Information Centre**

### **15.3 Duress Alarms**

Duress Alarms are located on all Check-in / Service Counters / Security Screening throughout T1 (International Terminal) and T2 (Domestic Terminal) & T2 Departure Gates, for use by staff who feel they are under immediate threat.

There are two type of Duress Alarms within the terminals. One is a 'push to activate', the other is a 'pull to activate' lever. Duress Alarms are located under the counter, out of public sight to enable staff to access them discreetly. Once activated, the Australian Federal Police are notified of the unfolding incident and are immediately dispatched to the location of the alarm. CCTV cameras are automatically diverted to the location and monitored by the Airport Coordinator.

It is important that you familiarise yourself with the type and location of the Duress Alarm at your work station. All new starters should be shown the location of the buttons and advised how to use and when to use the alarm should the need arise. It will also ensure that alarms are not accidentally activated.

Please be careful and vigilant to ensure the duress alarms are not accidentally activated. If an accidental activation occurs, please contact the CA Airport Coordinators immediately on Steno 400.

Should you require assistance that is not urgent, please contact the CA Airport Coordinators on Steno 400.

## **16.0 APRON OPERATIONS**

Detailed apron information is available on the Cairns Airport Operations Manual. Access to this document can be arranged by contacting Cairns Airport Airside Operations, 40806703.

### **16.1 Aircraft Parking and Parking Protocol**

CA's Airport Coordinators located in the Airport Coordinator Centre (ACC) are responsible for the Apron Bay Allocation on the Link, Domestic and International Aprons.

A draft indicative parking plan will be prepared by CA prior to each seasonal schedule change i.e. March for Northern Summer (NS) Schedule Period and October for Northern Winter (NW) Schedule Period and as required whenever there are schedule changes that impact the overall allocations.

Aircraft Parking Bays are allocated by the CA Airport Coordinators

The parking positions are operated in accordance with the Domestic and International Apron Parking Plans compiled by CA. An Airport Resources Management System (RMS), ensures aircraft are parked in accordance with CASA Manual of Standards Part 139- Aerodromes.

The Domestic Apron (Bays 13-23) has eleven primary aircraft parking positions including a freighter bay on Bay 23. Five positions 18,19,20,21 and 22 are serviced by aerobridges. Aerobridge positions 21 and 22 are full Code C compliant and 18, 19 and 20 are Code E compliant. The remainder are standoff Code C positions. Bays 13-15 and 18-22 also have secondary alpha positions.

The Link Apron (Bays 8-13) has six primary aircraft parking positions and various combinations of secondary positions. All positions are stand off.

The International Apron (Bays 1-7) has seven primary aircraft parking positions, with six Aerobridge Positions located at Bays 1 through to 6. All International apron bays are Code E compliant and also have secondary positions.

The IGAA (International General Aviation Apron) has three primary positions. Bay 1C (Max DH2), Bay 1D (Max B350) and 1E (Max DH3). Bay 1E is the preferred Biz Jet Bay. MTOW (Maximum Take-off Weight) on the IGAA apron is 20,000kg.

### **16.2 Airside Drivers Authority**

All persons who drive vehicles on the airside area of Cairns Airport must hold a current Authority to Drive Airside (ADA). ADA's are issued by Cairns Airport Pty Ltd (CA). The requirements of ADA holders are set out in the Cairns Airport Airside Vehicle Control Manual.

All vehicles, persons, items that are carried in vehicles or by persons in secure areas are subject to inspection by CA appointed security guards.

ADA application forms are found on the Cairns Airport Website.

**Further information about Initial & Renewing Airside Drivers Authority Applications** is found on our website, <http://www.cairnsairport.com.au/business/operations/airside/>

### **16.3 AUA**

All vehicles Operating Airside at Cairns Airport must have a current Authority to Use Airside (AUA). The requirements of issuing an AUA are set out in the Cairns Airport Airside Vehicle Control Manual.

AUA application forms are found on the Cairns Airport Website: <http://www.cairnsairport.com.au/business/operations/airside/>

### **16.4 Airside Vehicle Control Manual**

The Airside Vehicle Control Manual forms an important part of the system which CA has put in place to promote the safe and orderly movement of passengers, aircraft and vehicular traffic on the airside of the airport.

Any failure to comply with the requirements of this Manual will be taken into account by CA in considering whether to exclude individuals or entities from airside access and/or the operation of vehicles airside.

**To download a copy of Airside Vehicle Control Manual please access the Cairns Airport website, <http://www.cairnsairport.com.au/business/operations/airside/>**

### **16.5 Passenger Marshalling**

The control and safe movement of all passengers between aircraft and terminal is the responsibility of the Airline Operator or Ground Handling Agent.

Prior to commencing operations, each Airline Operator or Airline Ground Handling Agent is required to submit for approval, a Standard Operating Procedure for Ramp Operations covering Passenger Safety.

### **16.6 Thunderstorm Warning System**

Cairns Airport subscribes to Vaisala Thunderstorm Manager to monitor thunderstorm activity and detect lightning strikes within proximity of the aerodrome.

Cairns Airport initiates the thunderstorm advice system, including activating the thunderstorm lighting system which is installed above some aerobridges and walkways, as well as providing advice via SMS to registered parties & displaying information on Staff FIDs.

These tools are used to manage Cairns Airport Staff and Cairns Airport Contractors and is available to airport stakeholders as an advice only. If airport stakeholders choose to follow the Cairns Airport advice, they do so at their own risk. Cairns Airport expects that all stakeholders implement their own systems and processes to maintain the safety of their own staff and contractors.

The thunderstorm lighting system displays the following:

- If lightning is detected within 10NM a white strobe will flash accompanied by a siren of 15 second duration

- If lightning is detected within 5NM a blue strobe will flash accompanied by continual siren

CA Airport Coordinators will provide third party advice to those who have registered to receive SMS advices, as follows:

- 10NM Thunderstorm Advice
- 5NM Thunderstorm Advice
- Thunderstorm Advice Cancellation

Cairns Airport Staff & Contractors are required to cease outdoor operations during 5NM advice. Airport stakeholders to follow their company direction.

## **16.7 Engine Run Requests**

### **16.7.1 Engine Runs On Bay**

Prior permission is required from the Airport Coordinator and ANS for any type of engine run on the Aprons (other than normal engine starts prior to taxi / push back).

All Engine Runs must be conducted in accordance with CA Aircraft Engine Runs Standard Operating Procedure. Further information is available in CA Airport Operations Manual.

## **16.8 Hazardous Spills**

CASA deems hazardous materials to include flammable liquids and solids, corrosive liquids, compressed gases and magnetised or radio-active materials.

Arrangements for dealing with major emergencies involving spills of hazardous materials are set out in the Airport Emergency Plan (AEP) which is issued by Cairns Airport in a separate document.

In the event of a spill or incident, regardless of the classification level, the person responsible or witnessing the event should make immediate contact with the Airport Coordinators on 07 40806 744.

The Airport Coordinator will request the following information:

- Approximate size of the spill (in litres (L) or in meters of spread - m2)
- The spilled product
- The spill location
- The operator responsible

An Airport Safety Officer will then assess the spill incident and determine the course of further action.

Further information is also available in Airport Operations Manual.

## **16.9 Foreign Object Debris (FOD)**

FOD - Foreign Object Debris can have a significant impact on aircraft, from minor delays to expensive repair bills to the downing of an aircraft in flight.

Everyone has a responsibility to reduce FOD by:

- Picking up any items they may see and placing them in a rubbish or FOD bin. A number of FOD bins are located on aircraft bays..
- Ensuring that rubbish, paperwork and personal items are secured such as pens, hair clips, name badges and loose change.

#### **16.10 NOSE IN GUIDANCE SYSTEM (NIGS)**

Each Aerobridge position is equipped with a Safegate Docking System. The system provides accurate guidance to the pilot for the correct parking position for the aircraft at the aerobridge. Airlines must ensure their pilots are familiar with the system.

Airline and/or Ground Handling Agents are required to attend each arrival and enter data associated with the aircraft type prior to arrival on to the parking position and standby the NIGs emergency stop.

Training is available for nominated airline or ground handling trainers for the safe operation of the Safegate system. Please contact Cairns Airport Duty Manager: [cairns.dutymanager@cairnsairport.com.au](mailto:cairns.dutymanager@cairnsairport.com.au)

### **17.0 CA BRANDING POLICY**

CA provides Airline Directory Signage on the roadway leading to both terminals.

No static signage depicting Airline brands or logos are allowed in common areas beyond what is displayed on the FIDS. This covers check-in, departure lounges, boarding gates & arrival lounges.

Airlines may obtain approval to display their brand on leased areas. This approval will have the requirements to comply with the branding guidelines.

***Refer Appendix 1 to view Cairns Airport Airline Branding Policy***

### **18.0 OPERATIONAL INFORMATION**

#### **18.1 Australian Federal Police**

The Australian Federal Police (AFP) is the primary law-enforcement agency at the nine major Australian Airports which includes Cairns. AFP activities in the aviation environment include:

- Targeting organized crime in the air stream
- Deterring acts of terrorism
- Providing a uniformed policing presence
- Providing first response to acts of terrorism and emergency incidents
- Collecting and analysing aviation intelligence and conducting investigations

#### **18.2 Baggage Trolleys & Baggage Lockers**

Baggage Trolleys are available at both T1 and T2. Trolleys are Free of Charge in the Arrivals Hall (pre-customs) at T1.

Airport Staff and Retailers are not to use the Passenger Trolleys for transporting goods to and from their stores / offices.

Baggage Lockers are available in the Public Car Park adjacent to Car Park Service Kiosk at T2.

### **18.3 Border Agencies**

#### **18.3.1 Australian Border Force**

The Australian Border Force is a law enforcement agency, part of the Department of Home Affairs, responsible for offshore and onshore border control enforcement, investigations, compliance and detention operations in Australia. Border Agencies' areas at the T1 – International Terminal includes the Outwards Primary Line (Level 2), Departure Lounge (Level 2), Arrivals Area (Level 1) and Tarmac and Ramp Areas.

Australian Border Force ask for the assistance of airport employees in detecting unlawful activity at Cairns Airport.

#### **18.3.2 Department of Agriculture, Fisheries and Forestry**

Department of Agriculture, Fisheries and Forestry is Australia's first line of defence against exotic pests and diseases. They inspect incoming luggage, cargo, mail, animals and plants by providing inspection and certification.

### **18.4 CA Operations Team**

#### **18.4.1 Head of Operations**

Provides leadership and management to the operations business unit of Cairns Airport in accordance with legislative requirements and corporate objectives.

#### **18.4.2 Terminal Operations Manager**

Manages and plans daily, short and long term operational aspects of the International (T1), Domestic (T2) terminals and aircraft parking aprons, ensuring improved utilisation of common use assets, improve passenger experience (ACE), and application of Airport Management System technologies.

#### **18.4.3 Security Operations Manager**

Manages the sustainable security operations and contracted security for Cairns Airport, in line with regulatory obligations as outlined in the Cairns Airport Transport Security Program (TSP) and the Cairns Airport Security Management System (SeMS) in accordance with Federal and State Legislation.

#### **18.4.4 Airport Duty Manager**

CA Airport Duty Managers are responsible for the day to day running of the Airport to ensure smooth passenger facilitation. The Airport Duty Manager maintains a presence at Cairns Airport 24 hours a day.

<b>Telephone</b>	0437 529 769	<b>Email</b>	<a href="mailto:duty.manager@ Cairnsairport.com.au">duty.manager@ Cairnsairport.com.au</a>
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#### **18.4.5 Airport Coordinator**

Based at the Airport Coordination Centre located in the Cairns Airport Administration Centre level 2, the Airport Coordinator is responsible for asset resource allocation, such as aerobridges, baggage belts and departure gates. This area is the communications hub

and is the first point of contact for Stakeholders for: Delay advice; Fault reporting; First Aid and Medical requirements; Security requirement; Cleaning requirements & other operational requirements.

<b>Telephone</b>	4080 6744	<b>Email</b>	<a href="mailto:coords@cairnsairport.com.au">coords@cairnsairport.com.au</a>	<b>Steno</b>	400
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#### **18.4.6 Airport Liaison Officers**

Cairns Airport employs Airport Liaison Officers (ALO) to assist passengers as they make their way through the terminals.

#### **18.4.7 Airport Ambassadors**

The Airport Ambassador Program is a Volunteer Program at Cairns Airport, which began in August 2007 as a joint initiative with Tourism Tropical North Queensland. Cairns Airport is proud to now solely operate this outstanding customer service program.

Ambassadors devote some of their spare time each week to assist passengers and other Airport users.

#### **18.5 Chemical Management**

Chemicals are held 'on airport' for various reasons including but not limited to cleaning and maintenance. All chemicals are to be held in minimal amounts with storage and handling to be undertaken in accordance with the relevant current Safety Data Sheet (SDS).

#### **18.6 Contractor Car Park**

The designated contractor carpark is located at the northern end of the airport, located in between T2 and T1 on the left hand side of Beaufort Street. This area is for exclusive use for contractors and delivery vehicles.

Designated T1 contractor parking is available at the eastern end of T1.

#### **18.7 Decorating Common User Areas**

CA strives to present a professional image to all passengers and visitors to Cairns Airport and for a consistent approach towards all tenants / airlines within the Airport.

All tenants must request approval from the CA Terminal Operations Manager or CA Airport Duty Manager for any special occasion or promotional decorating. The request must include details of the occasion/promotion, dates, location and the type of decorations being requested.

Approved decorations must not be positioned where Airport Security systems may be affected.

Retail tenants should refer to Lease Document for further Information.

#### **18.8 Deliveries**

Loading Dock located at T1 adjacent to Airport Administration Centre (AAC).



Stock delivery times are subject to change depending on peak operational periods. These will be updated from time to time via email, and are available anytime from the Airport Duty Manager.

Processing passengers ALWAYS takes priority over processing of deliveries. All persons and stock must submit to security procedures.

### **18.9 Designated Smoking Area**

In accordance with the Tobacco and Other Smoking Products Act 1998, smoking is only permitted in designated areas. Designated areas are well signed. Smoking outside these areas is prohibited. Cigarette butts must be disposed of in the dedicated butt bins.

In addition, Civil Aviation Order 20.9 – Air Services Operations, details specific precautions related to aircraft refuelling. Smoking airside is not permitted in any airside area designated as non-smoking at Cairns Airport.

The policy applies to all personnel operating or transiting airside on Cairns Airport.

#### ***Procedures/Guidelines:***

Anyone found smoking (including e-cigarettes and vape) while in a designated non-smoking area, will be subject to disciplinary action including accrual of penalty points.

Airport Safety Officers and CA Authorised Officers have the authority to obtain name and company details from any person in breach of this policy.

### **18.10 Fault Reporting**

All faults regarding CA equipment & fixtures are to be reported immediately to Airport Coordinators on Steno 400, or telephone 4080 6744. Faults can also be logged via any CUTE terminal on the TIC site.

### **18.11 First Aid**

Cairns Airport has several First Aid Rooms positioned throughout the terminals. If you encounter a person who appears to be suffering from a medical condition that does not require an ambulance, please contact the Airport Coordination Centre on steno 400 or telephone 4080 6744 to arrange a staff member to administer basic first aid.

Automated external defibrillator (AED) locations:

- T1 Security screening staff entry walkway, adjacent to entry of Duty Free Store;  
Ground floor beside the First Aid Room
- T2 Beside First Aid Room Arrivals;  
Sterile area at Security screening, beside emergency exit doors

### **Ambulance**

If you encounter a person suffering a medical condition and believe an Ambulance is required, please call 000 immediately. Please also call the Airport Coordination Centre (steno 400 or telephone 4080 6744). The Airport Coordination Centre will contact Aviation Rescue Fire Fighting Service (ARFF) for immediate assistance, as well as arrange vehicle and personnel access to the relevant area.

The Airport Coordination Centre must always be contacted in an emergency to ensure that appropriate vehicle/staff escort is supplied and interim care is provided.

### **18.12 Hours of Operation**

T1 (International Terminal)

- Opens 03:00 DAILY
- Closes 90 Mins after the Last Arrival or
- 30 Mins after the Last Departure.

T2 (Domestic Terminal)

- Opens 03:00 DAILY – checkin area only . Arrivals Opens at 0330 DAILY
- Check-in Area closes 30 mins after Last Departure
- Arrivals Area closes 45 mins after Last Arrival

Outside of these times, both terminals are closed for cleaning and maintenance requirements.

### **18.13 ID & Access Office**

The ID & Access Office is responsible for the issue of Aviation Security Identification Cards (ASICs), granting of access privileges, Authority to Drive Airside (ADA) applications and Visitor Identification Cards (VICs). All identification cards and access control permissions are subject to the terms and conditions of issue by Aviation Transport Security Regulations 2005 and the issuing body. Persons requiring an ASIC and lawful access should complete appropriate application forms and submit the forms to Cairns Airport ID & Access Office. Applicants must undertake and pass the Security Awareness & ACE Training prior to issuing the ASIC.

Any person that has an operational need to access Security Controlled Areas or Airside Areas and does not have a valid ASIC, must obtain a Visitor Identification Card (VIC) and be escorted by the holders of a valid ASIC at ALL times.

VIC's are available from:

- Gate V23 Access point – 24/7

For further information about the ID and Access Office and to download application, please visit Cairns Airport Website: [www.cairnsairport.com.au](http://www.cairnsairport.com.au)

### **18.14 Lost Property**

Please refer any lost property enquires for items left in the terminal or car parking areas to the Cairns Airport Website link. To make an online lost property enquiry, please access our website, [www.cairnsairport.com.au/lost-property/](http://www.cairnsairport.com.au/lost-property/) or call (07) 4080 6703.

### **18.15 Mail Collection**

Post Office Boxes are located at the AAC Building. Arrangements can be made to collect oversize mail items, by contacting Reception on (07) 4080 6703. Notification of such an item is left in the relevant post box.

### **18.16 Maintenance and Alterations**

Stakeholders/Tenants are responsible for the maintenance of their tenancies and leased areas. Maintenance of all Common Use Terminal Equipment and Public Areas is CA's responsibility. All faults are to be reported immediately to Airport Coordinator on Steno 400 or 4080 6744.

All CA contractors including contractors used by stakeholders must undergo 'Contractor Induction' before commencing work. This includes:

- Registration with Who's on Location
- Complete the Cairns Airport Contractor Induction
- Comply with the guidelines in NQA Site Rules for Working on Airport
- PERCOW – Permit to Commence Work is permission to carry out works on Airport. The Permit is a written document which authorises certain people to carry out specific tasks at certain times and places.

Further information is available on our website:

<http://www.cairnsairport.com.au/business/operations/working-on-airport/>

### **18.17 Common User Edit Rooms.**

Common User Edit Rooms are available in both the T1 International and T2 Domestic terminals. They are available to all airline/ground handling agents to use. The purpose of these rooms is to support pre and post flight activities. These facilities are not for personal storage and use.

#### **18.17.1 T1 Common User Edit Room**

The T1 Common User Edit Room is located behind the check-in counters. Access is provided via a controlled-access door between Service Desk 11 and 12. There are 4 common user stations and shared printers available.

#### **18.17.2 T2 Common User Edit Room**

The T2 Common User Edit Room is located at the northern end of the check-in hall, adjacent to counter 36. Access is provided via a controlled-access door. There are 4 common user stations and a shared printer available.

### **18.18 Postal Service**

T2 (Domestic Terminal) - Post Box is located external to the Domestic Terminal, near the car park kiosk.

### **18.19 Public Address System**

Public Address Systems in T1 and T2 are utilised by Airline / Ground Handling / Terminal Staff to communicate operational, security and emergency information. CA is responsible for any Emergency / Evacuation announcements.

Airlines will control their own operational announcements.

The Terminal Emergency Warning and Intercommunication System (EWIS) located in the Main Fire Control Room at both Terminals, provide emergency communication and overrides all internal audio communications.

***Refer to Appendix 2 to view Public Address System Protocols***

### **18.20 Public Car Park**

Facilities available:

- T2 Covered Car Park
- T2 Car Park
- T1 Budget Car Park

There is a wide range of booking options from budget to premium. To view car park rates and booking information click please refer to the Cairns Airport Website: [www.cairnsairport.com.au/parking-information/](http://www.cairnsairport.com.au/parking-information/)

## **18.21 Public Transport**

### **18.21.1 Taxis**

A Taxi Rank is located at the Northern end of T2 – Domestic Terminal and at the Eastern End of T1 – International Terminal.

### **18.21.2 Limousines**

A dedicated Pick-Up area is located at the Northern end of T2 – Domestic Terminal. Area is located opposite Taxi Rank.

### **18.21.3 Ride Share**

There are dedicated pick up locations at both T1 and T2.

The T2 pick up area is located at T2 Arrivals East, which is located between T1 & T2. The T1 pick up is located adjacent to the Western bus bays alongside the roadway.

## **18.22 Retail Hours of Operation**

### **18.22.1 T1 (International Terminal)**

90 Mins prior to First Departure.

Late Evening Flights – 2.5 Hours prior to Departure.

### **18.22.2 T2 (Domestic Terminal)**

Select stores open 60 mins prior to STD of first flight.

Stores close at time of pushback of last departing flight.

Exception: Late night flight departures – Limited Retail.

## **18.23 Special Assistance**

Further information on Access to All and to view the Cairns Airport Disability Facilitation Access Plan, please access the Cairns Airport Website, [www.cairnsairport.com.au](http://www.cairnsairport.com.au)

Assistance Animals aiding a person with a disability are permitted into the terminal.

### **18.23.1 Car Parking**

Terminal Car Parks provide allocated bays for use by people with a disability. Vehicles must display a registered disabled parking sticker to use these bays.

### **18.23.2 Flight Information Display System (FIDS)**

The FID's have the capacity to display emergency warning information in the event of an incident in the terminal or thunderstorm affecting operations.

This ensures that passengers and visitors with hearing requirements will receive visual messaging.

#### **18.23.3 Audio Induction Loop (AFIL)**

AFIL is in place across both T1 International Terminal and T2 Domestic Terminal. This allows the hearing impaired to turn their hearing aid to the T position and enjoy instant connection to the Audio Signal that is being transmitted.

#### **18.23.4 Wheelchairs and People Movers**

Wheelchairs and People movers are provided by the Airline.

#### **18.23.5 Tactile Ground Surface Indicators (TGSI)**

Tactile Ground Surface Indicators are used both within the Terminal and outside to indicate change of conditions for people who are visually impaired.

#### **18.23.6 Check-In Counters**

A number of Check-In Counters have been modified and lowered to accommodate people using a wheelchair.

#### **18.23.7 Toilet Facilities**

Public toilets are located throughout each terminal. Each toilet facility includes an accessible toilet. Braille is included on toilet doors/signs to assist a person with vision impairment locate the correct facility.

#### **18.23.8 Lifts**

T1 - Located at Check-In, Mezzanine Arrivals, Transit level, & Aerobridge 4.

***Refer Appendix 7 to view Cairns Airport VIMEC E10 Disability Lift (Aerobridge 4) operation guidelines***

T2 – Located in Departure Lounge & All Aerobridges.

#### **18.24 Stormwater drains**

All our stormwater drainage leads to the reef. As such, under no circumstances are cigarette butts, milk, detergent or any other contaminants to be put into them.

#### **18.25 TRS Booth**

The Tourist Refund Scheme (TRS) is a Government initiative which enables travelers departing Australia to claim a refund of the Goods and Services Tax (GST) on goods bought in Australia. In order to obtain the refund the goods must be taken out of the country by passengers on their departure from Australia.

The TRS Booth is located in the Departure Lounge Level 2 T1 (International Terminal). If unmanned, a drop-box facility is available.

For further information regarding the TRS Scheme is available on [www.border.gov.au/trav/ente/tour/are-you-a-traveller](http://www.border.gov.au/trav/ente/tour/are-you-a-traveller)

#### **18.26 VIP Lounges**

CA maintains and operates a VIP Room at T1.

### **18.27 Waste Disposal**

It is the responsibility of all stakeholders to maintain a high level of cleanliness within their areas.

CA is committed to recycling and all stakeholders are required to separate cardboard (which must be flattened), bottles / cans, general waste into bins / cages provided. There is also a food waste macerator located within the cool room at T2 – only authorised and trained staff are permitted to use this machine. Operators must separate food waste and place in allocated area for processing.

*T1 & T2 Compactor Operating instructions are available on the Terminal Information Centre*

## **19.0 STAFF SERVICES**

### **19.1 Car Parking**

Staff holding Staff Car Park passes are to park in the designated staff parking area at T1. The staff entry is located on Caudron Avenue. The Staff car park is to be accessed only for purposes directly relating to staff employment.

Assigned AAC staff car park is located on Caudron Avenue.

### **19.2 Common User Staff Facilities**

CA provides common use staff facilities and provides cleaning services to these areas, however CA expects that the facilities will be kept in an orderly state and will not be damaged. CA reserves the right to close any common use facility staff facility that is subject to damage or abuse or to prohibit an offending user from future use.

### **19.3 Smoking**

In accordance with the Tobacco and Other Smoking Products Act 1998, smoking is only permitted in designated areas. Designated areas are well signed.

In addition, Civil Aviation Order 20.9 – Air Services Operations, details specific precautions related to aircraft refuelling. Smoking airside is not permitted in any airside area designated as non-smoking at Cairns Airport.

The policy applies to all personnel operating or transiting airside on Cairns Airport.

#### ***Procedures/Guidelines:***

Anyone found smoking (including e-cigarettes and vapes) while in a designated non-smoking area, will be subject to disciplinary action including accrual of penalty points.

Airport Safety Officers and CA Authorised Officers have the authority to obtain name and company details from any person in breach of this policy.

***Refer Appendix 3 to view Cairns Airport No Smoking Airside Policy***

### **19.4 Staff Access**

All Staff requiring unescorted access to secure areas are required to have a valid ASIC as well as an operational need. Forms are available through the CA ID and Access Office. The staff member will have the ASIC encoded for access at the same time.

ASIC Applications attract a lodgement fee, as well as a refundable security deposit.

During entry to Secure Areas, you must not:

- Leave a door to any secure area ajar or propped open.
- Force any door or other secure area entry point, which your access card does not allow you through. The improper opening of doors or other access points will activate an alarm and record the incorrect attempt to access through this door.
- Allow people to tailgate you (unless you are the designated person supervising a VIC holder).
- Ignore suspicious items and persons. You are obliged to REPORT any suspicious item or person to CA.
- Use your access card on card readers you are not authorised to use. The card reader system detects attempts to open doors with unauthorised cards.

#### **19.4.1 Using Doors and Gates**

Cairns Airport Operates an electronic access control system using encoded ASICs or Access Cards on a Proximity Reader System.

##### **19.4.1(a) Gates 14, 19 and 22**

Gates 14, 19 and 22 are connected to the Fire Protection System and have actuators installed which will control the opening and closing of the gate. There are two modes that these doors operate in.

- Single Use
  - A single swipe will automatically open the door and then it will close after approximately 10 seconds
- Boarding Mode
  - Double-swiping the proximity reader will automatically open the door and the door will remain open until the proximity reader is double swiped again. The door is in boarding mode if the light on the proximity reader remains green.

Staff should refrain from pushing or pulling on these doors as this can damage the actuators.

You should wait to ensure the door is closed and secured before leaving the gate.

##### **19.4.1(b) All other doors and gates**

To open an access controlled door other than those mentioned in 19.4.1(a) you should place your card in the proximity of the card reader, ensure the reader displays a green colour and then push on the door handle. If the door does not open, the reader has not recognised your access card and the reader display will remain red.

You must physically close these doors and gates behind you and ensure that they are locked, this is your responsibility. If you see a door or gate to a secure area wedged open unattended, close it, and report it to CA immediately, quoting the door and location.

When entering airside through a vehicle gate, all persons in the vehicle must display a valid ASIC or VIC.

At automatic vehicle gates, the driver must stop and wait to ensure the gate is fully closed before moving away.

#### **19.4.2 Emergency Exit Doors**

Some doors at Cairns Airport are equipped with a break glass facility. When the glass is broken, access can be gained. These break glass facilities are installed on doors for use only in the case of emergencies. Break glass facilities are not to be used as a method of opening doors in any non-emergency situations.

#### **19.4.3 Access Control Points**

Security regulations require CA to maintain an Airside Inspection Regime. These regulations require the screening of all staff who enter access control points between the landside and airside boundary to the security restricted area. For pedestrian access, there is an entrance at V23 and one entrance at T2 OOG. The screening required at these points will include checking and recording the staff member's ASIC, checking and recording VICs and identification documents used to obtain the VIC.

Staff are subject to screening and must present all bags and personal belongings for inspection.

Airside vehicle access is via vehicle gate V23. The vehicle will be inspected and individuals will undergo the same checks as a pedestrian access.

## **20.0 SAFETY**

### **20.1 Work Health & Safety Policy**

CA is committed to providing a safe working environment. All tenants and users must comply with all Work Health and Safety Laws in relation to the activities they conduct in and around the terminals owned and operated by CA.

***Refer Appendix 4 to view our Safety Policy***

### **20.2 Building Emergency**

Fire and Terminal Evacuation Plans are available for all stakeholders to download from the Cairns Airport Website.

<https://www.cairnsairport.com.au/business/operations/terminal/>

The aim of the Cairns Airport T1 Fire and Terminal Evacuation Plan is to provide a standard designed to safeguard lives and property in the event of a building emergency at the Cairns Airport and to assist in restoring operations at Cairns Airport in an orderly manner.

The standard aims to provide a safe and secure environment for all businesses, staff, visitors, passengers, and aircraft; and to ensure that all personnel working in the terminal have the skills required to effectively respond to a building emergency.



This plan is designed to provide a basis for managing various types of emergencies, that require evacuation of the building / terminal.

## **THE POSSIBILITY OF AN EMERGENCY OCCURRING IN THE WORKPLACE SHOULD NOT BE UNDERESTIMATED**

The procedures have been developed to meet the requirements of:

- AS 3745-2010 Planning for emergencies in facilities;
- *Fire and Rescue Service Act 1990*;
- *Building Fire Safety Regulation 2008*;
- *Work Health and Safety Regulation 2011*.

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### **PRESERVATION OF LIFE MUST BE THE ULTIMATE PRIORITY AT ALL TIMES**

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#### **20.3 Fire Safety**

Cairns Airport is equipped with detection devices to raise the alert in the event of a fire. All staff must be inducted on correct responses to the alert, “beep, beep” tone and the evacuation “whoop, whoop” tone.

It is important that all staff within the terminal remain calm in the event of an emergency response; general public will be looking to people in uniform for guidance. All staff must be familiar with the Terminal emergency evacuation procedures, particularly the nearest emergency exit and location of firefighting equipment.

Specific procedures for Terminal Evacuation are outlined in the Fire & Terminal Evacuation Plan. All tenants and staff are required to be familiar with these procedures in case of an emergency. The main Fire Control Room at T2 is located across from check-in counter 36 and at T1 the arrivals end of the terminal beside the International Currency Exchange.

To ensure there are sufficient Wardens during a terminal / building emergency, all Airport Stakeholders should have at least one trained Warden on site during operational periods.

#### **20.4 Fire Safety Training & Evacuation**

An online course containing First Response & Evacuation Instructions is available and all staff working on airport should complete annually. Points covered include:

- General operation of portable fire extinguishers
- Emergency Response Procedures for Cairns Airport
- Awareness of alert tone - What to do
- Awareness of evacuation tone
- Following Warden instructions
- Location of assembly areas - landside & airside

Face to Face Warden Training is conducted annually and an online Warden course is also available. Points covered include:

- Emergency Response Procedures for Cairns Airport
- What constitutes an emergency
- Appropriate number of ECO Members
- Roles and responsibilities for ECO
- General operation of portable fire extinguishers
- Awareness of alert tone - What to do
- Nearest WIP Location
- Awareness of evacuation tone
- General update on Fire Safety Regulations
- Location the assembly areas - landside & airside

Fire evacuation exercises and alarm testings are carried out as per regulations as well as fire equipment checks.

#### **20.5 Workcover**

Tenants must notify CA of any incident/accident within their workplace. Where required by law, WorkCover must be also notified.

#### **20.6 Reporting of Incident / Accident**

All incidents and accidents must be reported to CA immediately, by contacting our Airport Coordination Centre on steno 400 or telephone 40 806744.

#### **20.7 Drug and Alcohol Management**

In 2008, the Civil Aviation Safety Authority (CASA) released Civil Aviation Safety Regulation (CASR) Part 99 under which it became mandatory for aviation related organisations to develop and implement a Drug and Alcohol Management Plan (DAMP).

As per the regulations, certain provisions apply to persons taking part in Security Sensitive Aviation Activities (SSAA).

As an Aviation Industry Participant, CA has produced a DAMP. As an individual you may be subject to testing under this plan or by CASA who conduct random alcohol and other drug testing on persons performing SSAA at all airports across Australia.

For more information, please contact CA or visit the CASA website.

A copy of the Cairns Airport Drug and Alcohol Management Plan is available on website: <http://www.cairnsairport.com.au/business/operations/working-on-airport/safety-centre/>

#### **20.8 Seatbelt Policy**

The Wearing of Seat Belts Airside Policy applies to all personnel who work on the airside of Cairns Airport who drive or are a passenger in a vehicle fitted with seat belts, and who are not covered by the exemptions provided within the guidelines

A copy of the Cairns Airport Seatbelt Policy is available on our website: <http://www.cairnsairport.com.au/business/operations/working-on-airport/safety-centre/>

#### **20.9 High Visibility Clothing Policy**

Cairns Airport has a mandatory requirement for the wearing of High Visibility Clothing/Vests on the airside of the airport and in hazardous working situations in public areas.

A copy of the Cairns Airport Hi-Viz Clothing Policy is available on our website:  
<http://www.cairnsairport.com.au/business/operations/working-on-airport/safety-centre/>

#### **20.10 Vehicles Operating Airside**

All vehicles operating airside must hold and display a current Authority to Use Airside (AUA) sticker unless the vehicle is under the supervision and escort of another Authorised vehicle.

All vehicles Operating airside shall have a clearly distinguishable company logo on both sides of the vehicle.

All vehicles operating airside must be fitted with and operate, an amber-coloured flashing rotating beacon fixed to the highest point of the vehicle and visible from 360 degrees (hazard lights are not an acceptable alternative).

### **21.0 SECURITY**

The Australian public expects a high level of security from its aviation sector. The aviation sector forms an integral part of Australia's infrastructure and economy in general.

Following the events of 11<sup>th</sup> September 2001 (9/11), the Australian Government introduced the Aviation Transport Security Act 2004 (ATSA) and Aviation Transport Security Regulations 2005 (ATSR). This legislation provides a framework that the aviation industry uses to strengthen Australian aviation transport security systems. This continues to be reviewed due to the change in the environment in which the aviation industry now operates, with the increased threat of terrorism.

A positive security culture is one of the more important aspects of effective security. It is very important that all airport employees undertake security awareness training to understand basic airport security measures, their obligations and what they are expected to do and how to report suspicious activity, crime or security breaches.

Under the Regulation Airport Operators and other AIP (Airlines) are required to maintain a Transport Security Program (TSP). Our TSP outlines how the airport meets and manages the security requirements outlined within the Act and Regulations.

#### **21.1 SECURITY MANAGEMENT SYSTEM (SeMS)**

CA has a regulatory requirement as an Airport Operator to provide an extensive security system. This system includes Passenger Screening Equipment, Checked Baggage and Out of Gauge Screening Equipment, Access Control, CCTV and Duress Alarm Systems.

The Access Control System on all door entrances and gates provide security to the sterile area or the security restricted area. This is activated by placing a valid ASIC in proximity to the access control reader.

All Airline staff requiring access to the security restricted area must hold a Red ASIC. Forms are available through the CA ID and Access Office. On obtaining an ASIC, the staff member will have the ASIC encoded for access at the same office.

Vehicle access to the Security Restricted Area will only be through vehicle Gate V23, the vehicle will be required to be inspected and individuals will undergo the same check as pedestrian access. Full screening is required for all occupants of the vehicle. Vehicles travelling from General Aviation on the Northern Perimeter Road and from Engineering Facilities east of T1 will be required to undergo inspection at V23.

CA utilises an extensive CCTV network to enhance security and operational control of the airport. The control of this system resides exclusively with CA. Airlines are not permitted to install their own CCTV systems except in those areas leased to the Airline. If Airlines want to view an image of their operation they can do so by executing an agreement with CA regarding the access and use of that image which may include a fee for use.

## **21.2 SECURE AREAS AT CAIRNS AIRPORT**

Under the Aviation Transport Security Regulations 2005, Cairns Airport is classified as a security controlled airport. As a security controlled airport, Cairns Airport is required to have specific security areas and zones, each created in order to protect the critical sections of the airport from unlawful interference.

CA's appointed security contractor maintains a continuous presence at Gate V23, T1 and T2 Terminals, and in the vicinity of JUHI facility, to ensure the airside inspection requirements as detailed in the Cairns Airport TSP are maintained.

In addition, other organisations may arrange to establish airside inspection points under the terms of their own TSP to manage airside access, on approval by CA.

Exemptions to ASIC display and use are contained within the regulations, for example passengers under escort by Airline Staff and foreign airline crews making their way via the most direct route from aircraft to terminal need not display an ASIC.

In accordance with the requirements of the Aviation Transport Security Act 2004, AFP provides a 24-hour presence at Cairns Airport. The AFP conduct regular patrols of the aprons and the perimeter fence.

### **21.2.1 Airside Area**

#### **Signage**

Replicas of signs placed along the airside/landside boundary are shown below. These signs warn people not to enter airside without authorisation and to not carry weapons airside without authorisation. The penalties that apply to persons who fail to comply with these requirements are also described.

All of the airside areas at Cairns Airport are a secure area and subject to signs 1 & 2.

Sign 3 refers to the SRA, located in the airside and access is subject to the airside inspection process (see 22.2.2).

You can only enter an airside area if you have an operational and lawful reason to do so. Everyone must visibly display a valid Aviation Security Identification Card (ASIC), or visibly display a valid Visitor Identification Card (VIC) and be supervised by the holder of a valid ASIC.

To enter and remain in an airside area you must:

- Be on duty or have a lawful requirement to enter airside
- Have authorisation to enter airside
- Have duties or other lawful functions to perform airside
- Not tailgate to enter airside
- No allow anyone to tailgate you when entering airside
- Display your ASIC or VIC appropriately; and
- Not meet, greet or farewell, friends, relatives or colleagues.

*You must challenge any person not displaying a valid grey or red ASIC or other approved identification.*

### **21.2.2 Security Restricted Area (SRA)**

#### **Signage**

Replicas of signs placed along the airside/landside SRA boundary are shown below. These signs warn people not to enter the SRA without authorisation and warn people not to carry weapons airside without authorisation. The penalties that apply to persons who fail to comply with these requirements are also described.



#### **Location**

The SRA covers those parts of the airside area that is used by Regular Public Transport (RPT) aircraft for embarking and disembarking passengers. The SRA includes aircraft parking, baggage make-up and maintenance areas, as well as adjacent areas extending from fence lines, building extending to the north (T1) and west (T2) Apron areas.

#### **Description**

As scheduled passenger aircraft operate from the SRA, it is subject to more stringent security controls than those that apply to airside generally. These controls include inspection of persons entering the SRA. Inspections are conducted by contracted Security Guards or Australian Federal Police (AFP) Officers. Australian Border Force also have powers to conduct inspections under their respective legislation

You can only enter the SRA if you are specifically authorised to do so.

Everyone entering airside must display a valid red ASIC or a valid VIC and be supervised by a person authorised to enter the SRA who properly display a valid red ASIC.

You must challenge anyone on the spot who isn't:

- Wearing a valid red ASIC; or
- Wearing a valid grey ASIC or VIC and being escorted by someone with a valid red ASIC; or
- A bon fide passenger moving directly to or from their aircraft; or

- A uniformed Military personnel on duty and displaying their military identification; or
- A uniformed foreign aircrew displaying their company identification card.

To enter and remain in the SRA you must:

- Be on duty or have a lawful requirement to enter the SRA;
- Have authorisation to enter the SRA;
- Have duties or other lawful functions to perform in the SRA;
- Not tailgate to enter the SRA;
- Not allow anyone to tailgate you when entering the SRA;
- Display your valid ASIC or VIC appropriately; and
- Not meet, greet or farewell, friends, relatives or colleagues at T1.

*You must challenge any person not displaying a valid red ASIC or other approved identification and report them to your supervisor or CA. Unauthorised vehicles are also prohibited from access. Breaches will incur penalties.*

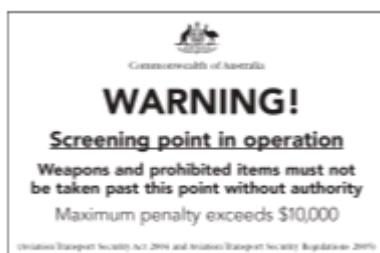
### **21.2.3 Sterile Area**

#### **Signage**

A replica of the signs placed at Sterile Area entry points is shown below. The sign warns people not to enter the Sterile Area without authorisation and warn people not to carry weapons or prohibited items into Sterile Areas without authorisation. The penalties that apply to persons who fail to comply with these requirements are also described.



A replica of the sign placed at the entrance to the Screening Point, is shown below. The sign warns people not to carry weapons or prohibited items past this point without authority. The penalties that apply to persons who fail to comply with these requirements are also described.



#### **Location**

The Sterile Area is the Departures Lounge located within the terminal buildings.

### **Description**

Under the Regulations, the Sterile Area at Cairns Airport is a Landside Security Zone. Security screening occurs at the entry point to the Sterile Area. Screening points may also be located in other areas as deemed necessary.

The Sterile Area screening process is designed to prevent passengers from taking weapons, or prohibited items, onboard an aircraft. Therefore, all persons and goods entering the Sterile Area (not just passengers) and their carry-on items are required to be screened and kept segregated from non-screened persons and items.

CA is the Screening Authority and is responsible for screening at Cairns Airport.

#### **21.2.4 Screening Point**

Persons and goods entering a Sterile Area through a Screening point must undergo screening and be cleared before entering the area. This process includes X-Ray of goods/items, walking through a metal detector and may include explosive trace detection process on persons and goods. Persons who refuse to be screened, and any unscreened goods, will not be permitted into the Sterile Area.

Items not permitted in the Sterile Area include dangerous goods, prohibited goods, weapons, sharp or stabbing implements. Some examples of these items include:

- Sporting goods, kitchen utensils, tools and other items with sharp edges or points capable of injuring a person;
- Sharp objects that are not weapons, but are capable (with or without modification) of causing harm by penetration;
- Blunt items able to be used to bludgeon or threaten to bludgeon a person;
- Dangerous goods as indicated in the IATA Regulations; or
- Items capable of being used to restrain a person and not otherwise permitted under the Act or these Regulations.

To enter and remain in the Sterile Area you must;

- Be screened and cleared (unless exempted);
- Have authorisation to enter the Sterile Area;
- Have duties to perform in the Sterile Area; and
- Not carry any item that might be used as a weapon into a Sterile Area unless exempted to do so under the legislation

You can only enter the Sterile Area unscreened if you have been specifically exempted to do so under legislation.

Any person breaching the security measures and procedures established for the Sterile Area will incur penalties and/or have access removed.

### **21.3 Tools of Trade in Secure Areas**

A tool of trade is an item that a person requires for the purpose for which he or she is in a Secure Area for, and that purpose is lawful. For example, a person may require tools to repair an aircraft, or a lighting contractor may require tools to repair lighting.

Strict procedures are in place for tools of trade in the SRA and in Sterile Areas.

### **21.3.1 Airside Area**

A person may carry a tool of trade in a secure area provided that the person is authorised to do so and takes reasonable precautions to ensure the item remains under his/her control at all times.

### **21.3.2 Security Restricted Area**

Additional requirements apply to tools of trade to be used in the SRA. Please contact CA Security Operations for further details.

### **21.3.3 Sterile area**

Tools of trade are permitted in the Sterile Area when required by a person to carry out specific operations. This person must be an ASIC holder or a VIC holder accompanied by an ASIC holder.

Tools of trade must not be accessible to the public and must be under physical control at all times by the authorised person carry and using the item. Tools of trade will need to be registered in and out of the Sterile Area. Screening point employees are responsible for the registering of tools of trade in and out of the Sterile Area.

In the event of a tool(s) going missing, the loss is to be reported to Screening Point immediately and a search carried out.

Stakeholders must have written authorisation from CA for tools of trade to remain in the sterile area. These tools and the controls around them are subject to regular audit.

## **21.4 Damaged Fences, Doors and Gates**

Damaged fences, door and other access points make it easy for people to gain unauthorised access to secure areas.

Report any damaged fences, door or gates to CA immediately.

## **21.5 Vehicle Parking Near Fences and Gates**

There are prescribed perimeter fence clearance zones at Cairns Airport. These clearance areas are two metres airside and three metres landside of the perimeter fence.

Please report occurrences of vehicle or objects that infringe security fence clearance areas to CA.

## **21.6 Kerbside Management**

CA Appointed Contracted Security Guards provide a continuous roving patrol and presence kerbside. In addition to supervising kerbside areas and enforcing regulations, they are on hand to assist airport guests with enquiries relating to parking, flights arrivals and departures. They manage incidents and identify and report matters of potential security concern.

## **21.7 Aviation Security Identification Cards (ASICs)**

ASICs are used at all security-controlled airports in Australia. The form of ASICs is nationally consistent. An ASIC is issued to a person who needs frequent access to enter



Secure Areas at security-controlled airports when this can demonstrate an operational and lawful need.

The purpose of an ASIC is to identify you while you are in a Secure Area. Each ASIC has its own conditions of use and confirms the owner has been sponsored by their employer, has undergone background checks and has an operational need to hold one.

An ASIC is not an access card and does not automatically entitle the holder to be in a secure area. The holder must have a lawful reason and authorisation to be in a secure area. At Cairns, like most major airports, the ASIC contains an electronic chip to operate the Electronic Access Control System in order to reduce the number of cards provided to Staff.

### **21.7.1 Types of ASICs**

To obtain an ASIC you must have:

- A requirement to enter a Secure Area of the airport for their purpose of your employment or another lawful reason; and
- Have undergone background assessment checks by the following agencies;
  - AFP;
  - Australian Security Intelligence Organisation (ASIO); and
  - Department of Immigration and Citizenship.
- Successfully completed Security Awareness & ACE Training

#### **ASIC (Red)**

Red ASICs are valid for airside security zones, landside security and secure areas. at Cairns Airport. These are the airside area, the SRA and the Sterile Area.

These ASICs may have either a Cairns (CNS) or Australia wide (AUS) identifier.

#### **ASIC (Grey)**

Grey ASIC holders have access landside security zones and secure areas.,

### **21.7.2 ASIC Conditions of Issue and Use**

You can only enter and remain in a secure area for the purpose of your employment or for another lawful reason.

It is an offence under the ATSR if you contravene this requirement.

An ASIC is issued for the use of the individual only whilst on duty. It **MUST NOT** be given to anyone else to use.

It is also an offence under the ATSRs if you are in a secure area using an ASIC that was not issued to you. You must keep your ASIC secure at all times (even when you are not using it).

### **21.7.3 Display of your ASIC**

You must properly display your ASIC at all times in a secure area. This means;

- Above waist height;
- On the front of your outer clothing; and

- With the front of the card clearly visible.

Failure to comply with the display requirements is an offence under the ATSR and may result in the suspension or cancellation of your ASIC.

#### **21.7.4 Return of your ASIC**

You must immediately return your ASIC to CA if it was issued by CA; and,

- Your ASIC has expired; or
- CA notifies you that your ASIC has been cancelled; or
- Your ASIC has been altered or defaced; or
- You no longer need to enter a secure area for the purposes which your ASIC was issued to you.

It is an offence under the ATSR if you fail to return your ASIC within 30 days after expiry or no longer having an operational need to hold it

#### **21.7.5 Lost/Stolen ASIC**

You must immediately notify CA ID and Access Office during business hours or CA Airport Co-ordination Centre after hours, if your ASIC has been lost, stolen or destroyed.

It is an offence under the ATSR if you fail to notify CA that your ASIC has been lost, stolen or destroyed.

Additionally, you must disclose a conviction of an aviation security related offence within seven (7) days of the conviction. Failure to do so amounts to an offence with significant penalties. Contact the Cairns Airport ID & Access Office for further information.

#### **21.8 Temporary ASICs (Red or Grey)**

A Red or Grey Temporary ASIC can be requested in certain circumstances. Please contact our ID and Access Office for more information.

#### **21.9 Visitor Identification Cards (VICs)**

Where a person has an operational need to enter a Secure Area at Cairns Airport and they don't hold a valid ASIC, they must be issued with, and appropriately display a valid CA VIC. VICs are issued by CA.

An ASIC holder must continuously supervise a VIC holder while they are in a Secure Area. Further details on supervision requirements are contained on the VIC Application Form on CA Website or at the CA ID and Access Office.

VICs can only be issued to persons for a limited time = to a maximum of 28 days in a 365 day period. Once a person has reached the maximum period of issue for a VIC, they must apply for an ASIC to gain further airside access.

Generally VICs will only be issued for 24 hours, however those new staff applying for ASICs will be provided a multiday VIC, valid until such time as their ASIC clearance is received.

To obtain a VIC you must:

- Have read and understood the VIC Application Form;

- Have an operational need to enter a Secure Area;
- Complete the VIC Applicant declaration on the VIC Application Form;
- Have a sponsor complete the Sponsoring ASIC Holder declaration on the VIC Application Form; and
- Provide appropriate documents of identification to support the application.

#### **21.9.1 VIC conditions of Issue and Use**

The VIC must be kept secure at all times. It MUST NOT be given to anyone else to use.

#### **21.9.2 Display of your VIC**

You must properly display your VIC at all times in Secure Areas. This means:

- Above waist height
- On the front side of outer clothing
- With the front of the card clearly visible

Failure to comply with display requirements is an offence under the ATSR and may result in the cancellation of your VIC.

#### **21.9.3 Return of your VIC**

You must return your VIC to the issuing agent that issued the VIC.

#### **21.9.4 Lost/Stolen VIC**

You must immediately notify CA ID & Access Office (business hours) or CA Airport Coordinators (after hours) if your VIC has been lost, stolen or destroyed. You will then be required to complete a Statutory Declaration detailing the circumstances of the loss/theft.

It is an offence under the ATSR if you fail to notify CA if your VIC has been lost, stolen or destroyed.

#### **21.10 Who does not need an ASIC or VIC to be airside**

Certain persons are exempt under the regulations from the ASIC/VIC requirements. These persons include:

- Bona fide passengers moving directly to or from their aircraft;
- Uniformed Military personnel on duty who are displaying their military identification and are conducting training operations or responding to an emergency;
- Uniformed Foreign aircrew who are displaying their company identification card; and
- Certain other persons as defined in the ATSR.

#### **21.11 Airside Inspections**

When either in or about to enter airside areas, you must allow inspections, upon request, of your vehicle, ASIC, or items that you carry on your person or in your vehicle, by persons authorised to carry out inspections. Such persons authorised to carry out airside inspections at Cairns Airport are Contract Security Guards & AFP Officers, Australian Border Force Officers and CA Safety Officers.

#### **21.12 Security Awareness Training**

An ASIC applicant must successfully complete a Security Awareness test prior to being issued with an ASIC by CA.

This is one requirement of the conditions of issue of an ASIC. This testing is used as an induction mechanism as well as confirming your understanding of the security requirements implemented at Cairns Airport.

## **22.0 AIRPORT EMERGENCY PLAN & EXERCISES**

### **22.1 Airport Emergency Plan**

The aim of the Cairns Airport Emergency Plan (AEP) is to provide a timely and coordinated response to any given emergency at Cairns Airport; and restore operations at Cairns Airport to normal in an orderly manner.

The Airport Emergency Plan has been prepared by the Airport Emergency Committee in compliance with Civil Aviation Safety Regulations, 1998, Regulation 139.210 and is issued under the authority of the Airport Assets (Disposal and Restructuring) Act 2008.

This plan forms part of the Cairns Airport Operations Manual and details the arrangements for control and coordination of the response to and recovery from an emergency at Cairns Airport involving aircraft or airport facilities.

The arrangements in this Plan are designed for an airport emergency which is beyond the capacity of the airport agencies to manage, and which require a significant and coordinated response from numerous external agencies.

The Plan assumes that each agency with a role or responsibility has in place appropriate operational procedures (or Standard Operating Procedures) which detail that agency's response in accordance with the AEP.

All tenants are supplied with a controlled copy of the Airport Emergency Plan.

### **22.2 Emergency Exercises**

Exercises will be conducted in such a manner so as to ensure that the coordination of the emergency services and the adequacy of the procedures and facilities are provided for in the plan.

- a) The AEP will be exercised as follows:
  - A field exercise held every two (2) years to test the response to an aircraft accident and/or related scenarios.
  - A table top exercise held each intervening year to test the response to an aircraft accident. (This may include an off-airport scenario)
- b) Exercises will be notified to participants by CA through the publication of a detailed exercise brief.
- c) If an actual emergency occurs that requires activation past the level of local standby then Cairns Airport may request for a scheduled exercise to be deferred. Any other divergence for whatever reason will require prior approval from CASA.

### **22.3 Malicious Calls & Bomb Threats**

An accurate analysis of the telephone threat can provide valuable information on which to base recommendations, action and subsequent investigation.

- If the threat is made via telephone DO NOT HANG UP
- Strictly follow your company's procedures
- Notify the Airport Co-ordination Centre on 4080 6744 or steno 400
- Write down every detail of the threat and the person making the threat (following a bomb threat check list is recommended). This will assist significantly in the handling of the threat

#### **22.4 Unattended Items**

Items that are left unattended are a security issue. It is the responsibility of all airport employees to be vigilant and report anything that they consider is suspicious. This includes identifying any unattended items, which could pose a risk to both employees and the general public.

Please contact CA Airport Coordinator on 4080 6744 or steno 400 to report item. DO NOT touch the item or allow any other person to touch, open or attempt to move the item.

#### **22.5 Aerodrome Cyclone Plan**

The Cairns Airport Cyclone Plan is a sub-plan of the AEP and has been produced by CA in recognition of the fact that Cairns is located in a cyclone prone part of the country.

The Airport Cyclone Plan provides guidance to all Airport Tenants in respect of their preparation of individual company cyclone plans.

The Aerodrome Operations & Emergency Manager maintains the Airport Cyclone Plan.

The Cairns Cyclone Committee members and contact details are outline in the Cairns Cyclone Plan.

The Cairns Airport Cyclone Plan may be accessed by members of the Airport Cyclone Committee and others through the Cairns Airport website at:

<http://www.cairnsairport.com.au/business/operations/emergency-plans/>

### **23.0 ENVIRONMENT/SUSTAINABILITY**

Cairns Airport is committed to continual improvement and strives to meet industry best practice, lead as an influential example and operate in an environmentally responsible and sustainable manner while upholding our company [Mission, Vision and Values](#). A number of initiatives such as LED lighting, water efficiency regulators, recycling and waste audits have been implemented and our operations comply with our Environmental Management Plan

Cairns Airport is proud to work with the local community, universities and not-for-profit organisations to better understand and protect the natural environment and native flora and fauna that rely on it. Our environmental partnerships focus on sea turtle care and rehabilitation, pest species management, water quality and revegetation of the Barron River riparian zone. Cairns Airport also supports various research projects within the surrounding mangrove ecosystems through partnerships with universities and other research institutions.

### **23.1 Environmental Initiatives**

Cairns Airport has undertaken and continues to implement innovative initiatives which enhance our ecological sustainability including:

- Earth Check recognition
- LED lighting
- Water efficient tap fittings
- Sensor activated lighting and cooling systems
- Public place recycling systems
- Tenant operations recycling systems
- Mobile phone and printer cartridge recycling
- Provision of airport apron common use spill response kits
- Food waste recycle program
- Coffee grind recycle program

### **24.2 Community Aviation Consultation Group (CACG)**

The Community Aviation Consultation Group meets 3 times per year and provides a forum for meaningful dialogue between Cairns Airport, Airline representatives, local community representatives, local government and other stakeholders to address community issues which are of concern.

The CACG is the primary mechanism for actively engaging the community in regards to environmental issues associated with Cairns Airport.

## Appendix 1 – Airport Branding Policy

<b>Policy:</b>	Cairns Airport Pty Limited (CA) has introduced a policy for branding by external parties within the airport precinct.
<b>Definition:</b>	Branding is defined as signage of external parties used for operational and promotional purposes.
<b>Applicability:</b>	Immediate
<b>Check in counters:</b>	Airlines are not permitted to attach any form of signage to the front of the check-in counters. The glass inset on the top of the check-in counter is available for regulatory signage only and is subject to prior approval by CA. CA Security will supply Dangerous Goods (DG) regulatory signage for this area. CA is responsible for providing the display area.
<b>Tensa barriers:</b>	<p>All tensa barriers will be provided by CA. These are not available for individual airline branding.</p> <p>A4/A3/A5 tensa barrier signs may be displayed in the airlines designated check-in area during the check-in period only and at the designated boarding gates during boarding. All signage is to be approved by Airport Duty Manager or Terminal Operations Manager.</p>
<b>Cabin baggage unit</b>	<p>The airlines are permitted to provide, at their cost, airline branded cabin baggage test units at check-in and gates only. The gate units are to be removed at the end of each flight and stored in storage rooms. They are not permitted to remain at the gates if there are no flights in operation. Test units at check-in must be within the airlines core allocation of counters.</p> <p>CA will not be providing cabin baggage test units at screening points.</p>
<b>Dedicated free standing branding Signage</b>	Dedicated free standing branding signage on airport is not permitted including any type of pop up signage. Temporary signage requests may be considered by prior arrangement with CA.
<b>Dedicated free standing operational signage</b>	Airlines may apply to CA for approval of operational or directional signage. Should CA approve, signage must be removed after each flight.
<b>Dedicated airline way finding signage</b>	All way finding signage will be provided by CA, at CA's sole discretion.
<b>Airline Lounge signage</b>	This signage will be provided by CA. The airlines may be permitted to have their corporate logo included on the sign in approved locations only and only for the purpose of wayfinding. The inclusion of the logo will be at the airlines cost.

<b>Kiosks</b>	Common Use Self Service kiosk technology is under further consideration and development by CA. CA may explore the commercial opportunities for expansion into off-airport locations.
<b>Airline Meeting Points</b>	CA will provide a CA branded Meeting Point for all airlines in the baggage reclaim area at T2.
<b>Baggage Services</b>	Baggage services is an unbranded area. The desk will have digital signage and airlines staff will use the public address system as required.
<b>Leased/Licensed Areas</b>	Corporate logos are permitted on leased/licensed area doors. All proposed signage must be approved by CA.
<b>CA Directory Board and wayfinding Signage</b>	Internally: All Directory Boards and Way finding signage are provided by CA.  Externally: CA may provide an airline directory board where airline logos are displayed. CA will be responsible for providing the sign and the airlines will be responsible at their cost for providing their sign boards  CA will determine order of airline logos at their sole discretion.
<b>Approvals</b>	All signs are subject to CA written approval and are not permitted to display any advertising material such as web sites or phone numbers.  CA approval or otherwise is at CA's sole discretion.
<b>Approved By</b>	Head of Operations



## Appendix 2 – Public Address System

### **Purpose**

Public Address System in T1 and T2 is utilised by airline, ground handling and terminal staff to communicate operational, security and emergency information.

### **References and Related Procedures**

Terminal Operations Manual

### **Details**

All airlines, ground handlers and terminal staff are responsible for using the Public Address System in accordance with the guidelines set by Cairns Airport Pty Ltd.

All airlines, ground handlers and terminal staff are responsible for reporting any system faults in accordance with the guidelines set by Cairns Airport Pty Ltd.

### **Locations of Public Address System**

#### ***Check In***

Announcements from these PA Systems are restricted to Check-In Zone and used for:

- Final Check-In Announcements
- Page for specific passenger
- Airline Delays

#### ***Departure Lounge***

Located at gates and common user information / disrupt desk.

Announcement from these PA Systems are restricted to Departure Lounge Zone and used for:

- Pre-Boarding calls for passengers requiring special assistance.
- Boarding Call
- Final Boarding Call
- Delay situations
- Change of Gate
- Failed to Board Call (Failed to Board Calls may be extended to ALL Call)

#### ***Arrivals Hall***

Located at Baggage Services Desks.

Announcement from these PA Systems are restricted to Arrivals Hall and used for:

- Page for specific passenger
- Notification of Baggage Carousel

### ***ALL CALL***

The all call button should only used in the following situations:

- Fail to Board Passengers
- In an Emergency

- Unattended Luggage / Vehicle

### Operating the Public Address System

The PA Console displays the Terminal Zones.



Check-In - Check-In Area Only

Gate Tunnel - Queuing area leading to Boarding Desk

ALL Areas - Check-In, Departures, Baggage Reclaim and Front of Terminal

Departures Hall - Main Departures Area

Baggage Re-Claim - Arrivals Area Only

### Making a Public Announcement

- Ensure the Zone Light is green – this means zone is available for use. If the required zone is red it means zone is currently in use.
- Choose zone you require PA made to.
- The green light next to Zone selected will flash.
- Position your mouth approximately 15 cm away from the microphone.
- Press and hold the PUSH to TALK button.

- A chime will sound.
- It is critical that announcements are made in a clear and precise tone and at a regular pace.

**Do's and Don'ts**

- Do 😊 Point microphone at your mouth but keep 15cm distance
- Do 😊 Make Announcement with a smile in your voice.
- Do 😊 Speak at a regular pace and volume
- Do 😊 Report System Faults to Apron Coordinators Steno #400
- Don't 😞 Eat the Microphone – this distorts your words.
- Don't 😞 Raise your voice - this will distort your words.
- Don't 😞 Position your mouth further than 15 cm away from the microphone – your words will be lost and sound mumbled.

## Appendix 3 – No Smoking Airside Policy

**POLICY:** The purpose of this policy is to ensure the safety of passengers and aircraft, reduce exposure to passive smoke and protect the environment.

In accordance with the **Tobacco and Other Smoking Products Act 1998**, smoking is only permitted in designated areas. In addition, **Civil Aviation Order 20.9 – Air Services Operations**, details specific precautions related to aircraft refueling.

**DEFINITION:** Smoking airside is not permitted in any airside area designated as non-smoking at **Cairns Airport** (see attached map as per Annex A).

In accordance with legislation and NQA policy, smoking is not permitted in any NQA building or vehicle. This includes but is not limited to the baggage make up areas, arrivals, staff amenities, temporary structures and free standing building.

**APPLICABILITY:** The policy applies to **all** personnel operating or transiting airside on NQA sites.

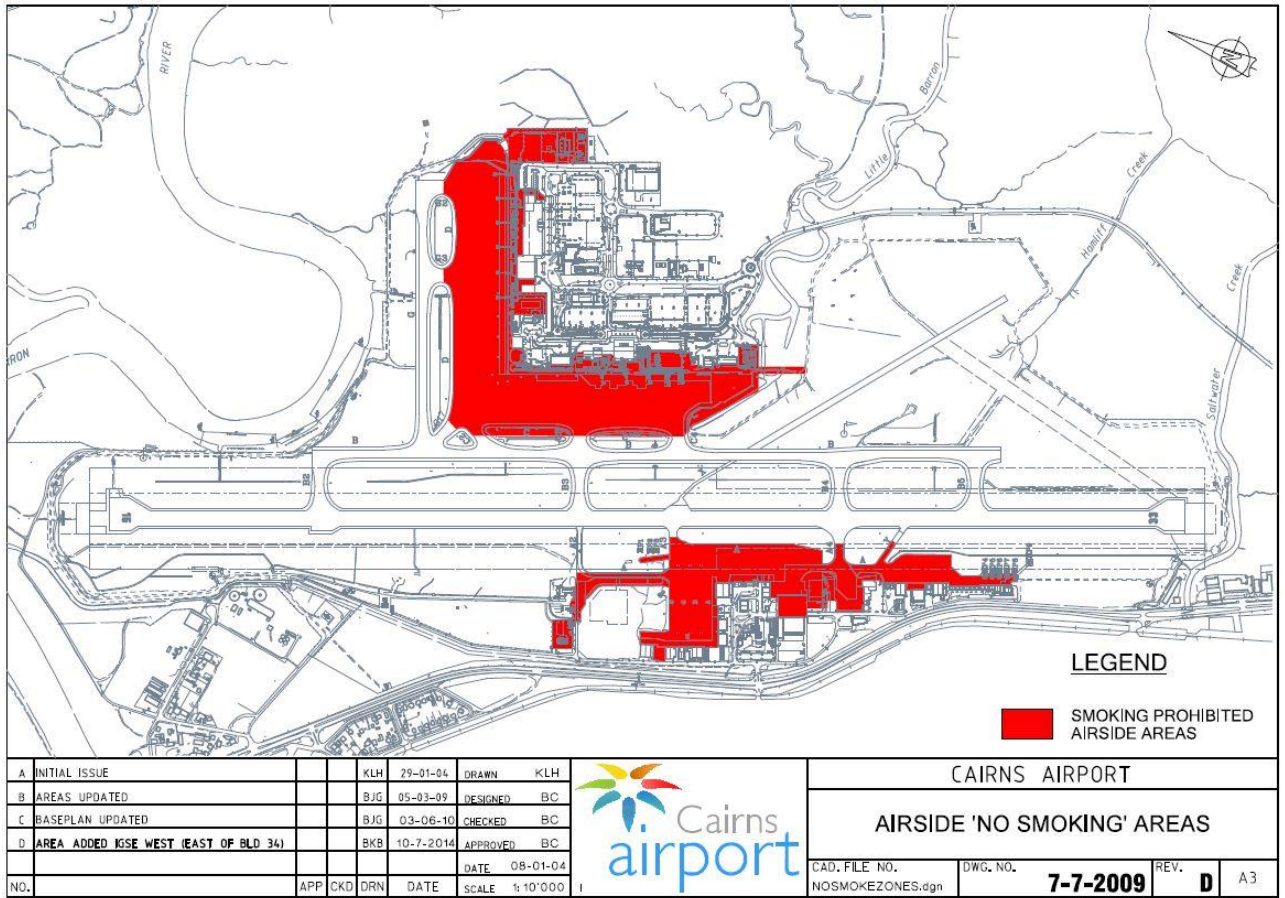
**PROCEDURES/  
GUIDELINES:** Anyone found smoking (including e-cigarettes) while in a designated non- smoking area, will be subject to disciplinary action including accrual of penalty points.

Airport Safety Officers and NQA Authorised Officers have the authority to obtain name and company details from any person in breach of this policy. Details are to be given to the Aerodrome Safety and Emergency Manager in Cairns or the Manager Aviation Operations in Mackay who will advise, in writing, the person in breach of the policy and their employer.

**APPROVED BY:** Chief Executive Officer **DATE:** 01/10/2016

**CUSTODIAN:** Chief Operations Officer (Cairns)

# Designated No Smoking Areas



## Appendix 4 – Managing Responsibly



### Health, Safety, Security & Environment Policy

NQA will operate in a safe, secure and environmentally responsible way.

We will:

- Foster and maintain a culture of safe, secure and environmentally responsible practices that demonstrate “safety leadership at work” and nurture a “work safe, home safe” ethos;
- Manage our aerodromes safely and securely;
- Eliminate or minimise hazards and risks to health and safety, aviation safety, security and the environment as far as is reasonably practicable;
- Structure financial delegations to ensure our people are provided with resources, ongoing training and support so that they have the equipment, knowledge, skills and competency to work safely, securely and environmentally responsibly, and appropriate supervision to ensure that they do;
- Consult with and involve our people on matters relating to health and safety, aviation safety, security and the environment;
- Respond to and investigate incidents and emergencies in an appropriate and timely manner, and document and use finding to reduce hazards and risks;
- Set and review measurable objectives and targets;
- Meet and, where practicable, exceed the requirements of legislative obligations and industry standards;
- Conduct internal and external audits to identify improvements in health and safety, aviation safety, security and environmental management;
- Promote a just culture relating to incident reporting and investigations where the focus is on continuous improvement not blame.

Our people will contribute to a safe, secure, sustainable and incident-free work environment by:

- Taking care of the health and safety of themselves and others, of security and of the environment;
- Participating in training and other activities to ensure they have the knowledge, skills and competency to work safely, securely and environmentally responsibly;
- Following safe work procedures, instructions and rules;
- Reporting hazards, near misses, incidents and injuries in a timely manner;
- Actively participating in risk assessments, audits, investigations and other activities to reduce hazards and risks.

A handwritten signature in blue ink, appearing to read 'R. Barker', is written over a horizontal line.

Richard Barker  
Chief Executive Officer

## Appendix 5 – T1 & T2 Baggage Conveyor Start Up and Faults

### Purpose

The outwards baggage system in T1 and T2 is utilised by airline and ground handling staff to accept customer baggage and items. The acceptance of any type of baggage or item involves a process that moves baggage from a landside area to an airside secure area.

Cairns Airport engages a contractor do pre-operational and shutdown checks and will advise the Airport Coordinator if there are any issues with the system, however faults may also arise during daily operation. The purpose of this guide is to ensure correct operation of the baggage conveyors and to troubleshoot some of the common faults that may arise.

### Start Up Process

Before starting the designated conveyor system, visually inspect and remove all foreign objects behind check in counters and make sure all personnel are away and clear from equipment.

The conveyors are started by swiping card readers located at various points behind check in counters.

T1 = between CIC 11 + 12, either side of the doorway leading into common user edit room.

T2 = behind CIC 13,15 + 26.

This should start the main conveyor leading airside. Individual feeder belts are controlled by buttons on the back board of the check in desks.



Please notify Airport Coordinators *immediately* if the baggage system fails to start.

## Faults

### Over Length / Over Height

If an item is too large, or bags are loaded too closely together the baggage conveyor may stop.

Solution:

1. Over length: ensure that bags are injected from the feeder belt so that they are separated approximately an arms length between items. If bags are too crowded or close together, this will interfere with the sensors causing the belt to stop. The sensors are located along the belt.
2. Over height: adjust the positioning of the bag or lay the bag down flat.
3. Before restarting the system, visually inspect to ensure all personnel are at safe distance and the area is clear from equipment.
4. Swipe ASIC identification card to restart conveyor.

### Emergency Stop (e-stop)

Emergency stop buttons can be activated by pressing the red e-stop button on the check in counter (pictured below). These are located at all check in counters.



Solution:

1. Identify reason for emergency stop activation and carry out assessment whether the conveyor can safely be restarted.
2. Reset the e-stop by using a pull and twist motion on the button.
3. Swipe ASIC identification card to restart conveyor.

### Conveyor Energy Efficiency Mode

- The check in counter conveyor will effectively enter “Power Save Mode” after 30 seconds if no bags have been injected onto conveyor. Roller doors will remain open during this time. Airline staff must attend check in counters.
- If a bag is placed onto a check in weight injector conveyor and injected onto conveyor, the system will power up and start running again.
- The check in counter conveyor system will enter complete “Shut Down Mode” after 10mins of no baggage presentation, and this includes the shutting of roller doors.



To re-start the belt:

1. Before starting the designated conveyor system, visually inspect and remove all foreign objects behind check in counters, make sure all personnel are away and clear from equipment.
2. Swipe ASIC identification card to restart conveyor.

### **Security and Safety**

Primary check in belts must NEVER be left unattended while roller doors are open and operational. Please confirm all roller doors and swing gates are closed and secured prior to leaving the area.



## **Appendix 6 – Outwards Baggage Presentation**

### **Purpose**

Acceptance and presentation of any type of baggage or Item which, through a process moves from a landside area to an airside Secure area. Outwards baggage presentation in T1 and T2 is the responsibility of airline, ground handling staff that accept customer baggage / items.

### **Details**

- All Airlines Check in Staff and Ground Handlers are responsible for using the Outwards Baggage Presentation in accordance with the guidelines set by Cairns Airport
- All Airlines, Ground Handlers and Terminal Staff are responsible for reporting any system faults in accordance with the guidelines set by Cairns Airport.

### **Outward Baggage Presentation T1 + T2 Check In**

#### ***Baggage Acceptance***

When accepting checked baggage please assess visually the size, weight and position of the baggage on the conveyor. From this assessment the decision must be made to either send the item down the baggage belt (either in a tub or without) or take to the Oversize baggage counter (OOG room).

With correct presentation of baggage being injected into the system the Checked Baggage Screening (CBS) process and delivery of baggage will have little or no effect on day-to-day operations.

Ensure that baggage that weighs more than 32kg's is repacked or has special arrangement for acceptance.

#### ***Tubbing – Use of Tubs***

The correct use of tubs can significantly reduce the chance of damage to baggage or stoppages to the belt causing delays to the delivery of baggage to aircraft.

Any soft item, item with straps or any other item that can get caught, jam or stop the conveyor system or baggage x-ray must be accepted in the tubs provided by Cairns Airport. There must only be 1 x Item per baggage tub.



**WHEN IN DOUBT – USE A TUB OR SEND THE ITEM TO OVERSIZE BAGGAGE**

***Oversize – OOG (Out of Gauge)***

The following items **MUST** be sent to Oversize Baggage Counter for acceptance:

- Items longer than 1200 mm long
- Strollers / Prams
- Child Seats
- Plastic Tubs
- Eskies
- Tools / Tool Bags

Items that won't fit in a tub:

- Baby Capsules
- Portable Cots
- Sporting Equipment
- Large Sports Bags
- Any Items tagged as fragile

Examples as follow of Items that should have been taken to Oversize baggage:





***Oversize Baggage Counter***

Items presented at the Oversize Baggage Counter are screened and delivered airside. The specific airline and ground handlers are then immediately notified to collect oversized luggage to be loaded onto aircraft.

## Appendix 7 – VIMIC E10 Disability Lift T1

### Purpose

The purpose of this lift is purely for the vertical transport of disabled persons seated in a standard wheelchair meeting the A80 wheelchair footprint and their carer. All chairs provided and used by airlines at Cairns Airport fit this footprint.

**The lift is not designed to take electronic wheelchairs.**

The lift is not to be used for able-bodied staff to take short cut routes into or out of the T1 Building or for the carriage of goods. The lift is located at Aerobridge 4 at T1 and operates between the lower landing on the ramp leading from the entrance to Aerobridge 4 and the mezzanine arrivals concourse.

### Design

The lift is designed to operate with a door-less car. There are access doors at each level providing access into the car. A photo electric beam (light curtain) separates the car from the shaft of the lift and if this beam is broken the lift will stop. Care should be taken to ensure all parts of the wheelchair, the passenger and carer's body are well placed within the car so as not to break this beam.

In its normal use to meet its purpose, it should only carry the wheelchair passenger and operator with a maximum weight of 400kg.



### Access and Operation

Only staff who are trained in the operation of the lift will have access privileges (similar to the control on an aerobridge). Access to the car will only be available through a proximity reader via an ASIC or access cards provided by CA.

- To call a car to a station (ground level or mezzanine level) present the ASIC near the proximity reader, push and hold green button for 3 seconds and the car will come to the station.
- Once the car arrives at the station the door will unlock and automatically open outwards.



- Enter the lift with passenger and ensure all are well placed within the car so as not to break the light beam.
- To raise or lower the car, depress the desired level button, the door will close automatically, keep the button depressed until the car arrives at the desired station.

***If the button be released prior to arrival at desired level the lift will stop.***

***Repress the button for the lift to continue its journey.***

- Upon arrival at the desired level, remove the finger from the button and the shaft door will unlock and automatically open.
- Exit the lift, after a short time the door will automatically close.
- If the car is located at the mezzanine level it will return to ground level automatically after a programmed time has elapsed. The car will remain at that station until re-called for further use

#### **Airside Access – Departing Passenger**

Wheelchair passengers requiring to be transported from the departure lounge to the ground floor for boarding via this lift ***must be screened*** in accordance with Aviation Transport Regulations 2005. When ready to board, wheelchair passengers are to be taken to Gate 4 Departures by operating staff.

Family (limit to 1 unless children) accompanying the wheelchair passenger may accompany the wheelchair passenger. Operators are to assess, however bear in mind load limit including

wheelchair passenger and operating staff member. Operating staff member and wheelchair passenger are to access the airside area and travel down the ramp to the mezzanine level to the upper lift station and undergo the process above.

### **Landside Access – Arriving Passenger**

Wheelchair passengers requiring to use this lift must be escorted by operating staff member from the arriving aircraft. Passengers will either be arriving in Cairns or transiting and should be screened in accordance with Aviation Transport Regulations 2005.

For arriving passengers, staff are to escort them via the lift up to the mezzanine lift station and then directly to the lift adjacent the stairway to Duty Free and Customs Primary Line.

For transit passengers, staff are to escort them to the mezzanine lift station to the lift adjacent the stairway leading up the transit corridor leading to the T1 Screening Point. Transit wheelchair passengers **must not** be taken directly into the departure lounge without first being screened unless that passenger has been screened to Australian standards at another Australian port.

### **Emergency Phone**



In the event someone is trapped in the lift there is an emergency phone on the rear wall of the car.

To operate the phone press the button on the phone panel, you will hear the dial tone and it will automatically dial the programmed numbers.

The first number dialled will be the Airport Coord. If no answer during normal working hours it will call the second number Simplex Elevators, if outside normal operating hours it will call the Simplex Elevators afterhours number. The lift phone can be called from any phone on 4080 6889.

**Common Fault**

CC indicates that the Photo Electric Beam (Light Curtain) located around the lift door frame has been broken. This causes the Lift to Stop. Push and hold button to re-start the lift.

