Perth Airport

Airport Operating Standard

Aircraft Scheduling & Facilities Allocation

September 2025

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Changes: all changes are highlighted in blue font

Introduction

Airport Operating Standards (AOS) have been produced by Perth Airport Pty Ltd (PAPL) to ensure safe and secure operations at Perth Airport. The Aircraft Scheduling & Facilities Allocation AOS (the Standard) applies to all aircraft operators and ground handling agents (GHA) using terminal facilities at Perth Airport and are to be performed in conjunction with each individual organisations' procedures and requirements.

The Standard aims to provide information and advice for all staff, visitors, operators, and aircraft to ensure that the intention of this standard is practically adopted by all.

This Standard also aims to identify and detail the measures adopted to maximise apron and terminal contact bay utilisation and ensure that all aircraft parking is subject to, and complies with, the Perth Airport Aerodrome Manual (and therefore the CASA Manual of Standards Part 139 requirements of aircraft parking) and published apron parking plans.

This Standard and the procedures described within this document may be amended from time to time by PAPL. PAPL will endeavour to provide sufficient notification of changes; however, it is the responsibility of each business and their employees to keep informed of any amendments and use the most current version of this Standard, which is available on Perth Airport's website. Any information published via NOTAM with regards to bay and apron availability takes precedence over the information contained in this document.

The Standard includes:

- Responsibilities
- Slot coordination
- Available facilities
- Allocation of bays and gates
- Aircraft parking and towing rules
- Allocation of check-in counters/units and rules
- Service desks, boarding gates, and rules
- Baggage make-up & reclaim
- Flight Information Display System (FIDS)
- Standards of cleanliness, functionality, and appearance.

The Standard is designed to be read in conjunction with the ***Perth Airport Operating Protocol (AOP)*** and the Aircraft Turnaround Airport Operating Standard.

The above documents are available via the Perth Airport Extranet or via the Perth Airport website.

Responsibilities

Perth Airport Pty Ltd (PAPL)

PAPL is responsible for producing this Standard and consulting with stakeholders as necessary to determine operating requirements and necessary restrictions.

PAPL (Terminal Operations) has the day-to-day responsibility for implementation of this Standard including allocation of bays, gates, and check-in counters. This is managed by the Airport Control Centre (ACC). PAPL will ensure there are an adequate number of check-in counters, together with related infrastructure/equipment, available for the Airlines uses.

PAPL is also responsible for slot allocation for each arriving and departing aircraft and communicating the slot allocations via the Airport Management System (AMS) and/or FIDS.

For infrequent General Aviation operators, Perth Airport ACC can be contacted to update Target Off Block Time (TOBT) if this service cannot be provided by their Ground Handling Agents (GHA) / Fixed Base Operator (FBO) on 9478 8585.

TOBT Guideline for General Aviation is available via this link: https://www.perthairport.com.au/-/media/files/corporate/work-with-us/acdm/how-to-update-tobt-airlines.pdf

Aircraft Operators / GHA

Aircraft operators and GHA are responsible for complying with:

- this Standard
- the notifications required for the allocation of, and changes to, slots
- notifying PAPL of any changes to schedules or delays, including new services
- Airport Collaboration Decision Making (A-CDM) procedures.

The control and safe movement of all passengers between an aircraft and the terminal is the responsibility of the aircraft operator / GHA.

Capacity Optimisation Group (COG)

Capacity Optimisation Group (COG) is responsible for negotiating and coordinating slots with airlines and aircraft operators according to the Perth Airport Notice of Capacity (NOC) on behalf of PAPL.

Airport Collaboration Decision Making (A-CDM)

Airport Collaboration Decision Making (A-CDM) is a program brought by Airservices Australia, in collaboration with four major Australian airports including Perth Airport.

Perth airport is now an A-CDM airport which means all departing flights must conform to their TOBT and call ready +/- 5 mins of their TOBT to ATC.

It is the responsibility of the airline to manage any updates to their TOBT by directly accessing Aerobahn or delegating to their GHAs or FBO. Any airline operating more than ten (10) flights per month from Perth Airport will need to request access to Aerobahn or formally delegating to a GHA / FBO by contacting Airservices Australia.

Further information to the A-CDM is available via the Perth Airport website.

Slot Coordination

Perth Airport is classified as a Level Three airport by the International Air Transport Association (IATA). This means that the demand for slot requests exceeds the capacity of airport infrastructure and therefore must be managed and fully coordinated.

Slot Allocation

All slots are coordinated for PAPL by Capacity Optimisation Group (COG) and based on six-month summer (March to October) and winter (October to March) schedules.

Aircraft operators must provide their schedules to COG for coordination by the nominated slot handback date as determined by COG prior to March and October each year and comply with the confirmed scheduled slot allocations.

COG assigns slots in accordance with PAPL's Notice of Capacity (NOC) and Perth Airport's Schedule Coordination System up to the day prior. The NOC can only be exceeded with the permission of PAPL or by Airservices Australia on the day of operation. Airservices Australia can be contacted via atfmu@airservicesaustralia.com, 1800 020 626 (within Australia) or +61 2 6268 5662 (outside Australia).

Changes to Approved Flight Services

Each aircraft operator and / or their ground handling agent shall advise COG (via email to slots@cog.aero) of any scheduled change, addition and / or deletion of an approved flight service for the current season as early as practicable so that PAPL can consider any operational impact.

Short notice changes to the approved scheduled time of arrival or scheduled time of departure on any given day, (such as those due to the late arrival of an inbound aircraft, aircraft breakdown, crew limitations, weather related delays and other causes beyond the airlines reasonable control) are to be communicated to the ACC in a timely manner.

Airlines must not swap or trade an approved departure slot or flight destination with another Airline or third party (including where the Airlines are in a codeshare, alliance, or other similar arrangement) without PAPL's prior written consent.

Airlines and their affiliates **may** swap or trade approved departure slots **on day of operations**, provided PAPL is given prior notice, and it does not compromise existing operations (i.e., resulting in a variance of passenger numbers)

Adherence to Scheduled Times of Arrival & Departure Slots

Slots are not based on routes, but rather on time and equipment (aircraft type and passenger capacity). Slots are subject to on time performance and accrue per season.

Airlines are expected to operate "on slot / schedule" (on time) more than 80% of the allocated seasonal slots to be considered for the same slot in the next corresponding season.

An aircraft movement is considered "off-slot / schedule" if the Actual Off Blocks Time (AOBT) is more than 15 minutes before or after the approved slot.

Any queries regarding slots, slot allocation and slot coordination requests are to be directed to the PAPL resources email (Resources@perthairport.com.au).

New Services

New services seeking to operate at Perth Airport must liaise with PAPL's Aviation Business Development team (AviationBDTeam@perthairport.com.au) in the first instance. PAPL requires as much notice as possible to ascertain any potential impact on existing aerodrome operations and to facilitate entry into the Perth market.

Lodgement of a flight schedule with the ABD team & / or COG does not constitute acceptance by PAPL that the proposed schedule time/s can be accommodated.

PAPL and COG will enter into discussions with Airlines for new services but retains absolute discretion in providing its approval to new flight services and may attach conditions to its approval of any new flight service.

An Airline must not publicly announce or operate a new flight service until PAPL has approved the new flight service.

Withdrawal or Suspension of Flight Services

If an airline regularly fails to operate flights on schedule (i.e. consistently having an on-time performance (OTP) rate of less than 80%), then PAPL may withdraw its approval for the relevant flight service / slot. PAPL may also withdraw, suspend, or condition its approval to operate the relevant flight service / slot if the airline is not operating in accordance with this Standard.

Season Schedule Meetings

Perth Airport and COG hold aircraft facilitation (FAL) meetings with Airlines at Perth Airport twice a year in line with flight schedule season changes, to provide detail on the upcoming season schedule.

Available Facilities

Terminal 1 International

Aircraft Terminal Contact Bays

There is a total of seven (7) widebody terminal contact bays (including 2 swing gates and one full standoff) servicing Terminal 1 International of which the following combinations are generally available for simultaneous aircraft parking for international flights:

- 7 x wide-body including 2 x A380, one of the non-A380 would be on full standoff
- 6 x wide-body including 2 x A380 and 2 x narrow-body (both on full standoff)
- 5 x wide-body including 1 x A380 and 4 x narrow-body (2 x full standoff)
- 4 x wide-body (no A380) and 6 x narrow-body (2 x full standoff).

The above bay combinations are directly accessible from the Terminal 1 International building, with the last combination providing optimal utilisation of the apron bays.

Terminal Departure Gates

There are up to nine (9) Gates available with distinguishable and separable walkways for passengers from the Terminal 1 International departure lounge as follows:

- Gates 50 and 51 can each be split into two separate independent Gates for narrow-body use (i.e., 50A and 50B, 51A and 51B). Gate 50 can also be used for bussing to remote parking
- Gates 52-54 have dual aerobridges and access ramps servicing level 1 arrivals and level 2 departures
- Gate 55 has a separate stairwell between levels 1 and 2 and can be used for arrivals or departures via a single aerobridge
- Gate 56 stairwell services the standoff Bays (156, 156A and 156B) and does not contain an aerobridge.

International Swing Gates

Bays 150 and 151 Bays ("**International Swing Gates**") can be used for either Domestic or International operations depending on PAPL requirements.

International arrivals on Bay 150 (and on remote bays where bussing Gate 50C is used) are not permitted within 45 minutes of any departure on Bay 151 due to the configuration of the International arrivals concourse and the subsequent risk of arriving international passengers mixing with departing passengers.

International departures through Gate 50A and 50C are permitted in conjunction with an arrival through Gate 51B, however a departure via Gate 50B is not permitted whilst there are arrivals on Gate 50A and 50C.

Bussing Operations

Where an arrangement is in place for Perth Airport to provide transport for remote bus bay operations, PAPL requires the expected load factors to be sent to the ACC no later than 12 hours prior to the scheduled departure time. This is to ensure sufficient buses are available to meet airline requirements.

Terminal 1 Domestic

Aircraft Terminal Contact Bays

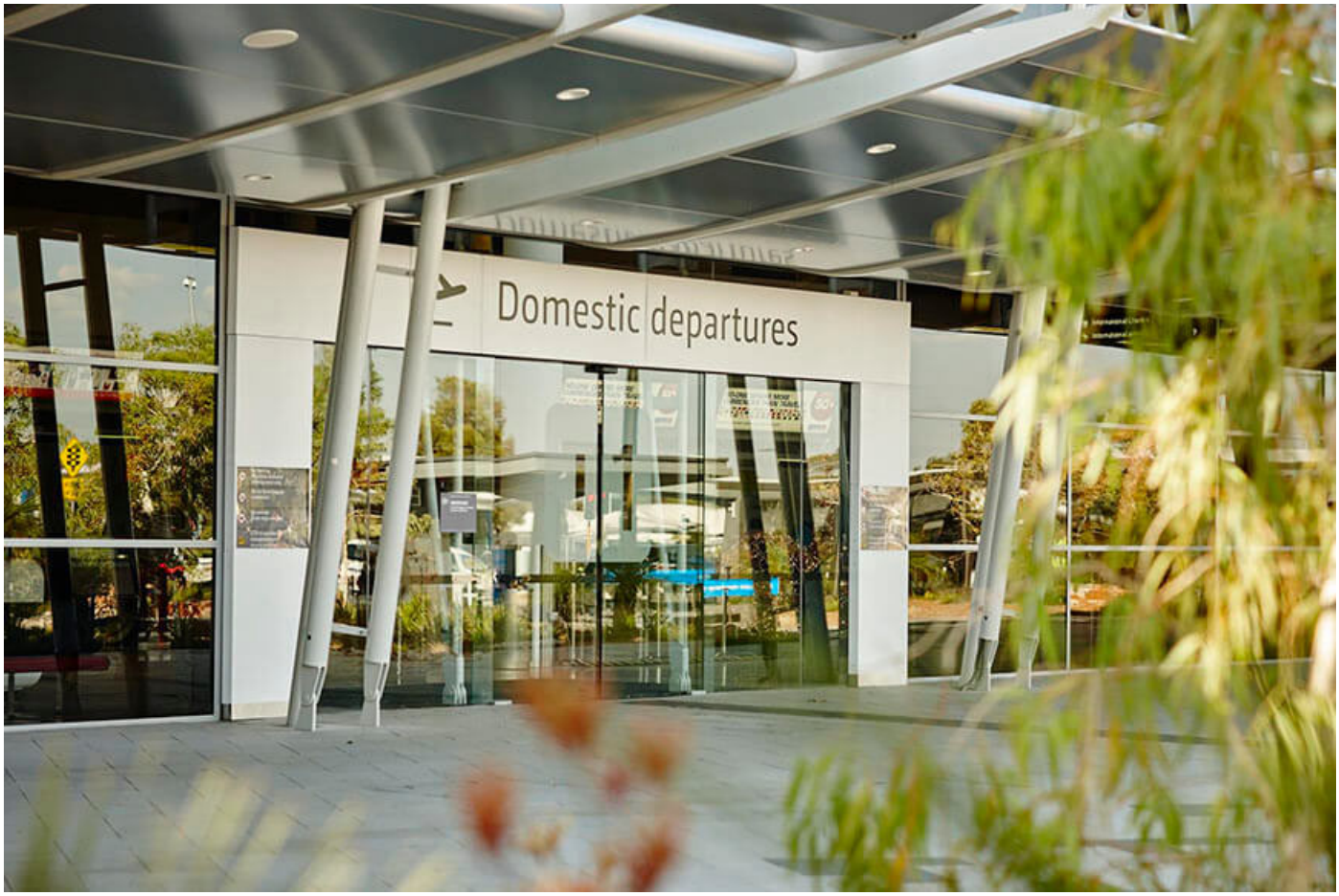
There are four (4) narrow-body and five (5) wide-body terminal contact bays (two of which comprise the International Swing Gates and can also be used as narrow-body) servicing Terminal 1 Domestic.

Bays 143 – 146 are narrow-body bays used for arrivals or departures via an aerobridge. Rear stairs boarding is accepted on these gates, however it shall be the responsibility of the aircraft operator / GHA to ensure the control and safety of their passengers during disembarking or embarking whilst on the apron and in accordance with the Airport Operating Protocol.

PAPL reserves the right to withdraw rear stairs boarding capabilities where an increase in safety risk is identified.

Bays 147 – 150 are Multiple Aircraft Ramp Servicing (MARS) capable, however passenger walkout to these bays are not permitted due to apron congestion and proximity to aircraft to roads as this is considered an unacceptable safety risk.

Virgin and / or its GHA may request use of the international swing gates, however use is subject to the approval of Australian Border Force and the requirements outlined above.



Terminal 2

Aircraft Bays

There are a total of 20 terminal contact bays that are directly accessible from the Terminal 2 building via the walkway.

There are a further 24 remote parking bays on the main Terminal 2 apron. These remote parking bays are allocated to those operators operating within Terminal 2 and the Domestic Pier as a priority, and then as required by the ACC. Bay 277 is also available, however is restricted to Daylight Operations only.

Terminal Departure Gates

The departure process in T2 is in a single location with ten (10) positions available, all of which are common use.

Departure desk allocation is provided to deliver the most intuitive passenger boarding experience and to avoid crossing paths, impacting on time performance with fail to board passengers lost in the covered walkways.

An airline is primarily allocated a desk or desks approximately 2 hours before a departure.

Screening requirements (for both screened and unscreened passengers) are to occur in accordance with the Perth Airport Transport Security Program.

Gates 1 to 20 inclusive require passengers to use the anti-pass back corridor and once beyond this point, re-entry to the departure lounge requires re-screening of passengers.

Terminal 3

Aircraft Bays

There is a total of nine (9) terminal contact bays servicing Terminal 3, comprising of five (5) aerobridge bays and four (4) terminal contact bays which are accessible via a walkway from the first-floor airside departure lounge.

A further five (5) remote bus bays are available via a dedicated bussing gate in the lounge.

All Terminal 3 bays are PAPL managed.

Terminal Departure Gates

There are up to eight (8) gates available to passengers from the Terminal 3 departure lounge. Gates 17A / 17B / 17C and Gates 21-25 all access the full standoff bays, with the remaining gates linking to the single aerobridge bays. 17D is utilised depending on the T3 INT / DOM mode changes.

Gates 18, 19 and 20 are international swing gates able to operate as a combination of international and domestic swing gates.

Terminal 4

Aircraft Bays

There are a total of eight (8) terminal contact bays servicing Terminal 4, comprising of three (3) aerobridge bays (bays 12, 14 and 15) and four (4) terminal contact bays (bays 7-10 and 13) which are accessible via a walkway from the first-floor airside departure lounge.

The 600 and 700 remote bus bays are available via a dedicated bussing gate (gate 11) in the departure lounge.

All Terminal 4 bays are PAPL managed.

Terminal Departure Gates

There are up to seven (7) gates available to passengers from the Terminal 4 departure lounge. Gates 7-10 (2 gates) servicing contact bays 7-10 using walkways.

Gate 11 is the dedicated bussing gate accessible via stairs from the first-floor airside departure lounge to service remote bays 509-512.

Gates 12-15 – Note that Bay 13 is walkout only and Bay 14 has restrictions in place due to aerobridge 14B (14.2) being Out of Service.

Bay Coordination

PAPL coordinates bay allocation and airfield parking through the ACC via an Airport Management System (AMS) to optimise the efficiency of all bays including regular public transport, charter, and freight services.

All aircraft parking is subject to, and must comply with, the CASA approved PAPL Aerodrome Manual and published apron parking plans which ensures aircraft are parked in accordance with CASA *Part 139 (Aerodromes) Manual of Standards 2019*.

A Slot must be allocated to a flight service by COG on behalf of PAPL before a bay can be allocated.

The allocation of aircraft parking is at the absolute discretion of the ACC and the Airport Operations Manager (AOM). Aircraft operators and GHA's are required to comply with the reasonable instructions of the ACC in relation to the allocation of bays, including in respect of movement to and from aircraft parking bays.

Where an operator fails to comply with an instruction of the ACC, PAPL will take this matter up with the Airline's management. Should the operator continue to fail to observe the ACC's instructions, a bay allocation may be withdrawn.

The General Manager Operations or their representative is the final arbiter for changes to the scheduled allocations. Feedback regarding seasonal parking plans should be raised with the Head of Terminal Operations.

Information required for bay allocation

For PAPL to properly manage bay allocation, airline schedules must be finalised by aircraft operators / GHA's and advised to the ACC by 1700 Western Standard Time the previous day and include:

- Flight number
- Flight destination
- Aircraft registration
- STD
- STA
- Aircraft type
- Estimated number of passengers.

An Aircraft Handling Advice form (available on the Perth Airport Extranet or Perth Airport website) for ad-hoc charter, freighter and defence aircraft movements must be provided to the ACC.

The ACC may make changes to bay allocations on short notice for numerous operational reasons, including because of changes to ETA and ETD. Aircraft operators / GHA's must monitor changes to bay allocation.

The ACC will use its best endeavours to communicate relevant bay allocation changes to operators as soon as practicable after the change.

If an ETD is delayed, the ACC may direct an operator to move the aircraft to an alternative bay by a certain time.

Allocation of Bays & Gates

Prior to applying for a bay allocation, all aircraft operators must have a slot allocated by COG for the arrival or departure for which the bay allocation is sought. All movements operating into and out of Perth Airport must have a slot approved by COG. Once the slot is approved, terminal check-in facilitation, boarding and parking position will be arranged by the ACC.

Priority of allocation is determined on a number of criteria:

- Operational requirements (including diversions, medical emergencies)
- Turnaround versus layover
- Aircraft size
- Number of booked passengers (including special needs passengers)
- RPT versus Charter or Itinerant
- "On-schedule" versus "Off-schedule".

On-schedule aircraft are prioritised in relation to bay allocations as far as practicable.

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

In determining the allocation of terminal contact bays, the following order of priority will apply:

1	A380	**5**	A20N, A320, B3XM, B37/8/9M, B737/8, B737/7
2	B747, B787	**6**	B737/4, BCS3
3	B777, A350, A340, A330	**7**	B717/2, BAE 146/300, BAE 146/200, E290, E190, F100
4	A21N, A321	**8**	BAE 146/100, Q400, Q300, F50

Preferences

Any preference and / or allocation for bays / gates in the short or long term does not confer any tenure over those bays / gates to the operator. The ACC will consider, but is not bound, to accommodating requests and preferences of airlines (for example, allocating a bay near their business lounge).

Whilst not preferred, the ACC may need to allocate an aerobridge bay to an airline which has not expressed a desire to use an aerobridge.

Parking Plans

All plans associated with apron parking can be accessed via the Perth Airport Extranet.

Diversions

All aircraft operators must advise the ACC of any known diversions to and from Perth Airport. The ACC will contact the parties affected by a diversion, noting that where possible diverted aircraft will not displace scheduled services.

Charter, Freight, Military & VIP Flights

Passenger charter, freight, military and VIP flights, (other than those associated with RPT operators), will be allocated a stand-off bay after all scheduled services have been accommodated. The airline / aircraft operator is responsible for communication activities to the ACC, border agencies and client handling agents.

VIP flights may also be required to meet the requirements of various Australian Government departments. The VIP Airport Facilitation AOS provides further detail on the handling of VIP aircraft and VIP passengers and must be complied with by aircraft operators / GHA's.

Overnight Parking

Overnight parking on terminal contact bays is strictly controlled and limited to those aircraft that are scheduled to depart in the first wave of morning departures.

If an aircraft registration change occurs after bays have been allocated that will impact the allocated departure flow, the aircraft operator / GHA may be required to tow off an aircraft already positioned on a terminal contact bay.

Aircraft Parking Rules

1. Aircraft operators and / or GHA's must park in allocated bays as advised by the ACC.
2. It is each aircraft operator and / or its GHA's responsibility to ensure that the ACC is kept informed of any disruptions which may prevent a flight from achieving its scheduled departure time.
3. It is the aircraft operator / GHA's responsibility to check for bay changes prior to the arrival of an aircraft. The ACC will use 'best endeavours' to communicate bay changes directly to operators if within 20 minutes of ETA.
4. Aircraft delayed in arrival retain their priority if an on-schedule departure is likely. Where the aircraft's arrival or departure at an aerobridge position will impact on another RPT operator that is currently on-schedule, the off-schedule operator may be required to accept an alternative bay to the one planned. Departing aircraft delayed by more than 10 minutes may be required to vacate their allocated bay at their own expense.
5. Where a bay is allocated to an off-schedule aircraft and the aircraft operator / GHA elects to wait for another bay (e.g., aircraft allocated a stand-off bay and chooses to wait for a contact bay), the aircraft operator / GHA must not report a delay to OTP as an 'Airport delay'. PAPL reserves the right to remove contact bay allocations to airlines if found to report such a delay.
6. If an aircraft is allocated to a non-aerobridge position it shall be the responsibility of the aircraft operator / GHA to ensure the control and safety of their passengers during disembarking or embarking whilst on the Apron.
7. Where an aircraft's departure is delayed due to either a technical or mechanical fault and the bay is required for another aircraft, the operator of the delayed aircraft may be directed to relocate the aircraft to another bay, within a specific time.
8. It is the responsibility of each aircraft operator / GHA to ensure that bays are left clear of their equipment after each aircraft movement and all items of GSE should be stored in accordance with the Staging and Storage of Ground Support Equipment and Unit Load Devices AOS.
9. Workforce and equipment will be provided by the aircraft operator / GHA to tow aircraft from the parking bays (or apron areas) to standoff positions as advised by the ACC to make space for scheduled aircraft.
10. Equipment / access to bays shall be in accordance with the Airport Operating Protocol, this AOS and the AOS Staging and Storage of Ground Servicing Equipment and Unit Load Devices documents.
11. If an aircraft operator requires long stay parking and / or parking outside of their scheduled flights, permission must be sought from the ACC as to the location and availability. This will be allocated where possible but may not be available. In those instances, aircraft operators may be referred to seek assistance from another provider. Parking fees are applicable as per PAPL's published charges and agreements.

Towing Rules

Aircraft Start-Up & Push-Back

Approvals for start-up and push-back of aircraft are provided by ATC. Aircraft operators must abide by ATC's instructions and ensure appropriate wingtip and jet blast clearances are maintained throughout.

Further details on these requirements can be found in the Aircraft Turnaround AOS.

Departures

Subject to OTP standards being met by aircraft operators on any given day, PAPL will endeavour to ensure that scheduled departing domestic aircraft are given access to their allocated bay at least 30 minutes prior to the scheduled time of departure and scheduled departing international aircraft are given access at least 60 minutes prior to the scheduled time of departure.

Arrivals

Aircraft operators / GHAs may be required to tow aircraft from its parking position within 30 minutes after the scheduled time of arrival for domestic operations and 60 mins for international operations, or at the direction of the ACC.

Failure to Tow at Requested Times

If an aircraft operator / GHA fails to tow its aircraft at the requested times, that aircraft may be allocated to a remote bus bay. This is to ensure that the terminal contact bays are managed as efficiently as possible and other Airlines are not adversely impacted.

Turnaround Aircraft Towing Requirements

Aircrafts arriving on terminal contact bays that are subsequently operating a departing service may remain on that bay provided the departing service is operated within 75 minutes of the scheduled time of arrival and there are no other requirements for that bay. For all aircraft turns of more than 75 minutes, or if a requirement for the bay arises, it may be necessary to tow the aircraft off to a remote bus bay or remote parking bay if a terminal contact bay is not available.

Allocation of Check-In Counters / Units

Check-in counters are allocated for T1 International services a minimum of 24 hours in advance of departure. For Terminals 2 & 3, counters are generally set to specific operators.

PAPL will ensure that there are sufficient check-in counters (together with related infrastructure / equipment) available for aircraft operators / GHAs. Check-in counter allocation is based off a maximum capacity utilization matched against aircraft schedules and aircraft size / passenger load allocations.

The allocation 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 PAPL to conduct works, maintenance and / or de-commission existing capacity to create new capacity.

Any allocation of check in counters / CUSS in the short or long term does not confer any tenure over those counters to an operator.

PAPL will provide an adequate number of tubs at the end of each bank of check-in facilities for use in conjunction with the Baggage Handling System (BHS). Each operator must ensure that tubs are stacked correctly and are used in accordance with PAPL's BHS familiarisation training. Any damaged tubs should be reported to the BHS service provider via the ACC.

Aircraft operators / GHAs will be consulted during the process of any check-in facility decommissioning. PAPL may terminate or suspend an aircraft operator and / or their GHA's use of check-in counters if PAPL gives the operator at least 60 days prior notice of the termination.

Conventional Check-In Counters

As a general rule the following allocation applies, dependent upon passenger load and counter availability:

Narrow-body aircraft	4 check-in counters
Wide-body aircraft	7 check-in counters
A380 aircraft	10 check-in counters

However, to accommodate all operator's demand, PAPL reserves the right to amend check-in counter allocations to meet that demand.

Common User Self Service – T1 International

Common user self-service (CUSS) units at T1 International are located in six (6) banks of six (6) CUSS units.

There are 16 automated bag drops associated with the CUSS units of which 14 can be used in agent mode or automatic bag drop (ABD) mode.

The CUSS solution allows passengers the use of any kiosk and ABD; however, the agreed standard airline allocation of the CUSS environment is:

Wide Body Aircraft Allocation	Narrow Body Aircraft Allocation
1 x ABDs in Agent (hybrid) mode	1 x ABDs in Agent (hybrid) mode
2 x re-workstations	1 x re-workstation
2 x kiosk banks (12 kiosks)	1 x kiosk banks (6 kiosks)
1 x customer service workstation	1 x customer service workstation

The use of the hybrid / agent mode, re-workstations and service desk is at aircraft operator / GHA discretion based on their check-in processes however Perth Airport recommend the following:

Location	Suggested Use
ABD Agent mode	• Premium check-in • Exception desk (e.g., PRM check-in, crew bags)
Re-workstations	• General problem solving (e.g., booking issues and seat changes etc.) • Excess baggage management
Service Desk	• Standby and staff processing • PRM facilitation

Consideration should be given to check-in for exceptions, special assisted passengers, staff & standby passengers, crew bag acceptance, excess baggage management, and out-of-gauge baggage activation & acceptance.

Check-in Counter Rules

1. Aircraft operators or their GHA must only use those counters to which they have been allocated by the ACC. Any aircraft operator / GHA requesting additional check-in facilities above the allocation guide will be allocated these, subject to availability on the day.
2. PAPL reserves the right to allocate the agreed number of check-in facilities anywhere within the check-in area.
3. Scheduled RPT services will take precedence over off-schedule services.
4. Aircraft operators or their GHA must contact the ACC in circumstances of off- schedule or disrupted operations. Check-in facilities will be reallocated to accommodate this where possible. This decision rests with the Airport Operations Manager.
5. To optimise check-in, aircraft operators will only be guaranteed 100% check-in facility allocation for 75% of the allocated check-in time.
6. An aircraft operator / GHA may request that check-in facilities are allocated to them for a duration either shorter or longer than the standard 150 minutes for domestic services and / or 3 hours for international services from the scheduled time of departure. PAPL will consider any such request on a case-by-case basis.
7. PAPL recognises that aircraft operators / GHAs may require additional check-in facilities at short notice for a strictly limited period, up to a week. Aircraft operators / GHAs can contact the ACC up to 24 hours before the additional check-in facilities are required, followed up by a formal written request outlining the reason for the request. There is no guarantee that additional check-in facilities will be made available.
8. If an aircraft operator / GHA consistently under-utilises the check-in facilities that they have been allocated and this negatively impacts on the available capacity for PAPL to distribute, adjustments will be made to the future planned number of check-in facilities allocated to that aircraft operator / GHA.
9. If an aircraft operator / GHA becomes aware that it will require an extended check-in opening once check-in has commenced, that aircraft operator / GHA shall advise the ACC immediately by calling (+61) 8 9478 8572. Any consequential effect on planned allocations will be determined in consultation between the ACC and the affected aircraft operator / GHA. A decision will be made by the ACC as to where the flights will be checked in. It is not envisaged that an aircraft operator / GHA will be asked to move check-in facilities once it has commenced, although this option will always be available if deemed necessary by the ACC.
10. The Airport Operations Manager, or their nominated representative, will be the final arbiter for changes to the check-in scheduled allocations on the day of operation. Any queries regarding the planned locations should be directed to the Airport Operations Manager.
11. The aircraft operator / GHA will ensure that passengers stay within the relevant check-in counter queueing zone.
12. Check-in counter equipment provided by PAPL will be operational and ready for use at least 180 minutes prior to the scheduled time of departure.
13. The aircraft operator / GHA must ensure that their staff are appropriately trained and assessed in the proper use of the check-in system prior to the operation. All check-in operators must complete the Perth Airport Check-In Desk eLearning module, available via Passport. This training takes a broad approach to capture all check-in systems across Perth Airport, highlighting critical safety areas for the operator. Further training / familiarisation must be provided by the aircraft operator / GHA regarding hazards and procedures specific to their use of the equipment. Aircraft operators / GHA will ensure their staff take all reasonable care when using PAPL owned equipment.

14. It is the responsibility of each aircraft operator / GHA to ensure that all check-in and departure gates are left clear of their equipment after each aircraft movement. All required gate items should be positioned appropriately for the next gate user.
15. Any costs associated with the alteration, repair, rectification, update or modification to counters, boarding gates and / or service desks deemed necessary to accommodate aircraft operator / GHA equipment (including the replacement or repair of any equipment or facilities that are lost, stolen or damaged due to negligence, misuse, or wilful damage) will be borne by the aircraft operator / GHA.

Counter & Weigh Scales Calibration & Maintenance

PAPL is responsible for calibration and maintenance of PAPL-owned check-in counters and weigh scales. These are:

- Terminal 1 international including ABDs
- Terminal 2
- Terminals 3 & 4, with the exception of ABDs.

Scales are required to be calibrated when installed and post maintenance or adjustment. PAPL undertakes annual calibration by certified providers as well as monthly checks for accuracy.

Any faults or queries should be directed to the ACC on (+61) 8 9478 8572.

CUSS Rules

1. No more than two (2) allocated ABD converted to agent mode permitted per airline or flight (excludes BCP situations).
2. Preference is to use the dynamic signage and avoid check-in totems and tensile signage.
3. ABD FIDs are activated 3 hours prior to departure when check-in opens.
4. If an airline allocated to the CUSS zone is delayed or rescheduled, and there is a clash with another CUSS airline, they may need to be allocated to conventional check-in counters. The ACC / TDM will advise the airline / GHA accordingly.
5. All CUSS / ABD faults should be reported to the Amadeus LEGS support team via (+61) 8 9468 7820 or Perth.LEGS@icm.aero.
6. General housekeeping requirements include:
   - Keep area clean including re-work and customer service desk
   - Remove all airline stock and tags
   - Close and lock all cupboards

Service Desks

A number of check-in counters can also be utilised as service desks by aircraft operators / GHAs on request. These service desks have the same rules as above as well as the same standards of cleanliness, functionality and appearance as detailed on page 35.

Terminal 1 International

Dedicated service desks are located between Counters 14 & 15 and next to the CUSS units (under escalator 1 & 2).

Counters 1, 40 and 49 may also be used as service counters.

Terminal 1 Domestic

The counter closest to International check-in Counter 1 is most commonly used as a service desk, although a number of counters at check-in, including ticketing, kiosk & priority workstations, may also be used as service desks as required.

Terminal 2

The counters at either end of the 20 check-in counters are most commonly used as service desks.

Boarding Gates

Boarding gates are allocated by the ACC and generally align to bay allocations.

When the gate agents are ready to board or disembark passengers, they must activate a cycle on the boarding gate doors. Cycles are activated or deactivated by the operator as outlined below.

Note: Terminal 2 gate allocations are not linked to bay allocations. Gate allocation screens must be activated by the aircraft operator / GHA.

Where boarding gate equipment is provided by PAPL at the gate, operators must take proper care when using the equipment provided. Boarding gate equipment must not be moved between gates and any issues or faults reported to ACC on (+61) 8 9478 8572.

Cycle Activation Buttons

Found at most gates with a red plate around the button and alongside electronic access card reader and break glass alarm.

To be used for the arrival and departure of passengers and where prolonged door opening is required (e.g., crew loading).

Fixed activation cycle of 60 minutes (30 mins in T2/T3/T4). To activate, swipe ASIC at swipe card reader (1) then press button (2).

Cycle Activation Switch

Mainly located on Terminal 1 International arrivals gates.

Push the white switch (1) and then swipe access card against the access card reader (2) to activate the arrival cycle. Upon hearing clicks of the door locks opening, slowly push doors until they lock in the open position. Doors will remain locked open for 45 minutes (or 60 minutes if associated with a departure gate).

To close, press the white switch. **Note:** only one aerobridge door cycle can be actioned on a bay at a time. A departures cycle cannot start if the arrival cycle is still running and vice versa.

Multiple Bay Gates

Multiple bays, such as those at Gate 50A and 50B, have labelled buttons and swipe card readers for each bay.

Activation is the same as for cycle activation buttons.

Unscreened Gate Activation – T2

Arrivals from an unscreened aircraft, or flights that are treated as unscreened must have the 'Unscreened' cycle activated to ensure that passengers **do not** enter the sterile departures lounge area. At the completion of disembarkation, press 'Reset'.

Perth Airport

Boarding Gate Rules

1. 'No Tailgating' must be strictly enforced at boarding gates.
2. For crew accessing a gate, please activate a door cycle rather than swipe card access to reduce the frequency of 'door ajar' alarms to the ACC.
3. Swipe card access should be used where door opening will not be prolonged.
4. For gates where multiple bays are available (e.g., 50 A/B) and widebody aircraft allocated, access will be given to both boarding gate counters and doors where possible. For narrow body aircraft, only one gate counter and door will be allocated if simultaneous adjacent bay operations occurring.
5. Boarding gate doors must always be manned when a door cycle is activated.
6. Boarding gate equipment must not be moved between gates.

Perth Airport

PRM facilitation (Gates 52-54)

Wheelchair Facilitation

Perth Airport strongly recommends all passenger wheelchair facilitations for departures on Gates 52-54 is via the passenger lift; the ramp is accessible using a mobility aid only.

If the lift is unserviceable, please use an alternate lift at gate 53.

PRM Seating

Dedicated Passenger Reduced Mobility (PRM) seating is installed adjacent to boarding gates 52-54 (within the fixed link) adjacent to the lift.

Mobility Aids

The 'e-mobby' mobility aid has been approved for use at Gates 52 to 54.

Perth Airport recommends the following for operators of mobility aids:

- Any company wishing to introduce a mobility aid at a terminal must submit a risk assessment and training material to Perth Airport for review and approval beforehand.
- Only suitably trained and qualified staff shall operate mobility aids within the terminal.
- The departure or arrival level boarding gate doors should be fully opened (preference is to set a cycle so they hold themselves open, avoiding any damage).
- Mobility aids must only be operated at a mid-speed within the Gate 54 fixed link ramps and can be used for arrivals and departures.
- Slowest speed setting is required in the lift (including reversing from the lift).
- Slowest speed setting is required in the PBB cabin and when rotating the use of spotter (for guidance) is preferred.
- Do not overtake people on the ramp, aerobridge cabin or tunnel.
- Any damage caused by mobility aids must be reported to the ACC on (+61) 8 9478 8572.

PRM facilitation (General)

All aircraft operators / GHAs are required to have the appropriate equipment and suitably trained and qualified staff on each shift to assist and manage passengers with reduced mobility. This includes staff training on, and active use of, all safety devices on wheelchairs including the use of seat belts (which should be fitted).

Wheelchair ramps are available at each aerobridge location.

Baggage Make-Up & Reclaim

Baggage Handling System Training

The aircraft operator / GHA must ensure that their staff are appropriately trained and assessed prior to the operation of the baggage handling system. All operators must complete the Perth Airport Baggage Handling System eLearning module, available via Passport. This training takes a broad approach to capture all baggage handling systems across Perth Airport, highlighting critical safety areas for the operator. Further training / familiarisation must be provided by the baggage handling system provider, the aircraft operator and / or GHA regarding hazards and procedures specific to their use of the equipment.

Baggage Reclaim

Each aircraft operator / GHA will ensure the adequate staffing of reclaim belts during the allocated 30-minute operational period of the reclaim belt, or until the last bags have been claimed.

Any unclaimed bags at the completion of the baggage reclaim operational period are to be removed from the reclaim by the aircraft operator / GHA and stored at the aircraft operator / GHA baggage service desk or leased storeroom. Any items left unclaimed or unattended (including baggage, lost property, and duty-free items) in the T1 International arrivals hall **must be checked and cleared by border agencies** (ABF & DAFF) prior to relocation.

Out of Gauge Baggage Acceptance Points

Out of gauge baggage acceptance points are available at each terminal and are staffed by PAPL contracted security guards qualified in baggage screening. The security guard will screen the bag to clear the bag for uplift.

Terminal 1 International

Baggage reclaim carousels are allocated to aircraft operators / GHAs by the ACC in accordance with scheduled arrival times and aircraft type.

Carousels 1 & 2 are primarily allocated for narrow-body aircraft operations, with 3 & 4 for wide-body aircraft, however PAPL reserves the right to alter and change carousel allocations to meet demand and operational need.

Baggage make-up (BMU) lateral belts are allocated by Daifuku and are carousels A-E (or 1-5).

In all instances, any allocation of baggage carousels in the short or long term does not confer any tenure over those carousels to an operator. Aircraft operators / GHAs will be consulted during the process of any carousel or baggage handling system decommissioning and / or repair.

Tagless / stray bags on baggage makeup carousels (T1 International)

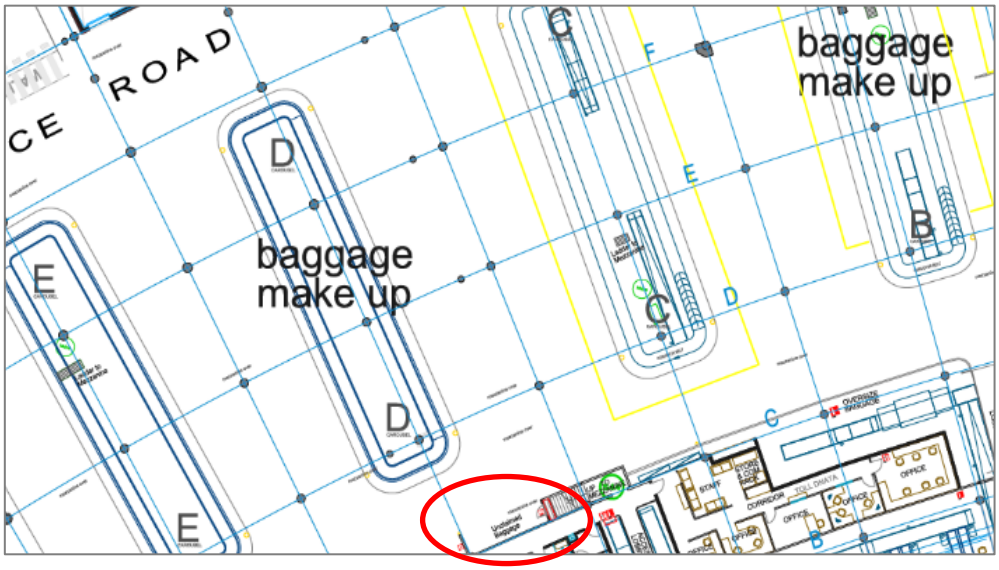
In some instances, a checked bag may be placed on the incorrect carousel, or a bag may be found anywhere in the baggage makeup area that does not have a bag tag.

Where the aircraft operator / GHA is known, take the bag to the designated area for that airline. If no staff are available, take the bag to the unclaimed baggage area detailed below.

An area for unclaimed baggage and bags without tags has been designated in the recess on the terminal wall between Carousels 3(C) & 4(D) where unidentified bags can be placed on the barrow situated there (circled red on map below). Plain bag tags are supplied in this area to be affixed to bags with the following details:

- Date found
- Time found
- Location found.

The barrow must be checked by each aircraft operator / GHA on a daily basis to ensure that bags do not sit unattended for an extended period without action being taken to find the owner. PAPL Terminal Duty Managers will also monitor the area to ensure bags do not remain at this location for an extended period.



Terminal 1 Domestic, Terminals 2, 3 & 4

Baggage reclaim carousels are allocated by the ACC and are based on the size of the belt with larger aircraft allocated to the bigger belts.

Other operational requirements are also considered when allocating reclaim carousels.

FIDS

The Flight Information Display Systems (FIDS) is a vital tool for PAPL to manage efficient passenger facilitation and bay allocation. The FIDS publish the operational flight data that is supplied by airlines to PAPL.

It is the responsibility of the Users to provide accurate operational data into the FIDS system and continually update the FIDS with revised ETAs and ETDs. PAPL accepts no responsibility for inaccurate or incorrect information in FIDS.

Each airline must provide a brand logo for themselves and any partner codeshare carriers so that the images can be displayed at check-in, at the boarding gate and on FIDS throughout the terminals as well as on the Perth Airport website. Logo requirements are as follows:

- Full screen check-in or gate logo size: 1920 x 1080 (HD)
- Tail Logo: 156 x 120
  This logo must be in the shape of an actual tail as this is what is displayed on the FIDS
- Airline Banner Logo 1920 x 384 and 625 x 125
- Totem Images: 1080 x 1920
- Format: .jpg or .png only and less than 10mb in size

PAPL will provide aircraft operators / GHAs with access to check in / boarding management tools (iClient / iGate) to update their FIDS

Each operator is responsible for opening and closing check-in facilities and departure gates, ensuring the correct display of the information for their allocated facilities and must comply with PAPL's reasonable directions as to its proper use.

Free-text messaging at check-in and boarding gates is available via iClient / iGate for use. Care must be taken to ensure the correct spelling, grammar, and intent of message.

The following notifications are pre-set in the FIDS system from the ETD of the service:

Go to Gate:	Now changed to 'Boarding Soon' (see next line), however Gate numbers will be displayed 60mins before ETD for Domestic Pax, and 90mins before ETD for Intl Pax.
Boarding soon:	Will appear 20mins prior to pre-configured Boarding message timer.
Boarding:	Boarding messaging timers have been configured based on Airline feedback to PAPL.
Final Call, Closed:	Airline/GHA will be responsible for setting Final Call, and Boarding Closed messaging via iClient/iGate in order to display on FIDS.

Standards of Cleanliness, Functionality& Appearance

PAPL will ensure that common-use check-in counters are clean and tidy at the start of each airlines scheduled check-in period and will be sufficiently cleaned by PAPL throughout the day.

Aircraft operators and / or their GHA will:

- Ensure materials required during check-in and boarding are stored in a safe and tidy manner (where appropriate).
- If required or directed by Perth Airport, remove all consumables and other portable proprietary equipment at the end of a period of use.
- When leaving a check-in facility, whether temporarily or at the end of the period of use, leave the facilities in a secure condition. The last 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.
- Ensure any rubbish (including bag tags, stickers, used bag tags and bag tag backing paper) is placed into the bins provided and not left on the floor or conveyor belts.
- Ensure no food or beverage waste is disposed of in these bins, rather, these items are disposed of in the public bins provided.
- Ensure all spoilt or damaged bag tags and boarding passes are destroyed. Responsibility for security of boarding passes, bag tags, passenger lists and associated documents lies with the aircraft operator / GHA concerned.
- Be responsible for the functionality and reliability of any proprietary check-in equipment installed on the airline's behalf.

Aircraft operators and / or their GHA will be on-charged any additional cleaning costs where PAPL has had to undertake extra cleaning of counter areas.

Further Enquiries, Contacts & Emergencies

Further Enquiries

If you have any questions in relation to this standard, please contact:

General Manager Operations
Perth Airport Pty Ltd
PO Box 6
Cloverdale, Western Australia, 6985
Phone: (+61) 8 9478 8879

For proposed changes to this standard, please email document.controller@perthairport.com.au.
Changes to this AOS will be communicated to stakeholders.

Important Contacts

Airport Control Centre (ACC): (+61) 8 9478 8572
Airport Operations Manager (AOM): (+61) 8 9478 8557
Mobile: (+61) 419 949 376
Head of Terminal Operations: (+61) 8 6278 8359
Aviation Business Development Team: AviationBDTeam@perthairport.com.au

Emergencies

In case of an emergency contact **000** (if a life-threatening situation) then the ACC on (+61) 8 9478 8500.

Definitions & Acronyms

Term	Definition
Airport Control Centre (ACC)	The centre at the Airport known as the 'Airport Control Centre' and being the centre from which PAPL controls and coordinates Airport operations, including airfield, terminal, and landside operations.
Bay	Any part of the Airfield which has been designated by PAPL for aircraft parking and includes Aerobridge Bays, Operational Bays, Remote Parking Bays, Remote Bus Bays, and Terminal Contact Bays.
International Air Transport Association (IATA)	The trade association for the world's airlines responsible for, amongst other things, airline, and airport codes.
Estimated Time of Arrival (ETA)	The expected arrival (landing) time of an aircraft.
Estimated Time of Departure (ETD)	The expected departure (take-off) time of an aircraft.
Gate	A passageway in the Terminal building through which passengers proceed when boarding or leaving an aircraft.
Ground Handling Agent (GHA)	Any person, company or other entity engaged by an Airline to perform duties on behalf of the Airline in the Terminal, on the Apron or elsewhere in the Airfield, including (but not limited to) passenger handling, baggage handling, mail and freight handling, aircraft movement control and aircraft servicing and refuelling.
On Time Performance (OTP)	A measure of an Airline's on time performance compliance as a percentage of flights on a particular sector which are within 15 minutes of the OTA and OTD of the approved slot coordination request.
Terminal Contact Bay	A Bay that is directly accessible from a Terminal building via Gates.

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