BRISBANE AIRPORT CORPORATION

TERMINALS OPERATIONS RULES

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1. INTRODUCTION

1.1 Purpose & interpretation

This Terminals Operations Rules (**TOR**) document has been prepared by Brisbane Airport Corporation Pty Ltd (**BAC**) to inform airlines and related stakeholders utilising BAC-controlled resources as listed below:

- the Domestic Terminal Building (**DTB**) and associated aprons;
- the International Terminal Building (**ITB**) and associated aprons;
- the General Aviation (**GA**) Terminal and associated aprons;
- the Logistics Apron; and
- Any other BAC-designated aircraft parking positions.

1.2 Related References

This TOR document provides an overview of terminal operating rules however it is not exhaustive. This document should therefore be read in conjunction with the following:

- Brisbane Airport Aviation Services and Charges Agreement (Terminals, Aprons & Related Infrastructure) (**ASCA**);
- BAC Apron Services Licence (**ASL**);
- BAC Security Standard Operating Procedures (**SSOP**);
- BAC Aerodrome Emergency Plan (**AEP**);
- Other applicable BAC agreements, licences and SOPs.

In the event of conflicting information between documents, the information in the ASCA and ASL shall have precedence over the TOR.

In all other cases and for any queries concerning the TOR or any of the specific BAC procedures, contact the relevant Terminal Facilitation Manager (DFM or IFM) by telephone or email.

1.3 Abbreviations & definitions

The below abbreviations and definitions apply throughout this document. Acronyms, abbreviations and definitions are common to singular and plural applications. Entity titles are shown in italics.

Term	Description
ABF	Australian Border Force, a part of the Department of Home Affairs which is responsible for operational border, investigations, compliance, detention and enforcement functions
ACA	*Airport Coordination Australia Pty Ltd ABN 16 082 075 901,* the body responsible for the allocation of runway and terminal slots at BNE
AEP	Aerodrome Emergency Plan, which BAC is required to prepare (and amend as necessary) under aviation safety legislation
AMO	BAC Alarm Monitoring Office / Officer
AOC	Airline Operators Committee, which BAC has established for each of the ITB and the DTB

Term	Description
AODB	Airport Operation Database (Airport 20/20 system by Gentrack), which BAC uses for bay planning, check-in counter allocation and FIDS information
ASCA	BNE Aviation Services and Charges Agreement (Terminals, Aprons & Related Infrastructure)
ASIC	Aviation Security Identification Card, issued under Aviation Security Legislation
ASL	Apron Services Licence
Aviation Security Legislation	All acts, regulations and other laws in relation to aviation security (including the *Aviation Transport Security Act 2004* and the *Aviation Transport Security Regulations 2005*) together with any orders, directions and notices (by whatever name) given by any government department or authority, including those issued from time to time by the Department of Home Affairs (Aviation and Maritime Security Division)
BAC	Brisbane Airport Corporation Pty Ltd ABN 54 076 870 650
BHS	Baggage handling system(s), including the checked baggage screening system(s)
BMA	Baggage make-up area
BNE	IATA airport code for Brisbane Airport
CHURN	Term given to the rotation of barrows and ULDs in a baggage make-up area
CRO	Baggage Handling System – Control Room Operator
Counter Position	Any singular passenger/customer service counter check-in, service, domestic interline, transit/transfer, self-service bag drop, oversize baggage, or departure gate counter position or kiosk provided by BAC
CU	Common-use /-user, where use is not limited or dedicated to a specific airline
CUSS	Common-use self-service
CUTE	Common-use terminal equipment
DCC (DTB / ITB)	BAC Duty Control Coordinator - responsible for publishing daily allocation plans and dealing with day to day maintenance issues within the terminals
DCS	Departure Control Services (software application)
Departure/ Arrival Equipment	The aerobridge gates and bays, non-aerobridge gates and bays and the nose-in guidance equipment provided at the Terminals
DFM	Domestic Facilitation Manager
DOURB	Domestic Terminal Operational User Requirement Brief
DTB	Domestic Terminal Building (also known as T2)
DTM	BAC Duty Terminal Manager – responsible for the management of day to day terminal operations and the allocation of infrastructure within the respective terminal
EBS	Early Baggage Storage facility, being a facility which allows baggage to be accepted outside of minimum check-in opening times
ETA	Estimated time of arrival (refer also *ETD*)
ETD	Estimated time of departure (refer also *STD*)
FIDS	Flight information display system
FM	Facilitation Manager
GA	General aviation
GAT	General Aviation Terminal

Term	Description
GSE	Ground support equipment
IATA	International Air Transport Association
ITB	International Terminal Building (also known as T1)
Kiosk	Any CUSS check-in, bag-drop or similar standalone unit provided by BAC
MUP	Make up position on a baggage lateral, pallet loop or conveyor
NFC	Near Field Communication, being device 'touch' technology designed to improve passenger processing using such things as smart phones
NSS	Northern Summer Season - commences on the last Sunday in March and ends on the Saturday prior to the last Sunday in October
NWS	Northern Winter Season - commences on the last Sunday in October and ends on the Saturday prior to the last Sunday in March
Operational Requirement(s)	Aircraft movement(s) which has an ACA-approved terminal slot (arrival, departure or turnaround)
PA	Public announcement (equipment/system)
Qantas	Qantas Airways Ltd, and any subsidiary operating under the "QantasLink" brand with a QF flight number
QF	IATA airline designator code for Qantas flights
RFID	Radio frequency identification
SAD	Schedule Arrival and Departure Summary
Season(al)	Reference to NSS and/or NWS (as appropriate)
SITA	The entity formerly known as *Société Internationale de Télécommunications Aéronautiques*, which is the CUTE supplier and agent for the ITB and the DTB
SOP	Standard Operating Procedure, being the detailed operating instructions issued by BAC from time to time. SOPs may be different for each BAC-controlled resource
SSBD	Self-service bag drop
STA	Scheduled time of arrival
STD	Scheduled time of departure
TOR	This Terminals Operations Rules document
TSP	Transport Security Program, which BAC is required to prepare (and amend as necessary) under Aviation Security Legislation
TMU	Baggage - Trolley Management Unit
ULD	Unit Load Device, being a container for the carriage of Baggage / Freight on an aircraft
VA	IATA airline designator code for Virgin Australia flights
VIC	Visitor Identification Card, issued under Aviation Security Legislation
Virgin (Australia)	Virgin Australia Airlines Pty Ltd

1.4 TOR amendments & BAC directions

The TOR may be amended by BAC, based on operational needs and/or legislative requirements. This may be because of (for example) a change in processes and procedures, or because there is new infrastructure, or alterations to existing infrastructure or because of a change in applicable laws, regulations, codes or standards.

In accordance with the ASCA, before making any changes to the TOR, BAC will consult with airlines and give at least 30 days' notice before the changes comes into effect.

While the TOR outlines a range of issues and requirements for airlines and ground handling service providers, in order to optimise the safety and efficiency of the terminals, it may be necessary from time to time for BAC to issue directions to airlines and/or ground handlers. Airlines and ground handlers must comply with any reasonable direction issued by a representative of BAC, provided it is not inconsistent with the terms of the ASCA or other commercial agreement with BAC.

1.5 Use of BAC equipment generally

Without limiting any specific requirements set out in this TOR, when using any equipment or facilities provided by BAC in the terminals, airlines/handling agents:

a. must take proper care of BAC's equipment and follow BAC's reasonable directions for its use;

b. must advise the BAC DCC immediately if any of BAC's equipment is not working or has been damaged. BAC will repair that equipment as quickly as practicable and airlines/handling agents must not engage any person other than BAC's employees, contractors or agents to repair the equipment;

c. must give BAC reasonable access to inspect and to repair its equipment.

1.6 Engagement of ground handling agents

Where an airline has an agreement with a handling agent to provide services on its behalf:

a. the terms of that agreement must not be inconsistent with this TOR;

b. the airline must inform the handling agent of the airline's obligations under this TOR, to the extent relevant to the services being provided by the handling agent.

1.7 Contact details

1.7.1 BAC

Domestic Terminal (T2)	Details
DCC	Telephone: +61 7 3406 3171 (option 2) DCC Email: dom.ga.coordination@bne.com.au
DTM	Telephone: +61 7 3406 3374
DFC	Telephone: +61 7 3139 8554
CUTE Help Desk	Telephone: +61 7 3216 3333

International Terminal (T1)	Details
DTM & DCC	Telephone: +61 7 3406 3171 (option 1) Email: itbdutymgr@bne.com.au
CUTE Help Desk	Telephone: +61 7 3216 3333

1.7.2 ACA

Contact method	Details
Website	http://www.airportcoordination.org
Telephone	+61 2 9313 4569 or 1800 784 933 (Australia only)
Fax	+61 2 9313 4210
Email	slots@airportcoordination.org

2. SAFETY, SECURITY AND INCIDENT RESPONSE

2.1 Safety

BAC is committed to providing an aerodrome that is safe for aviation related activities.

In building and promoting this positive safety culture with workers and business partners, BAC has established the BAC Aviation Safety Management System (**SMS**) which represents the systematic approach BAC has adopted to realise its safety vision and meet its aviation safety objectives.

BAC's aviation safety objectives are to:

- identify hazards and manage risks;
- foster leadership;
- consult and communicate;
- comply with relevant legislation, standards, codes and other requirements; and
- continuously improve.

The successful implementation of BAC's SMS requires all airlines and providers of support services at Brisbane Airport to understand the importance of aviation safety and to be aware that they are able to report incidents and observations relating to aviation safety via the SMS.

The SMS is reviewed and updated as required to reflect changes in legislation, BAC's risk profile or operational needs, but in any event at least every two years. Any relevant changes will be communicated to airlines and support service providers.

2.2 Security

2.2.1 General

BAC is committed to ensuring a safe and secure environment at Brisbane Airport. Security measures in place reflect the strict regulations specified by the Australian Government and are constantly monitored for compliance and reporting purposes. The TSP outlines BAC's requirements about aviation security at Brisbane Airport.

2.2.2 Passenger screening

Airlines should encourage their passengers to allow ample time to process through security screening points (as well as immigration control points for the ITB) into the departures area. To allow for this, airlines should generally open check-in counters three hours before departure for most international flights and 1.5 hours for domestic flights.

Check Bag Screening (CBS) Insert CBS process

2.2.3 Health/Medical

Passengers with a bona fide medical condition may carry a medical kit. These passengers should carry evidence, such as a doctor's certificate, to substantiate their condition and should also obtain airline approval prior to travel.

2.3 Evacuation from Terminals

In the event of an evacuation from terminal buildings and/or car parks, an alarm will be sounded and verbal instructions to evacuate will be provided. The evacuation system will cascade, meaning those areas directly threatened will be evacuated first. Those areas at lesser risk will be evacuated as the priority increases.

When notified to evacuate, staff and tenants are required to make their way to the nearest exit and follow the direction of building wardens (identified by white and red helmets) and uniformed staff. They will be directed to evacuation areas where they are to remain until advised it is safe to re-enter the building.

Airport security staff and airline staff will be the first allowed to re-enter the buildings followed by other airport staff, tenants, passengers and visitors. This will ensure systems are re-activated to process passengers.

Reference – Fire and Evacuation Control Plans

2.4 Filming and Photography

2.4.1 Terminals

Photos and filming may not be taken of ABF staff or equipment, check-in counters and staff or security procedures, equipment and staff.

2.4.2 Other

For any other filming or photography at Brisbane Airport please contact BAC's Corporate Relations Team on +61 7 3406 3399.

For more information please refer to the Filming and Photography Guidelines found:
https://bne.com.au/corporate/partner-with-us/filming-and-photography

2.5 Lost Property

2.5.1 International Terminal

Go to the Visitors Information Desk, Level 2 of the ITB; or

Telephone +61 7 3406 3190.

2.5.2 Domestic Terminal

All items found within the terminal public areas are given to Visitors Information staff in the DTB who will register items; or

Telephone +61 7 3305 9233.

2.6 Lost Checked Baggage

(Baggage that has been accepted for travel by an airline)

Contact the relevant airline.

For property lost on BAC's T-Bus (inter-terminal courtesy bus) contact BAC's staff parking on +61 7 3406 3057.

2.7 Set Down and Kerbside Traffic

Vehicles are permitted to stop for immediate drop off and pick-up only in designated pick-up and drop-off roads at the ITB and DTB. Due to Government security requirements, vehicles must not be left unattended at any time. Unattended vehicles will be towed and drivers may be subjected to infringement notices/penalties. All staff, passengers and visitors must obey directions from traffic officers while using Brisbane Airport roads.

2.8 Unattended Items

The HOT principle should be applied to unattended items. Suspicious items should be escalated to the BAC DCC or the Australian Federal Police (**AFP**) on 13 12 37.

2.9 Reporting Suspicious Behaviour

Any suspicious behavior should be reported directly to the AFP by calling 13 12 37.

2.10 Incident Response

- BAC DCC must be notified of any personal injury or safety incident within the terminals or precincts (including Aprons). Further detail is provided in BAC's AEP (restricted availability via respective Airline Group Security Departments).
- To notify BAC of an incident, contact the BAC DTM (07) 3406 3171 (available 24/7) and provide the following details:
- type of incident;
- location of incident;
- advice on Emergency services notification;
- name of person(s) involved (if known) and injured person(s) (if any or known).
- BAC reports and communicates incidents through Noggin. This reporting system allows BAC to notify relevant stakeholders of any security or operational incident / event.
- Stakeholders are to notify BAC of contact details for their respective organisations in the event of an incident.
- Reference the First Aid and Emergency Services SOP

3. ALLOCATION RULES - APRONS, BAYS & GATES

3.1 General

Apron, bay and gate allocation rules are applied by BAC to optimise aircraft movements and passenger processing through the respective terminals. The daily apron/bay/gate allocation will be determined by the DTM in consultation with the DCC, having assessed all information from the Airlines and the agreed allocation rules, and Operational Requirements on the particular day of operations.

Compliance with these allocation rules is required at all times.

3.2 Application

The allocation rules apply to the following CU areas at Brisbane Airport:

a. DTB (T2) and aprons;

b. ITB (T1) and aprons;

c. the Logistics Apron;

d. the GA Apron; and

e. any other non-leased parking or layover positions.

BAC's Airside Standards department produces reference documents (Apron/Bay Usability Charts) which indicate the aircraft types that can be accommodated on each of the bays, together with any operational constraints on the use of the bay. The current charts are available from the relevant Terminal FM or via the BAC Extranet. Insert link

An airline using a contracted ground handling service provider must ensure that the service provider has entered into a BAC ASL before commencing operations for the airline. With the exception of Airlines that are signatories to the ASCA. This document is available at:

https://bne.com.au/sites/default/files/no-index/151028_Apron_Services_Licence.pdf.

3.3 Allocation Principles

The allocation rules are based on the following principles, in consultation with the specific airline:

a. Scheduled services (as scheduled through ACA) have priority over non-scheduled services.

b. On-time scheduled services have priority over off-schedule services

c. All terminal operations will be required to have ACA Terminal Slot approval prior to requesting bay allocation from the DCC.

d. In relation to off-schedule movements:

- Movements subject to changes to either the ETA or ETD in excess of +/- 15 minutes compared to the approved season schedule (including the SAD) will be deemed to be 'off-schedule'.
- An aircraft delayed more than 15 minutes in departure may be required to vacate their allocated bay, when operationally possible, for a valid or scheduled Operational Requirement; however, DTM / DCC will attempt to maintain the priority established in the Seasonal allocation process to the extent practicable.

This will be communicated directly with the relevant airline operations control centre and it is imperative that early communication of any possible delay or clash is communicated with the DCC.

e. Passenger services have priority over non-passenger services.

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

In this context, “optimal use” considers but is not limited to the actual number of passengers, scheduled vs off-schedule, terminating vs turnaround, crew operational movements.

g. Where practicable, and subject to operational constraints, aircraft will be initially allocated bays according to service type, capacity and grouping of airline operations in order of first to last movement of the day.

h. Aircraft parking positions are designated as: Primary Operational parking positions are those which have direct terminal contact and Secondary Operational bays which are in remote locations (bussing required).

i. For planning purposes a 15 minute separation will be required to minimise apron movement clashes.

j. Stand-off bays may be allocated to passenger aircraft if an aerobridge is not available (refer to paragraph (f) above).

k. Bays are to be left clear of all GSE and other equipment items after each departure movement, when the next schedule arrival is for another Airline. Items must be stored in the designated GSE storage areas, as per the Usability charts or within an authorised licenced GSE area as per the ASLA.

3.4 Allocation Process

The general process for the allocation of aprons, bays and gates is described below.

The bay allocation plan is developed using STA and STD data.

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

- Seasonal allocation;
- weekly allocation;
- daily allocation; and
- actual daily operations.

The Seasonal, weekly and daily slot allocations are undertaken by ACA. Airlines/handling agents are to direct requests for slot allocation to ACA.

In relation to actual daily operations:

1. movement control for each airline/handling agent must advise the relevant terminal DCC by 2000 hours daily of any confirmed schedule for the following day. The DCC will conduct a daily review prior to the first movement of the day;
2. movement control for each airline/handling agent must advise the relevant DCC of any variation to the day’s schedule immediately the changes are known.

Once agreed, any allocation changes will be communicated via the DCC and the relevant Airline Operations Control Centre or the airline’s nominated ground handler. Notification to all other areas will be via the operational FIDS or cascaded internally via other means of communication. Changes will be reflected on BAC’s FIDS located in all public areas.

3.5 Preferred-Use Allocation (Domestic Terminal T2)

Under separate arrangements with BAC, airlines may be allocated bays/gates on a 'preferred-use' basis, in which case the following rules take precedence over the above allocation principles and process:

a. BAC will provide to ACA information relating to any 'preferred-use' provisions and instruct ACA to allocate aprons/bays/gates accordingly.

b. On the day of operations, BAC will review and may change any prior allocation if required to meet the agreed 'preferred-use' provisions. Changes will be communicated with the particular airline.

c. Aircraft operators with 'preferred-use' bays/gates must demonstrate to BAC that no residual capacity is available on those bays/gates before being allocated any additional bays/gates.

3.6 Dwell Times

Use of aircraft bays is granted on a maximum dwell time basis, only when the bay is required for an operational movement. This is sufficient for passenger disembarkation and embarkation, and for primary aircraft servicing. Maximum dwell times are set out below. Where there are multiple layover aircraft, outside the maximum dwell time and a bay is required for operational purposed, then the last schedule departure aircraft, must vacate the bay. Where a schedule departure is delayed due to operational restrictions that are outside an Airlines control, the maximum dwell time does not apply.

Note: In relation to the DTB and ITB, ACA will allow, for planning purposes, a 15min separation buffer to accommodate delayed push back approval or for a bay to be vacated.

Note: If an operator expects a particular aircraft turnaround to exceed these maximum dwell times, they must assume the aircraft will be required to relocate; however BAC will take a holistic view of current and imminent gate demand prior to any request to relocate an aircraft.

***Scheduled long layover aircraft movements may necessitate the need to build additional apron and where observed as having an impact on optimal use of the gates, will be referred to BAC's Strategic Planning and Development Group and the Airport Infrastructure Development Steering Group.**

3.6.1 Domestic Terminal – T2

An arriving aircraft will have access to an allocated operational parking bay for the following maximum dwell times as part of the slot approval:

Aircraft size	Maximum dwell time
Arriving aircraft	
Smaller than Code C	30min after "on blocks"
Code C	35min after "on blocks"
Code D & E	45min after "on blocks"
Departing aircraft	
Smaller than Code C	30min before STD
Code C	40min before STD
Code D & E	50min before STD

3.6.2 International Terminal – T1

Table 1 [Insert Table Caption]

Aircraft size	Maximum dwell time
Arriving aircraft	
Code C and smaller	45min after “on blocks”
Code D & E	60min after “on blocks” with a minimum subsequent 60min availability on adjacent apron for secondary aircraft servicing OR 75min after “on blocks”
Code F	75min after “on blocks”
Departing aircraft	
Code C and smaller	60min before STD
Code D & E	75min before STD where a minimum layover period of 60min on an adjacent apron was achieved OR 90mins before STD
Code F	90min before STD

First departing aircraft will overnight on a bay, overnighting aircraft will be prioritised on standoff bays at the ITB T1 based on STD.

3.6.3 Logistics Apron (old International Terminal)

No long-term aircraft parking is permitted on Bays L1-L6 as layover parking in these areas is required to support efficiency optimisation on the ITB Apron.

3.6.4 General Aviation Apron

All movements must be approved by ACA and operators are required to provide aircraft movements to the DTB DCC by 1900 the day prior to operation. Bay allocations will be published by the DTB DCC by 2200 the day prior to operation and all bay allocations are coordinated by the DCC.

4. ALLOCATION RULES – COUNTER POSITIONS, KIOSKS & SSBD

Note: Refer to clause 1.3 for the definitions of Counter Position, Kiosk and SSBD.

4.1 Application

The allocation rules in this section apply to the following counter positions in a full "common use" environment:

- DTB: CU counters and SSBD units / Kiosks / exception counters;
- ITB: Check-in rows / Kiosks / SSBD units.

BAC produces plans which indicate the Counter Positions, Kiosks and SSBD units described above.

4.2 Allocation Principles

To the extent practicable at any given time once a terminal has the necessary infrastructure to support a common use environment, BAC will apply the principles below when determining the allocation of Counter Positions, Kiosks and SSBD facilities.

Rollout of this process for the DTB will be communicated via the DTB AOC.

The allocation principles are as follows:

a. BAC will provide an initial Seasonal scheduled counter allocation 4 weeks prior to season commencement.

b. Scheduled airlines will have priority over non-scheduled airlines, subject to that counter position, kiosks and SSBD facilities being required for operational purposes.

c. Airlines with the greater seat capacity will have allocation priority. However, this priority only applies for the initial allocation; any subsequent variation will be on an 'as available' basis.

d. An airline/handling agent should be allocated consecutive counters for each flight.

e. Where possible, an Airline using kiosks, will be allocated a service counter adjacent to the kiosks.

f. When determining final allocations, the following (non-exclusive) criteria may be considered:

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

g. The Seasonal/daily plans will provide that airlines which are checking-in to schedule (i.e., ETD within +/- 15 minutes of STD) will retain the priority established during Seasonal schedule review (see below for further detail about this process).

h. Any non-scheduled or delayed international services which could have an impact on the daily check-in facilitation will not have priority over scheduled services, unless check in has already commenced.

4.3 Allocation Process

BAC carries out an advanced planning and review program to provide early advice on counter allocation. This process will be ratified after consultation with the respective AOCs. Advance planning includes:

- Seasonal schedule review; and
- Daily counter position/Kiosk/SSBD plan.

4.3.1 Seasonal schedule review

The Seasonal schedule review will be based on forecast check-in counter requirements and coordinated by the terminals scheduling and capacity advisor.

This review is primarily for planning purposes and will be:

3. used to determine the total terminal counter requirements for the next Season; and
4. conducted within two (2) months of the Seasonal IATA Schedule Conference.

The Seasonal scheduled check-in counter allocation will be provided to airlines/handling agents 30 working days prior to the commencement of the next Season.

4.3.2 Daily check-in counter plan

The daily check-in counter plans will be prepared by the relevant DCC, taking into consideration all relevant operational information. The plans will be distributed via email the day prior to operations. Any changes on the day of operation will be communicated via the relevant ground handler.

Any conflict on allocation of counter occupancy is to be referred to the DTM or relevant FM/DCC and not to be resolved directly between airlines or ground handlers.

4.4 Occupancy Periods

4.4.1 Domestic Terminal – T2

a. The standard minimum and maximum for common use check-in counter occupancy periods for individual flights are as indicated below:

   Note: there are capacity constraints in the BHS and limited early baggage storage facilities at the DTB.

Counters open	
Jetstar, Tiger and other airlines	maximum of 120 mins (2 hours) prior to STD
Counters close	
All counters are to be closed 30mins prior to STD	

b. Any requests to amend the standard occupancy periods above are to be made in writing to the DFM at least 30 days in advance of the intended date of effect.

c. Any airline/handling agent may be permitted to use or remain on a counter in excess of the standard maximum allowable period provided the counter is not scheduled for use by another airline/handling agent. Prior approval by the DTM is required for each occurrence.

d. An airline may request a single block counter allocation to simultaneously handle several flights from the same counters. In such cases, the standard maximum allocation periods will not apply. Requests are to be made to the DTM/DCC.

e. For planning purposes, any requirements for premium check-in must be advised to the DCC. BAC understands that airlines have a requirement to provide facilitation for product differentiation but this may at times be limited by demand.

4.4.2 International Terminal – T1

The standard maximum check-in counter occupancy times for individual flights are as indicated below:

1. Counters open, all other flights: up to 180 mins (3 hours) prior to STD.
2. Counters open for US flights: Up to 240 mins (4 hours) prior to STD.
3. Counters closed: 30 mins prior to STD.

a. Any requests to amend the standard occupancy periods above are to be made in writing to the DFM at least 30 days in advance of the intended date of effect.

b. Any airline/handling agent may be permitted to use or remain on a counter in excess of the standard maximum allowable period provided the counter is not scheduled for use by another airline/handling agent. Prior approval by the DTM is required for each occurrence.

c. An airline may request a single block counter allocation to simultaneously handle several flights from the same counters. In such cases, the standard maximum allocation periods will not apply. Requests are to be made to the DTM/DCC.

d. For planning purposes, any requirements for premium check-in must be advised to the DCC. BAC understands that airlines have a requirement to provide facilitation for product differentiation but this may at times be limited by demand.

5. ALLOCATION RULES – BAGGAGE SORTATION LATERAL CONVEYORS

5.1 Application

The allocation rules in this section apply to the following BHS facilities at BNE, for outbound and inbound baggage:

1. DTB: Outbound laterals within existing BMAs
   Inbound baggage carousels 1 – 7 (being all carousels in the DTB)
2. ITB: Outbound laterals 1 – 24
   Inbound baggage carousels 1 – 7

BAC produces Seasonal allocation plans which indicate the BHS laterals and pallet loops described above. These plans are updated and are available by contacting the relevant DCC

5.2 Allocation Principles

To the extent practicable at any given time, BAC will apply the principles below when determining the allocation of baggage sortation lateral conveyors.

Airline will be allocated baggage sortation lateral conveyors based on the allocated check in and reclaim positions in the T2.

5.2.1 Domestic Terminal – T2

a. Aircraft handled by the same airline / airline group or handling agent will, where possible, be grouped together in the BMA and reclaim areas.

b. Airlines to be allocated loop based on their assigned check in and reclaim.

c. Subject to 5.2.1b, and when available, larger loops will be assigned for airlines operating Code E aircraft.

d. Assignment of laterals / carousels will have regard to specific airline agreements but will be no more than 7 hours prior to STD. This time may be reduced as it is dependent on lateral assignments, passenger demand or peak hour constraints.

   Note: No provision for an EBS has been agreed or designed under the terms of the current ASCA.

e. Standard lateral allocation will be:

   i. Wide-body aircraft types: minimum of 1 x lateral / pallet loop position

   ii. All other aircraft types: minimum of 1 x lateral / pallet loop position.

f. For Seasonal planning purposes, in any standard schedule week, flights will be assigned to the same baggage laterals. Delayed services or failure of baggage equipment may cause a change to be made to the Seasonal plan. This decision will be made at the discretion of the DTB DTM in consultation with the respective airline/handling agent's Duty Manager.

g. 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.

h. Lateral assignments for delayed flights will be evaluated by the DTB DCC on an individual basis.

5.2.2 International Terminal - T1

a. Aircrafts handled by the same airline/handling agent will, where possible, be grouped together in the BMA. Passenger flow in the arrivals hall will be taken into consideration when allocating inbound carousels.

b. When available, pallet loops will be assigned for airlines operating Code E and Code F aircrafts.

c. Standard lateral allocation will be:

   i. Wide-body aircraft types: 1 x Pallet loop or maximum of 2 x laterals (when a pallet loop is unavailable)

   ii. For all other aircraft types: minimum of 1 x lateral

   iii. All domestic sector flights: minimum of 1 x lateral (any requirement for an additional lateral space will be determined by the DCC)

   Note: Any lateral must have no more than 4 x ULDs or barrows positioned at any time.

d. For Seasonal planning purposes, in any standard schedule week, flights will be assigned to the same baggage laterals. Delayed services or failure of baggage equipment may cause a change to be made to the Seasonal plan. This decision will be made at the discretion of the DCC in consultation with the respective airline/handling agent's Duty Manager.

e. 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.

f. Lateral assignments for delayed flights will be evaluated by the DCC on an individual incident basis, taking into consideration:

   i. the number of passengers on the flight,

   ii. the number of passengers still to check-in,

   iii. laterals assigned to a preceding flight, and

   iv. peak or down-time operation.

5.3 Allocation process (all terminals)

a. Laterals and pallet loops will be allocated prior to the start of each new Seasonal schedule and, when necessary, adjusted on a daily basis.

b. 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 in consultation with the relevant as necessary throughout that season.

c. For ACA approved charter and supplemental services, the relevant DCC is to be notified by email at least 48 hours ahead of the scheduled operations to enable lateral and pallet loop allocation, particularly for peak schedule periods. Failure to provide the required notice may preclude the allocation of laterals and pallet loops

d. Any concerns or queries with lateral and pallet loop allocations escalated via email to the relevant DCC and not discussed directly with staff operating the BHS.

5.4 Operational requirements

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

b. MUP assignment is the responsibility of the airline/ground handler to gain the most efficient use of the presentation length.

c. Baggage containers and barrows must be removed from the BMA when full and held in the GSE storage / staging areas until required on the assigned bay.

d. CHURN will be implemented within the BMA to ensure the efficient use of laterals and allow for empty barrows and ULD's to be positioned without disruption or delay to other operators.

e. In the event of delays, consultation with the relevant DTM is essential. Failure to notify the DTM, DCC and CRO of a delay may result in the laterals being re-assigned to the next scheduled flight. Any bags still in the system and any new bags introduced will be re-directed as follows:

   i. DTB (T2): to the respective reject belts.

   ii. ITB (T1): to the late-bags lateral and pallet loops.

f. The BMA CRO should be contacted only for immediate operational issues such as bag damage, lateral and pallet loop failures and the like, and the DTM/DCC must be advised as soon as practicable thereafter.

g. Tub return: airlines/handling agents are responsible for the following:

   i. DTB (T2): return of tubs to the respective oversize belts or taken to the check-in takeaway belt where airline staff are to ensure that tubs are restocked at relevant Counter Positions.

   ii. ITB (T1): return of tubs to the northern oversize belt on Level 1, ensuring 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 contract staff.

h. Empty or full containers must not to be stored in the BMAs at any time. These items are to be stored in GSE or staging areas only.

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

j. All traffic in the BMA must follow all directional signage and arrows to ensure a smooth and safe flow of traffic.

k. All rubbish generated in the BMA (including food stuffs, procedural paperwork or container documentation) must be placed in the garbage bins provided.

l. Straps/lines used to secure items in containers must not be left in the BMA.

m. Pallets used for freight delivery are also to be removed from BMA's and airside areas.

5.5 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 assigned lateral (where possible).

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

c. At the reject lateral, unidentified baggage is to be processed by airlines/handling agents. BAC will attempt to notify airlines/handling agents of bags directed to the reject lateral; however, Control Room

staff will not be responsible for any bag left at the reject lateral after the departure of the bag's assigned flight.

5.6 System Statistics

BAC collects statistics for baggage handling performance. They may be obtained by written request to the DCC. Statistics may be available for departing baggage; however, requests must be made well in advance to allow BAC time to collate the requested readings. Data is held for a maximum of 12 months.

5.7 Baggage Jams

All baggage jams will be cleared by Baggage Control Room staff. In the case of large jams, airline / handling agent assistance may be requested.

5.8 Breakdown Notification

In the event of BHS breakdown, partial or total, the CRO will notify the DCC of the status of the system. The DCC must notify airline/handling agent within 5 minute of the breakdown and advise the impact of the breakdown, including whether check-in must be suspended, any alternative BHS allocations required, and any anticipated delays.

Refer to the SOP for BHS breakdown and fall-back procedure.

5.9 Manual Procedures for Baggage Handling

5.9.1 Domestic Terminal – T2

Where possible, security screening of baggage is to be screened by x-ray if available, otherwise manual ETD is accepted. One of the following options will be applied as determined by the DCC in consultation with BAC security and the airline/s impacted by the outage.

Domestic Terminal – Northern check-in areas

Option 1:

If one section of the main take-away belt is unavailable the live take-away section should be used (which may include manual injection at the bag-drop units)

Option 2:

If both sections of the main take-away belt is unavailable consideration should be given to have passengers use the Groups check-in area for baggage acceptance. Similarly the premium check-in facility should be used.

Option 3:

Where there is a complete shutdown of the take-away system but serviceability of the transfer bag injection point is still available, all bags should be presented to the oversize belt and transported (manually) to the transfer feeder belt enabling bags to be scanned by x-ray and injected to the assigned lateral or pallet loop.

Option 4:

Total failure of the BHS will require bags to be presented at the oversize acceptance point where bags will be ETD prior to transfer to airside and nominated laterals / pallet loops.

Domestic Terminal – Central check-in area

Option 1:

Use the transfer line to inject baggage into the BHS (baggage to be accepted at check-in by airlines and the bags manually taken to the transfer point via an SRA access doorway).

Option 2:

Use the oversize x-ray point. Airline staff to validate the baggage tag and direct passengers to the oversize acceptance point. Baggage handling staff to collect bags from the oversize and place on the adjacent carousels.

Option 3:

ETD and manually transport baggage to the BMA. This option is ONLY permitted after BAC's Security Department has approved the ETD fall-back process in conjunction with the relevant airlines security team.

Domestic Terminal – Southern check-in

Option 1:

Loss of main take-away belt will require bags to be manually transported to the oversize acceptance point where the bags will be permitted to be moved airside into the BMA. All bags are to be injected at the transfer baggage point to be x-rayed and directed to nominated laterals / pallet loops.

Option 2:

If access to the x-rays is unavailable bags can be processed via ETD at the oversize acceptance point and transferred airside to the respective laterals / pallet loops

5.9.2 International Terminal – T1

Where possible, security screening of baggage should be screened by x-ray. One of the following options will be applied, as determined by the ITB DTM in consultation with the affected airline/s.

Option 1:

In the event of a take-away system failure, the oversize x-ray units on Level 4 are to be used to process all bags. Airline staff are to validate baggage tags prior to bags being presented at the oversize screening point.

Option 2:

Refer to BCS SOPs for fall-back depending on the issue.

6. USE OF OVERSIZE BAGGAGE POSITIONS

6.1 Domestic Terminal

a. There are 3 x oversize baggage acceptance points.

b. These points are CU facilities and will be available for use as required.

c. They will be allocated to a specific airline.

d. Items will only be accepted at each point provided:

   i. the item has an activated / validated tag attached; and

   ii. the travelling passenger presents the item along with their boarding pass, or the airline agent presents the item compliant with clause 6.1.d1

6.2 International Terminal

a. There are 2 x oversize baggage belts for the acceptance of checked oversize baggage into the BHS.

b. These are available for use as required and will not be allocated to any particular airline.

c. These belts are not available for fragile items unless they meet the oversize criteria.

d. Items will only be accepted at each point provided:

   i. the item has an activated / validated tag attached; and

   ii. the travelling passenger presents the item along with their boarding pass, or the airline agent presents the item compliant with clause 6.2.d1

7. BAGGAGE HANDLING SYSTEM – OPERATIONAL REQUIREMENTS

7.1 BHS Description

The BHS configuration for the respective terminal is described below.

7.1.1 Domestic Terminal

Area	Configuration
Northern Check-in Area (Qantas / Qantas Link-preferred check-in)	6 x standard check-in counters 1 x premium check-in counter with 1 x takeaway belt in the PLE 4 x SSBD positions in the PLE 13 x SSBD positions 3 x common take-away belt 1 x oversize acceptance belt (no x-ray unit) 2 x group check-in counters with 1 x take-away belt 1 x transfer-baggage injection belt 3 x make-up laterals with 3 x x-ray units 1 x reject-baggage belt with containment unit 3 x recirculating reclaim carousels 1 x oversize reclaim belt 1 x oversize arrival belt no x-ray unit 1 x customer service desk
Central Check-in Area	6 x standard check-in counters 8 x SSBD positions 1 x common take-away belt 1 x oversize acceptance belt (with x-ray unit) 1 x transfer-baggage injection belt 2 x baggage make-up laterals 2 x recirculating reclaim conveyors (1 x airside and 1 x landside) 1 x oversize reclaim belt
Southern Check-in Area (Virgin Australia preferred check-in)	19 x standard check-in counters 1 x common take-away belt with 3 x laterals 1 x group check-in counter with takeaway belt 1 x oversize acceptance point (no x-ray) 1 x transfer-baggage injection belt 3 x recirculating reclaim carousels

7.1.2 International Terminal

Area	Configuration
Level 4 Check-in Area	5 x check-in islands, each including: 2 x rows of counters 9 x check-in counters with weigh scale / induction belt 1 x service counter
Conveyors (Levels 1-4)	3 x shared take-way belts (rows 1-2, 3-4 and 5-6) 4 x dedicated take-away belts (rows 7, 8, 9 & 10) 1 x inbound oversized conveyor line 3 x transport lines 2 x sortation lines, each comprised of 18 x output laterals/pallet loops 1 x recirculating line 1 x problem bag re-input conveyor line 1 x manual encoding station 2 x outbound oversized conveyor lines 1 x domestic interline conveyor line 10 x reclaim feed conveyor lines 11 x recirculating reclaim conveyors

7.2 Baggage Handling Parameters

7.2.1 Size and Weight

The baggage handling size and weight parameters for the respective terminal BHS are defined below.

Domestic Terminal

1. Standard conveyor parameters:

Parameter	Maximum	Minimum
Length	1370 mm	150 mm
Width	700 mm	75 mm
Height	700 mm	75 mm
Weight	55 kg	kg

2. Oversize conveyor parameters:

Parameter	Maximum	Minimum
Length	2400 mm	160 mm
Width	1000 mm	80 mm
Height	600 mm	80 mm
Weight	55 kg	0.5 kg

International Terminal

3. Standard conveyor parameters:

Parameter	Maximum	Minimum
Length	1370 mm	160 mm
Width	800 mm	80 mm
Height	840 mm	80 mm
Weight	55 kg	kg

4. Oversize conveyor parameters:

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

The oversize laterals will be used for all items with dimensions too large to be accommodated by the normal takeaway belts. Items with a dimension greater than that specified above must be taken to the oversize baggage belt for acceptance in accordance with clause 6.1d and 6.2d.

7.3 Tub Usage

a. Baggage meeting the above size limitations but lacking a flat conveyable surface (e.g. baby carriages, round duffle bags or bags with loose straps, etc.) must be processed in standard airline tubs.

b. Baggage items with dimensions below the minimum stated above must be placed in tubs before being dispatched on conveyor.

c. Only one baggage item can be placed in each tub.

7.4 Check-in Procedures

a. Bags are not to be placed side-by-side (or overlapping) on either the scale or induction conveyor.

b. 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.

7.5 Bag Room Operations

a. BAC will take reasonable steps to monitor the baggage control room and manual encoding functions at each terminal and promptly process bag diversion to manual encoding to avoid system congestion and delays in baggage delivery.

b. Bags sorted to the make-up conveyor loop must only be removed by the relevant airline or authorised ground handler in sufficient time to avoid make-up full conditions or bags being diverted to another lateral.

c. Bags are to be cleared at a frequency which does not cause cascading or recirculation within the BHS.

d. Airlines/handling agents must not do anything which may adversely affect the efficiency of the BHS.

e. If an airline/handling agent does not reasonably comply with the requirements of this TOR (and any other reasonable directions by BAC) and the BHS is damaged, the airline will be responsible for the cost of repairs to the BHS.

7.6 Baggage Tags

All checked-in baggage must be tagged in accordance with the requirements of Aviation Safety Legislation.

7.6.1 Bar-coded Tags

a. For bar-coded tags, BAC and airlines/handling agents must use the IATA-approved, 10-digit license plate bar code and shall be in accordance with any additional requirements notified by BAC and agreed with the airlines (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. Bar-code printers shall be maintained so as to produce tags complying with the specifications and requirements in accordance with 7.3.1 (a)

c. All previously applied machine-readable destination bag tags must be removed prior to check-in.

d. Tags must be attached to bags so that there is no creasing or damage to the bar codes and such that the bar-coded sections of the tag are visible.

e. When bags are placed in tubs, every effort should be made to ensure that the bar-coded tag is presented so it is visible from above and is not obscured by the tub base or sides.

f. For business continuity planning, airlines will fall back to manual bag tags, which will be airline specific.

7.6.2 Permanent Tags

CU ‘permanent’ tags (RFID/NFC technologies)

a. Permanent baggage tags based on RFID/NFC technologies are only supported in the existing Qantas check-in area.

b. Qantas RFID tags will only be accepted at the DTB northern take-away SSBD system.

c. Subject to operational needs, BAC will transition to the use of permanent RFID/NFC tags when an IATA-approved, SITA-compliant performance specification for CU baggage tags is available.

d. Compliant bar-coded tags will continue to be accepted as an alternative to permanent tags.

Airline-specific ‘permanent’ tags (RFID/NFC technologies)

a. Airline-specific permanent tag systems in operation at the DTB and ITB as at 31 December 2018 will be supported by BAC provided they are IATA-approved and SITA-compliant.

b. BAC’s interim support of legacy airline-specific permanent tag systems is dependent upon the availability of the necessary system links to the respective airlines’ baggage management systems to ensure that BAC is able to reconcile all checked baggage. The respective airlines are responsible for providing the necessary system links to BAC.

8. USE OF COMMON-USE TERMINAL EQUIPMENT

8.1 CUTE equipment

BAC will provide CUTE for airline/handling agent use as detailed below.

8.1.1 Domestic Terminal

Conventional CUTE

1. At each counter position that is for **check-in**:

Item	Quantity	Limitation
Workstation (networked computer, monitor, keyboard with integrated passport swipe, mouse)	1	
Boarding-pass printer	1	For ticketing, check-in, group check-in and valet service desks only
Baggage-tag printer	1	Ticketing, exceptions desks, check-in and group check-in counters.
Digital VoIP telephone	1	
Chair / stool	1	
Cabin-baggage test unit (multi-size to a maximum height of 1800mm)	1	In the case of grouped counter positions, to be shared by up to 5 x counter positions

2. At each counter position that is at a **departure gate** (generally, there being a primary and secondary counter position per gate):

Item	Quantity	Limitation
Workstation (networked computer, monitor, keyboard with integrated passport swipe, mouse)	1	
Boarding-pass reader	2	Maximum: 2 per gate
Boarding-pass receipt printer	2	Maximum: 2 per gate.
Boarding-pass printer	1	Maximum: 1 per gate
A4 document printer or dot matrix printer	1	Maximum: 1 per gate
Digital telephone	1	Maximum: 1 per gate
Cabin-baggage test unit (multi-size to a maximum height of 1800mm)	1	Maximum: 1 per gate

3. Airlines/handling agents are required to supply the following at their own expense on check-in counters:
   - Consumables (except for those provided by BAC in accordance with clause 3 (below) including but not limited to, boarding passes and baggage tags and other stationery; and
   - Airline-specific DCS applications suitable to run on the BAC managed, SITA-compliant network environment and approved by BAC.

CUSS equipment

1. Check-in kiosks (hardware running on SITA-compliant network).
2. SSBD units (passenger interface running on SITA-compliant network).
3. Consumables for the Kiosks, including 2D barcode bag tags and 2D barcode and magnetic-stripe boarding cards, subject to the following:
    - Consumables will be provided by BAC, subject to agreement with the Airline/handling agent and charged back to airlines accordingly, and charges will be based on actual passenger usage and in addition to the existing passenger charges.
4. Airlines/handling agents are required to supply at their own expense, SITA-certified (IATA-compliant) CUSS software applications for:
    - Check-in kiosks and SSBD units.

8.1.2 International Terminal

1. At each Counter Position that is a **check-in, transit, transferor baggage service desk**:

Item	Quantity	Limitation
Workstation (networked computer, monitor, keyboard with integrated passport swipe, mouse)	1	
Boarding-pass printer	1	
Baggage-tag printer	1	
Document printer (dot matrix)	1	
Digital telephone	1	In the case of grouped counter positions, to be shared by up to 2 x counter positions
Chair / stool		
Cabin-baggage test unit	1	In the case of grouped counter positions, to be shared by up to 5 x counter positions.

2. At each Counter Position that is at a **departure gate**:

Item	Quantity	Limitation
Workstation (networked computer, monitor, keyboard with integrated passport swipe, mouse)	1	
Boarding-pass reader	2	
Boarding-pass printer	1	Maximum: 1 per gate
Document printer (dot matrix)	1	Maximum: 1 per gate
Digital telephone	1	In the case of grouped counter positions, to be shared by up to 2 x counter positions
Cabin-baggage test unit	1	Maximum: 1 per gate

8.2 Usage Rules - CUTE

The following rules apply to the use of BAC-supplied CUTE items:

a. Airlines/handling agent employees must not use the CUTE items unless they have been trained by BAC or a BAC approved trainer for the use of the specific equipment item.

b. BAC will provide all Airline/handling agent employees with the relevant training, by an approved trainer to use the equipment.

c. In the event of a fault with a CUTE item (or the VOIP phone system), the airline/handling agent must perform the BAC-approved first-level trouble-shooting techniques (as advised by BAC during CUTE training). No unapproved form of manual incident intervention is to be performed.

d. Airlines/handling agents must not disconnect or alter a CUTE item or change its location or setup.

e. In relation to electrical issues, airlines/handling agents must:

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

   ii. immediately move away from the location of the fault and place a “severity 1” call to the BAC CUTE Help Desk;

   iii. Not attempt to repair the fault or continue working with the affected equipment.

f. Airline/handling agents must not eat or have open cups or bottles of liquid near any CUTE item, and must ensure all reasonable steps are taken to prevent improper use of the equipment including damaging or vandalising the equipment.

g. CUTE items must be used for all departures and no airline proprietary equipment is to be installed without prior BAC approval.

8.3 Usage Rules – Counter Positions generally

The following rules apply to the use of BAC Counter Positions:

a. All equipment provided by BAC at Counter Positions, including the CUTE equipment described in clause 8.1 remain BAC’s property. Airlines/handling agents must not remove or otherwise part with possession or control of BAC’s equipment unless requested in writing by BAC.

b. Airlines/handling agents must log on at the start and log off at the end of the airline’s occupation of a Counter Position.

c. Airlines/handling agents must use FIDS to identify clearly for passengers the Counter Positions being used and must not display any other signs, logos or advertisements without BAC’s prior written consent (which consent will not be unreasonably withheld). Refer to section 9 for further details.

d. Airlines/handling agents must leave each Counter Position and the area surrounding it in a tidy condition at the end of each period of use, including removing their own equipment or stationery.

e. Rubbish (including bag tags, used bag tags and bag tag backing paper) must be put into the bins provided and must not be dropped or left on conveyor belts. If an airline/handling agent does not comply with these requirements to BAC’s reasonable satisfaction, BAC will clean the Counter Position and surrounding area at the cost of the airline.

f. Airlines/handling agents must take all reasonable precautions when using each Counter Position to prevent unauthorised entry into the Counter Position area and the BHS.

g. When leaving a Counter Position, whether temporarily or at the end of a period of use, the airline/handling agent must leave each Counter Position in a secure condition. The last airline/handling agent representative at a Counter Position must ensure that the baggage system is switched off, the

baggage shutters are down, that all airline's Counter Positions are logged off, and that the security barriers over the weigh scales and between the Counter Positions are closed.

h. Only 1 x BAC-approved cabin baggage test unit per gate is permitted to be displayed for each departure. This unit is to be removed from the immediate gate area after each departure unless the next aircraft is the same airline's operation.

8.4 Maintenance and Repair

8.4.1 Responsibilities

a. If any damage to a Counter Position occurs, or there is a breakdown in BAC's equipment (including the BHS), BAC will use its best endeavours to provide substitute Counter Positions for the airline to use.

b. BAC has a 24/7 presence in the DTB and ITB and will manage the maintenance, repair and if necessary, replacement of CUTE items.

c. Airlines/handling agents using CUTE items are to report all breakdowns and other operating issues to relevant DCC as soon as possible after discovery of the issue.

d. CUTE equipment including furniture is not to be removed from its installed location.

8.4.2 Process: Failure of any equipment

a. Any CUTE equipment failures: Contact the CUTE Help line in accordance with the CUTE SOP.

b. Any gate furniture or cabinetry / maintenance issues: Contact the relevant DCC.

c. Any electrical power faults: Contact the relevant DCC.

9. USE OF FLIGHT INFORMATION DISPLAYS

BAC provides FIDS throughout the terminals as follows:

- DTB: FIDS display units, gate monitors and check-in desk screens.
- ITB: FIDS display units and check-in desk screens.

The BAC-supplied FIDS is compliant with the Gentrack Airport 20/20 specifications.

9.1 Displayed Information

a. The flight information displayed is sourced from the BNE AODB as updated by BAC and ACA (described in section 2).

b. The minimum flight and gate details displayed in the respective FIDS display locations will generally be as follows:

   i. Check-in Counter Positions:

      - Airline information (as provided by the airline).
      - Flight information details.
      - Airport information details (as provided by BAC).

   ii. ITB / DTB concourses:

      - Departures – next 3 hours – all airlines.

   iii. ITB / DTB satellites/regional waiting areas:

      - Departures – next 2 hours – gate specific.

   iv. All boarding gates:

      - Departures – next flight.
      - Arrivals – next flight (DTB only).

9.2 Airline Information and Logos

a. Airlines may provide their own logos to be displayed on the respective Airline Information Panel and Airline Logo Panels on the display monitors at check-in Counter Positions whenever they are open. The information is displayed on all desks opened for the airline.

b. Airlines must ensure that the information displayed on FIDS is current and accurate.

c. The information on FIDS is confidential information. Airlines must not give any other airline's information on FIDS to anyone else without BAC's prior written consent, other than information displayed in a public area.

d. The necessary data to generate an airline's logo and other material in FIDS remains the airline's property. Each airline warrants that it holds copyright in that logo and that its use of the logo and other material does not breach anyone else's copyright or other intellectual property right. BAC will not give that logo to anyone else without the airline's written consent

10. DEPARTURE/ARRIVAL EQUIPMENT (AEROBRIDGES)

The following rules apply to the use of the departure/arrival equipment:

a. Airlines/handling agents must take care of the departure/arrival equipment and follow BAC's reasonable directions for its use.

b. Airlines/handling agents must ensure that their staff operating the departure/arrival equipment are trained to operate it safely and in such a manner as to avoid damage to it, to other property and to persons.

c. Airlines/handling agents must ensure that aerobridges are only operated by persons trained to operate they particular type of aerobridge. Airlines will be responsible for the training of their own staff (and any handling agents) in the use of departure/arrival equipment.

d. Airlines/handling agents must leave the area surrounding the departure/arrival equipment in a tidy condition after each period of use. If the airline/handling agent does not do so, BAC will clean the area at the cost of the airline.

11. USE OF PA SYSTEMS

11.1 General

a. The DTB and ITB generally operate as 'silent' terminals and the use of PA is limited to those announcements which are operationally required, such as:

   i. terminal-wide emergency / incident response announcements by BAC;

   ii. other irregular terminal-wide announcements by BAC (e.g., lost children);

   iii. automated boarding announcements (Aviavox system) localised to specific boarding zones (based on the 22 EWIS zones); and

   iv. Irregular boarding announcements by airline operators localised to specific boarding zones (e.g., notification of short-notice delay).

b. PAs within leased airline lounge areas are restricted to those of the respective airline.

c. All PA operators are to refer to the SOP for correct use and operation of the PA systems.

11.2 Domestic Terminal

Access to the DTB PA system will be available as follows:

1. all CU service desks, baggage services and boarding gates;
2. The AMO / BAC administration office on Level 2 (restricted to BAC and authorised contractor staff).

11.3 International Terminal

Access to the ITB PA system will be available to the following:

1. all service desks and gates;
2. authorised staff at the Level 2 Information Desk; and
3. BAC administration office on Level 3.

In addition to the announcements indicated above, a single general boarding announcement will be broadcast throughout Level 3 (Departures) prior to aircraft departure.

12. WAYFINDING AND SIGNAGE

12.1 Application

a. The DTB and ITB are common use terminals and BAC is the approval authority for all signage and other wayfinding measures outside of leased areas.

b. The installation of new signs or the modification of existing signs (outside of leased areas) requires the endorsement of the BAC Approvals Department to ensure there is no adverse impact on terminal operations.

12.2 Principles

a. Terminal wayfinding and signage is to comply with BAC's Wayfinding and Signage Guidelines, unless otherwise authorised by BAC.

b. All signage within the terminals must be approved by the BAC Airport Approvals Department prior to installation.

c. For the positioning of signs, the precedence of signage is as follows:

   i. emergency exit signs;

   ii. emergency equipment signs (e.g. fire hose closets);

   iii. other statutory/regulatory signs (e.g. aviation security, ABF, such as customs and quarantine notifications);

   iv. primary journey directional signs (e.g. transfer, toilet etc.);

   v. FIDS displays;

   vi. secondary journey passenger information signs (e.g. information and service desks);

   vii. other signage, including advertising signs (floor mounted signage is not to exceed 1800mm from the floor level).

d. Concourse walkways are not to be impeded by fixed or temporary signage.

e. With the exception of essential emergency and direction signage and FIDS displays, lines-of-sight within concourse walkways is not to be impeded by suspended or other high-level signs.

f. Fixed/static airline-specific signage and branding is not permitted outside of leased areas and advertising displays.

g. Airline-specific signage (other than within leased areas and advertising displays) is limited to BAC-approved electronic dynamic signage at Counter Positions and departure gates, and then, only for the period the Counter Position or gate is active.

h. FIDS displays will display airline logos as provided by the respective airlines for input into the SITA-compliant FIDS.

i. A minimum separation of 2 metres is required between FIDS and any approved advertising signage (including airline signage).

12.3 Leased area location and signage limitations

To maintain a high level of customer experience and ensure that BAC's wayfinding signage assists passengers in being able to identify key areas in their primary journey, the following restrictions will apply within the terminals and forecourt areas (including the Skywalk):

12.3.1 Passenger walkway minimum clearances – Domestic Terminal

Any tenanted area within a terminal should not impede passenger flow at check-in, departure gates, pedestrian link walkways and baggage reclaim areas. The following minimum clearances will apply within all terminals and immediate terminal forecourt areas in any future development:

a. No structures including: ATMs, vending machines, retail outlet or tenanted area (including airline service desks) are to be installed / constructed within 6 metres of any check-in facility or kiosk (used for check-in), boarding gate zone or reclaim belt.

b. The primary walkways (concourse thoroughfares on L1, L2 and satellite links) are to have a minimum 4 metre clearance from any ATMs, vending machines, tombstone signage or other vertical structures within the Terminals. Airline gate cabin baggage test units are exempt from this rule but must comply with the dimensions and restrictions specified in section 8.1.

Note: BAC has also compiled a DOURB document which outlines spatial area requirements within the terminal.

12.3.2 Approval process

a. BAC's Approvals Department must be consulted at the start of any proposed redevelopment or concept design proposal to ensure the design teams are aware of these limitations.

b. Any unauthorised or unapproved signage or structure installed within the terminals or immediate forecourt areas will be removed by BAC or by the owner upon request from BAC.

13. MISCELLANEOUS OPERATIONAL INFORMATION

13.1 VIP Facilitation

The DTB and GAT have no VIP rooms provided by BAC.

There are 2 x locations in the ITB where VIPs can be handled. These facilities are currently free of charge for nominated VIPs or those determined by the Department of Foreign Affairs. These facilities must be pre-booked by contacting the relevant FM or DTM.

13.2 Deceased Persons

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

a. notify Queensland Ambulance Service (**QAS**) – (07) 3860 5090;

b. notify Queensland Police Communication Centre (**QPOL**) – (07) 3364 6464; and

c. request responses from:

   i. supervisor;

   ii. duty crew (if death on board);

   iii. State Government Coroner.

13.3 Passenger Transport

13.3.1 Wheelchairs

a. Airlines and ground handling companies are to provide sufficient wheelchairs to meet passenger demand.

b. Requests for wheelchair assistance should be directed to the airline which the passenger is travelling on.

c. Wheelchairs and mobility devices should not be left in public areas of the terminal precinct or car parks. Wheelchairs are to be collected on a daily basis from external areas and only stored in designated areas within the terminals.

d. Passenger assistance buggies are only to be parked and charged at designated areas within the terminals.

13.3.2 Baggage Trolleys / Carts

TMUs are provided inside the terminals, roadways and car park areas. BAC has engaged a contractor to manage and maintain this service.

13.3.3 Left baggage at carousels

Airlines will manage left baggage where there is an identifiable baggage tag.

If there is no identifiable baggage tag, BAC DCC to be notified and procedure as per the unattended baggage SOP will be followed

13.4 Terminal Loading Docks

13.4.1 Domestic Terminal

a. There are 2 x loading docks at the DTB with goods and staff screening capability. These facilities can be used by airlines, tenants, ground handlers and contractors.

   i. Note: Deliveries for tenants (including airlines) should be directed to the closest loading dock to the tenanted area.

b. The following restrictions apply to the loading docks:

   i. Deliveries are restricted to scheduled delivery times which must be requested and confirmed by 1700 hrs. the day prior to delivery.

   ii. Application for loading docks access is to be directed to BAC's security contractor.

   iii. Vehicles are to be moved away from the loading dock area once unload has been completed.

13.4.2 International Terminal

a. The security contractor has a SOP for deliveries at the ITB (restricted availability)

b. Deliveries can be made between 0400 and 1800 daily. Vehicle and driver checks are completed on arrival.

14. CLEANING AND TERMINAL MAINTENANCE FAULT REPORTING

14.1 Cleaning

All cleaning related issues are to be reported to the relevant terminal DCC. When required, an attempt should be made to isolate the area from public access.

14.2 Critical asset failure

(Lighting, air conditioning, water supply, vertical transport, aerobridges)

In the event of a critical asset failure, the relevant DCC must be contacted immediately. For response and notification information, refer to the Critical Asset Failure SOP.