MELBOURNE AIRPORT

Airport Conditions of Use

APAM-1600-GE-MAN-0001

Revision History

Date	Rev	Status	Author	Checked	Approved
Aug 19	2.0	Issued for Use			K Cooper
Oct 23	2.1	Updated draft		H Darbyshire	N Donovan
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Contents

Foreword

All Users are subject to the terms and conditions contained in this Airport Conditions of Use document (**Conditions**).

These Conditions have been structured to allow existing documents, such as the Airport Emergency Plan, to be referenced. These existing documents form a suite of operating policies and processes which form part of these Conditions and are listed in Section 1.13 (**Operational Documents**). The Operational Documents will continue to be amended and published separately but should be regarded as part of these Conditions and should be read in conjunction with them.

All Users (including, for the avoidance of doubt, all signatories to an Aeronautical Services Agreement and Ground Handling Licence) will be subject to and must comply with these Conditions and the Operational Documents.

Nicholas Donovan
Head of Aviation Services

1 Introduction

1.1 Aim

These Conditions have been produced in the interests of safety, security and efficient operations at the Airport. The Conditions detail the safety, security and operational rules applicable to Users at the Airport.

The Conditions aim to provide a safe environment for all Users, passengers and aircraft operations by ensuring the documented requirements are relevant and capable of practical implementation by all Users. Melbourne Airport will use reasonable endeavours to manage the use of the Airport in accordance with these Conditions.

1.2 Authority

These conditions have been prepared by Melbourne Airport.

1.3 Scope

These Conditions outline the rules, regulations, policies, and procedures which all Users must follow to ensure a safe and efficient working environment at the Airport.These Conditions also provide a framework within which all Users may prepare safety and operational plans appropriate for their own responsibilities and operations. Additional discussion and the sharing of information between Melbourne Airport and Users are also promoted through these Conditions.

1.4 Extension of obligations

These Conditions combine the former Airside Conditions of Use and Terminal Conditions of Use documents.

In the case of any inconsistency between these Conditions and the former Airside Conditions of Use and Terminal Conditions of Use documents, these Conditions prevail.

Any obligation of a party to comply with either or both, of the former Airside Conditions of Use or Terminal Conditions of Use documents is deemed to be extended to these Conditions.

Users must regularly monitor their business activities to ensure that they follow the requirements outlined in these Conditions, the Operational Documents and all applicable Federal and State legislation and regulations.

1.5 Responsibility for Associates

Users are responsible for the acts and omissions of their Associates and must ensure that their Associates comply with these Conditions.

1.6   Alteration

A reference to these Conditions shall be a reference to the terms and conditions as published, or otherwise declared to be in force, by Melbourne Airport at any time. A notice period of 30 days for any alteration to this document will be given to Users, except in the case of an urgent alteration, in which case less notice may be given.

1.7   No derogation

Nothing in these Conditions shall derogate from any responsibility otherwise imposed by any Commonwealth or State law, agreement or other policy, procedure, direction or rule imposed by Melbourne Airport or any regulatory authority acting reasonably with respect to the same or similar subject matter as these Conditions.

1.8   Release and indemnity

a)   Melbourne Airport and its Associates are not liable for:

    i.   loss or damage caused for any reason to an aircraft, its equipment, its load or the property of its crew or passengers at the Airport; or

    ii.   personal injury caused for any reason to the crew or passengers of, or persons servicing, an aircraft at the Airport;

    unless and then only to the extent caused by Melbourne Airport's own negligence or recklessness, or the negligence or recklessness of its Associates.

b)   Melbourne Airport and its Associates are also not liable for:

    i.   any loss a User suffers for any reason because the Airport or any part of it is closed or any service or facility at the Airport is unavailable;

    ii.   any loss a User suffers, or any person claiming through a User suffers, for any reason because of delays in the movement or scheduling of the User's aircraft; or

    iii.   any consequential injury, loss or damage in connection with the use of or closure of the Airport (including anything referred to in (i) or (ii) of this clause).

c)   Users are liable for and indemnify Melbourne Airport against:

    i.   any damage the User's aircraft, equipment or personnel may cause to Melbourne Airport's property;

    ii.   claims for personal injury, death, loss or damage to property caused or contributed to by the User,

    except to the extent caused by Melbourne Airport's negligence or the negligence of its Associates.

1.9   Insurance

Each User must:

a)   take out and maintain at its own cost, the insurances which a prudent user of the Airport would maintain when undertaking activities of a similar nature to those undertaken by the User at the Airport. Such insurance must be in the name of the User and adequately protect Melbourne Airport and the User (and the User shall ensure that Melbourne Airport's and the User's interests are noted in the insurances and are evidenced in writing by the insurer):

    i.   in the case of public liability insurance, in respect of any one occurrence, to a minimum liability of $20 million or, if operating Airside, $50 million;

    ii.   in the case of motor vehicle insurance on all vehicles used at the Airport, to a minimum liability of $30 million;

    iii.   in the case of cyber risk insurance, to a minimum liability of $10 million for a period of 10 years after these Conditions cease to apply to that User and must cover the:

        A.   liability of the User to pay compensation and fines and penalties for cyber, data protection and privacy breaches; and

        B.   costs and expenses suffered by the User from a cyber breach, including public relations, crisis management, data restoration, asset repair/ replacement, cyber extortion and business interruption expenses;

    iv.   in any other case, to a minimum liability the User carries in the normal course of its business; and

    v.   in all cases, for an excess the User carries in the normal course of its business and, if operating Airside, not contain aviation or airside exclusions (but can contain exclusions for work being done on aircraft or on parts that create or go into aircraft).

For any single event:

b)   take out each of the insurances described in paragraph a) with a reputable insurer and provide, prior to commencing operations at the Airport or otherwise on demand, evidence to Melbourne Airport of the currency and contents of the insurance policy or policies;require and ensure that the User's Associates take out insurances of the type described in paragraph a) as appropriate to their respective roles at the Airport;pay punctually all premiums for the insurance effected pursuant to these Conditions and make available for inspection the insurance policies and reasonable evidence of the payment of the premiums. In the event of any claim made under the policies the User shall apply the insurance moneys to the purpose for which the claim was made; and

e)   not do anything or omit to do anything whereby any insurance effected pursuant to these Conditions may become vitiated or non-effective.

1.10   Abbreviations

The following abbreviations are used in these Conditions and/or the Operational Documents.

A

Above Ground Level	AGL
Above Mean Sea Level	AMSL
Actual Time of Arrival	ATA
Actual Time of Departure	ATD
Aerodrome	AD
Aerodrome Beacon	ABN
Aerodrome control or aerodrome control tower	TWR
Aerodrome Frequency Response Unit	AFRU
Aerodrome Obstruction Chart	AOC
Aerodrome Reference Point	ARP
Aeronautical Information Circular	AIC
Aeronautical Information Publication	AIP
Aeronautical Information Service	AIS
Aeronautical Services Agreement	ASA
Air Operators Certificate	AOC
Air Traffic Control (in general)	ATC
Air Traffic Services	ATS
Aircraft	ACFT
Aircraft Classification Number	ACN
Aircraft Out of Guage	AOG
Airside Safety Officer	ASO
Airport	AP
Alternate (Aerodrome)	ALTN
Approach	APCH
Approach Lighting System	ALS
Approximate(ly)	APRX
Arrive, or arrival	ARR
As Soon As Possible	ASAP
Asphalt	ASPH
Authorised or authorisation	AUTH
Automated Bag Drop	ABD
Automatic terminal Information Service	ATIS
Auxiliary	AUX
Available	AVBL
Average	AVG
Aviation gasoline	AVGAS

B

Baggage Makeup	BMU
Beacon (aeronautical ground light)	BCN
Bearing	BRG
Building	BLDG
By way of	VIA

C

Callsign (used to request a callsign)	CSGN
Category	CAT
Caution	CTN
Celsius (Centigrade)	oC
Centreline	C/L
Centimetre	CM
Centre (runway)	C
Channel	CH
Check	CK
Clear, cleared to, clearance	CLR
Close or closed or closing	CLSD
Common Traffic Advisory Frequency	CTAF
Common Use Terminal Equipment	CUTE
Communications	COM
Completion or completed or complete	CMPL
Confirm(ing) or I confirm	CFM
Conical surface	COS
Contact	CTC
Continuous day and night service	H24
Counter on Wheels	COW's
Cross	X
Crossing	XNG
Customs	CUST

D

Danger or dangerous	DNG
Decommissioned	DCMSD
Degrees	DEG
Delay or delayed	DLA
Depart or departure	DEP
Departure and Approach Procedures	DAP
Destination	DEST
Displaced	DISP
Divert or diverting or diversion	DIV
Document	DOC
Domestic	DOM
Duration	DUR

E

East North-East	ENE
East or east longitude	E
East South-East	ESE
Elevation	ELEV
Emergency	EMERG
Enroute Supplement Australia (AIP)	ERSA

En route	ENRT
Engine	ENG
Equipment	EQPT
Estimate or estimated	EST
Estimated/estimating time of arrival	ETA
Estimated/estimating time of departure	ETD
Exercises or exercising or to exercise	EXER

F

February	FEB
Facility, facilities	FAC
Facsimile transmission	FAX
Feet (dimensional unit)	FT
Flight	FLG
Flight Information Service	FIS
Flight Plan (domestic)	PLN
Fly or flying	FLY
Fog	FG
Follow(s), following	FLW
Forecast	FCST
Frequency	FREQ
Frequent	FRQ
Friday	FRI
From	FM

G

General	GEN
General Aviation	GA
General Aviation Aerodrome Procedures	GAAP
Glide Path	GP
Glider	GLD
Glider flying	GLY
Global Navigation Satellite System	GNSS
Global Positioning System	GPS
Ground	GND
Ground Based Augmentation	GBAS

H

Hazard beacon	HBN
Haze	HZ
Heading	HDG
Heavy	HVY
Helicopter	HEL
Helicopter Landing Site	HLS
High Intensity Approach Lighting	HIAL
High Intensity Obstacle Lights	HIOL

High Intensity Runway Lighting	HIRL
Hold(ing)	HLDG
Horizontal surface	HZS
Hour	HR

I

Immediate(ly)	IMT
Immigration	IMM
Inbound	INBD
Information	INFO
Inner marker	IM
Install or installed or installation	INSTL
Instrument	INSTR
Instrument Approach and Landing Charts	IAL
Instrument Approach Chart	IAC
Instrument Flight Rule	IFR
Instrument Landing System	ILS
Instrument Meteorological Conditions	IMC
Integrated Operations Centre	IOC
Intermittent(ly)	INTER
International	INTL
International Civil Aviation Organisation	ICAO
Interrupt(ion)(ed)	INTRP
Intersection	INT

J

January	JAN
July	JUL
June	JUN
Jet stream	JTST

K

Kilogram	KG
Kilometres	KM
Kilometres per hour	KMH
Kilopascals	KPA
Knots	KT

L

Landing	LDG
Landing Direction Indicator	LDI
Landing Distance Available	LDA
Latitude	LAT
Leave or leaving	LVE
Left (runway identification)	L

Length	LEN
Level	LVL
Light or lighting	LGT
Limited	LTD
Local Mean Time	LMT
Local, locally, location, located	LOC
Low Intensity Obstacle Lights	LIOL
Low Intensity Runway Lights	LIRL
Longitude	LONG

M

Maintenance	MAINT
Manual	MAN
Manual of Standards	MOS
Maximum	MAX
Maximum Take Off Weight	MTOW
Mean Sea Level	MSL
Medical	MED
Medium Intensity Obstacle Lights	MIOL
Medium Intensity Runway Lights	MIRL
Megahertz	MHZ
Message	MSG
Method Of Working Plan	MOWP
Metres (preceded by figures)	M
Metres per second	MPS
Microwave Landing System	MLS
Middle marker	MM
Military	MIL
Minimum	MNM
Minimum Obstacle Clearance (required)	MOC
Minus	MS
Minutes	MIN
Miscellaneous	MISC
Missed approach point	MAPT
Move(d)(ment), moving	MOV

N

Nautical Mile	NM
Navigation	NAV
Next	NXT
Night	NGT
Night visual flight rule	NV
Non-scheduled commercial transport	CHTR
No or negative or permission not granted or that is not correct	NEG
Non-Directional Radio Beacon	NDB
None or nothing	NIL
North North-East	NNE

North North-West	NNW
North or North Latitude	N
North-West	NW
Northbound	NB
NOTAM Office	NOF
Notice to airmen	NOTAM
Number	NR

O

Open(ed)(ing)	OPN
Obscure	OBSC
Observe(d), observation	OBS
Obstacle	OBST
Obstacle Clearance Altitude/Height	OCA/H
Obstacle Clearance Limit	OCL
Obstruction	OBSTR
Occupational Health and Safety	OH&S
On top	OTP
Operations	OPS
Outbound	OUBD

P

Parallel	PARL
Parking	PRKG
Passengers	PAX
Pavement Classification Number	PCN
Persons On Board	POB
Position	PSN
Power	PWR
Precision Approach Path Indicator	PAPI
Procedure	PROC
Procedures for Air Navigation Services	PANS

R

Rain	RA
Rapid or rapidly	RAPID
Reference	REF
Registration	REG
Remarks	RMK
Report(ed)(ing)(ing point)	REP
Requested	REQ
Required Navigation Performance	RNP
Requirements	RQMNTS
Rescue and Fire Fighting Services	RFFS
Rescue Coordination Centre	RCC
Restriction	RESTR

Return to service	RTS
Return(ed) (ing)	RTN
Route	RTE
Runway	RWY
Runway centreline	RCL
Runway centreline light	RCLL
Runway edge light	REDL
Runway end light	RENL
Runway Lead in Lighting System	RLLS
Runway strip	RWS
Runway surface condition	RSCD
Runway threshold light	RTHL
Runway Touchdown Zone Light	RTZL
Runway Visual Range	RVR
Rules of the air and air traffic services (associated with AIP)	RAC

S

Search and Rescue	SAR
Scheduled	SKED
Scheduled commercial air transport	S
Search And Rescue	SAR
Seconds	SEC
Sector	SECT
Senior Airside Safety Officer	SASO
Service available during scheduled hours of operation	HS
Service available to meet operational requirements	HO
Service(ing), served	SER
Serviceable	SVCBL
Severe	SEV
Short take-off and landing	STOL
Simple Approach Lighting System	SALS
Simultaneous(ly)	SIMUL
Simultaneous Runway Operations	SIMOPS
Slow(ly)	SLW
Smoke	FU
Snow	SN
South or South Latitude	S
South South-East	SSE
South South-West	SSW
South-East	SE
South-West	SW
Southbound	SB
Special series NOTAM (message type designator)	SNOWTAM
Standard	STD
Standard Instrument Arrival	STAR
Standard Instrument Departure	SID
Standard Departure Clearance	SDC
Standby	SDBY

Start of TORA (take-off run available)	SOT
Start Of Climb	SOC
Station	STN
Status	STS
Straight in approach	STA
Sunrise	SR
Sunrise to sunset	HJ
Sunset	SS
Sunset to sunrise	HN
Supplement (AIP Supplement)	SUP
Supplementary Take-Off Distance	STODA
Surface	SFC
Surface Movement Control	SMC
Surface Movement Radar	SMR

T

Take-off	TKOF
Take-Off Distance Available	TODA
Take-Off Run Available	TORA
Taxiing Guidance System	TGS
Taxiing or taxi	TAX
Taxiway	TWY
Taxiway link	TWYL
Technical reason	TECR
Telephone	TEL
Temperature	T
Terminal Area Surveillance Radar	TAR
Terminal Movement Area	TMA
Terminal 1	T1
Terminal 2	T2
Terminal 3	T3
Terminal 4	T4
Threshold	THR
Threshold (crossing) Height	TCH
Through	THRU
Thunderstorm	TS
Thursday	THU
Time-Limited WIP (work in progress)	TLW
To Be Advised	TBA
Tornado	TDO
Touchdown zone	TDZ
Track	TR
Traffic	TFC
Transitional surface	TNS
Tropical Cyclone	TC
True bearing	QTE
Turbulence	TURB
Type of aircraft	TYP

Typhoon	TYPH

U

UHF tactical air navigation aid	TACAN
Ultra High Frequency (300-3000 MHz)	UHF
Unable	UNA
Universal Time Coordinate	UTC
Unlimited	UNL
Unserviceable	U/S
Until	TIL
Until Advised By	UAB
Until Further Notice	UFN

V

VHF Omni-direction Radio range	VOR
Variable	VRB
Vertical	VER
Vertical Take-Off and Landing	VTOL
Very High Frequency (30-300 MHz)	VHF
Very Important Person	VIP
Very Low Frequency (3-30 kHz)	VLF
Vicinity	VCY
Visibility	VIS
Visual Approach Slope Indicator System	VASIS
Visual en route chart	VEC
Visual Flight Rules	VFR
Visual Meteorological Conditions	VMC
Visual Terminal Chart	VTC

W

Warning	WRNG
We agree or it is correct	OK
Weather	WX
Weight	WT
West North-West	WNW
West or West Longitude	W
West South-West	WSW
White	W
Wind Direction Indicator	WDI
Wind Shear	WS
With Effect From, or effective from	WEF
Works Safety Officer	WSO
Work In Progress	WIP

Y

Yards	YD
Yellow Caution Zone (runway lighting)	YCZ
Yes, or affirm, or affirmative, or that is correct	AFM

1.11 Definitions and interpretations

1.11.1 Definitions

The following definitions are used in these Conditions and/or the Operational Documents.

Aeronautical Services Agreement (ASA)

A commercial agreement between an airline operator to use Melbourne Airport shared facilities.

Airline

An organisation providing a regular public or charter service of air transport on one or more routes.

Airline Operators Committee (AOC)

An association, representing international operations, of airline companies operating regular public services from Melbourne Airport. The AOC is facilitated by international Airlines operating at Melbourne Airport.

Airport

For the purpose of this document, the aerodrome whose location is identified as postcode 3045 being the airport at Tullamarine, Melbourne, Victoria.

Airport Emergency Plan (AEP)

A plan developed by the Airport Emergency Committee to coordinate agencies and their individual procedures/plans for dealing with various types of airport emergencies.

Airport Manager (AM)

The Airport Manager is responsible for the delivery of a safe, secure, compliant and planned operation, optimising traveller flow and achieving targeted customer experience, service delivery and operational measures and standards by effectively managing the operational delivery team on shift, including Melbourne Airport staff and key service providers. This role is undertaken by the Integrated Operations Centre (IOC) Managers or delegate.

Airport Security Consultative Group (ASCG)

The Airport Security Consultative Group meets to discuss security performance and emerging regulatory requirements within the Aviation environment.

Airside

The Movement Area of the Airport, adjacent terrain and buildings or portions thereof, access to which is controlled and contained within the perimeter fence.

Airside also includes any airside security zone under the Aviation Transport Security Act 2004

Airside Driver Authority (ADA)

An authority issued by Melbourne Airport or an Approved Issuing Authority to a driver for the purpose of driving in certain areas on the airside.

Airside Safety Committee (ASC)

The Committee established to develop and promote a safety culture on the airside of the Airport.

Airside Safety Management System (ASMS)

An integrated set of management practices, beliefs and procedures for monitoring and improving the safety and health aspects of an organisation.

Airside Safety Officer

Staff with specific responsibilities to monitor and report the condition of the airside as being both safe and serviceable for aircraft operations.

Airside Security Zone

Airside Security Zones are areas within an airport that are restricted to authorised personnel only. These zones are established to ensure the safety of passengers, crew and aircraft. Access to these zones is controlled by the airport owner or operator and requires a valid Aviation Security Identification Card (ASIC) for frequent, unescorted access to security areas of an airport.

Airside User

All entities and their staff that use the airside, including but not limited to all airline operators, ground handling agents, refuellers, ramp and heavy engineering, catering, cleaning and security companies. An Airside User must hold a valid ASIC or VIC and display it at all times while in the airside area.

Apron

That part of an airport to be used for the purpose of enabling passengers to board or disembark from aircraft, loading or unloading cargo from an aircraft, refuelling, parking or aircraft maintenance.

Associates

A party's officers, employees, agents and contractors.

Authority for Use Airside (AUA)

An authority to be affixed to a vehicle approved to access the airside, issued by Melbourne Airport, otherwise referred to as a vehicle permit.

Aviation Protection Officer (APO)

The Aviation Protection Officer (APO) is responsible for providing security screening services at Melbourne Airport. This role is presently contracted.

Aviation Security Identification Card (ASIC)

A card issued to an individual on the authority of the Department Home Affairs which allows access of persons on duty to the Security Zones of the Airport. This card is only issued to persons that have undergone background checking and been cleared as per the Aviation Transport Security Regulations 2005.

Authority to Drive Airside (ADA)

An ADA is required by all personnel who operate / drive any vehicles, plant or equipment on the airfield unescorted, otherwise referred to as an Airside Drivers Licence.

Bag Make-up Area

The area used by airline operators or their ground handling agents to make-up aircraft containers or dollies for outgoing flights. This area may be referred to as a Bag Room.

Baggage Breakdown Area

The area used by airline operators or their ground handling agents to load baggage onto the inbound baggage laterals for flights that have arrived. This area may be referred to as a Bag Hall.

Baggage Handling System

The physical baggage handling system which transports baggage from the Check-in Facilities along conveyor belts to the baggage make-up area (i.e. outbound baggage handling system) in the Bag Make-up Area. This does not include the transport of baggage to the aircraft by airline operators or their ground handling agents. The baggage handling system also transports baggage from the inbound baggage laterals in the Bag Hall to the reclaim carousels in the arrivals hall (i.e. inbound baggage handling system).

Baggage Services Desk

The common use desk located within the T2 arrivals reclaim hall and is provided by Melbourne Airport to the airline operators and/or their ground handling agents.

A dedicated Baggage Services Desk is provided within the T1, T3 and T4 arrivals reclaim halls.

Check-in Counter Equipment

a)   includes:

    i.   check-in counter or kiosk, as applicable

    ii.   CUTE

    iii.   outbound baggage system (including ABD units)

    iv.   weigh scales

    v.   exception desks

    vi.   FIDS

    vii.   tensa barriers

    viii.   internal and/or external telephones

    ix.   storage cabinets (where supplied)

b)   excludes:

    i.   all computer hardware equipment supplied by others (i.e. keyboards, mouse, monitors, bag tag printers, printers);

    ii.   the computer cabling that connects the computer hardware equipment provided by others;

    iii.   consumables.

The T1 domestic Check-in Counter Equipment is owned by the relevant airline operator of T1.

Check-in Facilities

Check-in Counter Equipment and CUSS Equipment.

Check-in Counter Queuing Zone

The area immediately in front of the allocated Check-in Counter Equipment. The width of the queuing zone may vary from time to time considering the number of queuing lanes required to facilitate passenger queuing. The width of the queuing zone shall be determined by Melbourne Airport in consultation with the AOC.

Closed Circuit Television (CCTV)

Melbourne Airport's CCTV network is located throughout the terminal building, apron areas and terminal forecourt. The CCTV network is primarily used by Melbourne Airport for general security surveillance, operational monitoring, and investigative purposes.

Common Use Departure Lounge (CUDL)

The Common Use Departure Lounge is the retail and seating area located in T4, commonly referred to as the CUDL.

Common Use Terminal Equipment

Peripheral equipment attached to the CUTE Network at check-in and boarding gates to facilitate traveller check-in.

Communications Officer

The Communications Officer is responsible for providing 24 hour communication, coordination and monitoring for internal and external operations.

CUSS

CUSS means common use self-service.

CUSS Equipment

CUSS kiosks, exception desks and ABD units.

CUSS Request Form

A request form provided to Melbourne Airport from operators expressing interest in access to CUSS.

CUTE Network

A common use network that provides connectivity to airline operator systems to facilitate traveller movements.

Departure (Gate) Equipment

The following equipment constitutes Departure (Gate) Equipment for the purposes of T2:

a)   a service counter;
b)   boarding gate desk or equivalent;
c)   internal and external telephones;
d)   tensa barriers;
e)   DDA compliant seating;
f)   Public Address System;
g)   CUTE;
h)   FIDS;
i)   where practicable, a level of seating equal to IATA Level of Service C.

The following equipment constitutes Departure (Gate) Equipment for the purposes of T3 and T4:

j)   boarding gate desk at each gate;
k)   internal and external telephones;
l)   tensa barriers;
m)   DDA compliant seating;
n)   Public Address System;
o)   CUTE (where agreed);
p)   FIDS.

The following equipment constitutes Departure (Gate) Equipment for the purposes of T1:

q)   a service counter;
r)   boarding gate desk or equivalent;
s)   internal and external telephones;
t)   tensa barriers;
u)   DDA compliant seating;
v)   Public Address System;
w)   CUTE;
x)   FIDS;
y)   where practicable, a level of seating equal to IATA Level of Service C.

Disembarking Passengers

All passengers on board an arriving aircraft. This includes Transit Passengers, Transfer Passengers, Infants, Domestic-On-Carriage and Positioning Crew, but excludes Operating Crew.

Domestic Airline Forum (DAF)

A monthly meeting facilitated by APAM to provide a forum for domestic airline operators and relevant ground handling agents to discuss common issues and successes in common use terminal (T4).

Domestic-On-Carriage

A passenger on an international flight who travels from one Australian port to another.

Domestic Sterile Area

The Domestic Sterile Area relates to the departures and arrivals areas of the domestic terminals (T1, T3 & T4) at the Airport.

The sterile area spans between the Security Screening Point and the aerobridges or boarding doors to access the aircraft. These boundaries are identifiable by legislative signage and the area is protected by access controlled and monitored doors and CCTV.

Embarking Passengers

All passengers on board a departing aircraft. This includes Transit Passengers, Transfer Passengers, Infants, Domestic-On-Carriage and Positioning Crew, but excludes Operating Crew.

Emergency

An activation of the Airport Emergency Plan

Emergency Planning (AEP) Manager

The Emergency Planning Manager is responsible for the management of the Airport Emergency Committee, ensuring that an AEP is prepared and tested in line with the requirements of the Civil Aviation Safety Regulation. The AEP Manager is also responsible for checking compliance with the regulatory requirements relating to the AEP.

Evacuation Assembly Point (EAP)

The nominated areas external to the Terminal, to which Wardens evacuate personnel, visitors and passengers.

Exceptional Circumstances

Any:

- act of God, act of war, terrorism, legally binding judgment, injunction, or action or inaction of a court or other relevant authority
- emergency

- failure of Melbourne Airport infrastructure which is under the direct control of Melbourne Airport
- other event beyond the reasonable direct or indirect control of a User.

Which prevents, restricts, or limits the performance of a User relevant to compliance with these Conditions and which could not have been prevented, overcome or remedied by that User acting prudently.

Exceptional circumstances are otherwise known as Force Majeure.

Fault

An incident or situation at the Airport that requires attention, including any incident or situation which causes or may cause damage to property or the environment at the Airport or which affects or may affect the safety of people using the Airport.

Flight Information Display System (FIDS)

The FIDS displays flight information to passengers and staff around the terminal. This includes single flights on Check-in Facilities and Departure (Gate) Equipment as well as multiple flights on baggage reclaim and general flight display units.

Full Emergency

A situation where an aircraft operation is in such a manner that there is a danger of an accident occurring. Full emergency declaration will alert all aerodrome and local emergency services to prepare for the emergency.

General Aviation (GA)

Any air service other than regular public transport (RPT) or military operations.

Ground handling (GH)

Activities including passenger handling, check-in, baggage handling, mail handling, freight handling, aircraft positioning, aircraft servicing (i.e. catering, cleaning, engineering, etc.) and aircraft refuelling.

Ground handling agent (GHA)

An agent providing ground handling services.

Ground Servicing Equipment (GSE)

Equipment that is owned, leased or licensed and operated by an Airside User for the servicing of an aircraft. GSE includes container loading vehicles, belt loaders, high lift trucks, cabin cleaning vehicles, refuelling vehicles, toilet trucks, water trucks, container dollies, tow bars, stairs, push-back tugs, baggage tugs, ground power units, catering vehicles, engineering services vans and unit loading devices.

Hazard

An unsafe condition, situation, behaviour, or act that gives rise to risk and has the potential to cause harm to people, the environment, plant or infrastructure.

Incident

An actual or imminent occurrence of an event which in any way:

- endangers the safety or health of any person at the Airport;
- destroys or damages any property at the Airport;
- endangers the environment or an element of the immediate environment at the Airport.

Integrated Operations Centre (IOC)

The IOC is responsible for Coordinating and supporting the movements, facilities, infrastructure, and traveller experience at Melbourne Airport. The IOC coordinates the Airport community and operations with a customer lens, and predictive and planned approach whilst managing disruptions or events in real time.

International Sterile Area

The International Sterile Area relates to the departures areas of the international terminal (T2) post security screening.

The International Sterile Area spans between the Security Screening Point and the aerobridges or doors to the airside area. The boundaries are identifiable by legislative signage and the area is protected by access controlled and monitored doors and CCTV.

The International Sterile Area forms part of the customs-controlled area for the purposes of the Customs Act 1901 (Cth).

International Transfer Passenger

A passenger who connects from one international flight to another without being processed by the Australian Border Force at the Airport.

Joint User Hydrant Infrastructure (JUHI)

Infrastructure on airport that facilitates the delivery of fuel to designated aircraft refuelling points.

Landside

Any area within the boundaries of the Airport that is not designated as an airside area, including the terminals, front of house areas, non-airside warehouses, offices, and retail areas.

Landside Operations Centre (LOC)

The Landside Operations Centre (LOC) is located in the T4 Car Park. The LOC coordinates the operations of the landside areas of Melbourne Airport and is responsible for ensuring that the IOC is informed of any irregular operations.

Landside Security Zone

A designated zone/area within the landside area, which is subject to stricter or more specialised controls than those applying generally to the landside area.

Prescribed Landside Security Zones include sterile areas, fuel storage zones, air traffic control facilities and navigational aids zones.

Local Standby

A situation where an aircraft operation is in a manner that would not normally prevent it from making a safe landing but has a defect of some kind. Local Standby declaration will alert all aerodrome emergency services to a state of readiness.

Maximum Take Off Weight (MTOW)

For an aircraft its maximum take-off weight as specified by the manufacturer or as approved by the Civil Aviation Safety Authority.

Manoeuvring Area

That part of the Airport used by aircraft to take-off, land or taxi, i.e. the runway and taxiway network.

Melbourne Airport

Australia Pacific Airports (Melbourne) Pty Limited.

Movement Area

That part of an airport to be used for the surface movement of aircraft, including the runways, taxiways and aprons.

NOTAM

A notice to airmen containing information or instructions concerning the establishment, condition or change in any aeronautical facility, service procedure or Hazard, the timely knowledge of which is essential to persons concerned with flight operations.

Notice

All references to notice(s) are references to notice(s) in writing. The exception to this are notice(s) of an emergency nature which need to be given verbally and will be followed up in writing.

On Air Notice (OAN)

Communications produced by Melbourne Airport and its service providers to provide information on potential interruptions to normal operations or changes to infrastructure.

Operating Crew

Airside Users' employees operating as flight or cabin crew on an arriving or departing aircraft.

Operator Software

Any of the airline operator's proprietary or licensed computer programs which are necessary to enable the airline operator to use the CUSS Equipment, including, a fully supported product or service that's made by a provider company but branded as another.

Parking and Ground Access (PGA)

The Parking and Ground Access (PGA) business unit is responsible for the operation of all Melbourne Airport car parks and landside road infrastructure.

Parking and Ground Access (PGA) Duty Manager

The Parking and Ground Access (PGA) Duty Manager is the responsible person on shift for the PGA contractor.

People Movers

Any electrical devices used to facilitate the movement of travellers through the terminals, including but not limited to buggies, wheelchairs or ride on equipment attached to wheelchairs.

Permit to Commence Work (PERCOW)

A PERCOW authorises a contractor or a builder to commence building activity at the Airport (issued by Melbourne Airport).

Personal Information

Personal Information has the meaning given in the Privacy Act 1988 (Cth).

Positioning Crew

Flight and cabin crew, other than Operating Crew, arriving into, or departing from, the Airport on company duty travel for the purpose of positioning for, or returning from, crewing duties.

Privacy Law

Privacy Law means the Privacy Act 1988 (Cth) and any other applicable privacy legislation, common law privacy obligations and any industry code (whether voluntary or not) by which a User is bound.

Privacy Policy

Melbourne Airport's privacy policy as updated from time to time.

Public Address System

Melbourne Airport's public address system located throughout the terminal building and at each departure gate lounge.

Regular Public Transport (RPT)

Flight operations performed for remuneration and conducted to fixed schedules over specific routes, and on which seats and/or cargo space is available to the general public.

Safety

A state or condition in which persons are or feel protected, as far as practical, from the risk of injury. In employment, reasonable safety is provided through control of the working environment, work methods, machinery, plant, and equipment, through measures adopted to influence the human factors conducive to accident and injury. This amounts to the application of positive accident prevention.

Safety Management System (SMS)

An integrated set of management practices, beliefs and procedures for monitoring and improving the safety and health aspects of an organisation.

Security Compliance Coordinator

The Security Compliance Coordinator is responsible for coordinating the compliance of procedures and processes relating to access and security regulations.

Security Restricted Area (SRA)

An Airside Security Zone within the airside area, which is designed to provide a higher level of protection to the RPT and apron area. The SRA is subject to stricter and more specialised controls than those applying generally to the airside area.

Security Screening Point

Security Screening Points are located at all public access points into Sterile Areas and constitute a combination of various security technologies to allow the screening of persons, articles, goods, and vehicles to ensure that weapons and prohibited items are not introduced into the Sterile Area.

Security Surveillance Officer (SSO)

The Security Surveillance Officer (SSO) is a security resource within the IOC that provides a front of house surveillance function. The SSO responds to and investigates security incidents on Airport and informs the Melbourne Airport team.

Security Zone

A Landside Security Zone or an Airside Security Zone.

Service Desk

A service desk from which an airline operator and/or a ground handling agent can conduct flight administration services.

Senior Planner

The Senior Planner is responsible for creating seasonal resource allocation plans for implementation by the IOC. The Senior Planner also reports on resource utilisation and works closely with the IOC to provide the most efficient operational plan.

Smooth-Move

A web based generic Standard Operating Procedure (SOP) developed for the check-in process. The SOP was developed to make the passage of baggage on the conveyor system as efficient and smooth as possible. Smooth-Move aims to achieve consistency with tags, tubs, and oversized items, which assists each bag getting to the right place as efficiently as possible.

Standard Schedules Information Manual (SSIM)

The purpose of the SSIM is to establish a set of common standards for external exchanges. The manual sets out to achieve standardisation in technique, format, and construction of exchanges, and includes all relevant IATA standards and recommended common practices, including those of the IATA Interline Communications Manual and the IATA Reservations Interline Message Procedures – Passenger.

Sterile Area

Those areas into which persons, vehicles and goods are not permitted access until given clearance by way of screening and includes the Domestic Sterile Area and the International Sterile Area. This incorporates a defined area of the Terminals, entry to which is prohibited except to persons who have submitted themselves and all articles in their possession to approved screening procedures. Sterile Areas are part of the Landside Security Zone.

Supervisor Airport Coordination Centre (SACC)

The Supervisor Airport Coordination Centre is responsible for coordinating the use of all Melbourne Airport common use facilities including but not limited to apron stands, terminal gates, check-in counters and baggage carousels.

Terminal Coordinator (TC)

The Terminal Coordinator is accountable for the delivery of a safe, secure, compliant, and planned operation that delivers targeted customer service and customer experience standards by rigorously driving operational, traveller facilitation and presentation standards across the terminals.

Terminal Evacuation Plan

A plan that documents the established procedures for direction and coordination of an appropriate and timely evacuation response in the event of a building emergency. The plan considers the safeguarding of life, protection of property and the continued facilitation of functions for all occupants of the Airport.

Terminal Safety Committee

The Committee established to develop and promote a safety culture in the Terminal.

Terminal User

All entities and their staff that use the Terminal, including all airline operators, ground handling agents, cleaning and security companies.

Transfer Passenger

A passenger arriving and departing on a different aircraft, or on the same aircraft bearing different flight numbers.

Transit Passenger

A passenger whose origin and destination is another port, serviced by the same flight number.

Transport Security Program (TSP)

A Department of Home Affairs approved document which describes the manner in which security measures and initiatives will be implemented to safeguard against acts of unlawful interference to people, aircraft, airport infrastructure and equipment at the Airport.

User

An Airside User or a Terminal User – an entity can be both an Airside User and a Terminal User.

Visitor Identification Card (VIC)

A visitor identification card issued by an authorised issuer permitting a person to enter the secure area of the Airport for a lawful purpose.

1.11.2 Interpretations

In these Conditions:

a)   mentioning anything after includes, including, for example, or similar expressions, does not limit what else might be included;

b)   a reference to a policy, manual or other document (including a reference to any Operational Document) is to the policy, manual or document as amended, supplemented or replaced;

c)   a reference to a job title is to the job title as amended or replaced;

d)   the singular includes the plural, and the converse also applies;

e)   if a word or phrase is defined, its other grammatical forms have a corresponding meaning;

f)   a reference to legislation or to a provision of legislation includes a modification or re-enactment of it, a legislative provision substituted for it and a regulation or statutory instrument issued under it.

1.12   Contact for enquiries

If you have any questions regarding this document, please contact the Melbourne Airport, Airport Manager in the first instance.

Melbourne Airport Contact numbers:

Title	Contact Number
Integrated Operations Centre (EMERGENCY (24/7)	(613) 9297 1601
Integrated Operations Centre (IOC) General (non-urgent enquiries 24/7)	(613) 9297 1813
Integrated Operations Centre – Faults (24/7)	(613) 9297 1001
Integrated Operations Centre – Airfield Faults (24/7)	(613) 9297 1002
Head of IOC	(61) 0477 021 320
Airport Manager (24/7)	(61) 0418 632 140
Senior Airside Safety Officer (Car 2- 24/7)	(61) 0418 335 985
Head of Airfield (escalation via IOC)	(613) 9297 1101
Airfield Operations Manager	(613) 9297 1742
Aviation Rescue and Fire Fighting (ARFF) Service	(613) 9286 3199
Melbourne Airport Media (24 hour media enquiries line)	(613) 9335 3666
Melbourne Airport Reception	(613) 9297 1600
Security Services (for ASIC and access information)	(613) 9297 1872

Title	Contact Number
Emergency Planning Manager	(613) 8326 3932
Head of Environment and Sustainability	(61) 0473 300 570
Senior Manager Terminals & Facilitation	(613) 9297 1092
Airport Performance Manager	(61) 455 444 312
Head of Security (escalation via IOC)	(613) 9297 1813
Senior Manager, Business Resilience (escalation via IOC)	(613) 9297 1813
General Manager – Aviation Operations (escalation via IOC)	(613) 9297 1813
Parking and Ground Access Head of Operations	(613) 9297 1660
Parking and Ground Access Manager Operations & Customer Service	(613) 8326 8849
Retail Operations Manager	(613) 9297 1139 (or change to Head of Retail, (613) 9297 1950
Melbourne Airport mailing address: Melbourne Airport Locked Bag 16 Tullamarine Victoria 3043	

1.13   Operational documents

These Conditions incorporate the following supporting operational documents prepared by Melbourne Airport (***Operational Documents***). Users must comply with the Operational Documents. Melbourne Airport may update the Operational Documents from time to time or may develop new operational documents in addition to, or in place of, the Operational Documents.

1.13.1 Available from the Emergency Planning Manager

- Airport Emergency Plan
- Airline Port Emergency Plan Template
- Facility Continuity Plan
- Terminal Evacuation Plan

1.13.2 Available from the Melbourne Airport Website (www.melbourneairport.com.au)

- Airside Operational Safety Policies, including:
- Airside Waste Management
- Drug and Alcohol Management Plan
- Spill Prevention and Response
- Ground Running of Aircraft

- Staging and Storage of Ground Servicing Equipment (GSE) and Unit Load Devices (ULDs)
- Aircraft Turnaround
- De-icing of Aircraft
- Airside Works Safety
- Pedestrian Safety
- Transfer of Explosive Cargo
- Transfer of Livestock
- Airside Vehicle Control Handbook
- Disabled Aircraft Recovery Plan
- APAC Safety Management Standard
- APAC Safety Essentials
- APAC Minimum Public Safety Requirements
- Department of Agriculture & Water Resources (DAWR) Requirements
- Melbourne Airport Environment Strategy
- Code of Environmental Practice
- Melbourne Airport Environmental Management Plan
- Melbourne Airport Environment and Sustainability Policy.

1.13.3 Available from the Head of Airfield via the self serve site (https://www.melbourneairport.com.au/corporate/airfield-operational-policies)

- Pushback Procedure charts.
- Tow-bar Disconnect Point plan.
- Airside/Aerobridge Driver documents, including:
  - Airside Driver Penalty Infringement Notice (PIN) System.
  - Rules for Drivers Operating Airside at the Airport – Level 2, Level 3 and Level 4 booklets.
  - Aerobridge Driver Authority (ABDA) Training Booklet.
  - Aerobridge Driver Penalty Infringement Notice (PIN) System.
- Melbourne Airport Development Manual.

1.13.4 Available from the Manager Airport Security

- Transport Security Program (relevant sections only).
- Aviation Security Awareness booklet.

1.13.5 Available from the Baggage Operations Manager

- Smooth-Move Standard Operating Procedures.

2 Safety Management

2.1 Safety Requirements

Each User must comply with and ensure that its employees or subcontractors comply with any Acts, Regulations, local laws and by-laws, Codes of Practice, Australian Standards and any policy and procedures of Melbourne Airport which are in any way applicable to compliance with these Conditions or the performance of works at the Airport.

The following documented safety principles apply to all people working at the Airport, including airline operators and their servicing partners (ground handling agents, caterers, engineers etc):

1. APAC Safety Essentials: The fundamental safety principles associated with high-risk tasks or key safety management processes at the Airport. The APAC Safety Essentials act as "Golden Rules" and are non-negotiable. Breaches of any of the eight APAC Safety Essentials can result in further discussions around safe practices and working to acceptable safety expectations.

2. APAC Minimum Public Safety Requirements: Safety requirements implemented by Melbourne Airport that are to be applied wherever there is potential for interaction with the public (e.g. Embarking Passengers and Disembarking Passengers).

3. APAC Safety Focus: the safety protocols that are to be applied to ensure the effective separation of people and Airside vehicles at the Airport.

To access these documents, please view at www.melbourneairport.com.au/corporate/safety-and-induction.

Each User must provide and maintain, where practicable, a working environment for its employees and members of the public, that is safe and without risk to health. Each User and any subcontractors that are engaged to perform a service on its behalf must at all times identify and exercise all necessary precautions for the health and safety of all persons including contracted employees, employees of Melbourne Airport and members of the public who may be affected by the services.

Each User must inform itself of all OH&S policies, procedures or measures implemented or adopted by Melbourne Airport and/or the occupiers of any premises at or within which the User will perform works. Each User must comply with all such policies, procedures or measures and in the event of any inconsistency, will comply with such procedures or measures as they produce the highest level of health and safety.

In the event of an injury, safety Incident or near miss occurring during the course of works by a User, Melbourne Airport reserves the right to be involved in the Incident investigation.

Airside Safety Management System (ASMS)

Melbourne Airport seeks to ensure that each Airside User:

- has an Airside Safety Management System (ASMS) in place that is auditable under the CASA approved ASMS for the Airport;
- is operating within the expressed safety strategies; and
- has safe systems of work.

Each Airside User's ASMS must comply with all relevant regulations (including CASA's regulations).

The primary objective of this ASMS is to improve the overall safety on the airside by reducing incidents, accidents and hazards.

2.2 Safety Management System

If reasonably requested by Melbourne Airport (having regard to the volume and type of activities carried out by the User at the Airport), each User must develop a SMS that complies with all relevant regulations.

2.3 Compliance and auditing

Where necessary, Melbourne Airport reserves the right to audit and assess each User's SMS (whether ASMS or otherwise). The results of the audit will remain confidential unless required to be disclosed to a relevant authority, by law or otherwise.

Melbourne Airport will ensure that a report of each audit and assessment is produced as soon as practicable following the audit and will provide written and verbal feedback to the User at the completion of the audit of their SMS.

Melbourne Airport will conduct random audits of third-party service providers and report any SMS deficiencies back to the User to which they have been contracted.

2.4 Melbourne Airport responsibilities

Melbourne Airport will endeavour to:

- assess airside risks on an annual basis in conjunction with the Airside Safety Committee;
- maintain and encourage compliance of airside rules, policies and procedures;
- promote a safe work environment for airside personnel through the maintenance of airside facilities, provision of standardised signage and through the separation of personnel and vehicles/ equipment (where practicable).

2.5 Airside Safety Committee

Melbourne Airport requires all Airside Users with a significant number of staff or a sizeable operation on the apron to provide representation on the Airside Safety Committee. To be added to the Airside Safety Committee distribution list, contact airside.safety@melair.com.au.

2.5.1 Aim

The aim of the Airside Safety Committee is to develop and promote a safety culture on the airside of the Airport by facilitating cooperation between Melbourne Airport and Airside Users in mitigating, developing, and implementing measures designed to ensure a safe airside environment.

2.5.2   Objectives

The objectives for the Airside Safety Committee are to:

- Develop and monitor agreed standards for operations within the baggage areas to ensure a high focus on safety.
- Review the Airside Risk Register annually.
- Develop agreed annual objectives for improving Airside safety. These items and known risks will then be managed in the Melbourne Airport Enterprise Risk Management software.
- Facilitate the development of safety policies and provide guidance on best practice for airside procedures.
- Develop agreed standards of safe practice in line with Safety Management System and OH&S requirements.
- Communicate and promote safety policies, procedures, safety issues, and safe work practices to all airside users.
- Identify and analyse improvement areas and plan for the implementation of solutions.
- Task working groups as appropriate to identify solutions to specific problems which report to the Airside Safety Committee.
- Examine and discuss Airside Incident trends with a view to initiating action to prevent recurrence.

2.6   Terminal Safety Committee

Melbourne Airport requires all Terminal Users with a significant number of staff or a sizeable operation in the terminal to provide representation on the Terminal Safety Committee. To be added to the Terminal Safety Committee distribution list, contact the IOC Manager on (613) 92971844.

2.6.1   Aim

The aim of the Terminal Safety Committee is to develop and promote a safety culture in the terminal and adjacent landside area of the Airport by facilitating cooperation between Melbourne Airport and Terminal Users in mitigating, developing, and implementing measures designed to ensure a safe environment.

2.6.2   Objectives

The objectives for the Terminal Safety Committee are to:

- Review the Terminal and/or Landside Risk Register annually.
- Develop agreed annual objectives for improving Terminal safety. These items and known risks will then be managed in the Melbourne Airport Enterprise Risk Management software.
- Facilitate the development of safety policies and provide guidance on best practice for Terminal procedures.
- Develop agreed standards of safe practice in line with Safety Management Systems and OH&S requirements.

- Communicate and promote safety policies, procedures, safety issues, and safe work practices to all Terminal users.
- Identify and analyse improvement areas and plan for the implementation of solutions.
- Task working groups as appropriate to identify solutions to specific problems which report to the Terminal Safety Committee.
- Examine and discuss terminal Incident trends with a view to initiating action to prevent recurrence.

2.7   Staff and passengers

2.7.1   Airport Manager

The Airport Manager is the senior operational manager on shift 24/7 and is accountable for the safe operations in real time across the Airport. This function is undertaken currently by IOC Control Room Staff under supervision of the IOC Manager during specified hours.

2.7.2   Airside Safety Officers

Airside Safety Officers hold the ultimate day to day responsibility for safety on the airside. All reasonable safety directions from Airside Safety Officers must be adhered to when operating airside.

2.7.3   Integrated Operations Centre (IOC)

The IOC is the central repository and triage centre for all operational and safety issues identified on airport.

Users must comply with all lawful directions given from time to time by the IOC.

2.7.4   Standards of Cleanliness and Fault Reporting

Users must, at all times, keep those parts of the Airport and other areas which they use in a tidy, clean, and serviceable condition during and at the end of the period of their usage, having regard to their location at the Airport and the nature of their usage.

On the airside, Airside Users must ensure that they dispose of any waste and materials that is used as part of their operational requirements into appropriate waste storage units to remove the risk of Foreign Object Debris.

Melbourne Airport requires all users of the Airport to report faults or potential hazards to the IOC immediately on (613) 9297 1001 for landside and terminal faults and (613) 9297 1002 for airfield or apron faults.

2.7.5   Safety Reporting to Melbourne Airport

Terminal

The Melbourne Airport website has a 'Report an Incident' link which contains the 'Airport Users Incident Report' and is to be used for non-urgent Incident reporting.

Terminal Users must report OH&S Incidents to Melbourne Airport as soon as possible and no later than 24 hours after the incident occurred, using the Airport Users Incident Report.

All Incidents must be investigated by the Terminal User with the contributing factors and corrective actions communicated to Melbourne Airport within 5 business days of the incident occurring.

Airside

Airside Users must report OH&S Incidents to Melbourne Airport as soon as possible and no later than 24 hours after the Incident occurred using the Airport Users Incident Report.

All Incidents must be investigated by the Airside User with the contributing factors and corrective actions communicated to Melbourne Airport within 5 business days of the Incident occurring.

Airport Users Incident Report

Terminal and Airside Incidents include, but are not limited to, the types of Incidents listed below.

The Incident Report will be used to categorise Incidents as follows: categories:

Category 1   Medical (e.g. first aid, ambulance cases, reportable cases).

Category 2   Environmental, rubbish, spills, terminal Hazards.

Category 3   Operational Safety faulty conveyances (e.g. faults in lifts, escalators, travellators, Baggage Handling System).

Category 4   Aerobridge (e.g. faults, cleanliness, heavy contact with aircraft).

Category 5   Driver Incidents relating to terminal vehicles such as carts, passenger transfer buggies, luggage conveyances.

Category 6   Vehicle Incidents (e.g. vehicle accident, equipment parking, non- secured equipment).

Category 7   Animal Hazards (e.g. animals in the terminal).

Category 8   *Security* (e.g. issues related to passenger or checked bag screening).

Any additional information reasonably requested by Melbourne Airport must be provided by the Terminal User or Airside User (as applicable) on request. Any such information provided to Melbourne Airport will be treated in confidence.

3 General Information

3.1 Medical Assistance

Any User who encounters a person in the Airport who appears to be requiring urgent medical attention should contact the IOC on **(613) 9297 1601** to arrange a response.

If the Incident is perceived as life threatening, **000** must be called first followed by the IOC on (613) 9297 1601.

3.1.1 Ambulance

If an ambulance is required, the IOC must be notified immediately so they can contact the relevant emergency services for immediate assistance. The IOC must always be contacted in an emergency to ensure appropriate vehicle/staff escort is supplied and interim care can be provided.

If the Incident is perceived as life threatening, **000** must be called first followed by the IOC on **(613) 9297 1601**.

3.1.2 Defibrillators

There are multiple defibrillators available throughout the terminal in public zones. These defibrillators are designed to be used without specific training by any member of the Airport community or the general public. Once the unit has been switched on or the pads are removed, voice prompts will guide the operator through the process.

3.1.3 Onboard Medical Emergency

If an airline operator receives notification that a medical emergency has occurred on-board an inbound or outbound flight, the airline or ground handling agent must immediately contact the IOC and provide the following information.

- passenger name(s)
- passenger gender(s)
- passenger age(s)
- nature/reason for emergency
- any pre-existing illnesses
- flight number
- ETA at terminal
- requirement for an ambulance.

The IOC will assess this information and advise the relevant responding agencies.

It is the responsibility of the airline operator and/or ground handling agent to provide the above information to the relevant border agencies and follow the required protocols.

3.2 Filming and the Media

3.2.1 Filming

All filming or stills photography at the Airport must receive written approval from the designated authority at the Airport.

Please refer to Melbourne Airport's website for guidance on the application and approval process.

3.2.2 The Media

The Airport has the potential to attract media attention due to the nature of the aviation industry, high public profile and the variety of events and people utilizing the Airport at any given time.

News crews are governed by different policies, which can be viewed at Melbourne Airport's website or can be referred to **(613) 9335 3666** (24-hour media line). News media filming on site requires prior notification and approval from Melbourne Airport.

3.3 Special Events

Airlines or tenants seeking to host a special event or meet and greet service in public areas of the terminal precinct must seek approval from the Melbourne Airport Senior Manager Terminals & Facilitation.

A groups and tours desk is available on the ground floor of T2 arrivals, adjacent to the lifts. This desk is available, on request, for special events and promotions or as a meet and greet point for conference/event delegates. Please contact the Parking and Ground Access Manager Operations & Customer Service on **(613) 8326 8849** to determine its availability.

3.4 Signage, Branding and Decorating

Melbourne Airport strives to present a professional image to all passengers and visitors and for a consistent approach to all tenants/Airlines within the Airport. The following guidelines are to ensure this image is maintained in relation to signage, branding and decorating.

3.4.1 Signage

No additional or new signage is to be installed by tenants in common use areas (including Check-in Facilities and associated queuing areas, boarding gate desks, concourse and retail areas) without approval from the Senior Manager, Terminals & Facilitation. In T2, Melbourne Airport will provide totem signage in check-in areas to delineate queue entry points.

Installation of fixed signage requires permission through Melbourne Airport's permits process. Temporary or non-fixed signage requires the written approval of the Senior Manager, Terminals & Facilitation or General Manager, Operations.

Signage within leased areas must be installed in a manner as to not encroach on common use areas or be overtly promoting tenant operations or services.

All signage must be approved in writing by Melbourne Airport and displayed in accordance with the *Aviation Transport Security Act 2004* (Cth) and border agency regulations.

3.4.2   Branding

T2 and T4 at the Airport are common use terminals. As such, branding is not intended for installation throughout the building. All requests for branding must be put in writing to the Senior Manager Terminals & Facilitation.

Branding in T1 and T3 is subject to separate agreements with airline operators. To the extent that branding is not covered by these agreements, branding requests must be submitted in writing to the Senior Manager Terminals & Facilitation.

Airline operators are not permitted to install (either mobile or fixed) any branding or other signage in or around the Terminal precinct without the prior written consent of Melbourne Airport. Installation of fixed branding requires permission through Melbourne Airport's Permits process. Temporary or non-fixed signage requires the written approval of the Senior Manager Terminals & Facilitation or Aviation Head of Operations.

3.4.3   Wayfinding

Melbourne Airport provides wayfinding signage.

3.4.4   Decorating

All tenants and airline operators must request approval from Melbourne Airport for any special occasion or temporary promotional decorating (for example, balloons, temporary paper banners and non-fixed signs). The request must include details of the occasion or promotion, dates, location and the type of decorations that will be used and must be submitted to the Senior Manager Terminals & Facilitation for approval.

Decorations in common use and public areas including baggage carousels, boarding gates and Check-in Facilities will not normally be permitted.

Leased areas such as airline lounges and administration offices may be decorated as desired, as long as the decorations do not encroach on public or common use areas.

Decorations must not be positioned where airport security systems may be affected.

Exemptions to the above guidelines will be at the discretion of the Senior Manager, Terminals & Facilitation.

3.4.5   Advertising

Any advertising (including airline branding in common areas) within the terminal is subject to approval from Melbourne Airport and requires a commercial agreement. The placement and location of any advertising needs to be approved by the Senior Manager Terminals & Facilitation or Head of Aviation Operations.

3.5   Flight Information Display System (FIDS)

Each airline operator must provide a brand logo to meet Melbourne Airport's IT requirements.

Melbourne Airport will provide airline operators and/or their ground handling agents with access to the Flight Information Display System (FIDS). Each individual airline operator and/or its ground handling agent is responsible for opening and closing Check-in Facilities and ensuring the correct display of the information for their allocated Check-in Facilities. Airline

operators and/or their ground handling agents must comply with Melbourne Airport's reasonable directions as to its proper use.

3.6   Lost Property

Lost property items found within the terminal and surrounding areas should be handed to the baggage storage facility in the T2 arrivals hall.

Any items left at the Security Screening Points will be transferred back to the baggage storage facility by the screening contractor at the end of each shift.

Any items left on an aircraft or within airline lounges will remain in the possession of the airline operator or their ground handling agent. Melbourne Airport will not accept lost property left on an aircraft.

All Users are obliged to surrender any property they find in the vicinity of the terminals.

3.7   Fault Reporting

Melbourne Airport is responsible for the maintenance and serviceability of common use equipment, public facilities, essential systems and the building fabric in all terminals. The Melbourne Airport Fault Reporting line is **(613) 9297 1001**. Faults are categorised based on their criticality and rated 1, 2, 3 or 4, with response times and repair times based on agreed service levels. Non-urgent maintenance requests can also be logged via email to the Melbourne Airport faults email faults@melair.com.au.

Melbourne Airport uses a computerised Fault tracking system, capable of generating a Fault reference number for every call. Users that are aware of a Fault should assume that no one has reported it before. Multiple calls for a single issue are simple to manage, faults not reported can lead to injuries and or further damage occurring.

3.8   Passenger Trolleys

Melbourne Airport provides passengers within the T2 arrivals baggage reclaim hall with baggage trolleys free of charge.

Fee for use baggage trolleys are provided at other terminals and forecourt locations.

Employees of airline operators and/or their ground handling agents, terminal tenants and delivery staff are not permitted to use passenger trolleys at any time to undertake their day-to-day operating activities.

In relation to unserviceable trolleys or trolleys left in areas where they obstruct operations, please contact Melbourne Airport Faults on **(613) 9297 1001.**

3.9   People Movers

People Movers must be electric.

Users must obtain approval from the Senior Manager Terminals & Facilitation prior to using People Movers at the Airport, such approval may be conditional, subject to the operating environment within a terminal and/or subject to the risk assessments, maintenance programs and training programs as required immediately below.

Airline operators and ground handling agents may provide their own People Movers after approval has been granted by the Senior Manager Terminals & Facilitation . Airline operators and ground handling agents will be required to provide documentation detailing risk assessments, maintenance programs and training programs as part of this approval process.

3.9.1 People Mover Licensing

Airline operators and ground handling agents are required to implement a licensing program and ensure all staff operating a People Mover are licensed to do so. To obtain a people mover license, all staff must undergo training from a qualified Training Officer.

Airline operators and ground handling agents are required to implement a disciplinary and recurrent training process for operators where unsafe driving or operations are recorded against their license.

Each airline operator/ground handling agent will have their Comp any Training Officer, training program and operator database audited by an APAM Accredited Trainer. This will occur at regular intervals not exceeding twelve (12) months.

Recurrent training is to be conducted by the airline operator/ground handling agent at intervals not exceeding twelve (12) months in order to maintain staff awareness.

Melbourne Airport will undertake audits of this licensing process at intervals not exceeding twelve (12) months.

3.9.2 Recharging of People Movers

People Movers must be recharged in approved areas as directed by Melbourne Airport.

3.9.3 Incidents Relating to People Movers

All Incidents relating to People Movers must be reported to the IOC immediately on (613) 9297 1601. The Airport Manager will investigate and the operator involved may be prohibited from operating the People Mover pending the investigation outcomes and any resulting re-training requirements.

3.9.4 Wheelchairs and Assistance Devices

Users must obtain approval from the Senior Manager Terminals & Facilitation prior to introducing wheelchairs and assistance devices at the Airport, such approval may be conditional, subject to the operating environment within a terminal and/or subject to the risk assessments, maintenance programs and training programs as required immediately below.

Any new wheelchairs or assistance devices introduced should be fitted with a 'dead-man' device ensuring that the equipment is not able to move whilst not under the control of an operator.

Airline operators and ground handling agents are required to ensure that any wheelchairs and associated equipment is stored in designated storage locations.

3.10 Roads, Parking and Loading Dock

3.10.1 Roads

All Users must comply with the Australian Road Rules 2012 as published by the National Road Transport Commission when utilising roads within the Airport.

3.10.2 Car Parking

Staff parking may be available to approved Users and subject to capacity. For more information or to apply for staff parking approval, please contact the Parking and Ground Access Customer Service Centre on (613) 9297 1318 or at parkingapplications@melair.com.au

The terms and conditions for parking in the car parks are posted at all car park entries. All Users must comply with those terms and conditions.

3.10.3 Loading Docks

The landside loading dock facility (adjacent to the At Terminal Car Park T1, T2, T3, opposite T3) is provided to facilitate deliveries to Terminals 2, 3 and 4.

The landside loading dock facility (adjacent to the valet parking area at T1) is provided to facilitate deliveries to T1.

During the daily peak (0700-1300 Monday to Friday) this area is only available for business critical deliveries, such as fresh food for retail outlets or airline lounges, newspapers and magazines for retail outlets or airline lounges and baggage collection services.

Deliveries of non-critical items such as fixtures and equipment, waste and/or shredding services can be accepted after 1300. If exceptional circumstances result in these deliveries not being capable of being scheduled after 1300, a booking will need to be made. Without a booking, these deliveries will not be accepted and will be asked to return after 1300. Bookings can be made by emailing the Retail Operations Manager at retail@melair.com.au and providing details of the delivery together with vehicle details (make/model/registration), driver contact details and length of time required. Users are required to allow 48 hours' notice.

Semi-trailers and B-Doubles cannot be accepted at the landside loading dock facility due to space restrictions.

The landside loading dock facility is not available for contractor parking or sales representative parking.

Deliveries to T1 are not accepted at the landside loading dock facility and will be redirected to East Street.

Infringements may be issued for deliveries that do not comply with the procedures set out above.

3.10.4 Communication Facilities

Subject to approval from the Melbourne Airport Technology Team, the opportunity exists for access to shared communication facilities such as:

- communication rooms
- cabling (fibre optic and copper)
- cabinets
- storage racks for equipment
- telephone services; and
- data services.

Further information regarding these and other communication facilities including wireless networks is located in the ICT Security Policy – Wireless Communications (PL6) and the Business Systems and ICT Communications Rooms Secure Access Policy.

4 Airport Conditions of Use – Provision of Information to Melbourne Airport

Prior to commencing operations or use of the Airport, Users must provide to Melbourne Airport:

a)   the names, addresses, telephone numbers, facsimile numbers and all other contact details of the User's key personnel that Melbourne Airport can contact at any time about emergencies, security, operational or financial matters in connection with the User's use of the Airport; and

b)   details of ground handling arrangements for aircraft, engineering, operating, crew, passengers and cargo and, upon request, information as to the persons undertaking such functions.

Airline operators and/or ground handling agents must provide to Melbourne Airport, on every day on which the airline operator conducts a flight, details of:

a)   the number of embarking passengers on its aircraft operating at the Airport for the next week; and

b)   the number of disembarking passengers from its aircraft operating at the Airport for the next week.

Each airline operator and/or its ground handling agent is responsible for ensuring that the passenger loads (including transfer figures) are accurately entered into the airport management system, including details of any changes to schedule operations and actual arrival and departure times. This will allow Melbourne Airport to adequately resource for operations and service providers and minimise queueing and congestion issues.

plan.

Operational Reporting

Airline operators and/or ground handling agents must provide to Melbourne Airport as soon as reasonably practical information relating to the on-time operation of each flight. As soon as an aircraft is deemed to be off schedule, this information must be reported to the IOC.

ASA Quality Rebate

Where Airlines believe that Melbourne Airport facilities have impacted the on-time performance of their operation, a Quality Rebate Claim may be submitted under the procedures set out in the ASA. Access to the claims application can be arrange through the Airport Performance Manager.

Monthly Reporting

Each month, Airlines are required to provide Melbourne Airport with operational data relating to:

- delays attributable to Melbourne Airport infrastructure;
- summary of cancelled flights against published schedule; and
- mishandled luggage statistics.

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Policies and Plans

At all times, each:

a)   User must maintain, and act (and ensure that its Associates act) in accordance with, an OH&S policy;

b)   airline operator must maintain, and act (and ensure that its Associates act) in accordance with

   i.   an airport emergency plan;
   ii.   a disabled aircraft recovery plan;
   iii.   a transport security program.

c)   User who works in a Safety Sensitive Aviation Activity (SSAA) must maintain, and act (and ensure that its Associates act) in accordance with, a drug and alcohol management plan, each of which must have been prepared having regard to Melbourne Airport's published policies and be consistent with good industry practice.

Users must, on the request of Melbourne Airport, provide to Melbourne Airport copies of the policies or plans listed above and, if any of the policies or plans are amended, copies of such amended policies or plans.

Users must not publicise any information, via any medium including social media, which is not publically available. This includes, but is not limited to information relating to security, Incidents or general business operations.

4.1   Terminal Operations

4.1.1   Equipment Supply and Location of Check-In

Terminal 1

Melbourne Airport will provide agreed Check-in Facilities and Service Desks within T1. Operators using bespoke equipment within T1 will provide their own support and consumables for this bespoke equipment. Airline operators and/or their ground handling agents must take proper care when using the Check-in Facilities provided by Melbourne Airport and, when requested, follow Melbourne Airport's reasonable directions for its use.

Airline operators and/or their ground handling agents must follow Melbourne Airport's reasonable directions for the use of any Check-in Facilities and Service Desks within T1 to the extent those directions relate to safety, security or operations.

Terminal 2

Melbourne Airport will provide the common use Check-in Counter Equipment, Service Desks and peripherals to the traditional check-in facilities within T2.

Melbourne Airport will provide CUSS kiosks and ABD units as well as consumables for this equipment within T2.

Melbourne Airport will provide weigh scales and areas for re-pack activities within the T2 check-in area.

Terminal 3

Melbourne Airport will provide Service Desks, exception desks, CUSS kiosks and ABD units as well as consumables for this equipment within T3.

Melbourne Airport will provide weigh scales and areas for re-pack activities within the T3 check-in area.

Airline operators and/or their ground handling agents must follow Melbourne Airport's reasonable directions for the use of any Check-in Facilities and Service Desks within T3 to the extent those directions relate to safety, security or operations.

Terminal 4

Melbourne Airport will provide Service Desks, exception desks, CUSS kiosks and ABD units as well as consumables for this equipment within T4. Operators using bespoke equipment within T4 provide their own support and consumables for this bespoke equipment.

Melbourne Airport will provide weigh scales within the T4 check-in area.

4.1.2   Check-In Planning

Melbourne Airport will allocate all common use Check-in Facilities on a seasonal flight basis.

Advance planning is required to monitor likely check-in activity and determine any capacity constraints. This is instituted through reviews of:

a)   seasonal allocation
b)   weekly allocation
c)   daily allocation.

Any changes to the Check-in Facility allocations in the event of a delayed aircraft or Baggage Handling System equipment failure will be at the discretion of the IOC after discussions with the respective airline operator and/or their ground handling agent.

In allocating Check-in Facilities, scheduled RPT services will take precedence over off-scheduled services.

From time to time, Melbourne Airport will require airline operators and/or their ground handling agents to share a bank of traditional check-in counters. When this occurs, dovetailing of counters may be necessary. This process will require the gradual closing of counters of one flight as it approaches STD and/or ETD and the gradual opening of counters of the next flight as it approaches its allocated opening time.

From time to time, Melbourne Airport will require airline operators and/or their ground handling agents to share certain CUSS Equipment. When this occurs, CUSS kiosks and ABD units may be shared among airline operators who have signed up and are authorised to use CUSS kiosks and ABD units. Certain banks of CUSS kiosks and ABD units can be allocated to a single airline operator with the approval of Melbourne Airport, however this will be assessed on a case by case basis.

The allocation of common use Check-in Facilities is regarded as a co-operative effort between the airline operators and Melbourne Airport. It is important that the requirements of all parties are considered when allocating Check-in Facilities to ensure efficiency of allocation.

Airline operators and/or their ground handling agents are required to vacate Check-in Facilities by the end of their check-in time allocation so as to allow the next airline operator and/or their ground handling agents' access. This includes the removal of airline specific totems that must be returned to approved storage locations. Melbourne Airport will provide adequate storage space to facilitate the storage of approved totem signage. All airline specific stationery will need to be returned to their airlines' or ground handling agents' office. No check-in stationary, signage or other equipment is to be kept in an unsecured location or on the general public area of the check-in area when not in use.

If an airline operator and/or its ground handling agent indicates that it will or may require an extended check-in opening, the airline operator and/or its ground handling agent must liaise with the IOC. Whilst every effort will be made to provide extended check-in times, this will not always be possible due to operational requirements.

4.1.3   Check-In Allocation Methodology

The seasonal check-in plan is planned 4 weeks prior to the start of a new season taking into account airline operator preferences to achieve the greatest flexibility and usage of all desks to ensure optimisation of the Baggage Handling System.

The check-in allocation is based off a maximum capacity utilisation matched against aircraft schedules and aircraft size / forecast passenger load allocations. The process is designed to:

- improve utilisation of existing infrastructure
- ensure fairness, equity and transparency in the allocation and use of Check-in Facilities
- assist in allowing Melbourne Airport to plan works to create new capacity.

Airline operators and/or their ground handling agents will be consulted during the process of any Check-in Facility works.

It is the responsibility of the airline operator and/or their ground handling agent to ensure that all staff are fully trained before operating the Check-in Facilities.

4.1.4   Methodology

The process for allocating Check-in Facilities is as follows.

i.   Airline operators can submit a preference for specific Check-in Facilities which Melbourne Airport will take into consideration in the planning process. These preferences need to be submitted 8 weeks prior to the commencement of a new season.

ii.   Where possible, Melbourne Airport will allocate Check-in Facilities based on any specific submitted preferences, as   well as previous history of Check-in Facility usage. However, submitting a preference does not guarantee allocation and Melbourne Airport will always aim to ensure the most efficient utilisation of the Check-in Facilities.

iii. Melbourne Airport may allocate the following number of traditional check-in counters (maximum) for the type of aircraft:

Aircraft Category	Check-in Counters
Code C	4
Code D	5
Code E	7
Code F	9

Airline operators that use CUSS Equipment will be allocated permission to use a zone for check-in rather than a specific number of counters.

Airline operators are expected to manage their product differentiation within the allocated Check-in Facilities.

Melbourne Airport will use the following principles in allocating Check-in Facilities.

- Melbourne Airport reserves the right to reduce the amount of Check-in Facilities allocated if below average load factors are forecast or if the airline operator has multiple flight departures within a specified time frame, i.e. within 2.5 hours of first departure.

- Where multi flights for a single airline occur, only 1 Service Desk will be made available per 3 flights.

- To optimise check-in efficiency, airline operators will only be guaranteed 100% Check-in Facility allocation for 75% of allocated check-in time.

- Check-in Facilities are allocated 3 hours from STD for a duration of 150 minutes of check-in. Where possible and without impacting other airline operators and/or their ground handling agents, an additional 30 minute buffer will be allowed between the next flight allocation. Additional minutes will be charged at the premium excess rate.

- An airline operator may request that Check-in Facilities are allocated to it for a duration shorter or longer than the standard 150 minutes and/or other than 3 hours from STD. Melbourne Airport will consider any such request on a case-by-case basis.

- Where airline operators have known changes during a season, these should be identified in their season schedule. For example, there may be a holiday period where a larger aircraft is required. This requirement is to reduce the number of temporary changes (refer to paragraphs 2.9.3vii & viii) which have a cost penalty to the airline operators.

iv. Any airline operator requesting additional Check-in Facilities above the allocation guide will be allocated these, subject to availability and charged at the premium excess rate.

v. Early opening of Check-in Facilities during peak periods will be considered based on availability of Check-in Facilities and facilities within the Bag Make-Up Area. Charges for early opening during peak periods will be negotiated on a case-by-case basis.

vi. Melbourne Airport reserves the right to allocate the agreed number of Check-in Facilities anywhere within the check-in area.

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vii. Changes for Check-in Facility allocation during a season will be broken down into two types:

- permanent changes; and

- temporary changes.

viii. Permanent changes to Check-in Facility allocations will be based on a written request by the airline operator to Melbourne Airport. The change request will be processed by Melbourne Airport within one month of receipt and applicable for the first full month of charges. If a request for additional Check-in Facilities is approved, this will be subject to availability and under the condition that it will not impact other airline operators and/or their ground handling agents through customer queueing or crowding. If the request is for reduced Check-in Facilities and the request is approved, the airline operator's standing charge will be discontinued at the end of the month after the month of receipt of the notice. This will then be the new standing charge. This is not related to location of Check-in Facilities. If a request under this provision is denied, the airline operator will be notified.

ix. Temporary changes for additional Check-in Facilities: Melbourne Airport recognises that airline operators may require additional Check-in Facilities at short notice for a strictly limited period, up to a week. Airline operators can contact the IOC up to 24 hours before the additional Check-in Facilities are required with a written request for additional Check-in Facilities which must include the reason for the request. These additional Check-in Facilities, if available, will be charged at the premium excess rate. There is no guarantee that additional Check-in Facilities will be made available.

x. Temporary changes for reduction of Check-in Facilities: Melbourne Airport also recognises that airline operators may from time to time have excess Check-in Facilities to their required allocation as a result of flight cancellations or abnormal circumstances. If this type of circumstance arises airline operators may, with one week's written notice to Melbourne Airport, hand back Check-in Facilities, subject to receiving approval from Melbourne Airport. Reduction of Check-in Facilities requests will be assessed to ensure the customer queueing and check-in environment is not impacted by congestion or crowding. If an airline operator has excess Check-in Facilities as a result of flight cancellations or abnormal circumstances but the airline operator is unable to provide one week's written notice to Melbourne Airport, the airline operator will be required to provide written notice to Melbourne Airport and Melbourne Airport may, but is not obliged to, re-allocate the surplus Check-in Facilities.

xi. Utilisation of allocated Check-in Facilities: If an airline operator consistently under-utilises the Check-in Facilities they have been allocated and this under-utilisation negatively impacts on available capacity for Melbourne Airport or oversupply for an airline operator, adjustments will be made to the future planned number of Check-in Facilities allocated.

xii. Airline operators or their ground handling agent must contact the IOC in circumstances of off schedule or disrupted operations. Check-in Facilities will be reallocated to accommodate this where possible. This decision will be made by the Airport Manager and is not considered a change for invoicing purposes.

xiii. In allocating Check-in Facilities, scheduled RPT services will take precedence over off schedule services.

xiv.   If an airline operator and/or their ground handling agent becomes aware that it will require an extended check-in opening after it has commenced check-in, the airline operator and/or their ground handling agent shall advise the IOC immediately by calling 9297 1624. Any consequential effect on planned Check-in Facility allocations will be determined in consultation between the IOC and the affected airline operator and/or its ground handling agent. A determination will be made by the IOC as to where the flights will be checked in. It is not envisaged that an airline operator and its ground handling agent will be asked to move Check-in Facilities once it has commenced although this option will always be available if deemed necessary by the IOC.

xv.   Any additional minutes over the standard 150 minutes per Check-in Facility per flight will be at the premium excess rate. On a monthly basis and at Melbourne Airport's discretion, any additional time that Airlines operate Check-in Facilities in excess of the standard 150 minutes may be charged to the airline at the premium excess rate.

The Airport Manager, or its relevant representative, will be the final arbiter for changes to the check-in scheduled allocations on the day of operation.

Service Desks & Exceptions Desks

In T1, exception desks are provided for exclusive use by airline operators in the agreed exclusive use areas. Areas designated for common use will have exceptions desks provided as per the allocations for T2.

In T2, two Service Desks will be linked to each block of Check-in Equipment. If two airline operators are sharing the same bank of Check-in Equipment, each airline operator will have use of one Service Desk while both flights are open for check-in.

When using CUSS kiosks and ABD units, there will be a linked exception desk for these facilities.

Where multi flights and Check-in Facilities are shared for a single airline, only 1 Service Desk will be made available per 3 international flights. An airline operator may request additional Service Desks. Melbourne Airport will consider any such request on a case by case basis.

In T3, exception desks are provided under priority use for the airline operator in the agreed priority use areas during priority use operational periods. Outside the priority use operational periods, allocations for common use will have an exceptions desk provided as per the allocations for T2.

In T4, the Check-in Equipment on the southern side uses a check-in counter for the Service Desk.

In T4, the CUSS kiosk and ABD areas are not provided with an exception desk. Service Desks and exception desks can be arranged by commercial arrangement.

Appropriate Use of Check-In Facilities

The use of the Check-in Facilities by airline operators and/or their ground handling agents shall be in accordance with Melbourne Airport's Smooth-Move procedures.

When using Check-in Facilities, airline operators and/or their ground handling agents must utilise the agreed designed queueing layout and ensure that passengers stay within the

relevant Check-in Counter Queuing Zone. The use of mobile tensa-barriers is not permitted in the check-in areas.

Appropriate Use of Tubs

Melbourne Airport will provide an adequate number of tubs at the end of each bank of common use Check-in Facilities for use in conjunction with the Baggage Handling System (BHS). Each airline operator and/or its ground handling agent must ensure that tubs are stacked correctly in the designated areas and are used in accordance with Melbourne Airport's Smooth-Move procedures.

Any damaged tubs should be reported to the Fault Reporting line on **(613) 9297 1001**.

Cleanliness of Check-In Area

The check-in area must be left in a neat and tidy condition after use. If required or directed by Melbourne Airport, airline operators and/or their ground handling agents must remove their equipment and/or stationery at the end of a period of use.

Any rubbish (including bag tags, used bag tags and bag tag backing paper) must be put into the bins provided and must not be dropped or left on conveyor belts. Stickers should not be placed on Check-in Facilities and phone numbers must not be written on Check-in Facilities.

No food and/or beverage waste is to be disposed of in these bins, rather, these items should be disposed of in the public bins provided.

Security of Check-in Area

Responsibility for the security of the check-in area lies with the airline operator and/or their ground handling agent allocated to the particular Check-in Facilities. All conveyer doors, stationery lockers and computer cupboards must be secured by the locks provided when the Check-in Facilities are not in use.

General security of check-in areas is the responsibility of Melbourne Airport. When Check-in Facilities are not operational, Melbourne Airport is responsible for the security of these areas. The AFP is utilised in this regard to assist by conducting regular patrols of these areas. In addition, these areas are under random CCTV surveillance.

Leaving a Check-In Area

When leaving a check-in area, whether temporarily or at the end of the period of use, each airline operator and/or their ground handling agent must leave the Check-in Facilities in a secure condition. The last airline employee or agent at the check-in area must ensure that the Baggage Handling System is switched off and that all allocated Check-in Facilities are logged off.

All spoilt or damaged bag tags and boarding passes must be destroyed. Responsibility for security of boarding passes, bag tags, passenger lists and associated documents lies with the airline operator concerned.

Unavailability of Check-in Facilities

If at any time an airline operator and/or their ground handling agent is allocated Check-in Facilities and they are not available, Melbourne Airport will endeavour to provide substitute Check-in Facilities for the allocated period of use.

If Check-in Facilities are unserviceable or damaged when staff arrive to commence check-in operations, the Fault Reporting line must be notified on **(613) 9297 1002** immediately.

General serviceability issues with Check-in Facilities components and furniture should also be reported to the Fault Reporting line on **(613) 9297 1001**.

Non-urgent maintenance requests can be emailed to melairfault@programmed.com.au and will be actioned within 48 hours between 6am to 11pm on Monday to Friday.

Airline Operator Equipment

Each airline operator and/or their ground handling agent shall, at the end of the period of use, remove from their allocated check-in area any associated totems and stock using the correct manual handling aids.

Due to trip hazards, floor mats are not permitted.

When directed to by Melbourne Airport, airline operators and/or their ground handling agents must remove their equipment from the check-in area.

Damage to Check-In Facilities

If an airline operator and/or their ground handling agent has not complied with the Check-in Facilities operating requirements and a Check-in Facility or its associated equipment is damaged (excluding fair wear and tear) in any way as a result of the non- compliance, the airline operator and/or its ground handling agent will be responsible for the full cost of repairs or replacement required as a result of such damage.

CUSS Request Form

Airline operators wishing to transition to CUSS operations must:

a)   At least 3 months prior to the airline operator being granted access to the CUSS Equipment, the airline operator must complete and provide to Melbourne Airport a CUSS Request Form together with any additional information reasonably required by Melbourne Airport.

b)   Upon receipt of a CUSS Request Form from the airline operator, Melbourne Airport will provide the airline operator with access to the CUSS Equipment on and from the date agreed between the parties.

c)   Notwithstanding any other provision of these Conditions, the airline operator may, at any time during which these Conditions apply, cease to utilise the CUSS Equipment provided it gives Melbourne Airport at least three months prior written notice of its intention to cease utilising the CUSS Equipment. In such circumstances, Melbourne Airport will no longer be obligated to make the CUSS Equipment available to the airline operator.

d)   The airline operator acknowledges that, if a notice is provided under clause c) above, this clause and requirements under Airline Operator Software below are no longer valid

as at the end of the relevant notice period with respect to the airline operator's use of the CUSS Equipment as contemplated under clause c) above.

An airline operator can request use of Melbourne Airport's "White Label" kiosk and bag drop application to facilitate the transition to CUSS Equipment. This is available subject to commercial arrangement between the airline and Melbourne Airport.

Airline Operator Software

a)   The airline operator will be responsible, at its own expense, for procuring, providing, installing, maintaining and supporting any Operator Software that is required to use the CUSS Equipment.

b)   If the airline operator provides or procures any Operator Software for use in respect of the CUSS Equipment, the airline operator will be responsible for ensuring that the airline operator's use of the Operator Software is properly licensed at all times.

c)   Any Operator Software must be approved by Melbourne Airport prior to installation and testing on the CUSS Equipment.

d)   In using any Operator Software installed in the CUSS Equipment, the airline operator must comply with any security controls required by Melbourne Airport from time to time.

e)   The airline operator must ensure that any Operator Software utilised in connection with its use of the CUSS Equipment does not do anything which has or could reasonably be expected to have an adverse impact on the security or integrity of Melbourne Airport, the Airport, its passengers, other airline operators or any of Melbourne Airport's or other airline operators' systems or data (Risk). The airline operator must give Melbourne Airport adequate advance notice of any such Risk. If Melbourne Airport regards any Operator Software as potentially posing a Risk, it may remove the Operator Software from the CUSS Equipment.

f)   The airline operator must comply with all Privacy Laws and the Privacy Policy in relation to any Personal Information disclosed to or collected by it or its ground handling agent in the course of operating and allowing passengers to use CUSS Equipment.

g)   The airline operator must:

- maintain PCI DSS compliance at all times and provide an annual statement of compliance to Melbourne Airport;
- update and patch Operator Software and hardware required to process credit card transactions in order to maintain PCI DSS compliance; and
- rectify any vulnerabilities identified in PCI DSS compliance audits and assessments.

Airline CUSS Operations

The airline operator will be responsible for developing processes and maintaining reliable and effective CUSS applications (as per CUSS SOP: APAM-1600-GE-SOP-0001_2.0) to manage check-in operations within a CUSS environment that does not impact overall operations of the check-in hall.

Where Melbourne Airport believes that this is not being met, Melbourne Airport will work with the airline to streamline or rectify CUSS use issues. If sufficient use of the CUSS environment

cannot be achieved, Melbourne Airport can re allocate the airline back to a traditional counter bank until such a time that it is proven that the CUSS application is working effectively. In this circumstance, Melbourne Airport will provide 30 days' notice unless otherwise agreed.

End of CUSS Check-in Operations

As part of the shutdown procedure it is the airline operator and/or ground handling agent's responsibility to ensure all baggage canopies are closed and hybrid check-in desks are switched back to "Auto" mode prior to vacating a CUSS check-in zone.

When the bag drop unit canopy is closed and the unit is set to "Auto" mode, the baggage belt intrusion detection system is enabled. This ensures that any intrusions will trigger an intrusion alarm. Failure to switch the Hybrid counters to "Auto" mode may give rise to the risk of someone crawling through the ABD tunnel undetected while the counters on an adjacent zone are in operation.

4.1.5   Aircraft Parking

Melbourne Airport has implemented a Resource Management System (RMS) to optimise the efficiency of all bays including regular public transport (RPT) and freight services.   The operation of this system is coordinated through the IOC.

Aircraft parking is subject to the absolute discretion of the IOC and the Airport Manager.

Melbourne Airport will, wherever possible, accommodate airline requests for aircraft parking positions. However, whilst every attempt will be made to accommodate these preferences, aircraft size and the type of operation will take precedence over these preferences in order to utilise the available bays in the most effective manner. When   these preferences cannot be accommodated, Melbourne Airport will advise the affected Airlines and allocate an alternative parking bay as soon as practicable.

Without limiting the IOC absolute discretion, Melbourne Airport will generally endeavour to:

- Allocate all aircraft parking positions for T2, T3, T4 and apron locations on a seasonal flight basis. The parking positions will be assigned prior to the start of each new seasonal schedule in line with relevant terminal agreements (and where necessary the IOC will adjust on a daily basis).

- Undertake monthly reviews of the allocations to ensure all scheduling changes have been captured.

- Through the IOC, change parking positions due to off-schedule aircraft.

- In allocating parking positions, give precedence to on-schedule services over off-schedule services.

- In allocating parking positions, give precedence to high passenger capacity services over lower passenger capacity services.

In T1, the relevant airline operator will allocate domestic aircraft bays in accordance with the relevant T1 agreements.

The Head of Aviation Services or their relevant representative will be the final arbiter for changes to the scheduled allocations. If there is any feedback regarding the seasonal parking plans, it should be raised with the Planning & Performance Manager.

Day of Operation Aircraft Towing

a)   Towing aircraft off a bay

Melbourne Airport reserves the right to require aircraft to be towed at its absolute discretion. IOC will liaise with airline operators and ground handling agents in the event towing an aircraft is required. Any aircraft with planned turnaround exceeding 2 hours ground time may be required to be relocated from a bay. The following towing times will apply:

Aircraft Category	Reposition Time frame
Code C	45 minutes
Code D	75 minutes
Code E	75 minutes
Code F	75 minutes

b)   Towing aircraft onto bay

A remotely parked or towed aircraft will have access to its departure bay within the minimum times stated below:

Aircraft Category	Reposition Time frame
Code C	45 minutes
Code D	75 minutes
Code E	75 minutes
Code F	75 minutes

Immediately prior to commencing a tow airline operators must confirm bay availability, by contacting, bay coordinators:

- Melbourne Airport IOC for Delta, Foxtrot, Golf, Hotel, Taxiway parking and Engine Run-Up bays;

- Qantas, Port Control for Bravo and Charlie bays; or

- Virgin, Aircraft Movement Control for Echo bays.

Failure to contact Melbourne Airport to confirm bay availability may result in airline operators having their ADA removed.

Parking Rules

Outlined below are the Aircraft Parking Rules applicable at the Airport:

a)   The IOC may allow an aircraft to use or remain on a bay in excess of the dwell time allowance, taking into account:

    i.   a 10 minute buffer period which may be planned between scheduled bay occupancy; and

    ii.   the bay allocation plan which is developed using scheduled arrival and departure times.

b)   Priority established in bay allocation plans is maintained as far as practicable for on-schedule aircraft. Aircraft delayed in arrival retain their priority if an on-schedule departure is probable. Aircraft delayed in arrival lose priority if their delayed departure would affect subsequent priorities determined for use of their allocated bay. Aircraft delayed more than 10 minutes in departure and are allocated a common use bay, may

be required to vacate their allocated common use bay at their own cost. Aircraft allocated to non-common use bays may be required to vacate within time frames agreed as part of relevant terminal, facility and/or aeronautical agreements.

Melbourne Airport will consult with the Airline Operators Committee (AOC) and will take their protocol guidance under consideration as far as practical as to how flights are allocated to busing or non-contact bays.

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

i.   seasonal allocation

ii.   daily allocation.

d)   The Senior Planner Aviation Operations reviews the seasonal schedule before the start of each season.

e)   The seasonal allocation will also be reviewed four weeks after the season start and as required to address any operational conflicts/problems.

f)   Each airline operator shall provide Melbourne Airport's schedule coordinator, Airports Coordination Australia (ACA), their full seasonal schedule for the upcoming season no later than 6 weeks prior to the start of the upcoming season (in accordance with the SSIM). For ACA contact details, contact the Planning & Performance Manager.

g)   Each airline operator and/or their ground handling agent shall advise the Senior Planner Aviation Operations and ACA of any scheduled change for the current season as early as practicable.

h)   All bay allocation plan updates/changes will be communicated to the airline operator and/or their ground handling agent through the FIDS. Where possible the IOC will contact the affected airline operator and/or their ground handling agent to advise of the change, however the prime responsibility of notification will lie with the airline operator and/or their ground handling agent by monitoring the FIDS.

i)   It is the responsibility of each airline operator and/or their ground handling agent to ensure that bays are left clear of their equipment after each aircraft movement and all items of GSE should be stored in the GSE areas.

j)   It is the responsibility of each airline operator and/or their ground handling agent to ensure that all check-in and departure gates are left clear of their equipment after each aircraft movement. All gate items must be returned to their normal location ready for the next user.

k)   Resourcing and equipment will be provided by the airline operator and/or their ground handling agent to tow aircraft from the parking bays (or apron areas) to standoff positions as advised by the IOC.

l)   Equipment/access to bays shall be in accordance with these Conditions and the Staging and Storage of Ground Servicing Equipment (GSE) and Unit Load Devices (ULDs) documents.

m)   It is each airline operator's and/or its ground handling agent's responsibility to ensure that the IOC is kept informed of any disruptions which may prevent a flight from achieving its scheduled departure time.

n)   RPT operators and/or ground handling agents must park in allocated bays as advised by the IOC.

o)   If an airline operator requires long stay parking, outside of their scheduled flights, permission must be sought from the IOC as to the location and availability. This will be allocated where possible but may not be available. In those instances, airline operators may be referred to seek assistance from another provider. Parking fees are applicable as per Melbourne Airport's published charges and agreements.

Parking Allocation Rules

Melbourne Airport needs to manage capacity closely for standoff bays. To ensure efficient Airport operations and utilisation of parking bays in an equitable manner, Melbourne Airport will introduce an allocation regime and standoff bay parking fees at an appropriate time in accordance with the following rules.

The following protocols will apply at the Airport. Parking priority will be determined in the following order:

  i.   international passenger aircraft
  ii.   domestic passenger aircraft
  iii.   freight operations
  iv.   all other aircraft (on an equitable basis with consideration of other users).

Parking protocols for airline operators with a dedicated pier or apron area will be governed by the respective terminal, facility and/or aeronautical agreements between the Airlines and Melbourne Airport.

Note: An aircraft that operates one sector as international but the other as domestic will be classified as domestic for the purposes of the parking allocation rules.

Diversions

All airline operators must advise the IOC of any known diversions to and from the Airport.

The IOC will then contact the relevant parties. Diverted aircraft will not displace scheduled services on the apron, with the exception of Exceptional Circumstances.

Ad hoc, Charter, Military and VIP Flights

Passenger charter traffic, other than that associated with RPT operators, will be allocated a contact bay and/or stand-off facilities after all scheduled domestic and international operations are accommodated.

The airline operator and/or ground handling agent is responsible for communicating any charter activities to the border agencies and client handling agents.

4.1.6   Baggage Handling System

Melbourne Airport will allocate the outbound baggage make-up laterals and carousels, and the inbound baggage breakdown laterals and reclaim units within T2 and T4.

Outbound baggage make-up laterals and carousels, and the inbound baggage breakdown laterals within T1 and T3 are allocated according to individual agreements with airline operators.

Outbound baggage make-up laterals and carousels are allocated in line with check-in allocation time frames.

Inbound baggage breakdown laterals and reclaim units are allocated on the basis of the following service levels:

From chock time, the last bag needs to be injected onto the baggage reclaim belt within:

Aircraft Code	Time
Code C	30 minutes
Code D	30 minutes
Code E	45 minutes
Code F	45 minutes

Employees of airline operators and/or their ground handling agents who intend to use the Check-in Facilities must undertake the appropriate Melbourne Airport Smooth-Move training. Smooth-Move training information can be obtained from the APAM Training and Safety Coordinator.

A transfer belt facility is provided by Melbourne Airport for the injecting of transfer baggage by the Airlines. All Airlines are required to use this facility to facilitate the tracking of baggage.

4.1.7 Departure Gates

Melbourne Airport will provide common use Departure (Gate) Equipment and peripherals at each departure gate at T2 and the relevant Departure (Gate) Equipment at each departure gate at T3 and T4.

Airline operators and/or their ground handling agents must take proper care when using the Departure (Gate) Equipment provided by Melbourne Airport and, when requested, follow Melbourne Airport's reasonable directions for its use.

Airline operators and/or their ground handling agents must follow Melbourne Airport's reasonable directions for the use of any DEPARTURE (Gate) Equipment within T1 and T3 to the extent those directions relate to safety, security or operations.

Airline operators and/or their ground handling agents must not move Departure (Gate) Equipment between gates.

4.1.8 Aerobridges

The use of the aerobridges by airline operators and/or their ground handling agent shall be in accordance with the Aerobridge Driver Authority (ABDA) Training Booklet.

Only authorised and trained persons are permitted to drive aerobridges. Persons who are not the airline or ground handling agent servicing a particular aircraft must not drive the aerobridge, except under express direction from the Airport Manager.

All aerobridge licensed drivers are subject to the Aerobridge Driver Penalty Infringement Notice (PIN) System.

Each airline operator/ground handling agent will have their Company Training Officer, training program and operator database audited by an APAM Accredited Trainer. This will occur at regular intervals not exceeding once every12 months.

4.1.9   Baggage Services Desk

In T2, Melbourne Airport will provide airline operators and/or their ground handling agent access to a common Baggage Services Desk with the following common use equipment:

- PC & monitor
- keyboard
- bag tag printer
- telephone/Public Address System.

Airline operators and/or their ground handling agents are not permitted to store mishandled bags in front, or in the vicinity of, the Baggage Services Desk. All bags that are not being immediately attended to must be taken out of the baggage reclaim hall or stored in an approved store room.

The Baggage Services Desk and the surrounding areas must be left in a neat and tidy condition during and after use. If required or directed by Melbourne Airport, airline operators and/or their ground handling agent must remove any mishandled baggage, their equipment and/or stationery at the end of a period of use.

Baggage Services Desks will be made available in T1, T3 and T4 by commercial arrangement.

4.2   Airfield Operations

4.2.1   Services Melbourne Airport does NOT provide

Melbourne Airport does not provide:

- terminal air traffic control services;
- terminal navigation aids;
- rescue and firefighting services;
- en-route services;
- meteorological services other than AWIS;
- hangar facilities;
- quarantine waste disposal;
- customs or immigration services;
- apron and ground handling services other than allocating aircraft parking bays.

4.2.2   Aircraft and Apron Operations

Moving Aircraft

Melbourne Airport may (subject to air traffic clearances and any Operational Documents) order Airside Users to:

a)   move an aircraft to another position at the Airport; or

b)   remove an aircraft from the Airport at the Airside User's cost and within a specified time, being a period that Melbourne Airport considers, in all the circumstances, to be reasonable.

If an Airside User does not comply with an order made by Melbourne Airport under this clause within the specified time, Melbourne Airport may move or remove the aircraft in accordance with the procedures in the Disabled Aircraft Recovery Plan to the extent practicable and:

a)   the Airside User must pay Melbourne Airport's reasonable costs of having the aircraft moved or removed and any costs incurred by Melbourne Airport as a result of having the aircraft moved or removed; and

b)   the Airside User is liable for and indemnifies Melbourne Airport and its Associates against any personal injury, death, loss or damage caused or contributed to by the Airside User's failure to comply with Melbourne Airport's order.

Melbourne Airport has the right to move or remove aircraft at any time if the aircraft forms a threat, or is perceived as a threat to aviation safety or if ordered by any Authority, including CASA, Airservices Australia, Department of Home Affairs, the Aviation and Maritime Security Division of the Department of Home Affairs or the Australian Federal Police.

Aircraft Marshalling

Airside Users must ensure that:

a)   where a Nose In Guidance (NIG) system is not provided on a power-in/push-back parking position, the aircraft must be hand marshalled onto the bay reference or to a marshallers stop bar;

b)   where a lead-in alignment line and pilot stop bar is not provided on a power-in/power-out parking position, the aircraft must be hand marshalled onto the bay reference, a marshallers stop bar, or a key hole marking; and

c)   where a lead-out line is not provided on a power-out position, aircraft must be hand marshalled off the bay to the adjoining Taxilane.

Equipment and Vehicle Marshalling

Ground Servicing Equipment and vehicles that provide the driver with limited vision due to the configuration of the equipment or vehicle must be marshalled to and from an aircraft within a distance of 5 metres from the aircraft.

Passenger Marshalling

Passengers traversing the apron must be marshalled by airline operator staff at all times. Passengers must be in full view of the marshalling staff at all times. Where passengers are marshalled regularly, a designated pedestrian walkway marked by zebra line markings, cones or cordoned off, must be used to supplement the marshallers and passenger guidance staff. This section of the apron must be free of any above or below ground obstructions that may present a safety or trip hazard to passengers. Passengers are not permitted to use electronic devices on the apron.

Aircraft Turnaround

When undertaking aircraft turnaround and without limiting any other requirements, precautions as outlined in the Authority to Drive Airside (ADA) – Level 2, Level 3 and Level 4 handbooks, the Airside Vehicle Control Handbook (AVCH), and the Melbourne Airport Operational Safety Policies must be followed - [Airside driver access | Melbourne Airport](); [Airfield Operational Policies | Melbourne Airport]().

Aircraft Servicing

Aircraft must not be cleaned on the apron unless otherwise approved by the Head of Airfield.

Aircraft must not be serviced on taxiway standoff parking unless otherwise approved by the Head of Airfield.

Aircraft De-Icing

When de-icing aircraft Airside Users must follow the de-icing procedures outlined in the Melbourne Airport Operational Safety Policy - De-icing of Aircraft.

Aircraft Ground Running

When ground running aircraft Airside Users must follow the procedures outlined in the Melbourne Airport Operational Safety Policy - Ground Running of Aircraft.

Transfer of Livestock

When transferring livestock Airside Users must follow the procedures outlined in the Melbourne Airport Operational Safety Policy - Transfer of Livestock.

Transfer of Explosive Cargo

When transferring explosive cargo Airside Users must follow the procedures outlined in the Melbourne Airport Operational Safety Policy - Transfer of Explosive Cargo.

Bay Inspections

The airline operator and/or ground handling agent must check the bay prior to the arrival of an aircraft to ensure that the bay is in an acceptable condition for the operation. The airline operator and/or ground handling agent must also check the bay after the departure of aircraft to ensure that the bay is left in an acceptable condition.

Bay inspections are also carried out from time to time by Airside Safety Officers to confirm bay availability.

Apron Inspections

All Airside Users with membership on the Airside Safety Committee must provide representation at the quarterly apron inspections.

Audits

Melbourne Airport will conduct regular operational audits against the Airside Operational Safety Policies (as set out in clause 1.6) to ensure compliance by Airside Users with these Conditions, including the operational requirements set out above. Operational audits will be conducted by Melbourne Airport employees in accordance with CASA Manual of Standards Part 139.

Mobile Communication Devices

Electrical equipment including mobile phones and communication devices are not to be used within 15 metres of an aircraft's fuel tank filling points, vent outlets or ground fuelling equipment when fuel is being loaded onto an aircraft.

Despite this, a designated operations person, being a designated member of the airline operator's operations personnel servicing an aircraft, may use electrical equipment such as mobile phones or other communication devices outside the cabin of an aircraft, provided it is used outside a 3 metre refuelling zone radius (i.e. 3 metres radially from fuel filling or venting points or fuelling equipment) and is used for operational purposes.

Mobile phones, except hands free devices, are not to be used while driving. If a communication must be made, an airside driver must pull over away from the designated roadway and make transmissions only when the vehicle/equipment is stationary and away from aircraft operations.

Operational vehicles with operational radios connected are an exception to this requirement.

Children and Animals

Children under the age of 15 are not permitted airside, except when boarding or alighting from an aircraft.

Users hosting visiting school groups, or other children under 15, must obtain the approval of the General Manager Aviation Operations prior to facilitating the visit.

Animals, other than livestock being transported by aircraft, are not permitted, except for:

- Australian Federal Police (AFP), Counter Terrorism First Response (CTFR), Australian Border Force and Biosecurity Australia dogs being deployed for official business; or

- assistance animals for passengers.

Services Unavailable

If at any time, safety or operational maintenance or new development requirements or events beyond Melbourne Airport's control mean that Melbourne Airport considers it necessary to declare the facilities or services at the Airport to be wholly or partly unavailable for use by a User, Melbourne Airport will use its reasonable endeavours to identify alternative facilities and services which might be available for use by the User, but the use of such alternative facilities or services shall be a matter for decision by the User. Users acknowledge that, in doing so, Melbourne Airport will need to balance the needs of all affected parties so far as it reasonably can.

Disabled Aircraft Recovery Plan

All airline operators must have a copy of the Melbourne Airport Disabled Aircraft Recovery Plan. Prior to commencing operations at the Airport, airline operators must submit to Melbourne Airport a company port specific disabled aircraft recovery plan with an action plan the company would follow if a company aircraft is disabled.

The airline operator is responsible for:

- maintaining detailed contingency plans for aircraft recovery;

- planning recovery action as soon as they are notified of an Incident involving a disabled aircraft;

- obtaining Australian Transport Safety Bureau (ATSB) approval for the moving of the aircraft, in consultation with the Aircraft Recovery Coordinator;

- removing and the acceptable disposal of fuel and/or dangerous cargo;

- removing and storage of the aircraft, parts and other items associated with the disabled aircraft;

- maintaining a flexible approach to decision making during the period of recovery as the Airport may still be open to other airline operators; and

- forming part of the Emergency Management Team (EMT), if activated.

Melbourne Airport is responsible for:

- the appointment of an Aircraft Recovery Coordinator; and

- forming part of the EMT.

If the airline operator cannot undertake recovery or is dilatory in doing so, Melbourne Airport may, but is not obliged to (including where it has not been indemnified by the airline operator), initiate aircraft recovery.

Melbourne Airport will not be responsible for any damage sustained during the recovery of an aircraft. The authoritative provisions of the Melbourne Airport Disabled Aircraft Recovery Plan do not imply that other proper recovery procedures may be used for removal of disabled aircraft.

Melbourne Airport may, but is not obliged to, act on the instructions of any personnel of the airline operator which in the reasonable opinion of the Airfield Manager have actual or ostensible authority to give instructions concerning a disabled aircraft.

Indemnity

In the event of a disabled aircraft of an airline operator, the airline operator hereby releases and indemnifies Melbourne Airport:

- from any liability as a result of any act or omission or other deficiency of Melbourne Airport or any of its contractors, agents and suppliers (including the recovery of a disabled aircraft under the Melbourne Airport Disabled Aircraft Recovery Plan) causing loss or damage of any kind whatsoever, including bodily injury, property damage and financial loss and whether incurred by the airline operator, the owner or any other third party, unless caused by Melbourne Airport's negligence, or the negligence of Melbourne Airport's contractors, agents and suppliers; and

- in carrying out any power or authority conferred on it under the Melbourne Airport Disabled Aircraft Recovery Plan.

Food, Smoking, Alcohol and Illegal Substances

To deter wildlife, food must not be consumed in the open when airside.

Smoking (including e-cigarettes) is not permitted within the terminal buildings, airside or in 'Smoke Free Zones' outside of the building. For further information please refer to the Melbourne Airport website. Offenders risk prosecution.

All personnel who work in a Safety Sensitive Aviation Activity (SSAA) must comply with the Melbourne Airport Operational Safety Policy - Drug and Alcohol Management Plan (DAMP).

Airside Pedestrian Safety

All Users must brief their staff on, and ensure their staff comply with, the Melbourne Airport Operational Safety Policy - Pedestrian Safety, including the requirements in relation to PPE.

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All designated airside pedestrian routes must be followed.

No unauthorised pedestrian access is permitted across the Movement Area.

4.2.3   Vehicles and Equipment

Airside Vehicle Control Handbook (AVCH)

All Airside Users with Airside vehicles must comply with the AVCH, including all vehicle and driver policies outlined in it.

Serviceability of Vehicles and Equipment

Airside Users must comply with all applicable safety standards for the use of vehicles and equipment. All Airside vehicles must meet State roadworthy requirements.

Airside Users must not refuel, clean, grease, oil, repair or wash vehicles or equipment on airside aprons without the approval of the Airfield Manager.

Installation of Suppressors

Airside Users must comply with all lawful directions given from time to time by Melbourne Airport in relation to the provision and installation of suppressors in motor vehicles or other plant and equipment from time to time at the Airport to prevent interference with radio or television transmission or reception or with any computer, radar, communication or other electronic equipment.

Rules for Drivers Operating Airside

Airside driving rules outlined in the ADA Level 2, Level 3/4 handbooks must be followed at all times.

Penalty Points System

All holders of an ADA or ABDA are subject to the Melbourne Airport Penalty Points System as detailed ADA Level 2, Level 3/4 handbooks.

Staging Areas

Parking procedures as outlined in the Melbourne Airport Operational Safety Policy - Staging and Storage of Ground Servicing Equipment (GSE) and Unit Load Devices (ULDs) must be followed.

Airside Users may only commence staging equipment and cargo on the bay 10 minutes prior to the arrival of an aircraft and subject to the bay being vacant from previous aircraft. The equipment must be kept within the designated staging areas when staged on the bay. Airside Users may negotiate with the IOC for early staging on the bay, where permissible.

All equipment and cargo must be removed from the bay within 10 minutes of the departure of the flight. The Airside User may negotiate with the IOC for equipment to remain on the bay if its aircraft, or an aircraft of a client airline, is due to arrive next on the bay.

No breakdown or make up of cargo is to be performed in the equipment staging area.

Ground Servicing Equipment (GSE) in Storage Areas

Airside Users must comply with the Staging and Storage of Ground Servicing Equipment (GSE) and Unit Load Devices (ULDs) policy.

Airside Users must not leave GSE outside designated parking bays, equipment storage areas, equipment staging areas (subject to this section) and GSE areas (authorised locations). GSE not being used to service an aircraft is to be removed to the relevant Airside User's designated area or one of the approved GSE storage areas.

Where GSE is not left in authorised locations, Melbourne Airport reserves the right to have the equipment removed, and the User will be liable for the costs incurred by Melbourne Airport in respect of the equipment being moved. Melbourne Airport reserves the right to infringe individuals or companies for failing to comply to safe storage of GSE vehicles.

When GSE is not in operation, it must be stored in the designated GSE areas.

Securing Equipment

All containers must be secured on dollies, roller beds or racking. Containers are not to be left unsecured on the apron under any circumstances.

All Airside Users must ensure that vehicle handbrakes are applied, the transmissions are in neutral or park, and engines are switched off when not in use.

Airside Users must ensure that rolling stock, such as dollies or barrows have a braking system which is to be applied when they are detached from tow units. An automatic braking system to stop rolling stock which has uncoupled during transit is highly recommended.

Airside Safety Officers will photograph and send messages to responsible staff members of airline operators and ground handling agents to have equipment which is not secured attended to.

Apron Safety Areas

Vehicles are not to park on, stop on or drive over those Safety Areas (as described in the Airside Driver Authority) designated by red hatching on the apron.

Unserviceable Vehicles and Equipment

Airside Users must promptly repair any GSE, vehicles or other equipment that is not operating correctly or is damaged. Any potential environmental hazard with unserviceable vehicles or equipment must be mitigated immediately.

If the Airside User does not repair these within a reasonable time when requested, Melbourne Airport may direct the Airside User to remove the offending vehicle or piece of equipment from airside. If this direction not complied with, Melbourne Airport reserves the right to remove the equipment and an appropriate penalty may be applied to the offending company.

Melbourne Airport is not liable for any loss or damage the Airside User suffers. This includes loss or damage to vehicles or equipment; and claims made by third parties, directly or indirectly caused by Melbourne Airport in moving or removing the equipment or vehicle, unless caused by Melbourne Airport's negligence, or the negligence of Melbourne Airport's Associates.

4.2.4 Airside Works

Safety and Security Procedures

Users and contractors must follow the procedures and standards outlined in the Melbourne Airport Operational Safety Policy – Airside Works Safety and the Melbourne Airport Development Manual.

The Melbourne Airport Development Manual outlines the process for undertaking any project related works in tenancies, public areas or outside the terminal.

Works Safety Officer

All works on the airside must be overseen by a Works Safety Officer appointed by Melbourne Airport, and any costs are to be borne by the User, contractor or agent undertaking the works.

Markings

All works areas must be marked and lit in accordance with the Manual of Standards Part 139, as reasonably directed by Melbourne Airport.

Permit to Commence Works (PERCOW)

Prior to the commencement of any works the User must obtain a PERCOW from the Building Approvals Leader on (+613) 9297 1310. Permission will not be withheld unreasonably.

Safety Permit

Safety permits must be obtained from Melbourne Airport prior to:

- spreading of lime or cement dust;
- opening pit covers;
- erecting cranes; or
- cutting, welding or grinding.

Permission will not be withheld unreasonably.

Excavation Permit

Prior to any airside excavation or isolation works, the Airside User must obtain an Excavation permit or Isolation permit (as applicable) from Melbourne Airport. This is to be done in conjunction with the issuing of a PERCOW.

Permission will not be withheld unreasonably.

Weather

Low Visibility

All Airside Users must comply with the Melbourne Airport Operational Safety Policies - Pedestrian Safety and AVCH, and the Rules for Drivers Operating Airside at the Airport – Level 2, Level 3 and Level 4 booklets.

Airside deliveries and works must cease during low visibility operations.

Strong Winds

All Airside Users must comply with the Melbourne Airport Operational Safety Policies - Pedestrian Safety, AVCH, Staging and Storage of Ground Servicing Equipment (GSE) and Unit Load Devices (ULDs), and the airside driving rules outlined in the ADA Level 2, Level 3/4 handbooks .

Airside User procedures adopted to ensure the safety of aircraft must comply with individual aircraft maintenance manuals for strong wind conditions. The loading and unloading of empty aircraft containers should not be undertaken in strong winds due to the risk of containers being unrestrained on scissor-lift equipment.

All GSE must be secured. High-lift vehicles must be lowered and the stabilisers deployed. Mobile stairs must be moved to protected positions. Freight pallets and containers must be tied down and trolleys chocked or adequately restrained. Dollies loaded with containers must have the park-brake applied where fitted, and if not fitted, dollies should either be chocked or connected in train.

Maintenance stands and non-motorised steps should have their stabiliser jacks fully deployed and, in some conditions, be either laid on their side or appropriately secured. Caution should be taken if maintenance stands and non-motorised steps are used at or near an aircraft and they are not to be left unattended, unless suitably restrained. Alternatively, all stands must be positioned well away from aircraft.

Procedures should be in place for all containers (which may be subject to unplanned movement in strong winds) to be adequately restrained, whether a strong wind warning has been issued or not. Container racking provides the most suitable restraint for containers and should be the first priority. Remaining containers can be stored on profiles & dollies which have pallet locks or restraining straps. In all cases, empty containers must have the container flap in the closed and locked position.

Any other miscellaneous items of equipment should be adequately secured.

Thunderstorms and Lightning

When an active thunderstorm comes within 5 to 8 km (5 nautical miles) of the Airport and is continuing to approach, Melbourne Airport will declare an alert (Thunderstorm Alert).

The IOC will contact Airside Users using the thunderstorm warning system, Flight Information Displays (FIDs), and Short Message Service to the major Airside Users to communicate the Thunderstorm Alert. Each Airside User is then responsible for implementing its own Thunderstorm Alert procedure. This procedure must include an advisory to all personnel who may be working airside.

During the Thunderstorm Alert, Airside Users (including engineering staff) must:

- check that all aircraft are bonded (electrically earthed) whether or not refuelling is taking place; and

- ensure that if strong winds (over 35 knots) have been forecast, in association with the passage of thunderstorms, loose equipment on the airside is secure and other measures applicable to strong winds are adopted.

Airside Users must ensure that a company thunderstorm warning alert policy is produced, communicated and available to all personnel who may be working on the airside. The policy and associated procedure must include an advisory to all personnel who may be working on the airside, a policy to either cease or continue refuelling operations and provide details on the procedure for staff evacuation. The decision and timing of the shutdown is the direct responsibility of the Airside User.

During a Thunderstorm Alert, it is recommended that shelter is sought inside buildings, aircraft or fully enclosed metal bodied vehicles. Personnel should never shelter under the wings of aircraft or remain on open vehicles.

4.3   Security

All security Incidents must be reported to the IOC immediately on (613) 9297 1601.

Transport Security Program (TSP)

Melbourne Airport has developed the Melbourne Airport Transport Security Program (TSP) to safeguard against acts of unlawful interference to people, aircraft, airport infrastructure and equipment at the Airport.

Airline operator personnel on the airside and carrying out their day to day operations must do so in accordance with the *Aviation Transport Security Act 2004* (Cth), the *Aviation Transport Security Regulations 2005* (Cth) and a TSP approved by the Office of Transport Security. Airline operators acknowledge that their approved TSP must not hinder the Melbourne Airport TSP.

The Melbourne Airport TSP is a security-in-confidence document and as such only pertinent sections will be made available to airline operators and/or their ground handling agent.

Duress Alarms

Melbourne Airport has provided duress alarms at check-in and departure boarding gate podiums. These alarms are monitored 24/7 by the IOC. For instructions on how to use them, please contact the Melbourne Airport Security Manager.

Aviation Security Identification Card (ASIC)

Users must obtain an ASIC for all staff who will be working in the airside area or Security Zones.

ASICs must be valid and be properly displayed by all staff on the outside of their clothing, at waist height or above, at the front or the side of the person's body or in an approved arm band and with the front face of the card clearly visible.

Random ASIC checks are performed daily by Airside Safety Officers and other agencies including the Australian Federal Police (AFP) and Aviation Security Officers.

To enter an airside area or Security Zone, Users must ensure their staff are displaying an ASIC and have authorised duties to perform in the relevant area. Visitors, having legitimate business within one of these areas may be issued with a Visitor Identification Card (VIC), but must be directly escorted by the holder of a valid ASIC at all times while in the area.

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Access

All Airside Users must comply with the arrangements in place concerning inspection or screening of persons, vehicles and goods requiring access into an airside area or Airside Security Zone.

All Users must ensure that physical security arrangements in all areas are maintained. Doors and gates must be closed and locked after use and every effort must be made to ensure that only authorised persons have access airside.

If a person is seen airside not displaying an ASIC or their behaviour is suspicious, that person must be challenged as to their right to be there and immediately reported to the IOC on (03) 9297 1601.

Airside Users must ensure that containers, cargo or other obstructions are not placed in front of access gates or doors. Damage to fences or airside access points must be reported immediately to the IOC on (03) 9297 1601.

Perimeter Fence

Users must ensure that the airside security fence boundary is clear of obstructions for which they are responsible such as fixed equipment, cargo containers and vehicle parking positions for 2 metres airside and 3 metres landside. The security fencing must remain free of foreign objects such as plastic wrapping, cardboard and strapping.

Suspect Items

Items suspected to be of a hostile nature found at the Airport should not be touched or moved and must be immediately reported to the IOC on (613) 9297 1601. Precaution should be taken to ensure the item is not interfered with pending the arrival of appropriate services.

Unaccompanied Baggage

Airline operators and/or their ground handling agents must not use any Check-in Facilities or the BHS to accept from any person baggage or cargo for transportation and distribution which is being sent as unaccompanied baggage or cargo.

Baggage in Public Areas

Users must store baggage, packages and other items in leased areas only. Users must not place baggage, packages or other items in areas which are accessible to the public. Areas which are accessible to the public must remain free and clear for access.

International Sterile Area

Passenger entry to the International Sterile Area is limited to travelling passengers only, which is controlled at the boarding pass entry point by eGate infrastructure. This infrastructure will permit travellers into the security screening area up to eight hours prior to departure.

Access by Users is via electronic access and is limited to ASIC holders with an operational requirement to be in the area. Users accessing the International Sterile Area must comply with the *Customs Act 1901* (Cth).

As the area is a customs controlled area, interaction with friends or family is strictly prohibited and the only interactions with travelling passengers should be in regards to customer service

if asked for assistance. Purchasing of goods, food or drink by Users is prohibited and only allowed for certain staff once an exemption is granted by ABF.

Entry for staff must be via the Security Screening Point. Accessing from the arrivals area or the airside is a breach of the *Aviation Transport Security Act 2004* (Cth) and therefore against the law, except in Exceptional Circumstances.

Users cannot carry the following items into the International Sterile Area: Weapons, Prohibited Items, PLAGS (Powders, Liquids, Aerosols or Gels) and Dangerous Goods (as per IATA DG Manual or table 2.3.A).

Domestic Sterile Area

The Domestic Sterile Area is open to Users, staff, passengers and the general public. Users cannot carry the following items into the Domestic Sterile Area: Weapons, Prohibited Items and Dangerous Goods (as per IATA DG Manual or table 2.3.A).

Entry for Users must be via the Security Screening Point. Accessing from the airside or bypassing screening is a breach of the *Aviation Transport Security Act 2004* (Cth) and therefore against the law, except in Exceptional Circumstances.

Staff members must hold an Aviation Security Identification Card (ASIC) or be under Visitor Identification Cards (VIC) escort in areas not generally accessible to passengers or public within the Domestic Sterile Area, which includes areas such as retail stores, back of house corridors, and storage cupboards.

4.4   Airport Emergency Plan

4.4.1   Melbourne Airport AEP

All airline operators must possess a copy of the current Melbourne Airport AEP. Copies of the Melbourne Airport AEP are available by contacting the Melbourne Airport Emergency Planning Manager.

Airport emergency procedures outlined in the Melbourne Airport AEP must be followed and it is expected that airline operators and/or their ground handling agents will participate in all relevant emergency exercises and training.

It is the responsibility of each airline operator and ground handling agent to ensure that their staff, contractors and associated personnel are aware of the Melbourne Airport AEP and its requirements.

Employees of airline operators and/or their ground handling agents, contractors and associated personnel on the airside carrying out their day to day operations must abide by all lawful directions given by emergency personnel and airport staff decreed with special command.

All deliveries and works must cease during declared emergencies.

4.4.2   Airline Emergency Plan

Each airline operator must have its own emergency plan for aircraft or apron Incidents.

An updated copy of each airline operator's AEP must be provided to the Melbourne Airport Emergency Planning Manager.

The AEP and Airline Port Emergency Plan Template is available as a guide.

4.4.3   Terminal Evacuation Plan

All Users must brief their staff on evacuation procedures.

Evacuation Assembly Point locations are outlined in the Terminal Evacuation Plan.

The Terminal Evacuation Plan documents the organisational arrangements and procedures relating to the response and management of evacuations within Terminals 1 to 4.

4.5   Environment

Melbourne Airport has an Environmental Management System (EMS) that is certified to Australian Standard ISO 14001:2015. All Users are subject to a number of policies and procedures in the EMS.

4.5.1   Environmental Risk Assessment

The Environment and Sustainability Team will allocate each User an environmental risk rating category (Category A-D) based on the business' operations in accordance with EMS procedure: Allocation of an Environmental Management Category. Category A & B operators (higher risk to impact on environment) are required to prepare and submit an annual Operational Environmental Management Plan (OEMP) for endorsement by the Melbourne Airport Environment and Sustainability Team to adequately address environmental risks by 30 June each year. Annual property/environmental inspections may occur in relation to Category A & B operators to audit compliance with their respective OEMPs. Category C & D operators (lower risk to impact on environment) are required to sign-off and carry out their operations in accordance with the Code of Environmental Practice. Inspections of Category C & D operators will may also be conducted annually by the Melbourne Airport Property Team, with the Melbourne Airport Environment and Sustainability Team attending on an ad-hoc basis.

4.5.2   Environmental Monitoring

All Users are required to regularly monitor their business activities to ensure they comply with all relevant Commonwealth and State legislative and regulatory requirements, the Melbourne Airport Environment & Sustainability Policy, Melbourne Airport Environment Strategy and Melbourne Airport Environmental Management Plan. Users must ensure that adequate controls are in place to manage the risk of any potential breach of their environmental obligations.

Users must comply with any reasonable direction or request by Melbourne Airport relating to the environmental performance of the Airport.

Where required, the Melbourne Airport Environment and Sustainability Team will conduct site audits to assess compliance with any management measures.

Any User breach of an environmental obligation must be addressed immediately and notified to Melbourne Airport. Users must also notify Melbourne Airport of any environmental hazard or contamination and, if the matter is caused or contributed to by the User or the User's Associates, the User must remedy the contamination or hazard to the reasonable satisfaction of Melbourne Airport.

Users must keep all environmental data confidential and obtain the written consent of Melbourne Airport prior to releasing any data, environmental or otherwise, in relation to any part of the Airport except where required by law to disclose them.

For any further advice regarding environmental matters contact the Head of Environment and Sustainability on **(61) 0473 300 570**.

4.5.3   Spill Prevention and Response

Any spills 5L or more, or any spills that enter a waterway, stormwater drain or can potentially damage an environmentally significant area must be immediately reported to the IOC on **(613) 9297 1601**. An Incident report must be provided to the Melbourne Airport Environment and Sustainability Team within 48 hours of the Incident occurring.

The IOC will establish the support measures required depending on the Incident (for example, traffic management, attendance of Aviation Rescue and Fire Fighting (ARFF) or   spill clean-up assistance).

Spill procedures outlined in the Melbourne Airport Operational Safety Policy - Spill Prevention and Response must be followed. Spills/leaks of all volumes must be cleaned up.

The Airside User must immediately notify the IOC of any fuel, oil or hazardous material spill that occurs. This includes oil spills from aircraft or from GSE.

If an Airside User is incapable of cleaning up a spill, Melbourne Airport will clean the spill and return the area to service as soon as possible at the cost of the Airside User.

4.5.4   Storage of fuel and other hazardous material

Users must comply with all lawful directions given from time to time by Melbourne Airport in relation to the storage of fuel, oil or other hazardous or potentially hazardous materials, at the Airport.

Users must not discharge fuel, oil, lubricant or other material from any of its, its agents', its contractors' or its suppliers' aircraft, vehicles or other equipment at the Airport.

Immediately after the User becomes aware of any discharge of fuel, oil, lubricant or other material, the User must:

a)   notify Melbourne Airport;

b)   take any steps available to it to minimise and contain the discharge and mitigate the effects of the discharge, if safe to do so; and

c)   if the matter is caused or contributed to by the User or any of the User's Associates, remedy the discharge at its cost.

The User must meet all reasonable direct, indirect and consequential expenses incurred by Melbourne Airport in dealing with a breach of this clause by the User or the User's Associates, including in remedying any discharge of fuel, oil, lubricant or other material to   the extent caused or contributed to by the User or any of the User's Associates in circumstances where the User cannot or does not do so itself.

4.5.5   Dangerous Goods

Each Unit Load Device (ULD) containing Dangerous Goods which require a hazard label, must have the label clearly displayed on its exterior, as an indication that Dangerous Goods are contained within the unit.

The User must immediately notify the IOC of any Dangerous Goods spills.

4.5.6   Bird and Animal Hazard Management

Wildlife, and in particular birds, can present a hazard to airport operations because of the risk of collisions occurring between aircraft and animals. All Airside Users must ensure that their activities do not attract wildlife.

All Airside Users must ensure that no edible matter is made available to animals and no food should be consumed in the open when airside. High standards of cleanliness are required, and all edible waste matter must be collected in animal-proof bins.

Furthermore, water should not be made available to animals. Drainage must be adequate, and standing water must be avoided. Unavoidable accumulation of water must be netted over or otherwise made unavailable to animals.

If aggregations of animals considered to be hazardous by Melbourne Airport occur as a result of the Airside User's actions, the Airside User will be expected to take immediate action to remedy the situation.

4.5.7   Waste Management

Waste management procedures outlined in the Melbourne Airport Operational Safety Policy - Airside Waste Management and the Melbourne Airport Environmental Management Plan must be followed.

Users must comply with all of Melbourne Airport's reasonable and lawful directions as to the disposal of waste, including directions in respect of quarantine requirements and the payment of fees as reasonably set by Melbourne Airport from time to time for waste disposal. For the avoidance of doubt, Users must not dispose of waste in the bins provided in the Airport for public use.

4.5.8   Ground Based Noise

Melbourne Airport monitors complaints in relation to ground-based noise at the Airport. Airside Users must be compliant with all relevant legislative requirements and regulations; and the Melbourne Airport Operational Safety Policy – Ground Running of Aircraft.