Definition

- The airport apron or Ramp is the area of an airport where aircrafts are parked, unloaded or loaded, refueled, or boarded.

Apron
SUMMARY: Responsible for overseeing direction of a variety of aircraft ground handling services including, but not limited to ramp, baggage, cargo, in-flight service, GSE maintenance and customer service functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES - include the following. Other duties may be assigned.

- Ensures a safe working environment by following all ATS rules and regulations regarding the work place.
- Marshals inbound aircraft into ramp area of assigned gate.
- Unloads passenger luggage from each aircraft while plane is parked at the gate or in the ramp area.
- Delivers bag carts of mail to the airport post office and picks up loaded bag carts for outgoing flights.
- Delivers bag carts of cargo to the cargo area and picks up loaded bag carts for outgoing flights.
- Services aircraft lavatories.
- Grooms aircraft passenger cabin between flights.
- Services aircraft water tanks to ensure there is enough drinking water on the plane.
- Stocks aircraft with needed supplies for lavatories or galleys.
- Loads bag carts in the bag room with baggage from the ticket counter for outgoing flights and delivers them to aircraft.
- Loads passenger/luggage cargo and mail into aircraft main cargo area as well as bag carts.
- Pushes back outbound aircraft out of the gate area.
- Tows aircraft to remote areas at the airport if there are too many aircraft on the ramp for enough gate space.
- Performs FOD walks in the ramp area between flights.
- Ensures necessary ground equipment is available in the ramp area and bag room for upcoming flights.
- Performs assigned administrative duties on a voluntary basis - e.g., FOD inspections and equipmentjść GSE routes, and ensuring all areas of the ramp are clean.
Ramp Operations

- Parking – Security
- Arrival – Aircraft Marshaling
- Opening and closing of cabin and compartment doors
- Aircraft handling in strong winds
- Fuelling and de-fuelling
- Cleaning of aircraft interior
- Catering and other pantry suppliers
- Potable Water
- Toilet service
- Departure Activities
- Start-up Procedure
- Loading
- De-icing and Anti-icing on ground

Parking – Security

- Action shall be taken as to prevent unauthorised access to aircraft during ground stop.
- If any unauthorised person(s) have accessed the aircraft or found in the immediate vicinity of the aircraft,
- Gain Jet Operations and the Commander must be informed prior to departure as to assess the need for security check.
- If unauthorised access has been established and the need for security check established, the following areas shall be screened:
  - passenger cabin including lavatories and galleys,
  - flight deck,
  - engines,
  - landing gear,
  - compartments and electronic equipment bays or compartments.
Parking – Security

Taxi and parking
- A signal man should be available to monitor the progress of the aeroplane and observe the parking gate for obstructions.
- The marshaller will guide the aeroplane using hand signals.
- Ground crew should consist of a minimum of 3 persons (marshaller and 2 wing walkers, the marshaller is in charge of the operation)
- Upon stopping at the gate, hand signals only shall be used by ground personnel to indicate that “chocks are in position” and “shut down engine”.
- Parking brakes shall not be released until all engines have been shut down and until the cockpit personnel have ascertained that chocks have been inserted and that the aeroplane is not moving. See specific airport guidance information and procedures.

Arrival – Aircraft Marshalling

Marshalling of aircraft shall be executed according to the marshalling signals adopted by the International Civil Aviation Organization (ICAO).
- To aid the Commander when manoeuvring the aircraft on the tarmac, a qualified person (Signalman) shall give signals.
- The Signalman is responsible for giving clear and correct signs to the Commander. However, it is still the Commander who is responsible for the safe manoeuvring of the aircraft.

Marshall equipment
- The Signalman shall use bats in daylight and illuminated wands in darkness.
Arrival – Aircraft Marshaller

- Signalman: A qualified person who assists the Commander: during the arrival at and departure from the parking area, or when the aircraft is passing close to obstacles.
- Wingman: A qualified person who assists the Signalman in judging the safe distance between aircraft and obstacles.
- Position: The Signalman must stand in a fixed position, to the left and forward of the final position of the nose wheel, so that the Commander clearly understands that this is the parking place.

2.4 Passenger Boarding Stairs/Bridge

- The stairs/bridge must be adjusted to the correct height before being positioned to the aeroplane.
- Care must be taken to ensure that the stairs/bridge do not damage the aeroplane.
- Ensure before positioning passenger stairs/bridge, that the stairs are in good condition, that no edging strips or non-slip covering are loose and that all buffering is in good condition.
- It is imperative, both for the safety of the passengers and ground staff, that when these stairs/bridge are positioning to the aeroplane, the side panels are slid forward to close the gap between the stairs/bridge and the aeroplane. These panels should be locked securely in position.
- After the stairs/bridge have been positioned the stabilizers must be engaged and locked.
Opening and closing of cabin and compartment doors

Cabin doors
- Principally all passenger and service doors may only be opened and closed by crew members from inside or, if there is no crew on board, by trained technical staff or crew members also from outside.
- When opening a cabin door from outside it must be ensured by knocking on the door that nobody is standing in the danger area on the inside and that the emergency exit Escape slides have been disarmed. Only then the door lever may slowly be operated and the door opened.
- After opening the door it must be ensured that the positioning of passenger steps/jetway has definitely been completed and an "OK-sign" (thumb up) has been given by the ground staff to the crew responsible for the door before crewmembers and passengers enter the steps/jetway in order to avoid accidents.
- In addition, passenger steps/jetways and catering trucks may only be removed from the aircraft when the cabin door is either closed or when crew is ready to start closing the door.

Cargo Compartment doors
- Opening and closing of the cargo compartment doors shall only be performed by staff having been only instructed by the company.
- Extreme care must be exercised during operation of the cargo compartment doors in order not to collide with loading equipment positioned.
- In any case it is the duty of the station mechanic or Flight crew to check after completion of loading that the compartment doors are closed and properly locked.
- Doors have to be closed at least 10 minutes before scheduled time of departure.

Aircraft handling in strong winds
- For aircraft handling between 40 and 60 knots the following safety regulations shall be adhered to:
  - Parking break shall be set ON.
  - Wheel chocks shall be placed in front of and behind the main landing gear wheels.
  - The wheel chocks in front of and behind the nose landing gear shall be removed.
  - After unloading the aircraft all cabin & cargo compartments shall be closed.
  - After unloading the aircraft all servicing equipment and passenger steps not immediately needed for the loading shall be removed at least 5 meters from the aircraft and secured.
  - Generally, the operation of catering trucks lifting platform shall be stopped when wind exceeds 40 knots.
  - No refuelling during strong meteorological phenomena.
  - It is always preferable to have headwind during engine start up. In any case Flight Manuals instructions will be followed by the crew.
  - Passengers shall embark/deembark by small groups during strong meteorological phenomena according the instructions of the cabin crew/ground staff. In case of stairs with overhead covering/bridge is not available.
Wheel chocks

Fueling and de-fueling

- The Commander will order the amount of fuel required for the flight.
- The flight crew, Aircraft mechanic or ramp agent depend on to the local agreement is responsible for the punctual request for fuel trucks.
- Fuelling is considered to start as soon as the filler hose is connected to the aircraft and pressurized.
- Fuelling/de-fuelling shall only be considered terminated after all the hoses have been disconnected from the aircraft.
- The Aircraft mechanic or a member of the cockpit crew will supervise the fuelling / de-fuelling process and enforce adherence to the required safety regulations.
- Spilled fuel shall be removed or dried up immediately in the presence of the airport fire brigade before passengers are boarding the aircraft.

Aircraft refueling
Potable Water

- Drinking water is bacteriological safe and in its taste satisfactory.
- The quantity of potable water uplift is predefined according each aeroplane type. In any case the senior cabin crew member is responsible for the pre selection of water uplift.
- If the cabin crew is not yet on board a station engineer or a ramp agent is responsible for preselecting the water uplift according to predefined standards.

Toilet service

- Toilet service is to be performed in every turn-around.
- The senior cabin crew member or the ramp agent are responsible for the supervision of the toilet service. Approval of the senior cabin crew member should be taken before leaving the aeroplane.
- Empty and flush the wastewater tanks twice.
- Refill the toilet water tanks with the needed quantity twice.
Departure Activities

Start-up Procedure

- For all departures ground to cockpit communication, signals for starting engines, removal of ground power/air starter units and wheel chocks as well as clearance for taxiing shall be given by the station mechanic or authorised personnel of the handling agent being familiar with the applicable procedures.
- During the start-up and push-back no information shall be exchanged via ground to cockpit which is not relevant to these activities (i.e. LMC reports).

Ground to cockpit communication performed by hand signals

- Before starting a pushback, the Commander shall make sure that clearance or approval has been received.
- When slippery conditions exist in the pushback area, the commander should delay of engine start until pushback is completed.
- Establish two way communication over the interphone and/or visual contact with the Qualified Ground Person during the entire pushback/towing manoeuvre.
Ground to cockpit communication

<table>
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<tr>
<th>Ground Mechanic</th>
<th>LH Pilot</th>
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| "Ready for push-back and start-up?"   | "Affirmative Ready for push-back and start-up."
| "Release Parking brakes. "            | "Parking Brakes released. "                   |
| "Commencing push-back"                 | "Stop push-back" (if necessary)              |
| "Clear to start Right engine"         | "Clearance to start Right engine"           |
| "Clear to start Left engine"          | "Clearance to start Left engine"            |
| "Push-back completed, set Parking brakes. " | "Parking brakes are set. "                 |
| "Ok, disconnecting, standby for visual signal at your left (or right, side)" | "Two-good checks and keep them readily available for use."

Departure Activities

Towing

- Never tow the aeroplane while any of its engines are operating.
- Never tow the aeroplane without having someone in the flight compartment to operate the brakes.
- Never tow the aeroplane faster than a slow walk, avoid quick starts and stops.
- Never tow the aeroplane near obstacles without having someone walking at each wing.
- Never allow anyone to enter or leave the aeroplane while it is moving, ensure that all the doors are closed.
- Never allow persons to stand in or near the path of the aeroplane.
- Never remove the chocks until ready to tow the aeroplane. Make sure the person in the flight compartment is ready to operate the brakes.
- Never tow the aeroplane if wind exceeds 30 knots.
- Pull wheel chocks and keep them readily available for use.
- Never tow without gear pins to be found behind Co-pilots seat.

Pushback truck
Aircraft loading is probably the most important function for which one authorised staff of Ground Handling Department is responsible.

Proper loading is important for several different reasons, of which the first and foremost is flight safety. The goods must be properly secured to prevent shifting while the aircraft is in flight.

The cargo must be inspected and properly distributed to avoid concentrated weight loads which may damage the aircraft floor structure. It is also important that the aircraft is not damaged by ground equipment while the loading is taking place.

Correct loading is also important to efficient and economical operation. Goods should be segregated in a manner that will allow for expeditious handling at en-route and destination stations.

To the same token, proper loading leads to savings in damage claims.
Loading & Unloading

- A careful planning of all activities must be made.
- All goods must be inspected for leakage or otherwise damaged shipments.
- All goods must be labelled clearly indicating point of unloading.
- Mail should not be mixed with cargo.

Baggage conveyer truck

De-icing and Anti-icing on ground

- Winter operations require awareness and anticipation of specific situations. Snow and ice can create hazardous airport conditions and significantly affect aircraft performance.
- Specific procedures must be established, to be followed when ground de- and anti-icing are necessary. The various local rules concerning aircraft cold weather operations are very specific and shall be strictly adhered to.
Ice & de-icing