

FLIGHT SAFETY NEWS LETTER / SAFETY BULLETIN

- **In Focus** - Safety Practices for Ramp Operation Around the Aircraft
- **ERP** -Requirements of Emergency Management
- **Station Emergency Response Centre (SERC)**



For Flight Safety, kindly contact :-

Phone & Email ID :- 01125671574 & aasl.flightsafety@allianceair.in

For ERP, kindly Contact :-

Phone & Email ID:- 01125672289, 08800744303, 09871149284 & emergency.response@allianceair.in

NEWS LETTER/SAFETY
BULLETIN ISSUED, UNDER
THE PROVISION OF DGCA
CAR SECTION 5 SERIES F,
PART I – APPENDIX-D

IN FOCUS

Safety Practices for Ramp Operation Around the Aircraft

PERSONAL EFFECTS

- Safety shoes or boots should be worn to prevent foot injuries.
- Approved hearing protection should be worn when working in noise-intensity areas, i.e. on the apron, maintenance lines etc.
- Outer garments that contain reflective material and are of high visibility colors should be worn by any person whose duties require airside access should wear. The design, material and layout of the high visibility garment should take into consideration both local regulations and specific operating conditions e.g. weather.
- Clothing appropriate to the weather conditions should be made available to personnel.
- Gloves should be worn by material handling personnel and equipment operators.
- Protective gloves should be worn as appropriate to the job function, e.g. lavatory servicing.
- Face protection should be worn where there is the possibility of fluid "splash back" in the job function
- Safety glasses should be worn as appropriate to the type of work being performed.
- Jewellery such as rings and identification bracelets should not be worn.
- Neckties should not be worn, unless they are quick release (clip) type.

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OPERATING PRACTICES

- Personnel shall not walk or stand on a moving conveyor belt.
- Personnel must not ride up or down on the rear platform of a loader.
- Personnel should never attempt to jump off or on a moving vehicle.
- Personnel should not be transported on equipment unless there is a seat for them.
- Personnel on moving equipment must be seated properly and should keep their bodies within the confines of the vehicle structure.
- Personnel must not ride on elevating platform when the vehicle is in the drive mode.
- Personnel should remain clear of propellers, engine inlets and exhausts until after the engines have spooled down and, in the case of propellers have stopped turning.
- Personnel and equipment must not pass through the arc of a propeller at any time, including when it is stationary.
- Personnel should stand clear of exits / entrances of facilities when a train of Carts passes.
- Loose objects (FOD) dropped onto or observed on the apron must be picked up and put into FOD bins. The surface of the apron must be kept free of any objects that might cause damage to aircraft or equipment. Examples of such objects are; catering items, baggage tags/straps garbage

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GROUND SUPPORT EQUIPMENT OPERATIONS

- Only adequately trained, qualified and authorized personnel should be permitted to operate equipment.
- All personnel should be medically fit before carrying out the job in the RAMP / TARMAC area.
- Personnel must not operate motor vehicles or equipment whilst using hand held portable electronic devices. Such, devices should not be used unless a suitable 'Hands Free' device, either personal or installed, is available.
- Equipment should only be used for its intended purpose.
- Equipment should never move across the path of taxiing aircraft or embarking and disembarking passengers. Aircraft and pedestrians should always have the right of-way.
- Apron equipment is to be positioned behind the equipment restraint line with the parking brakes applied prior to the arrival of the aircraft at the parking position.
- Equipment must not move towards the aircraft until it has; come to a complete stop, chocks are positioned, engines shutdown, Anti- collision beacons switched-off, and if applicable ground/flight deck contact established

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- Equipment shall have parking brakes applied, with gear selector in park or neutral when parked away from, or positioned at, the aircraft.
- Ground support equipment should be in good mechanical condition.
- Equipment when approaching or leaving an aircraft should not be driven faster than walking speed.
- All the vehicles which are used in Airport/ tarmac area should follow the speed limit restrictions as laid down by the DGCA.
- Prior to the movement of any ground support equipment a walk around check must be made.
- Hoses or cables on equipment must be securely stowed before the unit is moved.
- Baggage/cargo must not be transported on equipment not specifically designed for that purpose.
- Cargo should be stowed evenly, in cargo carts, with heavy pieces on the bottom and the centre to ensure stability. All doors, gates and curtains should be secured to prevent cargo from falling out.
- The movement of carts/dollies by hand-operated equipment is very simple, however, it has resulted in many injuries, and additional care must be taken.
- Loaded transporters and dollies must have the load secured from movement by the use of locks, stops, rails or straps at ALL times, except when the load is being transferred onto or off the equipment. All locks, stops, rails and straps should be checked every time before use.

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- When positioning equipment, special care must be exercised to ensure adequate clearance of vehicles, aircraft, other equipment and facilities. When operator vision is restricted (such as positioning certain pieces of equipment to or backing away from an aircraft) a guide person should be used. Standard hand signals must be used to guide ground support equipment.
- The guide person must be positioned so that clearances can be accurately judged and be visible table to communicate the signals to the vehicle operator at all times. If visual contact with the guide person is lost, the driver will stop immediately.
- When electrical/motorized equipments are in operating mode, an operator must be within easy reach of the emergency controls. Vehicles without external emergency controls that have their engines running may not be left unattended in the stand area. The operator must remain in the driving position, in control at all times.
- Motorized equipment must make a full stop as a brake check before entering the equipment restraint area and again before reaching the aircraft side.
- Protective rubber bumpers on equipment, e.g. catering trucks, must not be compressed against the aircraft fuselage, in order to prevent damage and to allow for aircraft settling during servicing.
- When loading has been completed remove all loading equipment well clear of the aircraft.
- All equipment, except that necessary for the departure, is to be positioned behind the equipment restraint line before the aircraft pushback is commenced.

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LOAD HANDLING

- Personnel should assess the weight and never attempt to lift or move more than their personal physical capabilities.
- Recognized lifting techniques should be utilized at all times to reduce the risk of personnel injury.
- To prevent fingers and hands becoming jammed between objects all load should be slide into place rather than lifted.
- All load should be set down easily (rather than dropping it) to avoid injuries to the feet and toes as well as to prevent damage to aircraft flooring and load.
- When handling live animals, fingers and hands should be kept clear of the interior of the containers to avoid being bitten up.

Emergency Response Planning (ERP)

Requirements of Emergency Management

The primary requirement in Emergency Management is to keep the organization in preparedness to face the challenges arising due to any emergency.

All designated personnel are required to be fully prepared to handle an emergency and effect recovery in their area of work in the event of an emergency.

The Head- Emergency Response Planning is responsible for the ERP and has to meet the requisite qualification of having undergone the five-day Emergency Response Training, is current with Refresher Training, has participated in Mock drills, familiar with the EMM and has the requisite knowledge in Emergency Response principles. He / She should also have aviation experience of minimum 10 years.

It is essential that all personnel involved in the response to an emergency are fully aware of the procedures that are to be followed. It is the responsibility of the Departmental Head to ensure that they keep their staff up to date and that their own internal procedures or check lists are conveniently set up.

Department Heads should ensure that they test their own department's ability to perform the procedures required, as published in this manual. The Head- Emergency Response Planning shall be available for guidance and training support.

Alliance Air will ensure all personnel with responsibilities under the ERP are appropriately trained and qualified to execute applicable procedures.

Emergency Response Planning (ERP)

Requirements of Emergency Management

Training for personnel with responsibilities under the ERP could be conducted externally or in-house by an operator's own qualified Instructors, and will include drills, table top exercises, and/or simulations. Attendees include both management and operational personnel and, as applicable to the operator's structure, station locations.

Training programs are generally tailored for personnel based on the role performed under the ERP. Typically, persons involved in family assistance and crisis communications, as well as members of the emergency response group or committee (as applicable), would be required to complete ERP training.

The curriculum for ERP training normally includes general subjects associated with emergency response management, as well as role-specific subjects that address issues associated with:

- Family assistance/special assistance;
- Cultural sensitivity;
- Telephone enquiry;
- Team call-out and assembly;
- Crash site discipline;
- Effects retrieval

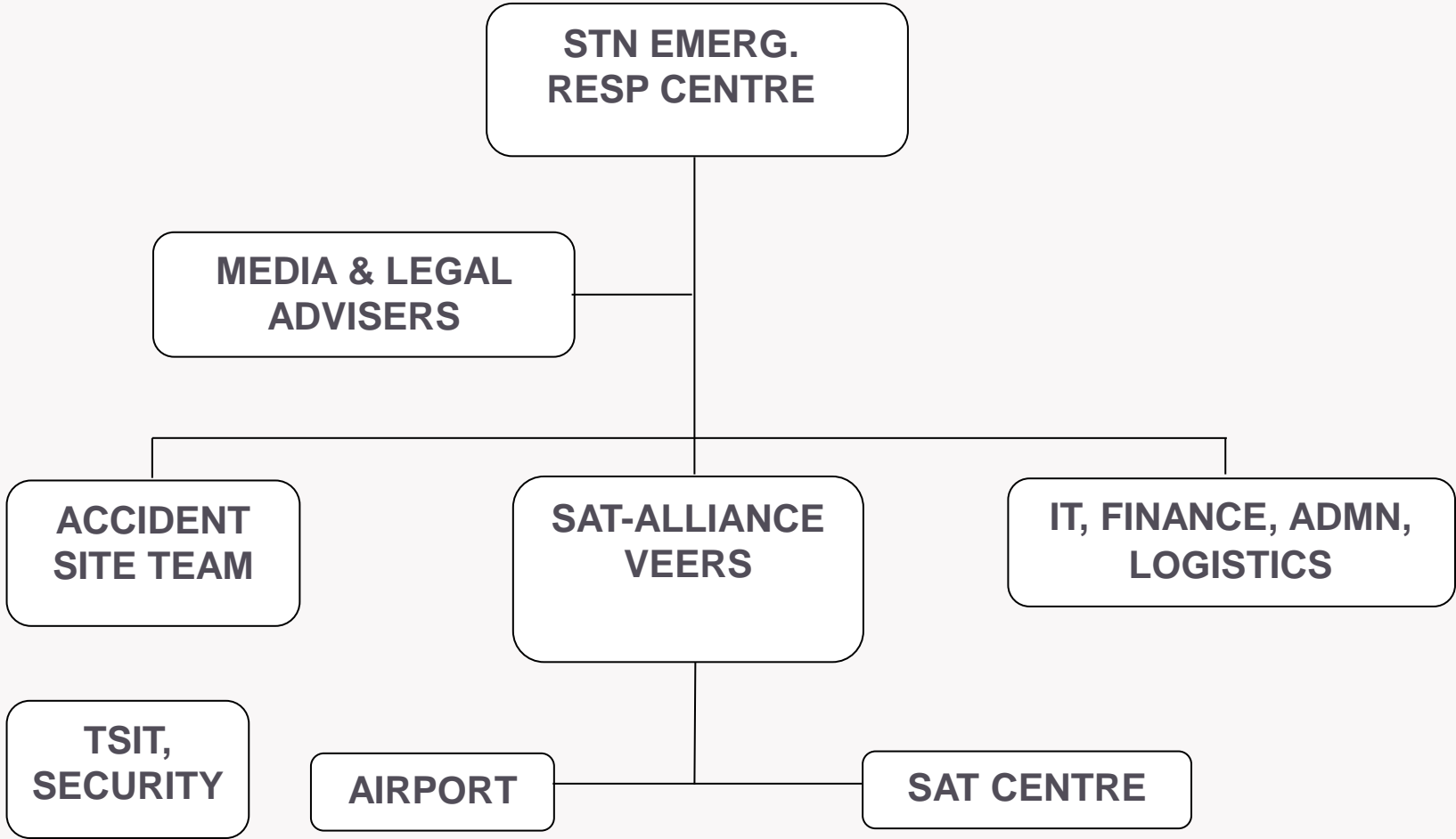
Emergency Response Planning (ERP)

Requirements of Emergency Management

The Head- Emergency Response Planning will coordinate the Emergency Response training. The content of all training will be based on the Emergency Response Manual, Emergency Response Action Guide and the industry best practices in emergency Response. Major training activities for the subsequent calendar year shall be published in December of the preceding calendar year. The ERP Coordinator, Volunteers for Special Assistance Team, GO TEAM members, Airport / Station Managers/Coordinator shall undergo initial training and refresher training once in three years. The planning and coordination of training will be carried out by the ERP Admin. Manager/Coordinator.

Emergency Response Planning trainers must also undergo days of training as per EMM on emergency response followed by refresher in two years. In addition, the individual must also have relevant experience in respective fields and also must have participated in mock drills and table top exercises.

Station Emergency Response Centre (SERC)



Station Emergency Response Centre (SERC)

Whenever an emergency takes places, it is necessary to establish and activate a Station Emergency Response Centre (SERC) in the nearest airport (where Alliance Air operates) to coordinate the entire emergency management operation. A typical organization of the Station Emergency Response Centre is as shown in the above chart. Chapter 6 provides the details for the Station Response Plan.

The Airport Manager/Coordinator of the Station shall be the Head of the Station Emergency Response Centre (SERC) and officials belonging to other Departments/Divisions and Sections shall be the Members. Where there is no Airport Manager/Coordinator, the Station Manager/Coordinator shall be the Head. The responsibility of the Head of the Station Emergency Response Centre (SERC) shall be taken over by the senior personnel from the Headquarters / Regional Headquarters subsequently.

Where Alliance Air officials are not available in required numbers, the ECC and Local Station Heads provides the required number of personnel to operate the Station Emergency Response Centre (SERC).

The Station Emergency Response Centre (SERC) shall work in close liaison and under the guidance of the Emergency Command (ECC).

Station Emergency Response Centre (SERC)

Accident Site Team (AST)

The Station / Airport Manager/Coordinator shall, under the directions of ECC, constitute an Accident Site Team (AST) and arrange for their immediate positioning in the accident site to provide required assistance to the Emergency teams of the local state police, regulatory authorities, affected passengers, crew and staff members as detailed in Chapter 6 of this Manual.

Departure/Arrival/Transit/Nearest Airport – Coordination & Teams

The Departure/ Arrival/ Transit/ Nearest Airport Manager/Coordinator shall also constitute an Airport Special Assistance Team, under directions of ECC. They shall also provide a suitable place and support infrastructure for the operation which includes establishment of the Airport Reception Centre, Crew Reception Centre, Family Assistance Centre, Media Management Centre, etc.

The Airport Special Assistance Team shall provide required assistance to the passengers, their relatives and friends, crew, staff, their relatives and friends as detailed in Chapter 6, in coordination with the Alliance Veer and under directions of the Alliance veer-SAT Leaders.

OUR FLEET

ATR 72-600

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सादर/ Regards,

उड़ान संरक्षा विभाग / Flight Safety Department

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