Cairns Airport Pty Ltd

OPERATIONS

Terminal Operations Manual

Reference No: 1043 TO
Version 3 – 12th May 2017

Any alterations to this Manual must be approved by the:
Manager Terminals

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Summary

This Manual has been prepared to provide an overview of operations within the terminals at Cairns Airport.
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The terminal facilities at Cairns Airport incorporates the Domestic and International Terminal Buildings and associated Aircraft Parking and Ground Support Equipment areas. Consistent with the Airport Services Agreements (ASA) the Terminal Facilities and Aprons (Domestic, Link and International) are common use.

Airlines operating at CNS operate in common with other Airlines. It should be noted that Airlines will not be allocated dedicated facilities in Check-in, Boarding Gates, Baggage Handling Facilities or Aircraft Parking. These facilities will be allocated on a needs basis, and in conjunction with existing policies, where relevant. Cairns Airport Pty Ltd (CAPL) aims to accommodate all Airlines.

CAPL is part of the North Queensland Airports Group, a consortium comprised of IIF Cairns Mackay Investment Ltd (an entity advised by JP Morgan Asset Management), The Private Capitals Group’s The Infrastructure Fund (TIF) managed by Hastings, Perron Investments and Auckland International Airport Limited (AIAL). Mackay Airport Pty Ltd (MAPL) which own and operate Mackay Airport is also part of the North Queensland Airports group.

1.1 Abbreviations

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<th>Description</th>
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<tr>
<td>AA</td>
<td>Assembly Area</td>
</tr>
<tr>
<td>AAC</td>
<td>Airport Administration Centre</td>
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<td>ABF</td>
<td>Australian Border Force</td>
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<tr>
<td>ADM</td>
<td>CAPL Airport Duty Manager</td>
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<tr>
<td>AFP</td>
<td>Australian Federal Police</td>
</tr>
<tr>
<td>AC</td>
<td>CAPL Airport Coordinator</td>
</tr>
<tr>
<td>ACA</td>
<td>Airport Coordination Australia</td>
</tr>
<tr>
<td>ACC</td>
<td>CAPL Airport Coordination Centre</td>
</tr>
<tr>
<td>AMS</td>
<td>Airport Management System</td>
</tr>
<tr>
<td>AOC</td>
<td>Airline Operators Committee</td>
</tr>
<tr>
<td>AODB</td>
<td>Airport Operations Database (Daily Operations)</td>
</tr>
<tr>
<td>ARFF</td>
<td>Aviation Rescue and Fire Fighting (Airservices)</td>
</tr>
<tr>
<td>AS</td>
<td>Australian Standards</td>
</tr>
<tr>
<td>ASA</td>
<td>Airport Services Agreements</td>
</tr>
<tr>
<td>ASIC</td>
<td>Aviation Security Identification Card</td>
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<tr>
<td>ASO</td>
<td>Airport Safety Officer</td>
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<tr>
<td>ATC</td>
<td>Air Traffic Control</td>
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<tr>
<td>ATSR</td>
<td>Aviation Transport Safety Regulations</td>
</tr>
<tr>
<td>BCS</td>
<td>Contractor responsible for Baggage Handling System</td>
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<tr>
<td>BHS</td>
<td>Baggage Handling System</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Description</td>
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<tr>
<td>CAPL</td>
<td>Cairns Airport Proprietary Limited</td>
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<tr>
<td>CBS</td>
<td>Checked Bag Screening</td>
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<tr>
<td>CCTV</td>
<td>Closed Circuit Television</td>
</tr>
<tr>
<td>CIC</td>
<td>Check-in Counters</td>
</tr>
<tr>
<td>CUSS</td>
<td>Common Use Self Service (Check-In Kiosks)</td>
</tr>
<tr>
<td>CUTE</td>
<td>Common Use Terminal Equipment</td>
</tr>
<tr>
<td>DIBP</td>
<td>Department of Immigration and Border Protection</td>
</tr>
<tr>
<td>DOM</td>
<td>Domestic Terminal</td>
</tr>
<tr>
<td>ECO</td>
<td>Emergency Control Organisation</td>
</tr>
<tr>
<td>ETA</td>
<td>Estimated Time of Arrival</td>
</tr>
<tr>
<td>ETD</td>
<td>Estimated Time of Departure</td>
</tr>
<tr>
<td>ETD</td>
<td>Explosive Trace Detection</td>
</tr>
<tr>
<td>EWIS</td>
<td>Emergency Warning and Intercommunication System</td>
</tr>
<tr>
<td>FIDS</td>
<td>Flight Information Display System</td>
</tr>
<tr>
<td>FIP</td>
<td>Fire Indicator Panel</td>
</tr>
<tr>
<td>FSA</td>
<td>Fire Safety Advisor</td>
</tr>
<tr>
<td>GSE</td>
<td>Ground Service Equipment</td>
</tr>
<tr>
<td>IATA</td>
<td>International Air Transport Association</td>
</tr>
<tr>
<td>IGAA</td>
<td>International General Aviation Apron</td>
</tr>
<tr>
<td>INT</td>
<td>International</td>
</tr>
<tr>
<td>ISS</td>
<td>Contractor Responsible for Airside / Landside Secure Access</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>ITB</td>
<td>International Terminal</td>
</tr>
<tr>
<td>JUHI</td>
<td>Joint User Hydrant Installation</td>
</tr>
<tr>
<td>LINK</td>
<td>Link Apron</td>
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<tr>
<td>NIGS</td>
<td>Nose In Guidance System</td>
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<tr>
<td>NS</td>
<td>Northern Summer</td>
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<tr>
<td>NW</td>
<td>Northern Winter</td>
</tr>
<tr>
<td>OOG</td>
<td>Out of Gauge</td>
</tr>
<tr>
<td>OPS</td>
<td>Operations</td>
</tr>
<tr>
<td>PAX</td>
<td>Passenger</td>
</tr>
<tr>
<td>RMS</td>
<td>Resource Management System (A 20/20 Production)</td>
</tr>
<tr>
<td>RPT</td>
<td>Regular Passenger Transport</td>
</tr>
<tr>
<td>SMS</td>
<td>Security Management System</td>
</tr>
<tr>
<td><strong>T1(ITB)</strong></td>
<td>Terminal 1 (International Terminal)</td>
</tr>
<tr>
<td><strong>T2</strong></td>
<td>Terminal 2 (Domestic Terminal)</td>
</tr>
<tr>
<td><strong>TC</strong></td>
<td>Terminal Coordinator</td>
</tr>
<tr>
<td><strong>TM</strong></td>
<td>Terminal Manager</td>
</tr>
<tr>
<td><strong>TMB</strong></td>
<td>Tom McDonald Building (main CAPL offices located on the airport)</td>
</tr>
<tr>
<td><strong>TRS</strong></td>
<td>Tourist Refund Scheme</td>
</tr>
<tr>
<td><strong>UTC</strong></td>
<td>Universal Time Clock also known as GMT (Greenwich Mean Time) and ZULU time.</td>
</tr>
<tr>
<td><strong>WH&amp;S</strong></td>
<td>Workplace Health and Safety</td>
</tr>
<tr>
<td><strong>1.2 Glossary</strong></td>
<td></td>
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<tr>
<td>---</td>
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</tr>
<tr>
<td><strong>AIRSIDE</strong></td>
<td>Area of the Airport that is only accessible to those holding a valid ASIC.</td>
</tr>
<tr>
<td><strong>AIR TRAFFIC CONTROL</strong></td>
<td>Management of aircraft movements in the sky, operated by Air Services Australia</td>
</tr>
<tr>
<td><strong>APRON</strong></td>
<td>Defined area to accommodate aircraft for the purpose of loading and unloading passengers or cargo, as well as refuelling, parking and maintenance.</td>
</tr>
<tr>
<td><strong>ARRIVALS</strong></td>
<td>Public area for meeting and greeting arriving passengers. Commonly known as the Arrivals Hall.</td>
</tr>
<tr>
<td><strong>ASIC</strong></td>
<td>Aviation Security Identification Card. Issued for access to Airside / Restricted Areas.</td>
</tr>
<tr>
<td><strong>AGRICULTURE</strong></td>
<td>Department of Agriculture &amp; Water Resources. A Commonwealth Government Organisation charged with protecting Australia from exotic pests and diseases.</td>
</tr>
<tr>
<td><strong>DIBP</strong></td>
<td>Facilitate the arrival and departure of overseas passengers and oversee visa requirements.</td>
</tr>
<tr>
<td><strong>JUHI</strong></td>
<td>In-ground aircraft refuelling system.</td>
</tr>
<tr>
<td><strong>LANDSIDE</strong></td>
<td>Non-restricted area pre-security screening open to all the public and airport staff.</td>
</tr>
<tr>
<td><strong>SECURITY RESTRICTED AREA</strong></td>
<td>Area of the Airport where access is controlled for the purpose of Aviation Security.</td>
</tr>
<tr>
<td><strong>STERILE AREA</strong></td>
<td>Area where, for Aviation Security, all persons and items entering must undergo a Security Screening Checkpoint.</td>
</tr>
<tr>
<td><strong>VIC</strong></td>
<td>Visitor identification Card, issued to visitors to the airside and other security controlled areas, who may include new staff &amp; contractors.</td>
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2.0 ABOUT CAIRNS AIRPORT

Cairns Airport is one of Australia’s leading regional airports, providing air links to a range of domestic and international locations.

Cairns Airport is the gateway to the World Heritage Great Barrier Reef and Tropical Rainforests of North Queensland and is just 7 kilometres from the Cairns CBD.

Over 5 million passengers pass through Cairns Airport’s T2 (Domestic Terminal) each year with direct flights to all major capital cities (excluding Canberra) and regional centres across Queensland and Northern Territory.

Cairns Airport is Australia’s seventh busiest for international passengers with direct flights from Tokyo, Osaka, Hong Kong, Port Moresby, Bali, Singapore, Manila & Auckland as well as seasonal flights from various international destinations.

2.1 Our Vision

We are committed to establishing & maintaining our position as the gateway ports to our globally-recognised & unique natural assets – the Great Barrier Reef/Daintree Rainforest & the Bowen/Galilee Basin. We will leverage the destination awareness & location of these assets to solidify & strengthen our air service offerings to new & under-served markets.

2.2 Our Values

Working together as a team we are committed to creating a collaborative, rewarding, productive work environment, building our expertise and skills and achieving exceptional results for our stakeholders, customers and employees through upholding the following values in our everyday work.

- Community First
- Safety, Security and Environment
- Integrity
- Accountability
- One Team
- Continuous Improvement

2.3 Airport Customer Experience (ACE)

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

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

To ensure our Customer Service Culture is embraced across our airport all applicants for new and renewed ASICs will undertake an online training program.

2.4 Our Customer Service Charter
The Cairns Airport Customer Service Charter defines Cairns Airport’s commitment to providing great customer service at our airport. It sets out quality service standards which customers can expect.

Our charter outlines “how” Cairns Airport in collaboration with our valued partners, will provide airport users with a seamless and enjoyable airport experience.


2.5 Our Layout - T1 (International Terminal)

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

**Check-In**
- 24 Check-In Counters
- OOG Room
- Edit Room
- Office Space

**Departure Lounge**
- Retail which includes Food & Beverage Outlets, General Retail, Currency Exchange and Duty Free
- Reef Lounge
- Smoking Area
- GST Refund Desk
- Transfer Desk
- Internet Kiosks

**Airside**
- Spill Kits
- Emergency Assembly Areas
- IGAA
- Gate V23
Customs Hall
- Department of Agriculture & Water Resources, Department Of Immigration and Border Protection Offices
- First Aid Room
- Oversize Luggage Collection
- Baggage Services Desk
- Baggage Trolleys
- 3 Baggage Carousels

Arrivals
- Fire Control Room
- Transfer Counter / Carousel
- First Aid Room and AED Location
- Currency Exchange
- Car Rental
- Bus Transportation
- Post Box

To view T1 International Terminal Layout Map go to

2.6 Our Layout - T2 (Domestic Terminal)

CAPL Offices
- Tom McDonald Building location of:
  - ID and Access Office
  - Airport Coordinator Tower

Exterior Landside
- Taxi Rank
- Public Car Park including Covered Area
- Car Rental Parking and Offices
- Compactor Room
- Contractor Parking Area
- Southern Bus Drop Off Bays
- Northern Bus Pick Up Bays
- Taxi and Bus Amenities
- Emergency Assembly Locations
- Secure Parking Hut
- Designated Smoking Areas

Check-In
- OOG Room and Staff Airside Inspection Point and OOG Room
• First Aid Room
• 36 Check-In Counters
• Post Box location
• Fire Control Room

**Departure Lounge**
• Megan Walter Lounge
• Qantas Club
• Virgin Lounge
• Outdoor Smoking Area
• Common User Disrupt Desk
• QF Service Desk
• AED Location
• ATM’s
• Retail which includes Food & Beverage, General Retail & Currency Exchange

**Airside**
• Spill Kits
• Emergency Assembly Locations

**Arrivals Hall**
• Common User Baggage Services Desk
• Bus Transport
• First Aid Room
• Ambassador Office
• Luggage Storage Lockers
• Arrivals Door 2
• 4 Baggage Carousels
• Food & Beverage Outlet
• Car Hire Offices
• 3 Oversize Luggage Collection Points


**2.7 Measuring our Performance**
Customer Feedback Form – to increase and improve our Customer Service and Customer satisfaction, it is important we listen to what our customers have to say. Customer Feedback Forms are located in the Departure Lounges at T1 and T2 and at the Check-In Area at T1. Customer Feedback can also be lodged electronically via the Cairns Airport Website: [www.cairnsairport.com.au/contact-us/feedback/](http://www.cairnsairport.com.au/contact-us/feedback/)

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

2.8 Our Internal Communications
CAPL will communicate to all stakeholders via written correspondence, Email, Community Noticeboard and via the weekly issued Terminal and Aerodrome Talks. These forms of communication will be utilised to advise changes in procedures, schedule changes, upcoming works that may affect operations and any upcoming events.

CAPL encourages all stakeholders to utilise the Terminal and Aerodrome Talks (TAAT) as a communication tool for the wider Airport Community. If you wish to receive the TAAT, please contact the Airport Duty Manager via email [duty.manager@cairnsairport.com.au](mailto:duty.manager@cairnsairport.com.au).

Our Terminals Information Centre (TIC) is available on all CUTE sets. This site is a library of information helpful for day to day operations for Stakeholders that access via CUTE Desktop.

3.0 CHECK-IN COUNTERS (CIC) AND SERVICE DESKS

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

- The Western Bank which comprises of Counters 1 -11 and includes one Service Desk.
- The Eastern Bank which comprises of Counters 12 -24 and includes one Service Desk.
- The Domestic Interline which comprises of 2 Counters. These counters are located in the Arrivals Area.

Check-In Counter allocations are revised prior to each Seasonal Change:

- March for Northern Summer (NS) Schedule
- October for Northern Winter (NW) Schedule
- Or whenever there are schedule changes that impact the overall allocation.

CAPL Airport Duty Managers manage and coordinate the Check-in Counter allocation in the form of a Check-in Counter Allocation Matrix. This Matrix is available on the Terminal Information Centre - TIC.

Airline Branding is to be in accordance with CAPL Branding Guidelines.
Refer Appendix 1 To view Cairns Airport Branding Policy

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

Domestic Terminal (T2)

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

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

The CAPL Airport Duty Manager coordinates the allocation of CIC’s in the Domestic Terminal Building. (Copy of current Matrix is available on the Terminal Information Centre - TIC)

Check-in Counters are currently allocated on a fixed basis although allocation of counters to an airline does not in any way infer any tenure over these counters.

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

Airline Branding is to be in accordance with CAPL Branding Guidelines.

Refer Appendix 1 To view Cairns Airport Branding Policy

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

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

3.1 Check-in Counter Operators

3.1.1 Baggage Scales

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

3.1.2 Use of Equipment

Only common use Computer equipment is permitted on the Check-in desks. Airline specific hardware is not permitted on the counters without approval from CAPL. This equipment is
currently provided and maintained by CAPL. CAPL will be responsible for ensuring that this equipment and any associated cabling meets relevant WH&S requirements. ALL faults are to be reported immediately to Airport Coordinators on Steno 400.

3.1.3 Display of Airline Specific Literature and Products
The display of Airline specific promotional literature and product such as frequent flyer programs etc. on the counter is permitted during check-in of the flight. This should not obstruct any safety and/or security information displayed on the top of the counter. Once check-in has been completed, this material must be removed, returning the desk to a ‘common use’ facility.

3.1.4 Counter Cleanliness and Appearance
The Airline and Handling Agent should ensure that the counters retain a clean and tidy appearance. Self-adhesive stickers and notices must not be applied to the counters and all airline and handling agent related materials must be removed from the counter at the end of the check-in operation. All waste material such as bag tags, boarding passes, paper etc. must be deposited in the bin provided. Baggage tags, Immigration cards and any other materials that are kept on the counter must be correctly and neatly stored in the spaces provided on the counters.

3.1.5 Counter Security and Safety
When counters are NOT in use, Stable Doors MUST be closed.

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

Refer Appendix 2 To view Cairns Airport Check-in Safety Bulletin Check-in Injector Belts

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

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

3.1.8 Queue Management
Airline/Ground Handling Agents are responsible for providing a staff member to assist with queue management during peak times. Public walkway areas are to remain clear from check-in queues at all times.
3.2 Service Desk Operators

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

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

4.0 COMMON USER TERMINAL EQUIPMENT

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

It allows any airline employee to log into any computer workstation at a gate or check-in desk and log into that carrier’s reservations / check-in systems.

Airlines operating through the terminal facilities are required to operate under a Common User Terminal Equipment (CUTE) based system.

The following are CUTE equipped:
- All Check-in Counters at T1 and T2
- All Service Desks at T1 and T2
- Common Use Mishandled Baggage Desks at T1 and T2
- All Boarding Gates at T1 and T2
- Disrupt Desk at T2
- Interline Counters at T1

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

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

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

5.0 OUT OF GAUGE (OOG)

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

Items presented at the Oversize Baggage Counter are screened and delivered airside. The specific Airline / Ground handlers are then immediately notified to collect oversize luggage to be loaded onto aircraft.
International Terminal (T1)
Departures OOG Acceptance Point at Check-In is located at the western end of the International Terminal Check-In area. The OOG Acceptance Point is staffed by a Security Guard, qualified in Baggage Screening. The Security Guard will screen the bag with the passenger in attendance, to clear the bag for uplift.

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

Domestic Terminal (T2)
The Departures OOG Acceptance Point at Check-in is located at the southern end of the Domestic Terminal Check-in area. The OOG Acceptance Point is staffed by a Security Guard, qualified in Baggage Screening. The Security Guard will screen the bag with the passenger in attendance, to clear the bag uplift.

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

6.0 MISHANDLED BAGGAGE DESKS AND DISRUPTION SERVICE DESKS
The Mishandled Baggage Desk or Baggage Services Desk is a common use desk that is utilised by the Airlines to assist passengers with mishandled and damaged baggage.

The Disruption Desk is a common use desk that is utilised by the Airlines to assist passengers who have been disrupted due to flight delays or cancellations.

Airlines using the common use Baggage Service counter and the Disruption Desk are requested to share the CUTE sets equipped for Airline use in a cooperative manner. It is not intended that CAPL allocate these sets to individual Airlines, but the Airlines will work in a cooperative manner when handling disrupted passengers and assisting passengers with mishandled baggage. It will be the responsibility of each Airline to ensure that their dedicated stationery is removed from these areas when not in use.

6.1 Mishandled Baggage Desk T1 (International Terminal)
The Mishandled Baggage Desk or Baggage Services Desk is located in the Customs Hall and Baggage Re-Claim area.

6.2 Mishandled Baggage Desk T2 (Domestic Terminal)
The Mishandled Baggage Desk or Baggage Services Desk is located in the Arrivals Hall.

Two dedicated airline baggage services offices are located behind the counter and another located in the corridor just after entry to Baggage Services Desk.
A FIDS monitor is located above each position to identify which Airline is operating at each position. FIDS must only be activated when the position is staffed. Activation is via 20/20 iClient Check-In Counter allocation. The assigned counter numbering is 39, 40, and 41 (East to West).

Airline branding will be in accordance with CAPL Branding Policy.

Refer Appendix 1 To view Cairns Airport Branding Policy

6.3 Disruption Desk T2 (Domestic Terminal)

The common use Disruption Desk equipped with 2 CUTE enabled workstations is located in the Departure Lounge adjacent to Gates 14 & 15. This enables the airlines to process disrupted passengers within the sterile departures area rather than redirecting passengers back to the check-in area.

A FIDS monitor is located above each position to identify which Airline is operating from each position. FIDS must only be activated when the position is staffed. Activation is via 20/20 iClient Check-In Counter allocation. The assigned counter numbering is 37 and 38 (West to East).

Airlines are to request use of the Disruption Desk from Airport Coordinator – Steno 400 or Phone 40806744.

Airlines using this facility need to have consideration for Airlines who will be boarding through Gates 14-17. Airlines using Disruption Desk are to manage the attendance at the counter by disrupted passengers and ensure there is no interruption to arriving and departing passengers.

7.0 BOARDING GATES

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

There are several bays on the International and Domestic Aprons that have the operational flexibility to be accessed through alternate boarding gates. The following table outlines the boarding gate options.
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CAPL 20/20 iClient RMS (Resource Management System) is available at each Boarding Gate via the CUTE workstation.
Airlines without an automated interface to CAPL RMS must use the 20/20 iClient tool to amend the status of each departing flight. The updated status is reflected directly to the Public FIDS (Flight Information Data Screen).

Statues that airlines update:
- ETD (Estimated time of Departure)
- Go to Gate
- Boarding
- Final Call
- Flight Closed
- Gate Clear – removes flight from FIDS monitor above gate
- Passenger Numbers

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

Where Airlines use generic equipment, such as In-Cabin Bag Measuring Units: these items need to be taken to the gate for boarding and removed from the gate when boarding is complete. All equipment & stationery associated with the computers on the gates, needs to be removed at the end of each aircraft operation.

There is an Airline Store Room located at each set of Departure Gates for the storing of signage, wheelchairs &strollers etc.

Please note that In-Cabin Bag Measures may be stored in a tidy manner just outside the Departure Gate.

8.0 SELF SERVICE CHECK-IN KIOSKS
Currently airlines have their own propriety kiosks – JQ (8), VA (6), QF (6). Future kiosk installations are at Cairns Airport’s discretion. Common Use Kiosks are currently under review.

9.0 20/20 AIRPORT RESOURCE MANAGEMENT SYSTEM (RMS)
Airport 20/20 is a complete suite of Airport Information Management software designed specifically for Airports. The solutions assist airports to increase their operational efficiency.

The 20/20 Suite includes:

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

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

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

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

9.2 Airport Operational Database (AODB)

The AODB is the foundation of CAPL’s RMS.

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

9.3 Flight Information Display System (FIDS)

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

The FIDS publish the operational flight data that is supplied by Airlines to CAPL. This information is supplied in the terminals and on the CAPL web site at www.cairnsairport.com.au

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

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

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

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

Airline Operators and other Airport Users may have access to non-public Staff FIDS in their leased areas by commercial arrangement. For further information please contact CAPL IT Department.
It is the responsibility of the Airline to supply CAPL with their correct Brand or LOGO for display on the FIDS.

9.4 iCLIENT

Available at each CUTE work station.

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

iClient allows users to carry out the following key tasks:

1. Check-in Desk Assignment including Opening and Closing
2. Fixed Desk Assignment
3. Departure Gate Status Updates
4. Gate Delay Messaging
5. Estimated Time and Delayed Status Updates
6. Passenger Number Updates
7. Viewing Audit entries for selected files
8. Fixed Gate Signage
9. Public Display Maintenance for individual flights
10. Stand Updates for non-RMS maintained flights
11. Flight Cancellation

iClient User Guides are located on the Terminal Information Centre

11.5 SIS – Staff Information System

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

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

10.0 AIRLINE OPERATIONAL DATA

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

INNOVATA Schedule Information: INNOVATA is contracted, on behalf of CAPL to obtain schedule information from all airlines that operate RPT services into Cairns. The Airline’s corporate Network Scheduling Department provides INNOVATA their weekly schedule.

INNOVATA consolidates all Airlines’ Schedule Data into a base schedule which is imported into the CAPL AODB each Wednesday night for the next (7) seven day operation.
Automated Flight Data Interface: Airlines may wish to develop an automated flight data interface with CAPL. For Airlines with multiple flights who support this technology, please contact CAPL IT Department to establish the requirements.

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

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

11.0 **BAGGAGE HANDLING SYSTEMS AND RAMP FACILITIES**

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

Specialist Baggage Operations Staff are on site 24/7.

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

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

Contact is via Steno 400 or Phone 40806744.

CAPL will provide a ‘train the trainer’ session to a delegated Airline Operators’ staff member or their nominated agent in the use of Baggage Handling Systems. Arrangements can be made by contacting the CAPL Airport Duty Manager on 0437 529 769 or duty.manager@cairnsairport.com.au

11.1 **T1 Baggage Make-Up and Transfer Baggage Induction Facilities (International Terminal)**

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

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

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

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

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

CAPL will assess the Counter Allocation Matrix, in terms of the volume of baggage processed on each of the carousel feed lines from check-in.
CAPL may amend the check-in Counter Allocation Matrix to ensure a balanced distribution of baggage volume within the BHS and to meet the design parameters of the BHS.

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

11.2 T2 Baggage Make-Up and Transfer Baggage Induction Facilities (Domestic Terminal)

There are two baggage make-up loops in the Domestic Terminal Building.

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

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

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

The Northern Bank and Service Desks CIC’s 23-32 will be directed to the Southern Baggage Make-Up Loop.

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

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

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

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

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

11.3 Checked Bag Screening (CBS)

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

At Cairns Airport, a five level process for CBS operates:
Level 1  Screening by automated advanced technology X-ray unit
Level 2  Screening by operated interpreted image at X-ray unit work station
Level 3  Screening by ETD equipment externally
Level 4  Screening by 100% physical search
Level 5  A render safe process performed under the supervision of the Queensland Police

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

12.0  BAGGAGE RECLAIM CAROUSELS

The CAPL Airport Coordinators allocates Baggage Reclaim Carousels on a flight by flight basis.

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

12.1  T1 – International Terminal

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

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

Basic allocation for the T1 Arrivals Hall is East to West (Carousel 3 then 2 then 1, repeating).

12.2  T2 – Domestic Terminal

There are four Baggage Reclaim Carousels.

Carousels 1, 2, and 4 have a length of 40 metres.

Carousel 3 has a length of 60 metres.

Three OOG delivery belts indexed:

‘A’ located between Carousels 1 and 2. Primarily used for Carousel 1 flights.
‘B’, located between Carousels 2 and 3. Primarily used for Carousel 2 flights.
‘C’ located between Carousels 3 and 4. Primarily used for Carousel 3 and 4 flights.

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

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

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

14.0 AEROBRIDGE OPERATION

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

Aerobridges must be used in accordance with the manufacturers, suppliers and CAPL’s set procedures and policies. All staff operating aerobridges should be trained by the CAPL officer responsible for this specific task or their company personnel who have been signed off by the authorised CAPL officer as an accredited trainer for this specific task. This is to ensure safe and correct operating processes, thus preventing damage to aerobridges, aircraft, equipment, facilities and personnel.

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

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

Conditions of use:

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

15.0 COMMUNICATIONS

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

15.2 Intercom – Stentophone (Steno)
CAPL provides an Intercom Service between key operational points at both Terminals. Generally these handsets are located on Check-in Counters, Boarding Gates, Aerobridges and Service Desks. This system provides direct contact to CAPL Airport Coordination Centre.

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

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

The Duress Alarm buttons are placed at all Check-In Counters and are located under the counter out of public sight to enable staff to access them discreetly. On activation of the Duress Alarm, the Australian Federal Police are notified of the unfolding incident and are immediately dispatched to the location of the alarm. CCTV cameras are automatically activated at that location along with physical monitoring by the Airport Coordinator.

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

Please be careful and vigilant to ensure the Duress Alarms are not accidentally activated.

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

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

16.1 Aircraft Parking and Parking Protocol
CAPL’s Airport Coordinators located in the Airport Coordinator Centre (ACC) are responsible for the Apron Bay Allocation on the Link, Domestic and International Aprons.
A draft indicative parking plan will be prepared by CAPL prior to each seasonal schedule change i.e. March for Northern Summer (NS) Schedule Period and October for Northern Winter (NW) Schedule Period and as required whenever there are schedule changes that impact the overall allocations.

Aircraft Parking Bays are allocated by the CAPL Airport Coordinators

The parking positions are operated in accordance with the Domestic and International Apron Usage Charts compiled by CAPL. These usage charts are issued to all airlines. An Airport Resources Management System (RMS), ensures aircraft are parked in accordance with CASA Manual of Standards Part 139- Aerodromes.

The Domestic Apron (Bays 13-23) has Eleven Primary Aircraft Parking Positions including a Freighter Bay on Bay 23. Five positions 18,19,20,21 and 22 are serviced by Aerobridges. Aerobridge Position 21 and 22 are Full Code C compliant and 18, 19 and 20 are Code E compliant. The remainder are Standoff Code C Positions. Bays 13-15 and 20-22 also have Secondary Alpha Positions.

The Link Apron (Bays 8-13) has Six Primary Aircraft Parking Positions and various combinations of Secondary Positions. All positions are Stand Off.

The International Apron (Bays 1-7) has Seven Primary Aircraft Parking Positions, with Six Aerobridge Positions located at Bays 1 through to 6. All International Apron Bays are Code E compliant and also have Secondary Positions.

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

Refer Appendix 6 To view Apron Parking Protocol

16.2 Airside Drivers Authority

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

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

ADA application forms are found on the Cairns Airport Website.

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

16.3 AUA

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

AUA application forms are found on the Cairns Airport Website: http://www.cairnsairport.com.au/business/operations/airside/
16.4 Airside Vehicle Control Manual

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

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


16.5 Passenger Marshalling

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

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

16.6 Thunderstorm Warning System

Thunderstorm Warning units are installed above some aerobridges and walkways.

The Storm Alert and Warning System is to ensure staff and contractors working on the ramp areas are informed of approaching thunderstorms and in the event of a thunderstorm coming in close proximity to the airport, all personnel are withdrawn from open areas.

Thunderstorm Alert - Siren for 15 Seconds and White Strobe will flash.

Operational Shutdown - Siren will operate and Blue Strobe will flash.

CAPL Airport Coordinators will provide third party advice to those who have registered to receive SMS advices, warnings and alerts during phases 2-4, as follows:

<table>
<thead>
<tr>
<th>Phase 1</th>
<th>30nm Thunderstorm Watch – Initial advice of possible thunderstorm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 2</td>
<td>10nm Thunderstorm Alert – Thunderstorm within 10nm (19km) of the airport</td>
</tr>
<tr>
<td>Phase 3</td>
<td>5nm Thunderstorm Alert – Operational shutdown. Thunderstorm within 5nm (9km) of the airport</td>
</tr>
<tr>
<td>Phase 4</td>
<td>Thunderstorm Cancellation – Thunderstorm has receded more than 5nm (9kms) from the airport</td>
</tr>
</tbody>
</table>

16.7 Engine Run Requests
16.7.1 Engine Runs On Bay

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

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

16.8 Hazardous Spills

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

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

In the event of a spill or incident, regardless of the classification level, the person responsible or witnessing the event should make immediate contact with the Airport Coordinators on 07 4080 744.

The Airport Coordinator will request the following information:
- Approximate Size of the spill (in litres (L) or in meters of spread - m2)
- The Spilled Product
- The spill location
- The operator responsible

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

Further information is also available in Airport Operations Manual.

16.9 Foreign Object Debris (FOD)

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

Everyone has a responsibility to reduce FOD by:
- Picking up any items they may see and placing them in a rubbish or FOD bin. A number of FOD bins are located out on the Bays.
- Ensuring that rubbish, paperwork and personal items are secured such as pens, hair clips, name badges and loose change.

16.10 NOSE IN GUIDANCE SYSTEM (NIGS)

Each Aerobridge position is equipped with a Safegate Docking System. The System provides accurate guidance to the pilot for the correct parking position for the aircraft at the aerobridge. Airlines must ensure their pilots are familiar with the system.
Airlines and/ or Ground Handling Agents staff are required to be qualified in the operation of the Safegate System. They are required to enter data associated with their aircraft type prior to its arrival onto the parking position. Either Airlines or their nominated agent must be present for each aircraft arrival.

The Safegate Docking System directory is available on the apron usage chart.

CAPL will train and authorise a nominated airline staff trainer or handling agent nominate staff trainer in the safe operation of aerobridges and the “Safegate” system. It is a CAPL requirement that all staff training records for both the use of Aerobridges and the Safegate system are supplied to the Buildings and Services Manager initially and on a regular basis.

17.0 **CAPL BRANDING POLICY**

CAPL provides an Airline Directory Sign on the roadway entrance to the International Terminal Building.

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

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

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

18.0 **OPERATIONAL INFORMATION**

18.1 **Australian Federal Police**

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

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

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

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

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

18.3 Border Agencies

18.3.1 Department of Immigration and Border Protection

From the 01st July 2015, the Department of Immigration and Border Protection and the Australian Customs and Border Protection Service was consolidated into a single Department of Immigration and Border Protection. At this time the Australia Border Force (ABF), a single frontline operational border agency was established with the Department.

Border Agencies’ areas at the T1 – International Terminal includes the Outwards Primary Line (Level 2), Departure Lounge (Level 2), Arrivals Area (Level 1) and Tarmac and Ramp Areas.

Department of Immigration and Border Protection ask for the Assistance of Airport Employees in detecting unlawful activity at Cairns Airport.

18.3.2 Department of Agriculture & Water Resources

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

18.4 CAPL Operations Team

General Manager Operations

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

Manager Terminals

Manages and plans daily, short and long term operational aspects of the international (T1) and domestic (T2) terminals and aircraft parking aprons, ensuring improved utilisation of common use assets, improve passenger experience (ACE/ASQ), and application of Airport Management System technologies with a view to maximising revenue and reducing costs.

Airport Duty Manager

CAPL Airport Duty Managers are responsible for the day to day running of the Airport to ensure smooth passenger facilitation.

<table>
<thead>
<tr>
<th>Telephone</th>
<th>0437 529786</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:duty.manager@cairnsairport.com.au">duty.manager@cairnsairport.com.au</a></td>
</tr>
<tr>
<td>Steno</td>
<td>6399</td>
</tr>
</tbody>
</table>
Airport Coordinator

Based at the Airport Coordination Centre located within the Tom McDonald Building, the Airport Coordinator is responsible for resource allocation, such as aerobridges, baggage belts and departure gates. This area is the communications hub and is the first point of contact for Stakeholders for: Delay advice; Fault reporting; First Aid and Medical requirements; Security requirement; Cleaning requirements & other operational requirements.

| Telephone | 4080 6744 | Email | coords@cairnsairport.com.au | Steno | 400 |

Terminal Coordinator

The Terminal Coordinator is generally the first responder to Terminal requirements, such as Fault Rectification; Terminal issues; First Aid; Attend Fire Panel; Carry out Terminal Inspections and other Operational Requirements.

| Telephone | 0418 197387 | Email | cairns.ondutyterminalcoordinator@cairnsairport.com.au |

18.5 Chemicals

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

18.6 Chinese Liaison Officers (CHILOS)

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

18.7 Contractor Car Park

The designated contractor carpark is located at the southern end of the airport. This area is for exclusive use for contractors and delivery vehicles.

18.8 Decorating Common User Areas

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

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

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

Retail tenants should refer to your Lease Document for further Information.

18.8 Deliveries

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

Stock Delivery Times for T1 = All times with the exception of 0900 – 1300.

Stock Delivery Times for T2 = 0600 – 0800 and 1400 – 1600.
Processing passengers ALWAYS takes priority over processing of deliveries. All persons and stock must submit to security procedures.

18.10 Designated Smoking Area

In accordance with the Tobacco and Other Smoking Products Act 2098, smoking is only permitted in designated areas. Designated areas are well signed. Smoking outside these areas is prohibited. Cigarette butts must be disposed of in the dedicated butt bins.

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

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

Procedures/Guidelines:

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

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

18.11 Fault Reporting

All faults regarding CAPL equipment & fixtures are to be reported immediately to Airport Coordinators on Steno 400, or telephone 4080 6744.

18.12 First Aid

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

Ambulance

If you encounter a person suffering a medical condition and believe an Ambulance is required, please call 000 immediately. Please also call the Airport Coordination Centre (steno 400 or telephone 40 806744). The Airport Coordination Centre will contact Aviation Rescue Fire Fighting Service (ARFF) for immediate assistance, as well as arrange vehicle and personnel access to the relevant area.

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

18.13 Hours of Operation

T1 (International Terminal)

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

T2 (Domestic Terminal)
• Opens 03:00 DAILY
• Check-in Area closes 30 mins after Last Departure Arrivals Area closes 45 mins after Last Arrival

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

18.14 ID & Access Office

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

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

VIC’s are available from:
• Tom McDonald Building (TMB) – Cairns Airport ID & Access Office
• Duty Manager’s Office – T2 Domestic Terminal (Monday – Friday 1530-2200 & Weekends 0400-2230)
• Gate V23 Access point – 24/7

For further information about the ID and Access Office and to download application, please visit Cairns Airport Website: cairnsairport.com.au

18.15 Lost Property

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

18.16 Mail Collection

Post Office Boxes are located at the AAC Building. Arrangements can be made to collect oversize mail items, by contacting the Terminal Coordinator on 0418 197 387. Notification of such an item is left in the relevant post box.

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

All CAPL contractors including contractors used by stakeholders must undergo ‘Contractor Induction’ before commencing work. This induction process involves a PowerPoint presentation followed by multiple questions. This will ensure correct and safe practices and procedures.

PERCOW – Permit to Commence Work is permission to carry out works on Airport. The Permit is a written document which authorises certain people to carry out specific tasks at certain times and places.

Further information is available on our website: http://www.cairnsairport.com.au/business/operations/working-on-airport/

18.18 Passenger Experience Coordinator (PEC)
Cairns Airport employs Passenger Experience Coordinators during peak periods, to assist with passenger facilitation. They may assist with queue control at check-in and at the departure gates. They do not replace airline queue-combers.

18.19 Postal Service
T1 (International Terminal) - Post Box located between check-in and arrivals end of Terminal near Stairs.

T2 (Domestic Terminal) - Post Box located at entry to Check-In area opposite counters 30-32.

18.20 Public Address System
Public Address Systems in T1 and T2 are utilised by Airline / Ground Handling / Terminal Staff to communicate operational, security and emergency information. CAPL is responsible for any Emergency / Evacuation announcements. Airlines will control their own operational announcements. The Terminal Emergency Warning and Intercommunication System (EWIS) located in the Main Fire Control Room at both Terminals, provides emergency communication and overrides all internal audio communications.

Refer Appendix 7 to view Public Address System Protocols

18.21 Public Car Park
Facilities available:
- T2 Covered Car Park
- T2 Car Park
- T1 Budget Car Park

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

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

18.22.2 Airport Shuttle Bus
Sun Palm is the Airport Bus Service to Hotels. The Buses depart from the arrivals end of the Terminals and Sun Palm counters are located in the Arrivals Halls.

An Airport Connect Shuttle service to a dedicated Sun Bus public transport bus stop at the end of Airport Avenue, near the corner of Arthur Street and Sheridan Street is now available.

This service is provided by Sun Palm Transport to connect you to the Sun Bus Public Transport network on Sheridan Street. Further information regarding Airport Shuttle Bus Time Tables and Maps can be found on the Cairns Airport Website: http://www.cairnsairport.com.au/travelling/parking-and-transport/transport-options/public-transport-link/

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

18.23 Retail Hours of Operation

18.23.1 T1 (International Terminal)
90 Mins prior to First Departure.

Late Evening Flights – 2.5 Hours prior to Departure.

18.23.2 T2 (Domestic Terminal)
Stores open 60 Mins prior to First Flight Departure.

Stores close at Boarding of Last Flight Departure.

Exception: Late night flight departures – Limited Retail.

18.24 Special Assistance
Further information on Access to All and to view the Cairns Airport Disability Facilitation Access Plan, please access the Cairns Airport Website, www.cairnsairport.com.au

Animals assisting a person with a disability are permitted into the Terminal.
18.24.1 Car Parking
Terminal Car Parks provide allocated bays for the disabled. An appropriate Permit Sticker is required to park in these spaces.

18.24.2 Flight Information Display System (FIDS)
The FID’s has the capacity to display emergency warning information in the event of an incident in the terminal or thunderstorm affecting operations.

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

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

18.24.4 Wheelchairs and People Movers
Wheelchairs and People movers are provided by the Airline.

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

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

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

18.24.8 Lifts
T1 - Located at Check-In, Mezzanine Arrivals & Aerobridge 4.

T2 – Located in Departure Lounge & All Aerobridges.

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

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

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

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

18.26 Ambassadors

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

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

18.27 VIP Lounges

CAPL maintains and operates two VIP Rooms. One is located at T1 (International Terminal) and the Megan Walter Lounge is located in the T2 (Domestic Terminal) Departure Lounge. Persons wishing to utilise these facilities should contact CAPL Commercial Team on 0447 411 183.

18.28 Waste Disposal

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

CAPL is committed to recycling and all stakeholders are required to separate cardboard (which must be flattened), bottles / cans, general waste which includes food waste into bins / cages provided.

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

19.0 STAFF SERVICES

19.1 Car Parking

Staff holding Staff Car Park passes are to park in the designated staff parking area at T1. The Staff entry is located on Caudron Avenue.

Premium car park is available at T2, and can be arranged through our car park contractor.

Assigned AAC staff car park is located on Caudron Avenue.

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

19.3  Smoking

In accordance with the Tobacco and Other Smoking Products Act 2008, smoking is only permitted in designated areas. Designated areas are well signed.

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

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

Procedures/Guidelines:

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

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

Refer Appendix 14 to view Cairns Airport No Smoking Airside Policy

19.4  Staff Access

All Staff requiring Airside & T1 Departure Lounge access must hold an ASIC. Forms are available through the CAPL ID and Access Office. The staff member will have the ASIC encoded for access at the same time.

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

During entry to Secure Areas, you must not:

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

19.4.1 Using Doors and Gates

Cairns Airport Operates an electronic access control system using encoded ASICs or Access Cards on a Proximity Reader System.
To open an access controlled door you should place your card in the proximity of the card reader, ensure the reader displays a green colour and then push on the door handle. If the door does not open, the reader has not recognised your access card and the reader display will remain red.

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

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

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

19.4.2 Emergency Exit Doors

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

19.4.3 Inspection Points

Security regulations require CAPL to maintain an Airside Inspection Regime. These regulations require the inspection of all staff who enter access points between the landside and airside boundary to the security restricted area. For pedestrian access, this is provided with one (1) entrances at T1, one (1) entrance at V23 and two (2) entrances within T2, one (1) in the south check in hall and one (1) in the north arrivals hall. The inspection required at these points will include checking and recording the staff member’s ASIC, checking and recording VICs and identification documents used to obtain the VIC.

Staff must present all bags and personal belongings for inspection.

Airside vehicle access will only be through vehicle gate v23. Where the vehicle will require to be inspected and individuals will undergo the same check as a pedestrian access.

20.0 SAFETY

20.1 Work Health & Safety Policy (Managing Responsibly Policy)

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

Refer Appendix 9 to view our Safety Policy

20.2 Building Emergency

All operators have been given a copy of Fire &Terminal Evacuation Plans.
The Cairns Airport Fire & Terminal Evacuation Plans have been prepared to provide plans designed to safeguard lives, property and time in the event of a building emergency at Cairns Airport.

Emergencies by nature have not defined pattern or preferred location. Generally their onset is sudden and unforeseen. This can make the process of trying to identify what constitutes an emergency difficult.

**The possibility of an emergency occurring in your workplace should never be underestimated.**

The procedures have been developed to meet the requirements of:

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

Therefore the procedures are meant to provide a basis for managing various types of building emergencies and they should not be regarded as rigid, but rather as flexible guidelines to be adapted to cope with any situation.

**At all times the preservation of life must be the ultimate priority.**

20.3 **Fire Safety & Wardens**

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

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

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

20.4 **Fire Safety Training & Evacuation**

Annual General Occupancy Training is conducted and all Airport Employees are invited to attend. Points covered include:
• General operation of portable fire extinguishers
• Emergency Response Procedures for Cairns Airport
• Awareness of alert tone - What to do
• Awareness of evacuation tone
• Follow instruction of fire warden
• Where are the assembly areas - landside & airside

Fire Warden Training is conducted 2 times per year and points covered include:
• Emergency Response Procedures for Cairns Airport
• What constitutes an emergency
• Appropriate number of ECO Members
• Roles and responsibilities for ECO
• General operation of portable fire extinguishers
• Awareness of alert tone - What to do
• Nearest WIP Location
• Awareness of evacuation tone
• General update on Fire Safety Regulations
• Location the assembly areas - landside & airside

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

20.5 Workcover

Tenants must notify CAPL of any incident/accident within their workplace. Where required by law,
WorkCover must be also notified.
20.6 Reporting of Incident / Accident

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

20.7 Drug and Alcohol Management

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

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

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

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


20.8 Seatbelt Policy

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


20.9 High Visibility Clothing Policy

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


20.10 Vehicles Operating Airside

All vehicles operating airside must display on top of the vehicle a rotating amber beacon and is visible 360°

21.0 SECURITY

The Australian public expects a high level of security from its aviation sector. The aviation sector forms an integral part of Australia’s infrastructure and economy in general.
Following the events of 11th September 2001 (9/11), the Australian Government introduced the Aviation Transport Security Act 2004 (ATSA) and Aviation Transport Security Regulations 2005 (ATSR). This legislation provides a framework that the aviation industry uses to strengthen Australian aviation transport security systems. This continues to be reviewed due to the change in the environment in which the aviation industry now operates, with the increased threat of terrorism.

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

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

### 21.1 SECURITY MANAGEMENT SYSTEM (SeMS)

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

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

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

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

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

### 21.2 SECURE AREAS AT CAIRNS AIRPORT

Under the Aviation Transport Security Regulations 2005, Cairns Airport is classified as a security controlled airport. As a security controlled airport, Cairns Airport is required to have specific security areas and zones, each created in order to protect the critical sections of the airport from unlawful interference.
CAPL’s appointed security contractor maintains a continuous presence at Gate V23, T1 and T2 Terminals, and in the vicinity of JUHI facility, to ensure the airside inspection requirements as detailed in the Cairns Airport TSP are maintained.

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

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

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

21.2.1 Airside Area

Signage

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

1. 2. 3. All of the airside area at Cairns airport is a secure area and are subject to signs 1 & 2.

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

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

To enter and remain in an airside area you must:

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

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

21.2.2 Security Restricted Area (SRA)

Signage

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

Location

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

Description

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

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

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

You must challenge anyone on the spot who isn’t:
• Wearing a valid red ASIC; or
• Wearing a valid grey ASIC or VIC and being escorted by someone with a valid red ASIC; or
• A bon fide passenger moving directly to or from their aircraft; or
• A uniformed Military personnel on duty and displaying their military identification; or
• A uniformed foreign aircrew displaying their company identification card.

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

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

And report them to your supervisor or CAPL. Unauthorised vehicles are also prohibited from access. Breaches will incur penalties.

21.2.3 Sterile Area

Signage

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

A replica of the sign placed at the entrance to the Screening Point, is shown below. The sign warns people not to carry weapons or prohibited items past this pint without authority. The penalties that apply to persons who fail to comply with these requirements are also described.
Location
The Sterile Area is the Departures Lounge located within the terminal buildings.

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

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

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

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

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

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

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

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

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

21.3 Tools of Trade in Secure Areas

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

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

21.3.1 Airside Area

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

21.3.2 Security Restricted Area

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

21.3.3 Sterile area

Tools of trade are permitted in the Sterile Area when required by a person to carry out specific operations.

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

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

21.4 Damaged Fences, Doors and Gates

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

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

21.5 Vehicle Parking Near Fences and Gates

There are prescribed perimeter fence clearance zones at Cairns Airport. These clearance areas are two metres airside and three metres landside of the perimeter fence.
Please report occurrences of vehicle or objects that infringe security fence clearance areas to CAPL.

21.6 Kerbside Management

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

21.7 Aviation Security Identification Cards (ASICs)

ASICs are used at all security-controlled airports in Australia. The form of ASICs is nationally consistent. An ASIC is issued to a person who needs frequent access to enter Secure Areas at security-controlled airports when this can demonstrate an operational and lawful need.

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

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

21.7.1 Types of ASICs

ASIC (Red)

Red ASICs are valid for all Secure Areas at Cairns Airport. These are the airside area, the SRA and the Sterile Area.

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

ASIC (Grey)

Grey ASIC holders have access to Sterile Area, as well as Airside (for example General Aviation) with the exception of the Security Restricted Area.

To obtain an ASIC you must have:

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

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

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

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

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

21.7.3 **Display of your ASIC**

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

- Above waist height;
- On the front of your outer clothing; and
- With the front of the card clearly visible.

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

21.7.4 **Return of your ASIC**

You must immediately return your ASIC to CAPL if:

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

It is an offence under the ATSR if you fail to return your ASIC.

21.7.5 **Lost/Stolen ASIC**

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

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

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

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

21.9 Visitor Identification Cards (VICs)

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

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

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

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

To obtain a VIC you must:

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

21.9.1 VIC conditions of Issue and Use

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

21.9.2 Display of your VIC

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

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

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

21.9.3 Return of your VIC

You must return your VIC to the issuing agent that issued the VIC.
21.9.4 Lost/Stolen VIC
You must immediately notify CAPL ID & Access Office (business hours) or CAPL Airport Duty Manager (after hours) if your VIC has been lost, stolen or destroyed. You will then be required to complete a Statutory Declaration detailing the circumstances of the loss/theft.

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

21.10 Who does not need an ASIC or VIC to be airside
Certain persons are exempt under the regulations from the ASIC/VIC requirements. These persons include:
- Bona fide passengers moving directly to or from their aircraft;
- Uniformed Military personnel on duty who are displaying their military identification;
- Uniformed Foreign aircrew who are displaying their company identification card; and
- Certain other persons as defined in the ATSR.

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

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

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

22.0 AIRPORT EMERGENCY PLAN & EXERCISES

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

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

This plan forms part of the Cairns Airport Operations Manual and details the arrangements for control and coordination of the response to and recovery from an emergency at Cairns Airport involving aircraft or airport facilities.
The arrangements in this Plan are designed for an airport emergency which is beyond the capacity of the airport agencies to manage, and which require a significant and coordinated response from numerous external agencies. The Plan assumes that each agency with a role or responsibility has in place appropriate operational procedures (or Standard Operating Procedures) which detail that agency’s response in accordance with the AEP.

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

22.2 Emergency Exercises

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

a) The AEP will be exercised as follows:
   - A field exercise held every two (2) years to test the response to an aircraft accident and/or related scenarios.
   - A table top exercise held each intervening year to test the response to an aircraft accident. (This may include an off-airport scenario)

b) Exercises will be notified to participants by CAPL through the publication of a detailed exercise brief.

c) If an actual emergency occurs that requires activation past the level of local standby then Cairns Airport Pty Ltd may request for a scheduled exercise to be deferred. Any other divergence for whatever reason will require prior approval from CASA.

22.3 Malicious Calls & Bomb Threats

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

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

22.4 Unattended Items

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

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

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

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

The Security Operations Manager maintains the Airport Cyclone Plan. Whenever an amendment to the Plan is made a copy is forwarded to the AOM Controller.

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

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

A copy of the Cairns Airport Cyclone Plan is available on our website: http://www.cairnsairport.com.au/business/operations/emergency-plans/

23.0 ENVIRONMENT/SUSTAINABILITY

The NQA Managing our Airports Responsibly Policy includes our commitment to the environment. NQA strives to achieve environmentally-responsible outcomes for all our operations and believe we have a duty to help protect, and minimize damage to, our natural surroundings. We also strive to operate sustainably, focusing on minimising our ecological impact through responsible resource use & waste management.

23.1 Environmental Initiatives

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

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

24.2 Airport Environmental Consultative Committee (AECC)

The Cairns Airport Environmental Consultative Committee (AECC) meets every three months and provides a forum for meaningful dialogue between Cairns Airport, Airline representatives, local
community representatives, local government and other stakeholders to address environmental issues which are of concern.

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

Review of this Manual will be continual in line with Operational Requirements and Terminal, Apron and Operator changes.

AUTHORITY

Manager Terminals
Appendix 1

Cairns Airport Pty Ltd

Airport Branding Policy

Reference No: 1044 TO
Version 2 – 26th August 2016

Any alterations to this Policy must be approved by the:
Manager Terminals

The current copy of this Policy is held on Sharepoint

It is your responsibility to ensure you hold the current copy of this Policy
Cairns Airport Pty Limited (CAPL) has introduced a policy for branding by external parties within the airport precinct.
Cairns Airport Pty Ltd

Airport Branding Policy

**POLICY:** Cairns Airport Pty Limited (CAPL) has introduced a policy for branding by external parties within the airport precinct.

**DEFINITION:** Branding is defined as signage of external parties used for operational and promotional purposes.

**APPLICABILITY:** Immediate

**Check in counters** Airlines are not permitted to attach any form of signage to the front of the check-in counters.

The glass inset on the top of the check-in counter is available for regulatory signage only and is subject to prior approval by CAPL. CAPL Security will supply Dangerous Goods (DG) regulatory signage for this area. CAPL is responsible for providing the display area.

**Tensa barriers for Check In Hall** All tensa barriers will be provided by CAPL. These are not available for individual airline branding.

A4/A3/A5 tensa barrier signs may be displayed in the airlines designated check-in area during the check-in period only and by approval by CAPL.
| **Cabin baggage test unit** | The airlines are permitted to provide, at their cost, airline branded cabin baggage test units at check-in and gates only. The gate units are to be removed at the end of each flight and are not permitted to remain at the gates if there are no flights in operation. Test units at check-in must be within the airlines core allocation of counters. CAPL will not be providing cabin baggage test units at screening points. |
| **Dedicated free standing – branding signage** | Dedicated free standing – branding signage on airport is not permitted, including any type of pop-up signage. Temporary signage requests may be considered by prior arrangement with CAPL |
| **Dedicated free standing operational signage** | The airlines may apply to CAPL for approval of operational or directional signage. Should CAPL approve this signage, it must be removed after each flight. |
| **Dedicated airline way finding signage** | All way finding signage will be provided by CAPL, at CAPL’s sole discretion. |
| **Airline Lounge Signage** | This signage will be provided by CAPL. The airlines may be permitted to have their corporate logo included on the sign in approved locations only and only for the purpose of wayfinding. The inclusion of the logo will be at the airlines cost. |
| **Kiosks** | Common Use Self Service (CUSS) kiosk technology is under further consideration and development by CAPL. CAPL may explore the commercial opportunities for expansion into off-airport locations. |
| **Airline Meeting Points (e.g. Unaccompanied minors)** | CAPL will provide a CAPL branded Meeting Point for all airlines in the baggage reclaim area at T2. |
| **Baggage Services** | Baggage services is an unbranded area. The desk will have digital signage and airlines staff will use the public address system as required. |
| **Leased/Licensed Areas** | Corporate logos are permitted on leased/licensed area doors. All proposed signage must be approved by CAPL. |
CAPL Directory Boards and wayfinding signage

Internally – all Directory Boards and Wayfinding Signage are provided by CAPL.

Externally – CAPL may provide an airline directory board where airline logos are displayed. CAPL will be responsible for providing the sign and the airlines will be responsible at their cost for providing their sign boards for the sign.

CAPL will determine order of airline logos at their sole discretion.

APPROVALS:

All signs are subject to CAPL written approval and are not permitted to display any advertising material such as web sites or phone numbers.

CAPL approval or otherwise is at CAPL’s sole discretion.

APPROVED BY:

Manager Terminals
CHECK-IN INJECTOR BELTS

When Counters are NOT in Use stable doors MUST be closed.

Domestic (T2)

International (T1)

ALWAYS close the doors when you are finished and are leaving the area

FOR FURTHER INFORMATION, please contact Alicia Prince Manager Terminal Operations on 0417 634 353
Distribution to Airline Operators and ISS

Document Owner: NQA Airports Pty Ltd
Document Controller: NQA Health & Safety Advisor

NQA
Cairns Airport Pty Ltd
Standard Operating Procedures

Baggage Handling Systems - Protocols

Reference No: 1008 TO
Version 3 – 23rd March 2017

Any alterations to this SOP must be approved by the:
Manager Terminals

The current copy of this SOP is held on Sharepoint.

It is your responsibility to ensure you hold the current copy of this SOP.
<table>
<thead>
<tr>
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<th>Sponsor</th>
<th>Author</th>
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</thead>
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<td>1008 TO</td>
<td>3</td>
<td>Approved</td>
<td>General Manager Operations</td>
<td>Manager Terminals</td>
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<table>
<thead>
<tr>
<th>Amendments</th>
<th>Date</th>
<th>By whom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version 3 – minor updates to document</td>
<td>23/03/2017</td>
<td>Operations</td>
</tr>
<tr>
<td>Version 1 - final approval</td>
<td>21/04/2009</td>
<td>Operations</td>
</tr>
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</table>

**Summary**

Document created to capture Baggage Handling Systems - Protocols - SOPs for Cairns Airport Pty Ltd.
Cairns Airport Pty Ltd
Standard Operating Procedures
Baggage Handling Systems - Protocols

1. PURPOSE
Establish a standard reporting method of reporting between the airlines, CAPL, contractors, and airport agencies.

2. REFERENCES AND RELATED PROCEDURES
CAPL Transport Security Program

3. DETAILS
BCS (Berill Control Systems) are responsible for the maintenance of all CAPL baggage conveyor systems.

The Airport Coordinators advise BCS direct of any malfunction or breakdown of any conveyor system. A Critical Fault is to be raised by the Airport Coordinator at the time of initial advice of the stoppage. This will automatically generate a Terminal Operations Shift Report.

Assets Technical Officer should also be advised in the event that any system is out of service (or expected to be out of service) in excess of ten minutes due to technical difficulties. Should any disruption have the potential to disrupt airline or passenger movements, the Airport Duty Manager should be called to liaise with BCS and keep the Airport Coordinator and Airlines/Ground Handling Agents informed of the possible length of the disruption. Relevant Business Continuity measures to be implemented, such as activation of plough. Baggage conveyor systems may shut down when fire alarms are activated

Details of any breakdown of CBS equipment that has the possibility of causing disruption to airlines should also be reported direct to the Assets Technical Officer, Critical Fault raised, which will automatically generate a Terminal Operations Shift Report. The Airport Duty Manager should be called to liaise with BCS/Smiths and keep the Airport Coordinator and Airlines/Ground Handling Agents informed of the possible length of the disruption. The Manager Terminals and Security Operations Manager are to be advised.

Contacts for the various locations and personnel are.

<table>
<thead>
<tr>
<th>T1 OOG Staff Counter – Steno 430</th>
<th>T2 Screening Point - Steno 6501 ph. 4035 9690</th>
</tr>
</thead>
<tbody>
<tr>
<td>T2 Service Desk 1 - Steno 6601</td>
<td>T2 OOG Staff Counter – Steno 6600</td>
</tr>
<tr>
<td>T2 Service Desk 2 - Steno 6615</td>
<td>T2 ISS level 4 Room - 6650</td>
</tr>
<tr>
<td>T2 Service Desk 3 - Steno 6625</td>
<td>Airport Coordinators – Steno 400</td>
</tr>
<tr>
<td>T2 Service Desk 4 - Steno 6636</td>
<td>BCS (T2) - Steno 6644 - mob 0438 753 989</td>
</tr>
<tr>
<td>T1 Screening Point – 40 359616</td>
<td>BCS (T1) - mob 0400 500 231</td>
</tr>
</tbody>
</table>

Key access on OOG arrivals at the T1 is available as alternate to the proximity reader should an operator experience difficulty. Keys are held by Terminal Coordinators and Assets.
Checked Bag Screening - Levels Descriptions

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Screening by automated X-ray unit</td>
</tr>
<tr>
<td>Level 2</td>
<td>Screening by operator interpreted image at the X-ray unit work station</td>
</tr>
<tr>
<td>Level 3</td>
<td>Screening by explosive trace detection equipment</td>
</tr>
<tr>
<td>Level 4</td>
<td>Screening by 100% physical search</td>
</tr>
<tr>
<td>Level 5</td>
<td>A “render safe” process performed under the supervision of the Queensland Police Service</td>
</tr>
</tbody>
</table>

These “Flow Charts” are indicative of the various protocols agreed to between CAPL and Airline Operators.

- Bag Return To Passenger – Level 4
- Passenger Not Travelling – Bag Return
- OOG Inspection Process
- Baggage Handling System Stoppages
- Last Bag Process

---

**Bag Return To Pax L4**

**ISS Advise Airline Reconciliation Required**

**Airline Escort Pax To OOG Room**

**ISS Allow Access To OOG Room**

**Airline Escorts Pax To Designated L4 Inspection Area**

**ISS Supervise Bag Reconciliation**

**Bag Pass**

**ISS Returns Bag To Respective Carousel**

**Airline Escorts Pax Back To Landside Via Staff Exit**

**Fail**

**LS/AFP Advised**
PASSENGER DECIDES NOT TO TRAVEL
(After Check in Process Completed)

AIRLINE ADVISES RAMP SUPERVISOR.
BAG RETRIEVED AND RETURNED TO FRONT OOG COUNTER
FOR RECONCILIATION

PASSENGER DEPARTS
OOG INSPECTION PROCESS

CIC

AIRLINES DIRECT PAX TO TAKE ITEM TO OOG ROOM WITH BOARDING PASS

ISS CHECKS ITEM AS PER PROCEDURES WITH PAX PRESENT

FAIL

BAG PLACED ON OOG BELT AND SENT TO BACK OF HOUSE

PAX DEPARTS OOG ONCE BAG IS CLEARED

ISS ADVISE RELEVANT AIRLINE

PASS

TRANSFER

RAMP SERVICES DELIVER ITEM TO OOG BELT
OOG BELT HAS TO BE CLEAR
RAMP TO CONTACT ISS VIA STENO TO REVERSE BELT FOR TRANSFER BAGS

ISS CHECKS ITEM AS PER PROCEDURES

FAIL

ISS RETURN ITEM VIA OOG CONVEYOR TO BACK OF HOUSE

OOG ITEM REQUIRES PAX RECONCILIATION
ISS ADVISE AIRLINES

PASS

AIRLINES ESCORT PAX TO OGG ROOM FOR RECONCILIATION

ITEM SENT VIA OOG CONVEYOR TO BACK OF HOUSE
AIRLINE ESCORTS PAX FROM OOG ROOM
4. **REVIEW**

In line with operational reporting policy and procedures of the CAPL, relevant contractors, Airlines and other Airport Agencies.

5. **AUTHORITY**

Manager Terminals

---

**Appendix 4**
Cairns Airport Pty Ltd
Standard Operating Procedures

Outwards Baggage Presentation

Reference No: 1050 TO

Any alterations to this SOP must be approved by the:
Manager Terminals

The current copy of this SOP is held on Sharepoint.

It is your responsibility to ensure you hold the current copy of this SOP.
Document Control

<table>
<thead>
<tr>
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<td>Approved</td>
<td>General Manager Operations</td>
<td>Manager Terminals</td>
</tr>
</tbody>
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<th>Date</th>
<th>By whom</th>
</tr>
</thead>
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<td>Operations</td>
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<td>identifier and number in footer</td>
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<tr>
<td>Version 1 - final approval</td>
<td>01/05/2013</td>
<td>Operations</td>
</tr>
</tbody>
</table>

Summary

Document created to capture Outwards Baggage Presentation SOP for Cairns Airport Pty Ltd.
Outwards Baggage Presentation

PURPOSE
Acceptance and presentation of any type of Baggage or Item which, through a process moves from a Landside area to an Airside Secure area. Outwards Baggage Presentation in T1 and T2 is the responsibility of Airline / Ground Handling Staff that accept customer baggage / items.

REFERENCES AND RELATED PROCEDURES
Terminal Operations Manual

DETAILS
All Airlines Check in Staff and Ground Handlers are responsible for using the Outwards Baggage Presentation in accordance with the guidelines set by Cairns Airport Pty Ltd.

All Airlines, Ground Handlers and Terminal Staff are responsible for reporting any system faults in accordance with the guidelines set by Cairns Airport Pty Ltd.

4 REVIEW
The SOP will remain in place until further notice.

5 AUTHORITY
Manager Terminals
OUTWARDS BAGGAGE PRESENTATION

CHECK-IN T1 / T2

Baggage Acceptance:

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

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

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

Tubbing – Use of Tubs

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

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

WHEN IN DOUBT – USE A TUB OR SEND THE ITEM TO OVERSIZE BAGGAGE
**Oversize – OOG (Out of Gauge)**

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

Items longer than 1200 mm long

- Strollers / Prams
- Child Seats
- Plastic Tubs
- Eskies
- Tools / Tool Bags

Items that won’t fit in a tub:

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

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

![Images of items that should have been taken to Oversize baggage]
WHEN IN DOUBT – USE A TUB OR SEND THE ITEM TO OVERSIZE BAGGAGE

Oversize Baggage Counter

Items presented at the Oversize Baggage Counter are screened and delivered airside. The specific Airline / Ground handlers are then immediately notified to collect oversize luggage to be loaded onto aircraft.
### T2 Baggage Handling and In-line Baggage Screening System - Risk Management & Contingency

<table>
<thead>
<tr>
<th>Failure Scenario</th>
<th>Likelihood</th>
<th>Consequence</th>
<th>Rating</th>
<th>Contingency Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>1b</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>2</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>3</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>4</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>5</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>6</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>7</td>
<td>L</td>
<td>L</td>
<td>L</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>8</td>
<td>L</td>
<td>L</td>
<td>L</td>
<td>Use other bank of check-ins</td>
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<tr>
<td>9a</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
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<tr>
<td>9b</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
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<tr>
<td>10</td>
<td>L</td>
<td>L</td>
<td>L</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>11</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>12</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>13</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>14</td>
<td>M</td>
<td>M</td>
<td>M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>15</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>16</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>17</td>
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<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
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<td>18</td>
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<td>19</td>
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<td>L-M</td>
<td>Use other bank of check-ins</td>
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<td>L-M</td>
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<td>L-M</td>
<td>Use other bank of check-ins</td>
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<td>L-M</td>
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<tr>
<td>23</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
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This copy was last saved: 16/05/2017, last printed: 16/05/2017

1043_T0_Terminal Operations Manual_V3_EffectiveDate_12/05/2017_ReviewDate_12/05/2019
### T1 Baggage Handling and In-line Baggage Screening System - Risk Management & Contingency

<table>
<thead>
<tr>
<th>Failure Scenario</th>
<th>Likelihood</th>
<th>Consequence</th>
<th>Rating</th>
<th>Contingency Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BHS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1 1 Bank check-ins down (scale/rejector)</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>1.2 2 Banks check-ins down (scale/rejector)</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>Require portable roller beds to use on existing CIC and combination of Interline counter (Load Dependant) Airlines responsible for weighing of baggage e.g. load up barrier and take to Cargo to have barrier weight [Level 4 Room T2]</td>
</tr>
<tr>
<td>2.1 1 check-in collector conveyor down</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Use other bank of check-ins</td>
</tr>
<tr>
<td>2.2 2 check-in collector conveyors down</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>a) Combination of below belt / OOG room &amp; manual transfer of bags from CIC to belt upstream of plough via common user room</td>
</tr>
<tr>
<td>3.1 Line fails upstream X-ray</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>a) Use one bank of check in, b) Manually handle bags to functional line (near Edit Room door), c) Use roller beds over faculty belt section on same line</td>
</tr>
<tr>
<td>3.2 2 lines fail upstream X-ray</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>Take bags out through check in to Western Bus bays after EDT at CIC</td>
</tr>
<tr>
<td>4.1 Line fails downstream X-ray</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Activate plough - use functional line</td>
</tr>
<tr>
<td>4.2 2 lines fail downstream X-ray</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>a) Activate ploughs, use functional line</td>
</tr>
<tr>
<td>5.1 Baggage makeup loop fails</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>a) Activate ploughs, use functional line</td>
</tr>
<tr>
<td>5.2 Baggage makeup loops fail</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>a) Activate ploughs, use functional line</td>
</tr>
<tr>
<td>6.1 Level 4 system fails</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Activate plough, use line 2, get bags off queuing belts,</td>
</tr>
<tr>
<td>6.2 Level 4 systems fail</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>a) Use one bank of check, b) Manually handle bags to functional line, c) Use roller beds over faculty belt section on same line</td>
</tr>
<tr>
<td>7.1 Transfer line fails</td>
<td>L</td>
<td>L</td>
<td>L</td>
<td>Use other transfer line. Collect bags from incorrect carousel</td>
</tr>
<tr>
<td>7.2 Transfer lines fail</td>
<td>L</td>
<td>L</td>
<td>L</td>
<td>ETB back of house – option Level 4 room / OOG room</td>
</tr>
<tr>
<td>8.1 Out of Gauge Belt fails (OOG)</td>
<td>L</td>
<td>L</td>
<td>L</td>
<td>Screen oversize items in OOG room, manually transfer items to carousel</td>
</tr>
<tr>
<td><strong>CBS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.1 X-ray unit down</td>
<td>L</td>
<td>L</td>
<td>L</td>
<td>Activate plough – use functional line</td>
</tr>
<tr>
<td>9.2 X-ray units down</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>EDT front of house</td>
</tr>
<tr>
<td>10.1 CBS matrix server fail</td>
<td>L</td>
<td>L</td>
<td>L</td>
<td>The system has a redundant backup on hot standby (i.e. automatic comes on line)</td>
</tr>
<tr>
<td>11.1 Isolated CBS screening PC's/Monitors fail</td>
<td>M</td>
<td>L</td>
<td>L-M</td>
<td>System has 4 supervisor’s PCs for screening, Functional PC’s used. Scenario of all PC’s failed is considered similar to 12</td>
</tr>
<tr>
<td>12.1 CBS Control Room down (e.g. Power)</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>X-ray unit can used “standalone” for screening (image and result displayed on X-ray unit monitor). Operator would stand at unit and bags may need to be manually handled downstream of the unit, depending on the screening result. X-ray conveyor can be manually controlled at unit. This screening could be supplemented with EDT at front of house.</td>
</tr>
<tr>
<td><strong>BHS/CBS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.1 Interface/communications/software failure</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>b) If possible: manually override BHS and screen bags individually at X-ray, with manual control of bags downstream of X-ray depending on screening result</td>
</tr>
<tr>
<td><strong>Electrical</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14.1 Ergon – Mains Power Failure</td>
<td>M</td>
<td>M</td>
<td>M</td>
<td>Switch to back-up generator power supply – essential power only</td>
</tr>
<tr>
<td>15.1 Backup Western Generator Failure in conjunction with mains failure</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>Building would become non-operational, refer this scenario to CAPL Airport Emergency Planning Committee (DTB check-in to be considered)</td>
</tr>
<tr>
<td>16.1 Sub-main connection to MCP’s fails</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>EDT front of house, bars to take bags to bagage cans (carousels not functional)</td>
</tr>
<tr>
<td>17.1 Other electrical circuit failure</td>
<td>L</td>
<td>M</td>
<td>L-M</td>
<td>Consequence depends on circuit failure. One of the above scenarios would apply depending on the component that is isolated due to the failure.</td>
</tr>
<tr>
<td>18.1 Power to baggage hall ventilation system fails</td>
<td>L</td>
<td>H</td>
<td>L-M</td>
<td>L-M</td>
</tr>
<tr>
<td><strong>Human</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20.1 Baggage Handling</td>
<td>L</td>
<td>M</td>
<td>H</td>
<td>Airline responsibility</td>
</tr>
<tr>
<td>21.1 Security Contractor</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>Security Contractor to supply contingency plan</td>
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<td>22.1 BCS – lack of backup staff</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>CAPL resources and other mechanical/electrical contractors in Cairns would be engaged</td>
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<tr>
<td>23.1 Airline</td>
<td>L</td>
<td>H</td>
<td>M</td>
<td>Airline responsibility</td>
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<tr>
<td>24.1 Injury resulting in stoppage of BHS</td>
<td>L</td>
<td>L</td>
<td>L</td>
<td>Depending on the location of the injury and the affected component one of the above scenarios would apply</td>
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1043_TO_Terminal Operations Manual_V3_EffectiveDate_12/05/2017_ReviewDate_12/05/2019
Cairns Airport Pty Ltd
Standard Operating Procedures

Apron Parking Protocols
(Domestic / Link / International / IGAA)

Reference No: 1007 TO
Version 2 – 26th August 2016

Any alterations to this SOP must be approved by the:
Manager Terminals

The current copy of this SOP is held on SharePoint.

It is your responsibility to ensure you hold the current copy of this SOP.
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Summary
Document created to capture Apron Parking Protocols (DTB/LINK/ITB/IGAA) - SOPs for Cairns Airport Pty Ltd.
1. PURPOSE

To provide an overview of general protocols in place for aircraft operators using the domestic, link, international and IGAA aprons.

To define a priority order of bay allocation for aircraft operators using the domestic, link, international and IGAA aprons.

2. REFERENCES AND RELATED PROCEDURES

- Airport Operations Manual
- Aircraft Parking Combination Charts
- Terminal Operations Manual

3. DETAILS

Preamble

A draft indicative parking plan will be prepared by Cairns Airport Pty Ltd (CAPL) prior to each seasonal schedule change i.e. March for Northern Summer (NS) schedule period and October for Northern Winter (NW) schedule, and as required whenever there are schedule changes that impact the overall allocation. CAPL issues separate International and Domestic parking plans.

Aircraft parking bays are allocated by the CAPL Airport Coordination Centre (ACC) in accordance with the Airport Service Agreement (ASA) and the CAPL Terminal Operations Procedures Apron Parking Protocols.

The parking positions are operated in accordance with the Domestic and International Apron Usage Charts compiled by CAPL. These usage charts are issued to all airlines. A Resources Management System, (RMS), ensures aircraft are parked in accordance with CASA Manual of Standards Part 139.

The control and safe movement of all passengers between an aircraft and the terminal shall be the responsibility of the airline operator or their agent. Each operator is required to submit for CAPL approval a Standard Operating Procedure for Ramp Operations covering passenger safety.
Overview

The Domestic Apron (Bays 13-23) has eleven (11) primary aircraft parking positions including a freighter bay on Bay 23. Five (5) positions, 18, 19, 20, 21, and 22 are serviced by aerobridges. Aerobridge position 21 and 22 are full code C compliant and 18/19/20 are code E compliant. Bay 19 is the preferred Code “E” parking position. The remainder are standoff code C positions. Bays 13-15 and 18-22 also have secondary alpha position.

The Link Apron (Bays 8-12) has five (5) primary aircraft parking positions and various combinations of secondary positions, all positions are stand-off.

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

The International General Aviation Apron located at the eastern end of the International Apron, has three (3) positions 1C, 1D and 1E and provides parking for:

- 1 x Dash 8 -400
- 1 x Dash 8 – 300 / ATR72
- 1 x GA aircraft (maximum wing span 17 metres)

The majority of domestic regional activity will primarily be allocated to Bays 10 through 14 inclusive, with the majority of domestic RPT Jet Operations to occupy the aerobridge bays plus stand-off Bays 15, 16, and 17.

International light aircraft and activity will primarily be allocated to Bays 1C, 1D, and 1E, the IGAA, with overflow to other international stand-off bays. International RPT Jet Operations to occupy the aerobridge bays plus stand-off Bays 7 and 8.

If an airline requests an aerobridge position that is compatible to that aircraft type, and a slot is available without conflict, CAPL will accommodate that service on the aerobridge position.

Prioritising

When conditions permit, a 15 minute buffer will be provided between the expected “off blocks” and the expected “on blocks” arrival time of the next aircraft to be allocated that parking position. This rule is to be interpreted to cover planning for the allocation of bays and will not have the effect of denying a bay to an arriving aircraft.

Priority of Aerobridge Allocation is determined on a number of criteria:

- Turnaround verses Layover, aircraft size;
- Operational requirements;
- “On Schedule” verses “Off Schedule”; and
- RPT “verses” Charter or Itinerant.

RPT aircraft required to use a non-aerobridge position will be allocated the nearest available position to the terminal that is suitable for that aircraft type.

If an aircraft is “off schedule” to the point where it will impact another aircraft’s operation then the priority of bay allocation will go to the “on schedule” aircraft.
It is an Airline’s responsibility to notify the CAPL ACC as soon as possible of any expected delay in the arrival or departure of an aircraft.

It is an Airline Operator / Agent responsibility to check the Staff FIDS and/or iclient for bay changes prior to the arrival of an aircraft. The Airport Coordinators will use ‘best endeavours’ to communicate bay changes directly to Operators when within 20 minutes of ETA.

An aircraft shall be considered “on schedule” if arriving or departing within ten (10) minutes of the scheduled arrival / departure time. Where two (2) or more aircraft of a similar size are “off schedule” and competing for resources, the aircraft operating closest to schedule will be given priority.

Where the same aerobridge facility is sought by more than one operator at the same time, then the following criteria shall apply:

- The larger aircraft will be given priority on the aerobridge, but not as to displace an operator granted priority at that position.
- Priority of access to an aerobridge may be granted to smaller aircraft where no other aerobridge is capable of accommodating that aircraft type i.e. F100’s on A/B 1.
- Priority of allocation may also be granted to specific operators because of their requirements for specific terminal processing i.e. US airlines pre-boarding secondary screening of passenger.

**Domestic / Link Apron**

Arriving aircraft with a planned turnaround time or transit time of 90 minutes or less on the domestic apron will have priority over a terminating or layover service with an on ground time in excess of 90 minutes.

**International Apron**

Arriving aircraft with a planned turnaround or transit time of 120 minutes or less on the international apron will have priority over a terminating or lay over service with an on ground time slot in excess of 120 minutes.

Where aircraft of a similar type competing for resources, priority will be given to the aircraft with the highest inbound passenger load. Should a passenger head count not be provided to CAPL, CAPL will assume a zero count.

If an aircraft is assigned an aerobridge position and arrives early, it will not necessarily be offered an alternative aerobridge position and may be requested to wait until the designated aerobridge position becomes vacant, or may elect to use a non-aerobridge position if there is one available. Where an RPT aircraft is “off schedule” to the extent that its arrival or departure at an aerobridge position will impact on another RPT operator operating “on schedule”, the “off schedule operator” may be required to accept an alternative bay to that planned.

If an Airline is allocated a non-aerobridge position it shall be the responsibility of the Airline Operator / Agent to ensure the control and safety of their passengers during disembarking or embarking whilst on the Apron.
Where an aircraft’s departure is delayed due to a technical / mechanical fault and the bay is required for another aircraft, the operator of the delayed aircraft may be directed to relocate the aircraft to another bay, within a specific time.

Where an aircraft type is not shown on the usage chart or has no apron marking or Safe Gate entry for that aircraft, prior to the aircraft using the apron, the operator / agent will contact the ACC for parking advice.

**Aircraft Tows**
The CAPL ACC shall, where possible and with prior notice to the Airline affected, provide the following access times on aerobridge positions for tow in / out aircraft:

<table>
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<th>Aircraft Type</th>
<th>Arriving Aircraft to tow-off</th>
<th>Tow-on of Departing Aircraft</th>
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<tr>
<td>Code C</td>
<td>45 Minutes</td>
<td>45 Minutes</td>
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<tr>
<td>Code D</td>
<td>45 minutes</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Code E</td>
<td>60 minutes</td>
<td>75 minutes</td>
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**Safegate Nose In Guidance System:**
Each Aerobridge position is equipped with a Safegate Docking System. The System provides accurate guidance to the pilot for the correct parking position for the aircraft at the aerobridge. Airlines must ensure their pilots are familiar with the system.

Airlines and/ or Ground Handling Agents staff are required to be qualified in the operation of the Safegate System. They are required to enter data associated with their aircraft type prior to its arrival onto the parking position. Either Airlines or their nominated agent must be present for each aircraft arrival.

The Safe Gate Docking System directory is available on the apron usage chart.

CAPL will train and authorise a nominated airline staff trainer or handling agent nominate staff trainer in the safe operation of aerobridges and the “Safegate” system. It is a CAPL requirement that all staff training records for both the use of Aerobridges and the Safegate system are supplied to the Airport Duty Manager initially and on a regular basis.
General

CAPL may seek to have particular international aircraft use the Domestic Apron on occasions (such as facilitating Aerodrome Works on the International Taxiways or Apron). In such cases, disembarking/embarking passengers would usually need to be transported airside to and from the International Terminal for normal passenger processing and baggage reconciliation.

Itinerant aircraft operators wishing to operate on the Domestic Apron will need to contact the Airport Coordinator for approval and bay allocation. CAPL will consider requests for parking only from bona fide operations involving passenger or freight operations. Contact details are in the CAPL Airport Operations Manual.

Itinerant and non-RPT operators of aircraft or their agent using the Aprons are required to liaise directly with the CAPL Airport Coordinator for confirmation of their designated parking position.

Details provided by the major airlines (e.g. daily “port operating plans” and advance details for schedules) are to be entered into the RMS and Flight Information Display System (FIDS) at least 12 hours prior to bay usage.

Bay allocations are issued daily using RMS and may be altered as necessary if late changes to aircraft type or arrival / departure times are advised.

Bay allocation details are displayed through the FIDS or passed directly to the pilot upon arrival using airline company radio although late changes may be notified by ATC staff. Although ATS have access to the FIDS, the Airport Coordinator is responsible for notifying ATS directly (phone) of any last minute changes.

Airline operators or their agents are responsible for advising the CAPL ACC of all non-scheduled or itinerant aircraft movement details, and any variation from that detail, of aircraft parked or requesting the use of an apron position. Unless otherwise indicated on the apron usage chart, all bays are “power in, push back”.

All aerobridges are Door L1 only.

Aircraft Refuelling

Hydrant or tanker JetA1 refueling is available at all apron parking positions except on the IGAA. Avgas is only available on the Domestic / International Apron by prior arrangement with refueling agents from the General Aviation side and CAPL ACC.

Engine Start and Push-back

Start-up and push-back approvals are provided by ATC.

The Aircraft Operators and / or Ground Handling Agents are responsible for ensuring appropriate wing tip and jet blast clearances are maintained during push-backs and any subsequent pull forward.
Aircraft Engine Run-Ups

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

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

4. REVIEW

Review of this document will be continual in line with operational requirements and terminal, apron and operator changes.

5. AUTHORITY

Manager Terminals
Cairns Airport Pty Ltd
Standard Operating Procedures

Public Address System

Reference No: 1049 TO
Version 3 – 18 April 2017

Any alterations to this SOP must be approved by the:
Manager Terminals

The current copy of this SOP is held on Sharepoint.

It is your responsibility to ensure you hold the current copy of this SOP.
## Document Control

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<td>01/07/2011</td>
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### Summary

Document created to capture Public Address System SOP for Cairns Airport Pty Ltd.
Public Address System

- **PURPOSE**
  Public Address System in T1 and T2 is utilised by Airline / Ground Handling / Terminal Staff to communicate operational, security and emergency information.

- **REFERENCES AND RELATED PROCEDURES**
  Terminal Operations Manual

- **DETAILS**
  All Airlines, Ground Handlers and Terminal Staff are responsible for using the Public Address System in accordance with the guidelines set by Cairns Airport Pty Ltd.
  All Airlines, Ground Handlers and Terminal Staff are responsible for reporting any system faults in accordance with the guidelines set by Cairns Airport Pty Ltd.

- **REVIEW**
  The SOP will remain in place until further notice.

- **AUTHORITY**
  Manager Terminals.
LOCATIONS OF THE PUBLIC ADDRESS SYSTEM

CHECK-IN AREA

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

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

DEPARTURE LOUNGE

Located at Gates and Service Desks

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

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

ARRIVALS HALL

Located at Baggage Services Desks.

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

- Page for specific passenger
- Notification of Baggage Carousel

The ALL CALL option on the Public Address System should only be used in the following situations:

- Fail to Board Passengers
- In an Emergency
- Unattended Luggage / Vehicle
OPERATING THE PUBLIC ADDRESS SYSTEM

The PA Console displays the Terminal Zones.

Check-In - Check-In Area Only

Gate Tunnel - Queuing area leading to Boarding Desk

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

Departures Hall - Main Departures Area

Baggage Re-Claim - Arrivals Area Only

TO MAKE A PUBLIC ANNOUNCEMENT
• Ensure the Zone Light is Green – this means zone is available for use. If the required Zone is Red it means zone is currently in use.
• Choose Zone you require PA made to.
• The Green Light next to Zone selected will flash.
• Position your mouth approximately 15 cm away from the microphone.
• Press and hold the PUSH to TALK button.
• A chime will sound.
• It is critical that announcements are made in a clear and precise tone and at a regular pace.

DO’S AND DON’TS

• Do 😊 ‘Make Announcement with a smile in your voice.
• Do 😊 ‘Point microphone at your mouth but keep 15cm distance
• Do 😊 ‘Speak at a regular pace and volume
• Do 😊 ‘Report System Faults to Apron Coordinators Steno #400

➢ Don’t 😞- ‘Eat the Microphone – this distorts your words.

➢ Don’t 😞 ‘Raise your voice - this will distort your words.
➢ Don’t 😞 ‘Position your mouth further than 15 cm away from the microphone – your words will be lost and sound mumbled.

Appendix 8
North Queensland Airports Pty Ltd
Policy

No Smoking Airside Policy

Reference No: 3041 AO
Version 4 – 1st October 2016

Any alterations to this Policy must be approved by the:
GM Mackay and GM Operations (Cairns)

The current copy of this Policy is held on Sharepoint
Document Control

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Summary

Document created to capture No Smoking Airside Policy for NQA.
POLICY: The purpose of this policy is to ensure the safety of passengers and aircraft, reduce exposure to passive smoke and protect the environment.

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

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

All airside areas at Mackay Airport are designated non-smoking.

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

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

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

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

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

CUSTODIAN: GM Mackay and GM Operations (Cairns)

COMMENT: Reviewed by Manager Operations and Emergency (Cairns) and Manager Aviation Operations (Mackay)

REVIEW 01/10/2017
Annex A – Designated Non-smoking Area for Cairns Airport

LEGEND

SMOKING PROHIBITED AIRSIDE AREAS

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This copy was last saved: 16/05/2017, last printed: 16/05/2017

1043_TO_Terminal Operations Manual_V3_EffectiveDate_12/05/2017_ReviewDate_12/05/2019
MANAGING OUR AIRPORTS RESPONSIBLY
Our commitment to Health, Safety, Security & the Environment

We will operate our business in a safe, secure and environmentally responsible way that aims to deliver quality and sustainable services to our customers and stakeholders.

To achieve this NQA is committed to managing our risks through best practice in health and safety, security and environmental management by ensuring that:

- Our people and stakeholders understand how their actions contribute to a safe, secure, environmentally responsible and sustainable business.
- Our business processes objectives and targets are aligned and our performance is measured and continually improved.
- We foster and maintain a culture of safe, secure and environmentally responsible practices that demonstrate ‘safety leadership at work’ and nurtures a ‘work safe—home safe’ ethos; and
- We provide our people with the necessary training, resources and support to ensure we maintain the knowledge, skills and competence to deliver our vision and responsibilities.

Our people directly contribute to responsibly managing our safe, secure, sustainable and incident-free work environment by:

- Demonstrating leadership and being accountable for our business performance and continual improvement.
- Ensuring management systems provide frameworks for setting and reviewing objectives and targets.
- Fostering and maintaining collaborative working relationships with each other, customers and stakeholders that are built on openness, transparency, mutual trust and inclusion.
- Working responsibly to achieve compliance with all applicable legislation and other industry standards and conformance to our business policies, processes and procedures.
- Implementing leading industry practice to provide a safe working environment, prepare for and appropriately respond to emergencies and incidents, reduce and prevent pollution and minimise our resource use.
- Ensuring all incidents are investigated and findings appropriately actioned in a timely and professional manner.

Norris Carter
Chief Executive Officer

1/01/2017