Terminals' Operations Procedures

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1. Purpose & interpretation

(a) This Terminal Operations Procedures document (**TOP**) has been prepared to provide operational information to airlines and their handling agents using either of the following facilities at Brisbane Airport:

(1) the International Terminal; or

(2) the Domestic Common User Terminal; or

(3) aircraft aprons at the Domestic Terminal[1];

(4) aircraft aprons at the Logistics Apron, GA Apron & Taxiways L & P.

(b) The Qantas Domestic Terminal is controlled by Qantas Airways Ltd. The Virgin Australia Domestic Terminal is controlled by Virgin Australia Airlines Pty Ltd. Each of these areas is leased to the airline by BAC. Accordingly, operational queries or issues relating to those terminals should be directed to the relevant airline.

(c) Some of the procedures in this document make reference to "seasons", which is a reference to:

(1) the Northern Winter Season (NWS) – which commences on the last Sunday in March and ends on the last Saturday in October; and

(2) the Northern Summer Season (NSS) – which commences on the last Sunday in October and ends on the last Saturday in March.

(d) In this document:

(1) **Counter Position**:

(a) at the International Terminal – means any common user check-in, service, domestic interline, transit/transfer, self-service bag drop, oversize baggage or departure gate counter position provided by us at the International Terminal from time to time; and

(b) at the Domestic Common User Terminal – means any common user check-in, service, self-service bag drop, oversize baggage or departure gate counter position provided by us at the Domestic Terminal from time to time.

(2) **BHS** means the baggage handling system (including the checked baggage screening system) which is operated by BAC at the International Terminal and the

[1] Note – while BAC is entitled to control all aircraft parking positions at the Domestic Terminal, at this stage gate allocation is only undertaken for Gates 25 – 38 & 60 – 62.

Domestic Common User Terminal. Further details are provided in Section 10 of the TOP.

(3) **DTM** means BAC's Duty Terminal Managers, who are responsible for the allocation of infrastructure within the International Terminal and the Domestic Common User Terminal.

(e) Any additional information about the TOP or any of the specific procedures contained in it should be directed to the DTM on (07) 3406 3171 or itbdutymgr@bne.com.au.

2. Review & changes to the TOP

(a) The TOP may be amended by BAC from time to time, based on operational needs. This may be because of (for example) a change in processes and procedures, or because there is new infrastructure, or alterations to existing infrastructure.

(b) In accordance with the Common User Conditions set out in the Brisbane Airport *Aviation Services & Charges Agreement – Terminals, Aprons and Related Infrastructure*, before making any changes to the TOP, BAC will consult with airlines and give at least 30 days' notice before the changes comes into effect.

3. What the TOP deals with

The TOP covers the following operational matters:

(1) Allocation Rules – Bays/Gates/aircraft layover parking positions;

(2) Allocation Rules – Counter Positions;

(3) Allocation Rules – Baggage Sortation Lateral Conveyors;

(4) Use of oversize baggage positions;

(5) Use of the CUTE Equipment;

(6) Use of the FIDS displays;

(7) BHS minimum operational requirements;

(8) Use of Departure/Arrival Equipment;

(9) Use of the PA system; and

(10) Other operational information.

4. Allocation Rules – Bays/Gates (Aviation Services & Charges Agreement – clause 26)

(a) Background & application

(1) The DTMs administer these allocation rules. The ultimate bay allocation will be decided by the DTM, having assessed all information and operational requirements on the particular day of operations.

(2) BAC's bay allocation system is designed to optimise passenger processing through the International Terminal and the Domestic Common User Terminal.

(3) The allocation rules in this section apply to the following "common user" areas at Brisbane Airport:

(a) the International Terminal – Gates 72 – 87; or

(b) the Domestic Common User Terminal – Gates 25 – 38, 100 – 111 & 60 – 62; or

(c) the Logistics Apron – Bays L1 – L6, P1 – P7 and any other non-leased parking or layover positions.

(4) BAC produces Apron/Bay Usability Charts which indicate the aircraft types that can be accommodated on each of the bays described above, together with any operational constraints on the use of the bay. Those charts are updated from time to time, and are available by contacting the DTMs on (07) 3406 3171 or accessing via BAC Extranet.

(b) Principles

(1) These rules must be complied with at all times.

(2) Coordinated scheduled services (through Airports Coordination Australia) will have priority over non-scheduled services.

(3) On time scheduled services have priority over off-scheduled services. In relation to off-schedule movements:

(a) Changes (+/- 15 minutes) to the ETA and ETD compared to the approved season schedule (including the Schedule Arrival and Departure Summary (SAD)), will be deemed off-schedule.

(b) DTMs will attempt to maintain the priority established in the seasonal allocation process as far as practicable for on-schedule aircraft. However, aircraft delayed more than 15 minutes in departure may be required to vacate their allocated bay.

(4) Passenger services have priority over non-passenger services.

(5) Larger capacity aircraft have priority over smaller aircraft except where this impacts on the optimal utilisation of bays or where aircraft parking restrictions require use of a particular bay.

(6) Aircraft are initially allocated bays according to service type, capacity and grouping of airline operations in order of first to last movement of the day where possible and subject to operational constraints.

(7) The following separations will be applied to the STD where possible, in order to minimise pushback clashes for aircraft using the same apron:

(a) International Terminal – 15 minutes; and

(b) Domestic Common User Terminal – 15 minutes.

(8) Stand-off bays may be allocated to passenger aircraft if an aerobridge is not available.

(9) Notwithstanding all of the above, from time to time, special services such as VIP flights and security risk related flights may need to be given priority over all other operations.

(10) It is the responsibility of each airline/handling agent to ensure that bays are left clear of equipment after each aircraft movement. All items of Ground Service Equipment (GSE) must be stored in the common-user GSE areas or an authorised licenced area.

(c) **Process for allocation**

(1) The bay allocation plan is developed using scheduled arrival and departure times.

(2) Advance planning is undertaken to monitor likely apron activity and determine any capacity constraints. This is instituted through reviews of:

(a) seasonal allocation;

(b) weekly allocation;

(c) daily allocation, and

(d) actual daily operations.

(3) The seasonal, weekly and daily allocations are undertaken by Airport Coordination Australia (ACA). Airlines/handling agents should contact ACA about making a request for bay allocation. Contact details for ACA are as follows:

(a) Website - http://www.coordaus.com.au

(b) Mailing address – PO Box 3047, Sydney International Terminal, Mascot, NSW, 2020

(c) Phone – (02) 9313 4569 or 1800 784 933 (Australia only)

(d) Fax – (02) 9313 4210

(e) Email – info@coordaus.com.au

(4) In relation to actual daily operations, the following applies:

(a) Movement Control for each airline/handling agent must advise the DTM by 1800 hours daily of any schedule change for the following day. The DTM conducts a daily review prior to the first movement of the day.

(b) Movement Control for each airline/handling agent advises the DTM of any variation to the day's schedule immediately the changes are known.

(c) All bay allocation updates/changes are communicated to airline/handling agents through the Flight Information Display System (FIDS). Where possible the DTM will contact the airlines/handling agent's movement control areas to advise of the change, however the prime responsibility of notification will remain with the airline/handling agent monitoring the FIDS.

(d) Occupancy times

(1) Use of aircraft bays is granted on a maximum dwell time basis. These are sufficient for passenger deplaning and enplaning and for essential aircraft servicing. Maximum dwell times are set out in the following paragraphs. Note: Operators should expect tow operations outside standard dwell time allocated.

(2) International Terminal

(a) Terminating aircraft are required to vacate a bay:

(i) 45 minutes after actual arrival - 737 and smaller.

(ii) 75 minutes after actual arrival - all other aircraft.

(b) Originating aircraft do not have access to a bay until:

(i) 60 minutes before scheduled departure - 737 and smaller.

(ii) 90 minutes before scheduled departure - all other aircraft.

(c) Transiting aircraft have a maximum dwell time of:

(i) 75 minutes – where Customs, Immigration and Quarantine (CIQ) servicing is not required.

(ii) 90 minutes – where Customs, Immigration and Quarantine (CIQ) servicing required.

(3) **Domestic Common User Terminal**

(a) Terminating aircraft are required to vacate a bay:

(i) 35 minutes after actual arrival - 737 and smaller.

(ii) 40 minutes after actual arrival - all other aircraft.

(b) Originating aircraft do not have access to a bay until:

(i) 35 minutes before schedule departure - 737 and smaller.

(ii) 40 minutes before scheduled departure - all other aircraft.

(c) Transiting aircraft have a maximum dwell time of 50 minutes.

(4) **Logistics Apron (old International Terminal)**

(a) Subject to availability, Bays L1 – L6 are available for up to 48 hours.

(b) However, no long term parking is permitted on Bays L1 – L6. Aircraft may be required to park on TWY L or P if parking at Brisbane Airport for more than 48 hours.

(i) The following rule takes precedence over any other allocation principle and will be applied notwithstanding any Bay/Gate allocation made by Airport Coordination Australia (ACA):

(ii) In relation to the Domestic Common User Terminal, aircraft operators which have Domestic Terminal Leases (DTLs) must demonstrate to BAC that they have no available capacity on the bays licensed to them under their DTL, before being allocated Bays/Gates at the Domestic Common User Terminal.

(iii) BAC will advise ACA of the above allocation rule and they will be instructed to allocate Bays/Gates in accordance with these rules. In any event, as noted above, on the day of operations, BAC will allocate Bays/Gates in accordance with the above rules, regardless of any prior allocation by ACA.

5. Allocation Rules – Counter Positions (Common User Conditions – Part A)

(a) **Application**

(1) The allocation rules in this section apply to the following Counter Positions at Brisbane Airport:

(a) the International Terminal – Check-in Rows 1 – 10; or

(b) the Domestic Common User Terminal – Counters 1 – 16.

(2) BAC produces plans which indicate the Counter Positions described above. Those plans are updated from time to time, and are available by contacting the DTMs on (07) 3406 3171.

(b) **Principles**

(1) Scheduled airlines have an allocation priority over non-scheduled airlines.

(2) Airlines with the greater international seat throughput each week will have an allocation priority. However, this priority only operates for the initial allocation at the start of each scheduling season; any subsequent variation will be on an "as available" basis.

(3) When determining final allocations, the following (non-exclusive) criteria will be considered:

(a) profile of passengers arriving at the terminal for check-in;

(b) adjacency requirements (where there is a common handling agent for a number of airlines);

(c) number of classes of travel on an aircraft;

(d) an airline's other facilities in the terminal (e.g. sales desks, number and location of check-in counters allocated will be based on demand and day-to-day passenger loadings at all Common User terminals.

(4) An airline/handling agent will be allocated consecutive counters for each flight where possible.

(5) Airlines checking-in to schedule (+/- 15 minutes) will retain the priority established during seasonal schedule review (see below for further detail about this process).

(6) If an airline's check-in is delayed and this could affect the ability of the following on-time airline/handling agent to occupy their allocated counters, then the on-time airline/handling agent will have priority over the delayed airline.

(c) **Process for allocation**

(1) BAC carries out an advance planning and review program to provide early advice on counter allocation. Advance planning will be conducted through:

(a) seasonal schedule review; and

(b) daily check-in counter plan.

(2) **Seasonal schedule review**

(a) The seasonal schedule review will be coordinated by the DTMs and will be based on forecasted check-in counter requirements. This review is primarily for planning purposes and will be:

(i) used to determine the total terminal counter requirements for the next season; and

(ii) conducted within two months of the seasonal IATA Schedule Conference.

(b) Airlines/handling agents must provide the DTM with anticipated counter requirement details at least one month prior to the beginning of each scheduling season. The information must be provided to the DTMs via email to itbdutymgr@bne.com.au.

(c) The seasonal scheduled check-in counter allocation will be provided to airlines/handling agents 14 days prior to the commencement of the season.

(3) **Daily check-in counter plan**

(a) The daily check-in counter plan will be prepared by the DTM, based on airline preferences, and discussed with the individual airlines prior to publication.

(b) Requests for permanent changes to the daily check-in counter plan must be sent to the DTM at least seven (7) days prior to the proposed commencement date of the change. Requests must be made to the DTMs via email to itbdutymgr@bne.com.au.

(c) The daily check-in counter plan will be prepared by the DTM and will be distributed via fax/email and FIDS to all airlines or handling agents the day prior to operation.

(d) If changes to the daily check-in counter plan are necessary after it has been issued they will be advised to the airlines/handling agents (either via phone or fax) prior to the start of the day's morning shift.

(4) **Daily Management**

(a) The DTM will be responsible for daily management of the check-in counter allocation process.

(b) If the daily counter allocation schedule must be altered to achieve an efficient terminal operation the DTM will prepare a new day plan as required.

(c) Where necessary, the DTM will advise airlines of scheduled closing times, especially where another scheduled use of the counters is planned.

(d) Any disputes on counter occupancy should be referred to the DTM.

(d) **Occupancy times**

(1) **International Terminal**

Check-in counter allocations will be scheduled as follows:

(a) counters to be opened up to 180 mins (3 hours) prior to STD;

(b) counters must be closed 30 mins prior to STD.

(2) **Domestic Common User Terminal**

Check-in counter allocations will be scheduled as follows:

(a) counters to be opened up to 120 mins (2 hours) prior to STD;

(b) counters must be closed 30 mins prior to STD.

(3) Any airline or handling agent may be permitted to use or remain on counters in excess of the maximum allowable period provided the counter is not scheduled for use by another airline/handling agent.

(4) An airline may request a single block counter allocation to simultaneously handle several flights from the same counters. In this case, the maximum allocation period will not apply, however:

(e) **Signage at or around Counter Positions**

(1) No extraneous signage is permitted at our around counter positions unless cleared by BAC.

(2) Where information signage is required, it must in a standard format, e.g. “Please enter here” for entry to serpentine queuing.

(3) Airline specific signage may be placed on counter positions (e.g. “Reservations Hotline” at the Sales Desk), however it must be consistent with other signage and approved by BAC prior to installation.

6. Allocation Rules – Baggage Sortation Lateral Conveyors (Common User Conditions – Part B)

(a) Application

(1) The allocation rules in this section apply to the following BHS facilities at Brisbane Airport:

(a) the International Terminal – Pallet Loops 1 – 7 & Laterals 1 – 24; or

(b) the Domestic Common User Terminal – Baggage Loops 1 & 2.

(2) BAC produces plans which indicate the BHS Laterals described above. Those plans are updated from time to time, and are available by contacting the DTMs on (07) 3406 3171.

(b) Principles

(1) International Terminal

(a) Pallet loops will be assigned where possible for airlines operating Code E aircraft (e.g. B747, B777, A330).

(b) Laterals will be assigned where possible by odd and even groupings. All flights handled by the same airline/handling agent will be grouped together in the Baggage Hall whenever possible. Standard lateral allocation will be:

(i) Two (2) laterals per wide body aircraft type (e.g. B747, A330);

(ii) One (1) lateral for all other aircraft types;

(iii) One (1) lateral for all domestic sector flights. An additional lateral may be assigned if required.

(c) In a standard schedule week, flights will (where possible) be assigned to the same baggage laterals on the same day of each week. Changes in the event of a delayed aircraft or baggage equipment failure will be at the discretion of the DTM after discussion with the respective airline/handling agent's baggage master.

(d) The priority for assignments for surplus laterals will be on the basis of passenger loads or the number of destination/transfer containers. During peak times additional laterals may not be available.

(e) Lateral assignments for delayed flights will be evaluated by the DTM on an individual incident basis, taking account of such things as:

(i) the number of passengers on the flight;

(ii) the number to still check-in;

(iii) laterals assigned to a preceding flight; and

(iv) peak or down time operation.

(2) **Domestic Common User Terminal**

(a) Where possible, aircraft handled by the same airline/handling agent will be grouped together in the Baggage Room.

(c) **Allocation process**

(1) Laterals will be allocated prior to the start of each new seasonal schedule and adjusted on a daily basis, when necessary.

(2) A flight table database containing flight numbers, class and lateral assignments will be established on a standard schedule week prior to the start of each new season schedule. The standard schedule week will then be modified as necessary throughout that season.

(3) For charter and supplemental services, advice of these services must be provided to the DTMs or the Control Room operator 48 hours prior to schedule operations. This is essential to organise lateral assignments, particularly in peak schedule times. BAC cannot guarantee laterals will be available without this advance notice.

(4) Any concerns or queries with lateral allocations should be made in writing to the DTM and should not be discussed with staff operating the BHS.

(d) **Operational requirements**

(1) When in use, allocated laterals must be manned with adequate loading staff to ensure bags do not accumulate and cause recirculation problems within the BHS.

(2) Consultation with the Duty Terminal Manager is essential in the event of delays. Failure to notify the Duty Terminal Manager or the Control Room operator of a delay may result in the laterals being re-assigned to the next schedule flight. Any bags still in the system and any new bags introduced will be directed to the late bags lateral.

(3) The Control Room operator may only make changes in emergency situations and the DTM must be advised as soon as practical.

(4) Only immediate operational issues such as bag damage, lateral failures and the like should be addressed to the Control Room operator.

(5) Airlines/handling agents are responsible for the return of tubs to the northern oversize belt on Level 2. Airlines/handling agents must ensure adequate

supplies of tubs are returned to the northern oversize belt on Level 2 where the tubs will be sent up to Level 4 and returned to counter positions by Tubs and Trolley Contract staff.

(6) Empty or full containers must not to be stored in the basement area at any time.

(7) For safety reasons, containers, barrows, or dollies parked at laterals are not to protrude past the ends of laterals.

(8) All traffic in the basement must follow all directional signage and arrows to ensure a smooth and safe flow of traffic.

(9) All rubbish generated in the basement from food stuffs, procedural paperwork or container documentation must be placed in the garbage bins provided.

(10) **Manual Encoding**

(a) Bags that cannot be identified at the scanner will be automatically sent to the manual encoding area. This area will be manned by Baggage Control Room staff who will direct baggage to the assignment lateral if possible.

(b) Bags that arrive in manual encoding that are not tagged or cannot be identified as being assigned to a loading flight will be sent to the problem lateral.

(c) At the problem lateral, unidentified baggage will need to be processed by airlines/handling agents. Every effort will be made to notify airlines/handling agents of bags directed to the problem lateral, however Control Room staff will not be responsible for any bags left at the problem lateral after the departure of the bag's assigned flight.

(11) **System Statistics**

(a) Statistics of baggage performance in the BHS are collected by BAC. These statistics can be obtained by written request to the DTM. Statistics may be available for departing baggage however requests must be made well in advance to allow time to prepare for specific/accurate readings.

(12) **Baggage Jams**

(a) All baggage jams will be cleared by Baggage Control Room staff; with large jams assistance may be requested from the handling agent. The Baggage System has built in redundancies which enable the diversion of bags around jams which will not interrupt check-in.

(13) **Breakdown Procedure**

In the event of breakdown, partial or total, the Baggage Control Room operator will notify the DTMs of the status of the system. The DTMs will then advise the airline/handling agent of the impacts of the breakdown, including whether check-in must be suspended, any alternative BHS allocations required and any anticipated delays.

7. Use of oversize baggage positions (Common User Conditions – Part A)

(1) International Terminal – there are two oversize baggage belts for the use of accepting checked oversize baggage into the BHS. These will not be allocated to any particular airline, and will be available for use as required. These belts are not available for fragile items unless they meet the oversize criteria.

(2) Domestic Common User Terminal – there is one oversize baggage desk. This desk is available for use as required but is not available for fragile items unless they meet the oversize criteria.

8. Use of the CUTE Equipment (Common User Conditions – Part A)

(a) We provide the following CUTE Equipment for you to use:

(1) **International Terminal**

(a) At each Counter Position other than a service desk or departure gate:

(i) Boarding pass printer;

(ii) Bag tag printer;

(iii) Keyboard with integrated passport swipe and mouse.

(b) At each Counter Position that is a service desk:

(i) Document printer;

(ii) Keyboard with integrated passport swipe and mouse or keyboard and mouse;

(iii) Boarding pass printer.

(c) At each Counter Position that is at a departure gate:

(i) Boarding gate reader;

(ii) Document printer;

(iii) Keyboard with integrated passport swipe and mouse or keyboard and mouse;

(iv) Boarding pass printer.

(2) **Domestic Common User Terminal –** conventional equipment supplied by BAC for the CUTE environment on conventional check-in desks and boarding gates. Airlines need to supply (for conventional CUTE equipment):

(a) Own consumables including but not limited to boarding passes and bag tags.

(b) Airline DCS application running on the SITA network environment.

(c) At each counter position other than a service desk or departure gate:

(i) Boarding pass printer;

(ii) Bag tag printer.

(d) At each counter position that is a service desk:

(i) Document printer;

(ii) Boarding pass printer.

(e) At each counter position that is at a departure gate:

(i) Boarding gate reader;

(ii) Document printer;

(iii) Boarding pass printer.

(3) **Domestic Common User Terminal –** CUSS kiosks (hardware running on SITA network) – automatic bag drop units (passenger interface running on the SITA network) – consumables for the kiosks including 2D bar code bag tags and 2D bar code and mag stripe boarding cards:

(a) Consumables will be provided by BAC and charged back to airlines accordingly. Charges will be based on actual passenger usage and in addition to the existing passenger charges.

(b) Airlines need to supply a SITA certified (IATA compliant) CUSS application for check-in kiosks and

(c) A SITA certified (IATA compliant) CUSS application for automated bag drops.

(b) The following rules apply when using the CUTE Equipment:

(1) airline/handling agent employees must not use the CUTE Equipment unless they have been trained by BAC on the use that equipment;

(2) when a fault arises with the CUTE Equipment (or the VOIP phone system), the airline/handling agent must perform the approved first-level trouble shooting techniques as advised by BAC (during CUTE Equipment training). No other form of manual incident intervention may be carried out;

(3) airlines/handling agents must not disconnect or alter the CUTE Equipment or change its location or setup;

(4) in relation to electrical issues, airlines/handling agents:

(a) must immediately notify the DTMs of any electrical issues identified (no matter how insignificant they may appear), such as a fault with a power cable;

(b) must immediately move away from the location of the fault and place a "severity 1" call to the BAC CUTE Help Desk on 19999;

(c) must **not** attempt to repair the fault or continue working with the affected equipment. Any concerns about the safety of the CUTE Equipment should be referred to the BAC CUTE Help Desk on 19999;

(5) airline/handling agent employees must not eat or have open cups of liquid near the CUTE Equipment, and must take all reasonable steps are taken to avoid improper use of the equipment including damaging or vandalising the equipment;

(c) Further information about the management and maintenance of the CUTE Equipment (which is undertaken by SITA) is set out in Annexure B.

9. Use of the FIDS displays (Common User Conditions – Part A)

The procedures for the use of FIDS displays are set out in Annexure A of the TOP.

10. BHS minimum operational requirements (Common User Conditions – Part B)

(a) **Application**

(1) The baggage handling system (BHS) includes the following equipment:

(a) **International Terminal**:

Ten (10) check-in rows incorporating:	• 9 check in counters, and weigh scale/induction conveyors per row; and • 1 service counter per row
Conveyors	• One (1) inbound oversized conveyor line • Rows 1-2, 3-4, 5-6 share 1 take-away conveyor each • Rows 7, 8, 9 and 10 have individual take away conveyors • Three (3) transport lines • Two (2) sortation lines, each comprised of eighteen (18) out-put laterals/pallet loops • One (1) re-circulating line • One (1) problem bag re-input conveyor line • Two (2) manual encoding stations • Two (2) outbound oversized conveyor lines • One (1) domestic interline conveyor line • Ten (10) reclaim feed conveyor lines • Seven (7) re-circulating reclaim conveyors

(b) **Domestic Common User Terminal**:

Two (2) check-in rows incorporating:	• Sixteen (16) weigh scale/induction conveyors • One (1) common take-away conveyor; and • Two (2) service desks • Two (2) baggage make-up carousels • Two (2) recirculating reclaim conveyors
Conveyor	• One (1) checked baggage screening system comprising two (2) level 1 X-ray units

(b) **International Terminal**

(1) Characteristics of Baggage Items

Size and Weight (Standard Conveyor)

Size/Weight	Maximum	Minimum
Length	1370 mm	160 mm
Width	800 mm	80 mm
Height	840 mm	80 mm
Weight	55 kg	0.5 kg

(2) Baggage Types

Baggage items that do not have at least one flat stable conveyable service must be processed on the oversized conveyor or by use of tubs as applicable.

Size and Weight (Oversize Conveyor)

Size/Weight	Maximum	Minimum
Length	4000 mm	160 mm
Width	1270 mm	80 mm
Height	840 mm	80 mm
Weight	70 kg	0.5 kg

Bags with a dimension greater than that specified above must be manually moved to the bag room (eg. via freight elevator).

(3) Tub Usage – baggage items with dimensions below the minimum stated above or not in accordance with the above requirements for conveyor-ability must be placed in tubs before being dispatched for sortation.

(4) Baggage Tags

(a) Because of CBS/AAA requirements, airlines/handling agents must use the 10 digit license plate bar code (note: the option of a bar coded pier tag of 10 digits is only for use as a back-up, as directed by BAC).

(b) Format – bar coded baggage tags must comply with applicable recommendations of IATA/ATA baggage working groups and shall be in accordance with any additional requirements notified by BAC. Bar

code printers shall be maintained so as to produce tags complying with the specifications and requirements detailed by BAC.

(c) When attaching bag tags:

(i) all previously applied machine readable destination bag tags must be removed prior to check-in.

(ii) tags must be attached so that there is no creasing or damage to the bar codes and such that bar-coded sections of the tag are visible.

(d) When bags are placed in tubs the bar-coded tag must be presented so it is visible from above and is not obscured by tub base or sides.

(5) Check-in Procedures

(a) Only one baggage item can be placed in each tub.

(b) Bags shall not be placed side-by-side (or overlapping) on either the scale or induction conveyor.

(c) At each Counter Position, bags must only be introduced to the take away conveyor via automatic induction sequence and must not be manually loaded onto the take away conveyor.

(6) Bag Room Operations

Bags sorted to laterals must be removed in sufficient time to avoid lateral full conditions. Lateral full conditions cause bags to recirculate thereby causing system congestion and delayed baggage delivery.

(7) Problem Bag Lateral

The Problem Bag Lateral is the position to which bags are delivered when unable to be identified at the manual encoding point. Each airline/handling agent operating on the day must continually check and clear the Problem Bag Lateral for bags prior to departure of all aircraft.

(8) Oversize Lateral

The Oversize Lateral will be used for all items deemed to be too heavy or with dimensions too large to be accommodated by the normal takeaway belts. Empty tubs will also be returned to the departure level via this lateral for re-use by the operating airline/handling agent.

(9) Shape

Baggage must have at least one flat conveyable surface. Baggage meeting the above size limitation but lacking a flat conveyable surface (baby carriages, round duffle bags, etc) must be processed in standard airline tubs.

(10) Oversize bags

The oversize lines are for transporting baggage that does not fit the above criteria for both inbound and outbound operations. The oversize lines are straight conveyors so that it will be able to transport odd size and large bags without being jammed on the conveyors. The oversize conveyors are also wider than standard conveyors.

(c) **Domestic Common User Terminal**

(1) Characteristics of Baggage Items

Size and Weight (Standard Conveyor)

Size/Weight	Maximum	Minimum
Length	1370 mm	150 mm
Width	700 mm	75 mm
Height	700 mm	75 mm
Weight	55 kg	0.5 kg

(2) Baggage Types

Baggage items that do not have at least one flat stable conveyable service must be processed manually.

(3) Tub Usage – baggage items with dimensions below the minimum stated above or not in accordance with the above requirements for conveyor-ability shall be placed in tubs before being dispatched on conveyor.

(4) Baggage Tags

(a) Because of CBS/AAA requirements, airlines/handling agents must use the 10 digit license plate bar code (note: the option of a bar coded pier tag of 10 digits is only for use as a back-up, as directed by BAC).

(b) Format – bar coded baggage tags must comply with applicable recommendations of IATA/ATA baggage working groups and shall be in accordance with any additional requirements notified by BAC. Bar code printers shall be maintained so as to produce tags complying with the specifications and requirements detailed by BAC.

(c) When attaching bag tags:

(i) all previously applied machine readable destination bag tags must be removed prior to check-in.

(ii) tags must be attached so that there is no creasing or damage to the bar codes and such that bar-coded sections of the tag are visible.

(d) When bags are placed in tubs the bar-coded tag must be presented so it is visible from above and is not obscured by tub base or sides.

(5) Check-in Procedures

(a) Only one baggage item can be placed in each tub.

(b) Bags shall not be placed side-by-side (or overlapping) on either the scale or induction conveyor.

(c) At each Counter Position, bags must only be introduced to the take away conveyor via automatic induction sequence and must not be manually loaded onto the take away conveyor.

(6) Bag Room Operations

Bags sorted to make-up conveyor loop must be removed in sufficient time to avoid make-up full conditions.

11. Use of Departure/Arrival Equipment (Common User Conditions – Part C)

(a) **International Terminal**

(1) At the International Terminal, BAC provides the following CUTE Departure/Arrival Equipment:

(a) Boarding gate reader;
(b) Document printer;

(c) Boarding pass printer;

(d) Keyboard with integrated passport swipe

(2) The following operational requirements apply to the use of the Departure/Arrival Equipment at the International Terminal:

(a) airline/handling agent employees must not use the CUTE Equipment unless they have been trained by BAC on the use that equipment;

(b) when a fault arises with the CUTE equipment (or the VOIP phone system), the airline/handling agent must perform the approved first-level trouble shooting techniques as advised by BAC (during CUTE Equipment training). No other form of manual incident intervention may be carried out;

(c) airlines/handling agents must not disconnect or alter the CUTE Equipment or change its location or setup;

(d) CUTE equipment must be used for all departures and no Airline proprietary equipment is to be installed

(e) Only 1 approved Cabin baggage test unit is permitted to be displayed for each departure. This unit is to be removed from the immediate gate area after each departure.

(b) **Domestic Common User Terminal**

(1) At the Domestic Common User Terminal, BAC provides the following CUTE Departure/Arrival Equipment:

(a) Boarding gate reader;

(b) Document printer;

(2) (c) Boarding pass printer.The following operational requirements apply to the use of the Departure/Arrival Equipment at the Domestic Common User Terminal:

(a) airline/handling agent employees must not use the CUTE Equipment unless they have been trained by BAC on the use that equipment;

(b) when a fault arises with the CUTE equipment (or the VOIP phone system), the airline/handling agent must perform the approved first-level trouble shooting techniques as advised by BAC (during CUTE Equipment training). No other form of manual incident intervention may be carried out;

(c) airlines/handling agents must not disconnect or alter the CUTE Equipment or change its location or setup;

(d) CUTE equipment must be used for all departures and no Airline proprietary equipment is to be installed

12. (e) Only 1 approved Cabin baggage test unit is permitted to be displayed for each departure. This unit is to be removed from the immediate gate area after

each departure.**Use of the PA system (Common User Conditions – Part D)**

(a) **International Terminal**

(1) Access to the PA system will be available to the following:

(a) authorised staff at the Level 2 Information Desk;

(b) all service desks and gates; and

(c) BAC office on Level 3.

(2) The configuration of the PA system is based on zones, and personnel must choose the correct area for the announcement. Announcements for the boarding of aircraft are zoned to the Level 3 airside departures area only.

(3) As the International Terminal operates as a silent terminal, PA announcements are restricted to the following:

(a) a single general boarding announcement on Level 3, prior to the departure of the aircraft (the announcement will cover all of Level 3);

(b) local announcements at the gate for airline pre-boarding requirements;

(c) lost children announcements by the Information Desk on Level 2.

(b) **Domestic Terminal**

(1) Access to the PA system will be available to the following:

(a) all CU service desks and CU gates; and

(b) the AMO office L2 (restricted to BAC and Contractor Staff);

(c) For CU gates: PA announcements are restricted to the CU area or specific Airline leased areas;

(d) For Airline leased gates: Announcements are to be restricted to the leased area only.

(c) Operation of PA System

All Operators should refer to the Standard Operating Procedure (SOP) for correct use and operation of the PA system for both Domestic and International Terminals.

13. Other operational information

(a) **VIP facilitation**

There are 2 locations in the International Terminal where VIPs can be handled:

(1) Level 2 for Arrivals; and

(2) BAC Meeting Room on Level 3 for Departures.

These facilities are available free of charge for eligible VIPs (as determined by the Department of Foreign Affairs) and must be pre-booked by contacting the DTMs via email at itbdutymgr@bne.com.au.

(b) **Deceased persons**

In the event of a death/apparent death within the boundaries of Brisbane Airport or on board an aircraft, airlines/handling agents must contact the DTMs to initiate the following actions:

(1) notify Queensland Ambulance Service (QAS) – 3860 5090;

(2) notify Queensland Police Communication Centre (QPOL) – 3364 6464; and

(3) request response from:

(a) Supervisor;

(b) Duty Crew;

(c) State Government Undertaker.

(c) **Signage limitations within Terminals**

The following principles apply within the Terminals:

(1) **International Terminal**

(a) Maximum standing unit height 1200mm (Kiosks)

(b) 1 x Baggage test unit per departing flight – maximum height 1800mm - (Check-in area limited to max 2 units for any Airline and in agreement with BAC)

(c) Boarding gate units will replicate the maximum number of flights departing based on seasonal schedule (e.g. 4 flights departing at peak + 4 units)

(d) No fixed / static signage within the Common user area – All signage is to be electronic other than fixed wayfinding.

(e) Gates will display Airline logos on monitors – based on 2020 info shown on FIDs

(f) Check-in: Monitors at the rear of each counter will display the Airline logo only when the desk is active – counter allocation will be controlled by the BAC DTM's

(g) External and Internal way-finding signage as per existing signs and within existing size limitations on each

(2) **Domestic Terminal (Common User areas)**

(a) Maximum standing unit height 1200mm (Kiosks)

(b) 1 x Baggage test unit per departing flight – maximum height 1800mm - (Check-in area limited to max 2 units for any Airline and in agreement with BAC)

(c) Boarding gate units will replicate the maximum number of flights departing based on seasonal schedule (e.g. 4 flights departing at peak + 4 units)

(d) No fixed / static signage within the Common user area – All signage is to be electronic other than fixed wayfinding.

(e) Gates will display Airline logos on monitors – based on 2020 info shown on FIDs

(f) Check-in: Monitors at the rear of each counter will display the Airline logo only when the desk is active – counter allocation will be controlled by the BAC DTM's

(g) External and Internal way-finding signage as per existing signs and within existing size limitations on each

Annexure A
(FIDS Display Procedures)

Check-in Desk Screens

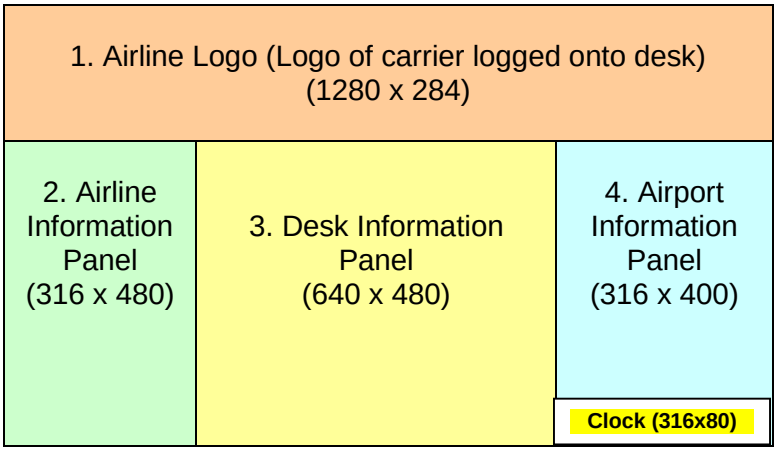
Introduction

The LCD screens over the check-in desks at the International Terminal are divided into 4 sections, each with a specific function.

The 4 sections are shown in the diagram below and include:

1. Airline Logo Panel (Logo of carrier for whom the desk was opened)
2. Airline information Panel (for display of airline supplied promotional images etc)
3. Desk Information Panel (for display of flight details, destination, class etc)
4. Airport Information Panel (for display of security and other information relevant to departing pax)

Layout of Check-in Desk Screen (1280 x 768 pixels)



A photograph of a check-in display screen is shown below.

1. Airline Logo Panel

The airline logo specifications are provided in the section below entitled “Logo Specifications”.

2. Airline Information Panel

Airlines can provide their own information to be displayed on the Airline Information Panel whenever the desk is opened. The information is displayed on all desks opened for the airline.

File Specifications for Airline Information Panel:

Format	• Flash (suffix .swf) objects must be compatible with player 7.0.73
	• Graphics Interchange Format (GIF) there are 2 formats supported:-
	  ○ GIF87A – (suffix of .gif) static images
	  ○ GIF89A – (suffix of .gif) animated images
	• Joint Photographic Experts Group (JPEG) (suffix of .jpg) static images.
	
	Please note: Shockwave files are not supported.

Animation Frame Rate	10 frames per second (preferred maximum)
Size	316 pixels wide x 480 pixels high
File size	Maximum 500KB

Additional comments:

- Only one file is able to be displayed by an airline at any time.
- A new file overwrites an existing file.
- If airlines choose not to provide their own information, a default panel will be displayed. Information on the default panel alternates between:

  "Please Have Travel Documents Ready"
  "Enjoy Your Flight"

3. Desk Information Panel

The Desk Information Panel displays pages with information relevant to the flight and class checking in at the desk. It is configured to display 3 different types of pages including:

1. A standard layout page with a "BAC Blue" background.
2. A standard layout page with a customised airline supplied background image.
3. A customised airline designed and supplied page which contains all of the information needing to be displayed.

Each type of page is described in more detail below.

<u>Standard Layout with BAC Blue Background</u>

The standard page layout:

- Displays flight numbers of flights assigned to the desk.
- Displays codeshare logo(s) and flight number(s) (refer photograph in section 6).
- Scrolls the codeshare logos and flight numbers if there is more than one.
- Automatically adjusts the layout to accommodate a single flight or a flight with codeshares.
- Displays the Destination.
- Displays the class (Classes 1 to 9 are reserved for the standard page)
- Displays a free text field which scrolls left to right if there are more than 16 characters in the message.
- Information is dynamically linked to and updated from the desks database.

Note: All text on the standard page is white.

Standard Layout with Customised Airline Supplied Background Image

- Layout and information displayed is the same as the Standard Layout.
- The airline supplied background image must be compatible with white foreground text overlay.
- Information is dynamically linked to and updated from the desks database.
- A separate background is displayable for up to 6 classes (classes A to F).

The specification of the background image is as follows:

Format	.gif
Size	640 x 480 pixels
Comment	Please identify in the file name that this is a “Background Image”.

Customised Layout, Designed and Supplied by the Airline

- Customised airline designed and supplied page to suit airline requirements.
- A separate page is displayable for up to 6 classes (classes A to F).
- The information and layout of this page is static and is not updateable from the database.

The specification of the file is as follows:

Format	.gif
Size	640 x 480 pixels
Comment	Please identify in the file name that this is a “Customised Page”.

Additional comments:

- If airlines choose not to provide their own images, the default “BAC Blue” background will be displayed.
- The layout of the Desk Information Panels fixed. Information changes are achieved by the Airline Handler supervisor using iClient.
- Desk Information Panels described in section 3.3 are designed and supplied by the airline. Information, such as flight, class or free text on these pages is not user updatable.
- An airline may have a combination of panels i.e. Classes A to C may select panels with Airline supplied background images with dynamic text as described in section 3.2 while classes D to F may select Airline designed and supplied panels as described in section 3.3.

4. Airport Information Panel (Blue)

Displays safety and security information, relevant to passengers checking in whenever a desk is opened. The information is common to all desks.

File Specifications for Airport Information Panel:

Format	• Flash (suffix .swf) objects must be compatible with player 7.0.73
	• Graphics Interchange Format (GIF) there are 2 formats supported:-
	  ○ GIF87A – (suffix of .gif) static images
	  ○ GIF89A – (suffix of .gif) animated images
	• Joint Photographic Experts Group (JPEG) (suffix of .jpg) static images.
	
	Please note: Shockwave files are not supported.

Animation Frame Rate	10 frames per second (preferred maximum)
Size	316 pixels wide x 480 pixels high
File size	Maximum 500KB
Comment	Reserved for Airport Use only

The size of the Airport Information panel permits time to be displayed on each check-in desk. Time panel size is 316 x 80 pixels.

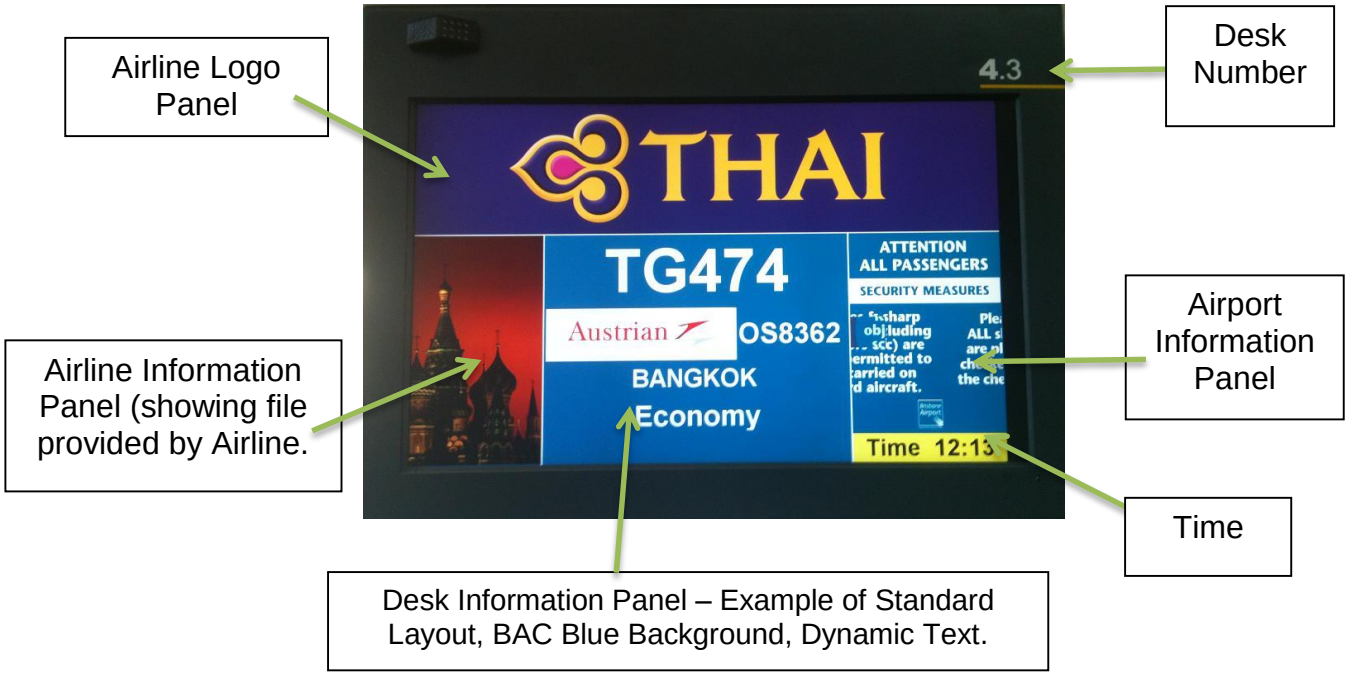
Procedure for submitting logos and files for display

- Files are to be emailed / delivered to Tony Chetwyn - BAC Duty Terminal Manager for approval (email tony.chetwyn@bne.com.au).
- Once approved, files will be installed into the BAC Flight Information Display system within 2 days.
- Information will to be immediately available when a desk is next opened by the carrier.

Additional Comments

- Files are to be approved by BAC prior to display.
- Currently there is no cost for this service.
- Questions regarding this specification should be emailed to David Miller - david.miller@bne.com.au

5. Example Photo 1



Logo Specifications

The following contains details of logo files currently used for signage and the Flight Information Display System (FIDS) at various Brisbane Airport terminals.

1. Signage (i.e. Office, Kerbside etc)

   - Logo to be supplied in .EPS format.
   - Pantone Matching System (PMS) colours also to be supplied.

2. Flight Information Display System (FIDS)

   - Logo to be supplied in .GIF format.
   - The logos for the FIDS are terminal-specific. All logos for the relevant terminals need to be supplied. i.e. airlines using the International Terminal must supply all logos for that terminal as listed below.

BAC provides Flight Information Displays in the International Terminal, Domestic Common User Terminal and Virgin Domestic Terminal as well as the www.brisbaneairport.com.au website.

International Terminal

Item	Size (Pixels)	Purpose / Where logos are typically displayed	FIDS Logo Type (FIDS Use Only)
1.1	1280 x 284	ITB Check-in 1280x768 ITB Carousels 1280x768 ITB Gates 1280x768	-cwt
1.2	800 x 170	ITB 800x600 Gates ITB Entrance to Concourses.	-gv5
1.3	640 x 140	ITB Transit Corridor 1280x768, ITB CU Baggage Services Desk, ITB Carousels 1280x768.	-gate
1.4	400 x 110	ITB Check-in ITB Carousels	-gat3
1.5	160 x 40	ITB Flight Listings 1280x768,	-sitb
1.6	104 x 24	ITB Flight Listings 800x600 ITB Flight Listings 640x480	-t
1.7	1280x768	LCD Full-Screen Logo 1280x768	-lcd
1.8	920x355	ITB Large public displays	-led
1.9	100 x 28	BAC Web Page	{airline code}-logo-{range}

Domestic Terminal – Common User

Item	Size (Pixels)	Purpose / Where logos are typically displayed	FIDS Logo Type (FIDS Use Only)
2.1	1280 x 284	DTB Common User Check-in DTB Common User Carousels	-cwt
2.2	640 x 140	DTB Common User Carousels	-gate
2.3	400 x 110	DTB Common User Carousels	-gat3
2.4	160 x 40	DTB Common User Flight Listings	-sitb
2.5	1280x768	DTB LCD Full-Screen Logo	-lcd
2.6	100 x 28	BAC Web Page	N/A

Domestic Terminal – Virgin

Item	Size (Pixels)	Purpose / Where logos are typically displayed	FIDS Logo Type (FIDS Use Only)
3.1	1280x768	**Check-in pages** Virgin Australia Service Desk Virgin Australia Check-in Virgin Australia Bag Drop Virgin Australia Group Check-in Virgin Australia Assistance Virgin Australia Priority Virgin Australia Special Needs Virgin Australia Unaccompanied Minors	-cwt
3.2	220x55	Virgin Australia Gate Screens	-m
3.3	160 x 40	Virgin AustraliaFlight Listings 800x600	-s
3.4	480 x 105	Virgin Australia Carousels	-480x105
3.5	100 x 28	BAC Web Page	N/A

Annexure B
(CUTE Equipment)

Service Delivery Plan

- **Service Delivery Overview**

  The key to any airport Systems Service Delivery is the provision of a level of support commensurate with the size, complexity and relative importance of the operations to be maintained. In general, to service BAC, SITA proposes a support model that incorporates both global and local operational resources as outlined below;

Support Level 1	The SITA Single Service Desk (SSD) will have responsibility for receiving and managing incidents including passing the call to the appropriate resolver group. The SITA SSD will track the progress of the service request and invoke and manage escalations at the predefined points.
Support Level 2	Enterprise Operations will provide overall technical support. This support will be provided via the telephone to the on-site maintenance team, or remote intervention through the network connection using the remote access facilities of the system software.
Support Level 3	The on-site maintenance support staff in BNE will restore local hardware faults while SITA 3rd level Engineering will resolve software issues.

- **Underlying Principles**

  The operational procedures outlined in this Operations Manual are based upon ITIL standards.
  The **Information Technology Infrastructure Library** (**ITIL**) is a framework of best practice approaches intended to facilitate the delivery of high quality information technology (IT) services. ITIL outlines an extensive set of management procedures that are intended to support businesses in achieving both quality and value, in a financial sense, in IT operations. These procedures are supplier independent and have been developed to provide guidance across the breadth of IT infrastructure, development, and operations.

Site and Service Information

- **Site Information**

  Site Manager: Mr Noel Cox
  Maintenance Provider: SITA Global Services (SGS)
  On-Site Coverage Hours: 0600-1800hrs
  On-call Coverage Hours: All other hours (on a T&M basis)
  Email: bne.cute.admins@sita.aero

- **Equipment Configuration**

  The current equipment configuration at BNE is;

	Check-in	Description
IWS	173	HP DC 7700 HP 17" L1740 LCD
BGR	38	Access120M ATB2 & bar code reader
ATB	148	Fujitsu F9840 ATB , 2DBC compliant

BTP	151	Intermec PF2i RFID compliant
OCR/MSR	136	ACCES ATB 420MDO incorporating pointing device.
DCP	59	OKI 3320

Maintenance and Operations Support Services

- **Incident management**

  The primary objective of Incident Management is to process enquiries and incidents of all types and restore service as soon as possible while minimising any negative effects on business processes. This is achieved by a group of specialists who work in virtual unison. Teams are formed according to specialist skill levels and are grouped into first-level, second-level and third-level support units. Incident Management assumes the role of maintaining contact between IT systems and business. Together with the Service Desk, Incident Management is the first and most important point of contact into SITA for BAC / the airlines.

  The following statements are fundamental and essential requirements of the IT Incident Management function:
  - All incidents must be recorded on the Incident Management system to maintain operational data integrity.
  - The prime objective of managing incidents is to resume normal service as soon as possible – either providing a fix or workaround.
  - All incidents are "owned" and managed by the First Level Support function (SSD).
  - Incidents can be reactively identified to SITA by BAC/ Users or Proactively identified by SITA.
  - Those incidents that are identified as problems will be handled via the Problem Management Process – detailed in the following section.

- **Opening an Incident**

  Incident Triggers and process overview

  All Incidents will be opened with the SITA SSD by the following process;

Serial	Process	Actions
1	User experiences CUTE incident. 1st level trouble shooting to occur	Trouble-shooting process to be located in Appendix to this document
2	**Between 0600-1800hrs** Supervisor to ensure 1st level support has been conducted, that the incident is not related to a host issue - then and phone the SITA SSD on 1800 300 043	1. SSD will dispatch on-site engineer via phone immediately
3	**Outside 0600-1800hrs** Supervisor to ensure 1st level support has been conducted, that the incident is not related to a host issue - then and phone the SITA SSD on 1800 300 043	1. SSD will not dispatch an engineer – they will accept the information from the supervisor and defer the ticket until 0600hrs the following day. 2. On-duty Engineer is to check Trillium at 0600hrs each day for open tickets and resolve.
4	**Outside of 0600-1800hrs** If Airline Supervisor requires SITA on-site support out of hours – they are to call the BAC Duty Manager.	1. Airline supervisor to call BAC 2. If BAC accept urgency of situation, they can call the SSD and request SITA to dispatch the engineer to attend the site.
5	**Proactive incidents**	The SSD will be monitoring the core equipment remotely

Diagram 1 CUTE incident flow – 1800-0600hrs

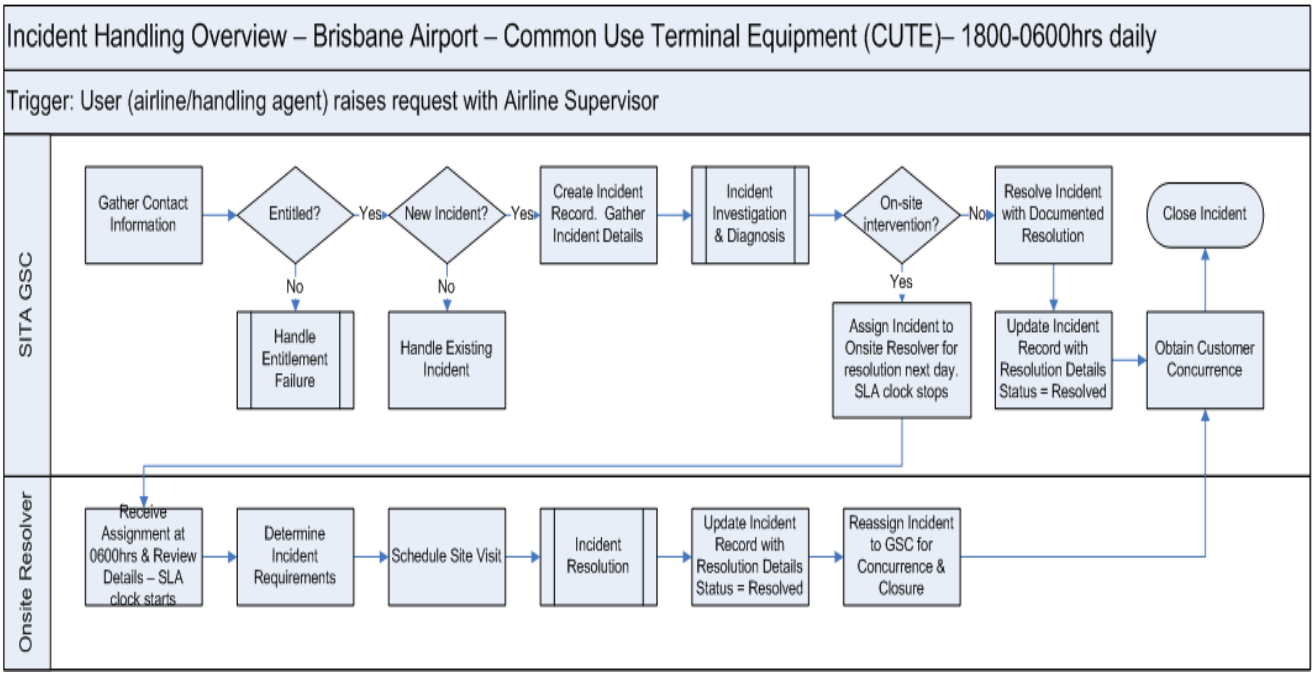
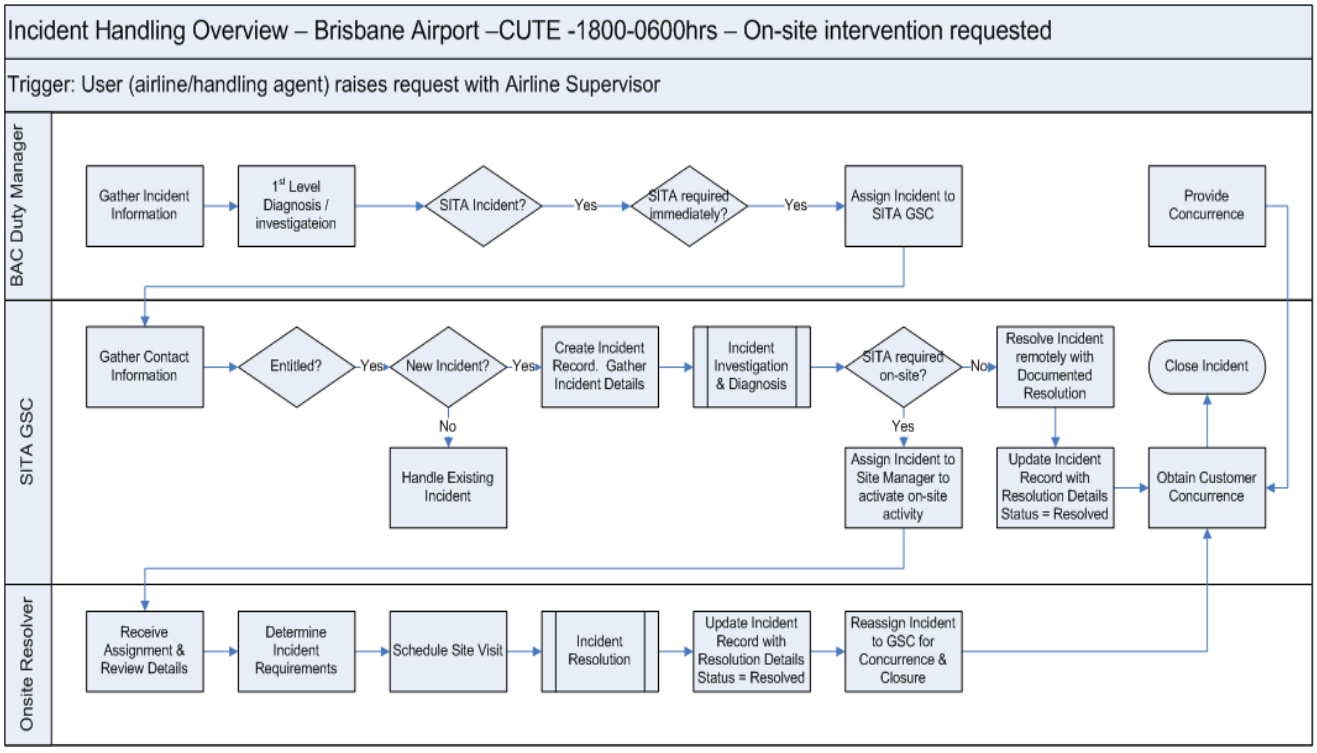


Diagram 2 CUTE incident flow – out of hours call-out required



- **Mandatory Information**

  The SITA SSD will open an incident record once the following information is received from the incident trigger;
  - Caller Name/Contact details
  - Full Incident description (number of users affected, etc)
  - Results of Incident Diagnostics (screen shots, error messages)
  - Time of Incident Occurrence

- **Overall Comments/DISCUSSION ON Notifications / Escalations**

Serial	Comment
1	The BAC duty manager is responsible for all communication/escalation into BAC.

- **Closing the Incident**

  Incidents will be closed via phone from the SITA SSD / Site team to the entity that opened the Incident (when on-site intervention is not required) or in person via the local on-site team to the entity that opened the incident. If no-one is present at the location when the resolution occurs, the ticket will be closed as resolved by the on-site engineer.

- **Incidents which SITA need to be informed**

  In the event the BAC are managing an incident or change that is impacting, or has the ability to impact SITA services, the SITA Site Operations Manager is to be informed.

- **Problem Management**

  A Problem is defined as any deviation from an expected norm. That is, a problem is any event resulting in a loss or potential loss of the availability or performance to a managed IT resource and / or its supporting environment. This includes errors related to systems, networks, workstations and their connectivity; hardware, software, and applications. The recognition of problems can come from any point in the environment and can be identified using a variety of automated and non-automated methods.

  Problem Management differs from Incident Management in that its main goal is the detection of the underlying causes of an Incident and their subsequent resolution and prevention. In many situations this goal can be in direct conflict with the goals of Incident Management where the aim is to restore the service to BAC and customer airlines as quickly as possible, often through a Work-around, rather than through the determination of a permanent resolution (for example, by searching for structural improvements in the IT infrastructure, in order to prevent as many future Incidents as possible). In this respect, therefore, the speed with which a resolution is found is only of secondary (albeit still of significant) importance. Investigation of the underlying Problem can require some time and can thus delay the restoration of service, causing downtime but preventing recurrence.

  - All problems must be recorded on the Problem Management system to maintain operational data integrity. Problems records can be linked to incident records.
  - The prime objective of managing problems is to resolve the underlying cause permanently – not to provide a simple fix.
  - Example problems are software bugs / issues, major hardware changes etc, known errors. Incident management has provided a work-around and problems management provides the fix.
  - Problems will be typically opened by SITA .
  - This process updates the Knowledge Base SITA uses for customers on these services.
  - BAC will be notified when any Incidents become problems.

- **Problem Manager**

  The SITA Problem Manager is the Site Operations Manager.

- **Problem Handling Overview**

  Problems will be identified and investigated by SITA and discussed in the monthly Operational meeting between BAC and SITA. All problems will be registered and progressed updated to BAC.

- **Consumables International Terminal**

  SITA will provide common use continuous feed fan fold paper, single sheet for service desks landside and three part paper for gates as stock for the OKI 320 DCP (document printer). SITA will also provide ink ribbons for said printers.

  Airlines/Handling agents are responsible for providing all other stock and consumables such as bag tags, boarding passes, thermal receipt roll stock, rush tags or any other consumable.

- **Consumables Domestic Common User Terminal**

  Airlines/Handling agents are responsible for providing all stock and consumables such as single sheet continuous feed fan fold paper and printer ribbons for OKI 320 DCP(document printer), bag tags, boarding passes, thermal receipt roll stock, rush tags or any other consumable.