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Airport Operating Protocol

Version 3



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1 Introduction

1.1 Foreword

Perth Airport Pty Ltd (**PAPL**) is committed to safe and efficient aviation operations. This requires everyone to operate in a safe and consistent manner across the Airport. This Protocol and supporting documents describe the requirements and practices necessary for everyone to follow in supporting the safety and efficiency objectives.

All Users at the Airport, including Airlines, Ground Handling Agents and Contractors, must adhere to the Protocol and the Operational Documents. This applies regardless of their commercial arrangements with PAPL.

This Protocol has been structured to allow existing documents, such as the Aerodrome Emergency Plan, Airside Vehicle Control Handbook and Airport Operating Standards to be referenced. These existing documents form a suite of operating policies and processes which form part of this Protocol and are listed in Section 1.5.

The Operational Documents will continue to be amended and published separately but should be regarded as part of this Protocol and should be read in conjunction with this Protocol.

1.2 Purpose, Application and Scope

PAPL has prepared this Protocol in the interests of safe, secure and efficient operations at the Airport and applies to all Users and User Associates operating at or from all areas of the Airport.

The Protocol sets out the requirements and procedures which apply to the day-to-day activities of all Users operating at or from the Airport, so as to ensure the safe, secure, efficient and legally compliant operation of aviation and non-aviation facilities at the Airport.

By using the Airport, a User agrees to comply with and be bound by this Protocol and to ensure that its User Associates comply with this Protocol.

1.3 Compliance with Laws

This Protocol is governed by and is to be construed in accordance with the laws in force in Western Australia.

Users must conduct their operations and at all times comply with and observe:

- a) all Laws affecting the User's operations at or from the Airport, including but not limited to the Airports Act, the Airports Regulations, the Civil Aviation Act, the Civil Aviation Safety Regulations, the Aviation Transport Security Act, the Aviation Transport Security Regulations, Safety Legislation and any Laws relating to the environment; and
- b) all notices received either by PAPL or the relevant User from any Relevant Authority.

1.4 Priority with Regulatory Authority Requirements

This Protocol does not replace, supersede or otherwise derogate from any Law, Agreement or other policy, procedure, direction or rule imposed by any Relevant Authority with respect to the same or similar subject matter as this Protocol, including (but not limited to) the Operational Documents set out in section 1.5.

1.5 Operational Documents

This Protocol incorporates the following supporting operational documents prepared by PAPL:

- a) the Perth Airport TSP and related procedures;
- b) the PAPL's CASR Part 139 Aerodrome Manual and related procedures;
- c) the Aerodrome Emergency Plan and related procedures;
- d) the Airside Vehicle Control Handbook and related procedures;
- e) the PAPL's Environmental Strategy; and
- f) Airport Operating Standards,

collectively the "**Operational Documents**".

The Airport Operating Standards provide details of PAPL's operational requirements. Associated committees or discussion groups are consulted in their review and amendment. AOS's can be found at www.perthairport.com.au/AOP and on the Extranet at:

<https://perthairport.sharepoint.com/sites/Extranet>

PAPL will make the Operational Documents available to Users upon request via the Website (<http://www.perthairport.com.au/AOP>) and the Extranet (<https://perthairport.sharepoint.com/sites/Extranet>). Where the document is protected by law or commercial-in-confidence, a request must be made for access via the Website/Extranet.

1.6 Priority of Documents

This Protocol is not intended to vary in any way the provisions of any Agreement between PAPL and the User, but rather to supplement and/or add to the provisions of any Agreement. Where there is any inconsistency between this Protocol and any Agreement, the Agreement prevails to the extent of any inconsistency.

If there is an inconsistency between this Protocol and the following Operational Documents, the following order of precedence applies:

- a) the Perth Airport TSP and related procedures;
- b) the PAPL's CASR Part 139 Aerodrome Manual and related procedures;
- c) the Aerodrome Emergency Plan and related procedures;
- d) the Airside Vehicle Control Handbook and related procedures;
- e) the PAPL's Environmental Strategy;
- f) this Protocol; and
- g) Airport Operating Standards.

1.7 Implementation and Alteration

All Users at the Airport are required to comply with this Protocol.

PAPL may amend this Protocol at any time by written notice, provided PAPL has given Users a reasonable opportunity to comment on any proposed amendments (but PAPL retains sole discretion to take into account or implement any comments made by Users).

PAPL may amend or replace any Appendices to this Protocol or Airport Operating Standards at any time by giving notice to Users.

Any amendments to Operational Documents, including the Airport Operating Standards, take effect from the date on which the revised version is published on the Website or Extranet.

The current version of this Protocol is available via the Website (www.perthairport.com.au/AOP) and the Extranet.

1.8 Disputes Process

If the User has an Agreement with PAPL or uses the Airport under the Conditions of Use, a dispute relating to this Protocol will be dealt with in accordance with the dispute process under that Agreement or the Conditions of Use (as the case may be).

In all other circumstances, disputes relating to the operation of this Protocol are to be raised with the relevant PAPL General Manager. If the dispute remains unresolved, the dispute will be escalated to PAPL's Chief Operating Officer and their decision will be final and binding on the User.

1.9 Comments, Suggestions and Contact Information

Comments or suggestions regarding this Protocol and the operation of the Airport generally should be directed to:

General Manager Operations
Perth Airport Pty Ltd
PO Box 6
Cloverdale, Western Australia, 6985
Phone: (618) 9478 8888
Fax: (618) 9478 8889

Important contact numbers can be found at Appendix B.

1.10 Glossary and Interpretation

The glossary of abbreviations and definitions and the Interpretation used in this Protocol and/or the Operational Documents are detailed in Appendix A.

2 Airport Contacts

2.1 Airport Control Centre [ACC]

All emergencies are to be reported to the Airport Control Centre on (08) 9478 8500. If the emergency is life threatening, then 000 is to be called prior to the ACC.

Users and User Associates must notify the ACC on (08) 9478 8572 immediately to report an incident (including suspicious behaviour and security, safety or environmental concerns) or upon identifying a fault or hazard.

The *Incident reporting and responding* AOS provides further information about the requirements in relation to incident reporting.

The ACC is also responsible for the coordination of Bay allocation, aircraft parking and associated facilities allocation (except where expressly agreed between PAPL and a User/User Associates) and supports 24/7 monitoring and control of the PAPL Estate's operating environment.

Users and User Associates must comply with all lawful directions given from time to time by the ACC.

2.2 Airport Operations Manager [AOM]

PAPL has appointed Airport Operations Managers who oversee whole of Airport operations to promote safe, efficient and compliant operations.

The Airport Operations Manager is the senior operational manager on shift 24/7 and holds the ultimate accountability for the operations across the Airport.

Users and User Associates are required to comply with all reasonable instructions of PAPL's AOM.

PAPL has appointed Airfield Duty Managers (ADM), Airfield Operations Officers (AOO) and Works Safety Officers (WSO) to oversee and promote safe and compliant Airfield operations.

ADM's hold the day to day responsibility for Airside safety, with the AOO's managing airside safety functions. WSO's hold ultimate responsibility for safety around works conducted Airside. All reasonable safety directions from ADM, AOO and/or WSO must be adhered to when operating Airside.

2.3 Terminal Duty Manager [TDM]

PAPL has appointed Terminal Duty Managers (TDM) who oversee Terminal operations to promote safe, efficient and compliant Terminal operations. Users and User Associates are required to comply with all reasonable instructions of PAPL's TDM.

2.4 Authorised Officer

An Authorised Officer of PAPL is a PAPL officer empowered under the *Airports (Control of On-Airport Activities) Regulations 1997* (Cth) to issue infringements on the PAPL Estate, such as (but not limited to), the Chief Executive Officer and Customer Service Officers. Users and User Associates are required to comply with all reasonable instructions of PAPL's Authorised Officers.

2.5 Property Managers

PAPL has appointed Property Managers who oversee property-related Agreements between Users and PAPL. Users and User Associates are required to comply with all reasonable instructions of PAPL's Property Managers in property-related matters.

2.6 Retail Business Development Managers (RBDM)

Retail Business Development Managers manage Terminal Retail Concession Agreements and are a key contact for Users who are concessionaires and their User Associates in relation to operations and business development, noting that emergencies are to be directed to the ACC.

Users and User Associates are required to comply with all reasonable instructions of PAPL's RBDMs in retail-related matters. Users can contact retailteam@perthairport.com.au to confirm their RBDM during business hours.

3 User Responsibilities

It is the responsibility of Users to implement those parts of this Protocol (including any amendments to this Protocol and the Operational Documents) which affect their operations. This includes ensuring that User Associates are made aware of and comply with all the requirements of this Protocol.

In using the Airport, Users must comply with the User commitments identified in this Protocol.

Users acknowledge that this Protocol does not permit any Ground Handling Agent (GHA) the right to enter or provide Ground Handling Services at the Airport unless the GHA has a current executed Airside Operating Licence (AOL) with PAPL to provide this service. PAPL reserves the exclusive right, acting reasonably, to licence GHAs at the Airport, and to determine the terms and conditions under which GHAs operate at the Airport. Users must not obtain Ground Handling Services otherwise than from a GHA with a current AOL.

Users are responsible for the acts and omissions of their User Associates and must ensure that their User Associates comply with this Protocol.

3.1 Provision of Information to Perth Airport

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

- a) provide to PAPL the names, addresses, telephone numbers, email addresses and all other contact details of the User's key personnel that PAPL can contact at any time about emergencies, security, operational, safety or financial matters in connection with the User's use of the Airport; and
- b) if the User is an aircraft Operator, provide to PAPL details of ground handling arrangements for aircraft, engineering, operating, crew, passengers and cargo and, upon request, information as to the persons undertaking such functions.

The ability of PAPL to contact an appropriate representative of Users and User Associates at any time during the day is crucial to effective Airport emergency management. Users and User Associates must provide PAPL with details of their emergency representative(s) (which representative(s) must be contactable 24 hours a day, 7 days per week) and are responsible for ensuring up to date contact details are communicated to PAPL within 7 days after any contact details change.

3.2 Compliance with Directions

Users and User Associates are required to comply with all reasonable instructions, requests or requirements of PAPL's AOMs, ADMs, AOOs, TDMs, WSOs, Authorised Officers, Property Managers, RBDMs and the ACC.

Any failure to comply with reasonable instructions of the above roles will be a breach of this Protocol, which will be escalated to senior operational management of the User involved to resolve the issue.

If the AOM, ADM, AOO, TDM, WSO, Authorised Officers, Property Manager or RBDM considers that the User's failure to comply with their instruction raises material safety and/or security concerns, then they are authorised by PAPL to take any action which becomes necessary by reason of the User's non-compliance, including (but not limited to) causing operations in the area concerned to cease.

3.3 Competent and Sufficient Personnel

Users must ensure that their User Associates are competent, appropriately trained and inducted to perform the functions assigned to them, having regard to good work, health and safety and public safety practice, all relevant Safety Legislation and the relevant hazards posed by operating at the Airport.

Users must ensure that all User Associates who use PAPL and/or the User's equipment are appropriately inducted, trained and accredited in its use, and (if applicable) are authorised by PAPL and any Relevant Authority to use it, and that at any given time sufficient trained representatives who are certified as being competent to operate equipment relevant to the User's operations are on each shift.

3.4 Policies and Plans

At all times:

- a) Users must maintain, and act (and ensure that its User Associates act) in accordance with, a work, health and safety and health policy (see section 8);
- b) Airlines must, in accordance with the Civil Aviation Safety Regulations and the Aviation Transport Security Regulations, maintain and act (and ensure that their User Associates act) in accordance with:
 - i. an airport emergency/response plan;
 - ii. a disabled aircraft recovery plan; and
 - iii. an Airline transport security program;
- c) Users who work in a Safety Sensitive Aviation Activity must maintain, and act (and ensure that their User Associates act) in accordance with, a drug and alcohol management plan; and
- d) Users operating Airside must maintain, and act (and ensure that their User Associates act) in accordance with, a Safety Management System (SMS) (see section 8),

each of which must be consistent with PAPL's published policies/plans and good industry practice and be in a form acceptable to PAPL, acting reasonably.

Users must, on the request of PAPL, provide to PAPL 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.

3.5 Incident Reporting to Airport

To achieve continuous improvement of safety and security, Users and User Associates must, as soon as reasonably practicable, (but no later than 24 hours) report to the ACC all emergencies, accidents and/or incidents that have occurred or are likely to occur which pose a 'material' risk or threat to operations, safety, security, employee, public safety or the environment, including any incident that has occurred on an aircraft that is returning to, or expected to arrive at, the Airport. This also includes any incidents inside leased areas.

- a) Incidents must be reported to the ACC on (08) 9478 8572.
- b) Life threatening emergencies should be reported to emergency services on '000' first followed by the ACC on (08) 9478 8500.
- c) Emergencies must be reported to the ACC on (08) 9478 8500.

The *Incident Reporting and Responding* AOS provides the necessary detail for Users and User Associates on reporting, responding and managing incidents and must be complied with by Users and User Associates.

3.6 Fault Reporting

PAPL is responsible for the maintenance and serviceability of common user equipment, public facilities, essential systems and the building fabric in PAPL-owned facilities (including T1, T2, T3 and T4). All such faults are to be reported by Users to the ACC on (08) 9478 8752. Faults are categorised based on their criticality, with response times and repair times based on agreed service levels.

PAPL 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, rather than faults occurring without a call being made.

3.7 Standards of Cleanliness & Functionality

Users and User Associates must, at all times and at the User's expense, 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. This includes keeping the area free of rodents, termites, cockroaches and other vermin and wildlife.

If Users or User Associates fail to keep those parts of the Airport and other areas which they use in a tidy, clean and serviceable condition and fail to adhere to requests by PAPL to do so, PAPL will escalate the matter to senior operational management of the User involved to resolve the issue.

If an area is unclean (whether or not because of the Users or User Associates use) and could reasonably present a safety risk to any person or property at the Airport, the User or User Associate must notify the ACC as soon as they become aware of the risk.

Users and User Associates who operate Airside must ensure that they dispose of any waste and materials that are used as part of their operational requirements into appropriate waste storage units to remove the risk of Foreign Object Debris. The *Airside Waste Management*, *Aircraft Turnaround* and *Airside Safety & Driving* AOS's provide further information on waste management Airside.

Users and User Associates are encouraged to identify unserviceable equipment. If the equipment is the User's, it must be reported in accordance with the User's company requirements. If the equipment is PAPL's, it must be reported to the ACC on (08) 9478 8572.

3.8 Damage to Services or Facilities

If Users or User Associates cause damage (excluding fair wear and tear) in any way to any PAPL property or to any property that does not belong to the User, the User must tell PAPL (or the owner of that property) immediately. This includes any equipment that is lost or stolen due to the actions of a User or User Associates.

Users and User Associates must pay PAPL, on demand, the costs incurred by PAPL in repairing or replacing any PAPL property or any third party property that is lost, stolen or damaged due to actions of the User or User Associate.

Users and User Associates must not attempt to repair any damage to PAPL property unless PAPL gives the User approval to do so.

3.9 Use of Other Users Equipment or Facilities

Users must not use equipment that does not belong to the User without permission from the owner or the person who has the right to grant such authority.

If the User allows others to use the User's equipment, then subject to any other separate agreement between the relevant parties regarding usage of that equipment, the User will be responsible for any loss, damage or breach of this Protocol arising from that use.

3.10 Airside Personnel Safety

The requirements for ensuring the safety of personnel operating airside are detailed in the *Airside Safety & Driving* AOS, including the requirements in relation to personal protective equipment.

All designated Airside pedestrian routes must be followed.

No unauthorised personnel access is permitted Airside.

3.11 Mobile Communication Devices

The requirements for the operation of electrical equipment including mobile phones and communication devices around an aircraft are detailed in the *Airside Safety & Driving* AOS.

3.12 Height Restrictions

Height restrictions apply to all permanent and temporary structures (including plant and equipment) across a number of areas on the PAPL Estate, and particularly where Obstacle Limitation Surfaces (“OLS”) may be infringed. Refer to the Airspace Protection section on the Website at <https://www.perthairport.com.au/Home/corporate/planning-and-projects/airspace-protection>.

Users acknowledge that height restrictions apply and must not install, construct or effect any works, item of plant or equipment or any structure which will exceed 5 meters in height in specific landside zones or any height outside of the specified zones (including Airside) without PAPL’s consent, which shall not be unreasonably withheld, and in accordance with any applicable Laws.

3.13 Lighting Restrictions

Incorrect lighting and illumination, particularly Airside and within aircraft approach areas can cause pilot blinding and other operational risks. Restrictions therefore apply to lighting and illumination across the PAPL Estate.

Users acknowledge that lighting and illumination restrictions apply and must not install, construct or effect any works, item of plant or equipment or any structure which will emit light directed above the horizontal or which causes a hazard to any aircraft or operations in general without PAPL’s consent, which shall not be unreasonably withheld, and in accordance with any applicable Laws.

3.14 Food, Smoking, Alcohol and Illegal Substances

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

Smoking, including the use of e-cigarettes, is not permitted within the Terminals, leased areas, Airside or in ‘Smoke Free Zones’ outside of buildings. Offenders risk prosecution.

All personnel who work in a Safety Sensitive Aviation Activity must comply with PAPL’s or the User’s Drug and Alcohol Management Plan in accordance with CASR Part 99.

3.15 Lost Property

Lost property for all Terminals is managed via PAPL’s Lost Property Office and includes registration and short-term storage of lost items, disposal of items and management of lost property enquiries.

All Users are obliged to surrender any property they find within and in the vicinity of the Terminals, other than those left on an aircraft or within an Airline’s lounge, as detailed in the *Terminal Retail* and *Terminal Property Tenants* AOS’s. PAPL will not accept lost property left on an aircraft or within an Airline’s lounge.

Items with airline tags must be treated as mishandled baggage and referred to the Airline or Ground Handling Agent for that Airline.

Items found in a Customs- and Quarantine-controlled area must be cleared by the respective border control agency before being passed to lost property.

The *Terminal Retail* and the *Terminal Property Tenants AOS*'s provides further detail.

3.16 Compliance and Auditing

PAPL reserves the right to undertake, from time to time, any inspections, audits or observations to verify operations (including equipment used Airside) are safe and compliant and are being carried out in accordance with:

- a) the requirements of this Protocol, the Operational Documents, Airport Operating Standards and any Airside Operating Licence; and
- b) all applicable Laws.

Users and User Associates are required to comply with all reasonable requests to facilitate this activity and must provide PAPL with access and all necessary assistance (including, without limitation, providing access to relevant documentation or areas) to enable PAPL to undertake any such audit, inspection or observations of the User and any User Associates or other persons engaged by or on behalf of the User. Any failure to assist is considered a breach of this Protocol which may be escalated to senior operational management of the User involved.

The results of the audit will remain confidential unless required to be disclosed to a Relevant Authority, by Law or otherwise. PAPL 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. PAPL may also conduct random audits of third-party service providers and report any deficiencies back to the User to which they have been contracted.

4 Safety Management

4.1 Workplace Health and Safety (WHS) Requirements

Users and User Associates must comply with and ensure that their employees or subcontractors have the capability and resources to comply with, all Safety Legislation detailed in its Agreement with PAPL (or if an Aircraft Operator without an executed Agreement, then those requirements detailed in the Conditions of Use for Aeronautical Services and Facilities located on the Website at <https://www.perthairport.com.au/Home/corporate/work-with-us/operating-at-perth-airport/aeronautical-charges>).

4.1.1 Users of PAPL services, facilities, terminals and buildings

Users and User Associates must inform themselves of all WHS policies, procedures or measures implemented or adopted by PAPL and/or the occupiers of any premises at or within which the User and User Associates will conduct its operations. Users and User Associates must comply with all such policies, procedures or measures and in the event of any inconsistency, must comply with such procedures or measures as produce the highest level of health and safety.

PAPL's WHS requirements are available at <https://www.perthairport.com.au/Home/corporate/planning-and-projects/undertaking-works>. The *Terminal Retail*, *Terminal Property Tenants*, *Airport Estate Property Tenant – Aviation* and *Airport Estate Property Tenants – Non-aviation* AOS's also provide information on undertaking works in the User's leased area(s) and must be complied with by Users.

In the event of any near misses, incidents, injuries or unplanned events on the PAPL Estate, Users or User Associates are responsible for reporting to PAPL where:

- the injury or illness requires assistance from PAPL;
- serious injuries have occurred as a result of PAPL infrastructure;
- PAPL's infrastructure, plant, equipment or the environment is damaged; or
- damage results in a potential risk to others.

There is also an expectation that Users or User Associates can support those in need and assist the emergency responders (e.g. creating a cordon or assisting people to evacuate an area). Users or User Associates must also provide a report on any investigation undertaken of the incident to PAPL when requested. PAPL reserves the right to be involved in the incident investigation at the request of PAPL.

The *Incident Reporting and Responding* AOS provides further detail for Users and User Associates.

Upon request by PAPL, Users and User Associates must demonstrate compliance with Safety Legislation, including by providing evidence of measures taken by the User and User Associate to achieve such compliance (e.g. the User's work health and safety management system).

4.1.2 Airport Closed or Unserviceable

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

5 Security Management

5.1 Security Management

Perth Airport has been gazetted as a Category 1 Security Controlled Airport in accordance with Part 3 Section 28 (2) of the ATSA and designated as a Counter Terrorism First Response airport by the Australian Government.

Co-ordination of airport security is handled by the Airport Security Committee (ASC), comprising representatives of all major aviation industry participants operating at Perth Airport.

To control and manage aviation security at the Airport, PAPL have:

- developed the Perth Airport TSP for the Airport in accordance with, and approved under, the requirements of the ATSA;
- developed an Aviation Security Management System (SeMS) which details the approaches for managing aviation security risks, incidents and audits at the Airport;
- issued an Aviation Security Policy Statement for the Airport, a copy of which can be found in the Perth Airport TSP; and
- implemented an electronic incident management system to record details of all aviation security incidents that occur on the Airport.

On a day-to-day basis, strategic management of aviation security is handled by the Chief Operating Officer, while tactical management is handled by the Head of Security, both of whom are members of the Airport Security Committee.

The Airport Security Consultative Group (ASCG) is available for Users and User Associates to attend and provides a platform to keep Users aware of aviation security measures at the Airport and make strategic recommendations on aviation security related matters to the ASC.

5.2 PAPL Aviation Security Management System (SeMS)

PAPL has a SeMS that identifies the risks and hazards as they pertain to security operations. The SeMS is managed by PAPL's Security team and takes into consideration outcomes from the ASC and ASCG.

5.3 Transport Security Program

PAPL has developed the Perth Airport TSP approved under the ATSA, which sets out aviation security requirements at the Airport to protect and safeguard civil aviation against unlawful acts of interference and sabotage.

Users and User Associates are required to strictly comply with:

- the requirements of the ATSA, the Aviation Transport Security Regulations and the Perth Airport TSP as if the requirements were repeated and set out in full in this Protocol; and
- all reasonable directions, instructions or requests by PAPL in relation to compliance by the relevant User with the Perth Airport TSP.

Airlines acknowledge that if there are any discrepancies between their TSP and the Perth Airport TSP that create a security vulnerability or a regulatory non-compliance, the Perth Airport TSP will take precedence.

In accordance with the ATSA and the requirements of the Perth Airport TSP itself, the Perth Airport TSP is a classified document and the obligations in the Perth Airport TSP are communicated by PAPL to each Airline and other aviation industry participants through password protected secure website access, but also through other means such as meetings of the ASCG and other notices and publications issued by PAPL. Users and other aviation industry participants may request access to the document via the Extranet.

5.4 Security Obligations

To ensure the safe and secure operation of the Airport, Users must comply with the requirements relating to the below as detailed in the *Aviation Security* and *Incident Reporting & Responding AOS's*:

- Perimeter fencing;
- Unattended or suspicious items;
- Unattended or suspicious vehicles;
- Suspicious behaviour or persons; and
- Active armed offender.

5.5 Security Incidents

All security incidents must be reported by Users to the ACC immediately on (08) 9478 8572 in the event of:

- the occurrence of an aviation security incident (as defined in both the Perth Airport TSP and the ATSA);
- detection of unattended items or vehicles;
- suspicious behaviour or persons; and
- any incident on an aircraft arriving at the Airport that is of sufficient concern that the person reporting the incident has sought the assistance of the Australian Federal Police.

Users may be required at short notice from PAPL or other authorities to comply with variations to security systems and/or procedures resulting from an increase in aviation or airport security threat levels.

Further detail regarding security incident reporting is contained within the Perth Airport TSP and the *Aviation Security* and *Incident Reporting & Responding AOS's*.

5.6 Aviation Security Identification Card (ASIC) / Visitor Identification Card (VIC)

Users and User Associates must ensure that:

- all staff performing work at the Airport have a valid ASIC where operationally required;
- all visitors to areas where an ASIC is required, including User Associates' staff, have valid visitor cards and are, at all times, escorted by a holder of a valid ASIC; and
- procedures are in place to prevent unauthorised access to secure areas through premises controlled by the User or their User Associates.

To enter an Airside Area or non-public areas within a Security Zone, Users must ensure their staff are displaying an ASIC and have authorised duties to perform in the relevant area. Users must also ensure that visitors, having legitimate business within one of these areas, are issued with a VIC and are directly escorted by the holder of a valid ASIC at all times while in the area.

Further information about obtaining, displaying and compliance checks of ASICs and VICs are contained within the *Aviation Security* AOS.

5.7 Access Control

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.

Users are responsible for compliance with the Perth Airport TSP in relation to the security of their facilities and areas specifically allocated for their use at all times. They must also ensure procedures are in place to prevent unauthorised access to secure areas through premises controlled by the User or their User Associates.

All Users must ensure that physical security arrangements in all areas are maintained. Doors and gates must be closed and locked after use and they must ensure that only authorised persons have access to the Airside Area, including hangars.

If a person is seen Airside not displaying an ASIC, or a VIC holder not escorted by a valid ASIC holder, or their behaviour is suspicious, that person must be challenged as to their right to be there and immediately reported to the ACC.

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 ACC.

Further detail is contained within the *Aviation Security AOS*.

5.8 Drones

The Civil Aviation Safety Regulations stipulate that drones must not be operated within 5.5 kilometres (3 nautical miles) of a controlled aerodrome such as Perth Airport or within 7 kilometres (3.8 nautical miles) of the approach and departure path of the runway. Users should consult with CASA for the latest information.

Drones must not be operated within the PAPL Estate (including within leased areas and Terminals) without the prior written consent of PAPL in consultation with CASA and Airservices Australia.

5.9 Screening Points

There are six screening points operated by PAPL located at:

- Terminal 1 (International)
- Terminal 1 (Domestic)
- Terminal 2 (Domestic)
- Terminal 3 (Domestic)
- Terminal 3 (International)
- Terminal 4 (Domestic)

PAPL appoints a security services provider to undertake security screening services on its behalf at these screening points.

5.10 International Sterile Area

Entry to the International Sterile Area is limited to travelling passengers and authorised staff members only. ABF controls entry at the outward processing entry point prior to the security screening point.

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 regard 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.

Unless specifically authorised under Law and the Perth Airport TSP, entry for Users into the International Sterile Area must be via the security screening point. Accessing from the arrivals area or from Airside is a breach of the ASTA and ATSR and may result in disciplinary action being taken.

Users cannot carry the following items into the International Sterile Area:

- Weapons (as defined in the ATSR);
- Prohibited Items (as defined in the ATSR);
- liquids, aerosols or gels in containers greater than 100mm; and
- Dangerous Goods (as defined in the IATA Dangerous Goods Manual, Table 2.3.A).

5.11 Domestic Sterile Area

Users cannot carry the following items into the Domestic Sterile Area:

- Weapons (as defined in the ATSR);
- Prohibited Items (other than tools of trade) (as defined in the ATSR); and
- Dangerous Goods (as defined in the IATA Dangerous Goods Manual, Table 2.3.A).

The Domestic Sterile Areas are open to Users, staff, passengers and the general public.

Unless specifically authorised under Law and the Perth Airport TSP, entry for Users into the Domestic Sterile Area must be via the security screening point. Accessing from the Airside or bypassing screening is a breach of the ATSA and ATSR and may result in disciplinary action being taken.

Staff members must hold an ASIC or be under 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.

5.12 Concessionaire Goods

Goods entering a sterile area must be screened and cleared prior to entry in accordance with the ATSR.

The *Terminal Retail* and *Terminal Property Tenants* AOS's provides information on goods screening and goods management.

6 Environmental Management

6.1 Environmental Management System

The *Airport Estate Property Tenants – Aviation* and *Airport Estate Property Tenants – Non-aviation* AOS's provide the requirements for environmental management, risk assessments, monitoring and ground disturbance. Users should ensure they and User Associates are familiar with and comply with these AOS's and all Environmental Requirements that apply to their activities at the Airport.

6.2 Spill Prevention and Response

6.2.1 Airside

Spill response procedures outlined in the *Spill Prevention and Response* AOS must be followed by all Airside Users and spills/leaks/discharges of all volumes must be cleaned up by the User.

Users must not allow the deliberate discharge of fuel, oil, lubricant, solvent, paint, oxidant or other material from any of the User's or User's Associate's aircraft, vehicle, equipment or operations and must have effective measures in place to mitigate, as far as reasonably practicable, the risk of accidental discharge.

6.2.2 Landside

Spill response procedures outlined in the *Airport Estate Property Tenant – Aviation* and *Airport Estate Property Tenant – Non-aviation* AOS's must be followed by all Landside Users and spills/leaks/discharges of all volumes must be cleaned up by the User.

Users must not allow the deliberate discharge of fuel, oil, lubricant, solvent, paint, oxidant or other material from any of the User's or User's Associate's aircraft, vehicle, equipment or operations and must have effective measures in place to mitigate, as far as reasonably practicable, the risk of accidental discharge.

6.2.3 Response support & liability

The ACC 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). A specialised contractor will be engaged for the cleaning up of large spills and unreported spills with 100% of costs recharged to the User responsible.

Users are liable for all of PAPL's costs incurred in dealing with the discharge of fuel, oil, lubricant, solvent, paint, oxidant or other material from any of the User or User's Associate's aircraft, vehicle, equipment or operations.

6.2.4 Storage of Fuels and Other Similar Materials

The requirements for the storage of fuels and hazardous or potentially hazardous materials are detailed in the *Spill Prevention and Response* AOS (for Airside Users) or the *Airport Estate Property Tenant – Aviation* or *Airport Estate Property Tenant – Non-aviation* AOS's to which Users must comply.

Users must ensure (as detailed in the above AOS's) that in relation to the storage and management of fuels and hazardous materials at the Airport, they and their User Associates:

- obtain PAPL's prior written consent prior to storage of the material(s);
- have storage which is compliant with regulatory requirements and relevant standards including AS1940-2004 – The storage and handling of flammable and combustible liquids;
- have appropriate bunding or secondary containment areas for the material(s);

- do not discharge any fuel, oil, lubricant, solvent, paint oxidant or other material of an explosive or flammable nature from their aircraft, operations, vehicles and/or equipment at the Airport;
- will immediately follow the spill response procedures detailed in the AOS's once they become aware of any discharge of fuel, oil, lubricant, solvent, paint oxidant or other material of an explosive or flammable nature; and
- will be responsible for all costs incurred by PAPL 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, solvent, paint, oxidant 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.

6.3 Dangerous Goods

All dangerous goods must be stored and handled by Users in accordance with all applicable Laws, including the *Dangerous Goods Safety Act 2004* (WA), the *Dangerous Goods Safety (General) Regulations 2007* (WA) and the applicable *Transfer of Explosive Cargo, Airport Estate Property Tenant – Aviation, Airport Estate Property Tenant – Non-aviation or Staging and Storage of Ground Service Equipment (GSE) and Unit Load Devices (ULD)* AOS's.

Where a dangerous goods licence has been granted to a User from the Department of Energy, Mines, Industry Regulation and Safety, or subsequent government agencies responsible for the licencing of dangerous goods, a copy of the licence must be provided to PAPL within one month of receiving the licence. The Department of Fire & Emergency Services should also be informed of its storage in the User's leased area at the Airport.

The requirements of hazard label display must be met for dangerous goods, including on unit load devices.

Users must immediately notify the ACC of any dangerous goods spills.

6.4 Bird and Animal Hazard Management

Wildlife, and in particular birds, can present a serious risk to airport operations due to the risk of collisions occurring between wildlife and an aircraft. Users must immediately notify PAPL of any wildlife sighting or strike which poses a threat to Airport operations and safety.

Further information on bird and animal hazard management is detailed in the *Airport Estate Property Tenants – Aviation, Airport Estate Property Tenants – Non-aviation* and *Airside Safety & Driving* AOS's and Users must comply with these AOS's. Obligations of Users in respect of bird and animal hazard management include ensuring:

- their activities do not attract wildlife;
- no food or other edible matter is made available to animals or consumed in the open when Airside;
- the Airside is kept clean and free from refuse and waste (which is to be disposed of in the appropriate waste disposal facilities provided);
- all reasonable precautions are taken to keep their leased area clean and free of rodents, vermin, insects, birds and animals, etc;
- if birds are found to be nesting in their leased area they are promptly removed. Advice on management and/or removal is available via the ACC on (08) 9478 8572;
- standing water is avoided, with unavoidable accumulation of water Airside netted or otherwise made unavailable to animals; and
- immediate action is taken to remedy aggregations of animals in the leased area.

6.5 Waste Management

Users and their User Associates must take all reasonable steps to keep their operational area clean and tidy and minimise the extent of refuse and waste generated by their operations.

The *Airside Waste Management*, *Terminal Retail*, *Terminal Property Tenants* and *Airport Estate Property Tenants* AOS's provides further detail on waste management requirements for each User group and must be complied with.

Any waste classified as "Controlled Waste" under the *Environmental Protection (Controlled Waste) Regulations 2004* (WA) and "Biosecurity Waste" under the *Biosecurity Regulations 2016* (Cth) must be managed in accordance with those regulations.

Users must comply with all of PAPL'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 PAPL 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.

6.6 Foreign Object Debris (FOD)

FOD represents a serious risk to operations. Users must ensure that their operating and maintenance procedures minimise FOD.

Users must comply with the requirements of FOD management detailed within the *Aircraft Turnaround* and *Airside Safety & Driving* AOS's.

Where FOD can be clearly identified as being generated by the operations of a particular User or its User Associates, it will be the responsibility of that User to ensure the FOD is removed. Despite this, PAPL may remove any FOD identified by PAPL and if caused by the operations of a particular User or its User Associates, the User must pay the cost of such removal.

6.7 Ground Based Noise

PAPL monitors complaints in relation to ground-based noise at the Airport. Airside Users must be compliant with all applicable Laws and the *Engine Ground Running & Compass Swing* AOS.

7 Emergency Management and Emergency Plans

7.1 Emergency Management Assistance

Users and User Associates must assist PAPL, to the extent they reasonably can, in the management of Airport emergencies. Specifically, Users and User Associates are required to have sufficient staff available at all times to support emergency response and management in so far as they relate to the operations of the User and its User Associates at the Airport (for example, for an Airline User, the management of their passengers in an emergency).

The *Incident Reporting and Responding* AOS provides further detail for Users on responding and managing emergencies and incidents and must be complied with by Users and User Associates.

7.2 PAPL Airport Emergency Plan (AEP)

PAPL has an Aerodrome Emergency Plan as required under the Civil Aviation Safety Regulations as a component of its Aerodrome Manual. Airlines and Aircraft Operators operating at the Airport must be familiar with the requirements of PAPL's AEP that will affect their operations. PAPL's AEP is available via the Extranet.

Airport emergency procedures outlined in the AEP must be followed by all Users and it is expected that Operators will participate in all relevant emergency exercises and training.

PAPL convenes and supports an Aerodrome Emergency Committee (AEC) which helps to develop, maintain and communicate emergency response procedures at the Airport. The AEC includes representatives of Airlines, Ground Handling Agents and emergency response agencies. Users are encouraged to apply for membership of the committee and support its activities via the Extranet. Information relating to the AEC is available via the Extranet.

During emergencies, the commitment to staff and public safety is a priority over all other operations. Users and User Associates must abide by all lawful directions given by emergency personnel and PAPL emergency liaison officers during an emergency.

7.3 Airline User Emergency Plan

Airlines must have their own emergency plan for aircraft or apron incidents and accidents. An updated copy of the Airline's AEP must be provided to PAPL.

7.4 Terminal Evacuations and Fire Safety

Users must have their own procedures and capabilities for responding to an emergency within their operations, and fire safety prevention measures.

PAPL has procedures for the evacuation and reoccupation of Terminals in the case of an emergency. These procedures are communicated to Users and User Associates via separate processes.

Users are responsible for ensuring that they and their User Associates working in the Terminal are aware of and competent to perform their responsibilities under the Terminal evacuation and Terminal reoccupation procedures.

Further detail is available in the *Terminal Evacuations & Fire Safety* AOS and can also be obtained from the Website or the Extranet.

7.5 Medical Emergencies

Information on the following medical emergency responses can be found in the *Incident Reporting & Responding* AOS:

- Medical emergency on-board aircraft;
- Medical assistance;
- Ambulance requirement;
- Airside medical transfers; and
- Defibrillators.

8 Safety Management

8.1 Safety Management Systems

PAPL has an Airfield Operations Safety Management System (AO-SMS) that identifies the risks and hazards as they pertain to airfield operations. The primary objective of an SMS is to improve the overall safety (particularly on the airside) by reducing incidents, accidents and hazards.

The AO-SMS is managed by PAPL's Airfield Operations Management Committee and takes into consideration outcomes from the Ramp Safety Committee and the Local Runway Safety Team.

Having regard to the volume and type of activities carried out by a User at the Airport, the User may be required to develop a Safety Management System (SMS) that complies with all applicable Laws.

As a minimum, PAPL seeks to ensure that each Airline:

- a) has an SMS in place that is auditable under the CASA approved AO-SMS for the Airport; and
- b) has a safe system of work.

Each Airline SMS must comply with all applicable Laws (including the Civil Aviation Security Regulations).

8.2 Safety Sub-Committees and Discussion Groups

PAPL requires specific Users such as Ground Handling Agents, fuel distribution companies and Airlines or Operators using the apron at the Airport to provide representation on the following:

User group	Committee/Group
Operators	Ramp Safety Committee
Airlines & Aircraft Operators	Local Runway Safety Team
Ground Handling Agents	Ground Handling Agents Discussion Group

Registration is via the 'Committee & Forums' tab on the Extranet. This site includes the details of membership, aims of the groups and meeting frequency for each.

9 Apron and Bay Management

9.1 Aircraft Scheduling

Details in relation the aircraft scheduling, schedule coordination, Slot allocation, new services, changes to approved flight schedules, adherence to schedules, swapping/trading of Slots, and withdrawal or suspension of flight services can be found in the *Perth Airport Schedule Coordination System* and *Aircraft Scheduling & Facilities Allocation* AOS.

9.2 Aircraft Parking

The *Aircraft Scheduling and Facilities Allocation* AOS also details the requirements for PAPL and Airline Users and their User Associates in relation to the following:

- bay coordination;
- bay configuration;
- allocation of bays;
- aircraft parking rules;
- aircraft diversions; and
- charters, freight, military and VIP flights.

An Airport Collaborative Decision Making (A-CDM) platform for the coordination of aircraft movement and turnaround into and out of the Airport, slot coordination and facility allocation management is being established nationally by AirServices Australia. Through the A-CDM platform, Airline Users and/or User Associates must provide information to assist in the allocation of associated aircraft servicing equipment and information on aircraft turnaround.

10 Airfield Obligations

10.1 Ground Handling Services

Users must not provide Ground Handling Services without holding a current Airside Operating Licence (AOL) or obtain Ground Handling Services otherwise from a Ground Handling Agent with a current AOL.

10.2 Aircraft Movements

10.2.1 Aircraft Marshalling

Users must ensure that:

- personnel (including any marshals) and equipment are in position prior to the arrival of the aircraft on Bay; and
- they (or their User Associates/Ground Handling Agents) are sufficiently resourced to meet marshalling requirements for the safety and security of staff and passengers on the Apron.

Further details on aircraft marshalling are outlined in the *Aircraft Turnaround* AOS and must be complied with by Users and User Associates.

10.2.2 Aircraft Start-up and Push-back

Requirements for aircraft start-up and push-back are detailed in the *Aircraft Scheduling & Facilities Allocation* and *Aircraft Turnaround* AOS's.

10.2.3 Aircraft Towing Requirements

PAPL reserves the right to require aircraft to be towed at its absolute discretion. The ACC will liaise with Airlines, Aircraft Operators and Ground Handling Agents in the event towing an aircraft is required.

Towing rules are detailed in the *Aircraft Scheduling and Facilities Allocation* AOS.

10.2.4 Movement of Parked Aircraft and Equipment

The ACC may, by verbal or written notice at any time, require an Airside User or User Associate to move to another position or remove from the Airport:

- any parked aircraft of the User or the User's Associates; or
- any other equipment of the User or the User's Associates (including its Ground Handling Agent) (except where it is stored or located within premises separately leased or licenced by the User/User Associate).

If the User (or the User's Associate or Ground Handling Agent) fails to comply with the ACC's directions in accordance with the requirements of the Airport Operating Standard:

- the User must pay on demand a special charge of \$2,000 plus GST for every hour or part of an hour during which the direction is not complied with; and
- PAPL may move the aircraft where an emergency situation requires such action to be taken.

PAPL also 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 Relevant Authority or Australian Government department, including CASA, Airservices Australia, Department of Home Affairs – Cyber and Infrastructure Security Centre and/or AFP.

10.2.5 Stored Aircraft

A User may request PAPL allow it to store aircraft at the Airport. PAPL may withhold or condition its approval in its absolute discretion and may charge a fee for the storage. Users must pay the agreed fee to PAPL on demand.

An aircraft will be deemed to be stored at the Airport if it has not conducted any flight operations within a 14-day rolling period and is parked on a PAPL operated Apron or Bay for a continuous period of five or more days. These periods do not recommence in the event that the User's Aircraft is moved between locations on the Airport.

PAPL may require stored aircraft to be removed by the User by giving seven days' written notice to the User.

Stored Aircraft are at all times subject to the application of section 10.2.4 of this Protocol.

10.3 Disabled Aircraft Recovery

The requirements for notification, coordination of removal, cost recovery, resources and responsibility of disabled aircraft are detailed in the PAPL Aerodrome Emergency Plan.

10.3.1 Disabled Aircraft Indemnity

In the event of a disabled aircraft, the Airline or Aircraft Operator acknowledges that PAPL has responsibilities under the PAPL AEP in relation to emergency response and business continuity of the aerodrome. This may include PAPL removing the aircraft or wreckage, in part or whole, requiring written consent from that Airline or Aircraft Operator prior to PAPL commencing such operations.

10.3.2 Aircraft Turnaround

The following documents detail the operational requirements and precautions that must be undertaken by Users and User Associates when turning around aircraft at the Airport:

- a) Airside Vehicle Control Handbook (AVCH);
- b) AOL;
- c) *Aircraft Turnaround* AOS;
- d) *Airside Safety & Driving* AOS; and
- e) *Aircraft Scheduling & Facility Allocation* AOS.

10.4 Nose-In Guidance System (NIGS)

Each Aerobridge is equipped with a Nose-In Guidance Docking System (NIGS). The NIGS provides accurate guidance to the pilot for the correct parking position of the aircraft at the aerobridge and must be used if available in the allocated Aerobridge Bay.

The requirements around NIGS operation are detailed in the *Aircraft Turnaround* AOS.

10.5 Aircraft Servicing

Aircraft must not be washed on the Apron or serviced on taxiway standoff parking unless with the prior written approval of the Airside Safety & Operations Manager.

10.6 Aircraft Ground Running

Aircraft noise is an issue of concern for communities in the proximity of the Airport. Engine ground running can result in adverse community impact. PAPL therefore has requirements in place in relation to aircraft ground running. These requirements can be found in the *Engine Ground Running & Compass Swing* AOS.

10.7 Transfer of Domestic Pets and Livestock

The requirements for the transfer of animals are detailed in the *Aircraft Turnaround* AOS.

10.8 Transfer of Explosive Cargo

An Airline or Aircraft Operator must not carry explosive cargo without PAPL's prior written consent.

A request for consent to carry explosive cargo must be made at least two days in advance and include details of the flight, the nature of the cargo and a copy of the required Civil Aviation Safety Authority approval. PAPL's approval to carry explosive cargo may be given, withheld or conditioned at the absolute discretion of PAPL.

The procedures outlined in the *Transfer of Explosive Cargo* AOS.

10.9 Vehicle and Equipment 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, or use other guidance measures in line with the Users procedures, to prevent damage to aircraft. This is further detailed in the Airside Vehicle Control Handbook and the *Aircraft Turnaround* AOS.

10.10 Passenger Marshalling

Users must ensure that their operations are sufficiently resourced to meet marshalling requirements, so as to ensure:

- the safety of staff and passengers on the Apron at all times;
- the separation of screened and unscreened passengers in accordance with the requirements of the Aviation Transport Security Regulations and the PAPL TSP; and
- any passengers which are required to traverse the Apron are marshalled by the User or the User Associates' staff (including being within full view of marshalling staff) at all times. For operations where passengers are marshalled regularly, a designated pedestrian walkway marked by cones or cordoned off, must be used to supplement the marshallers. 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.

The requirements of passenger marshalling are further detailed in the *Aircraft Turnaround* AOS and the *Airside Safety & Driving* AOS.

10.11 Bay Inspections

Users and User Associates must check the Bay prior to the arrival of, and after the departure of, an aircraft to ensure that the Bay is in an acceptable condition for the operation.

The requirements of Bay inspections are further detailed in the *Aircraft Turnaround* AOS.

Bay inspections are also carried out from time to time by the ADM/AOO to confirm Bay availability and compliance with the *Aircraft Turnaround* AOS.

10.12 Weather

10.12.1 Low Visibility Operations

Low visibility operations are notified by the ACC to Airside Users and User Associates when they commence and cease.

The requirements for low visibility operations are detailed in the *Airside Safety & Driving* AOS and the AVCH. Airside deliveries and works must cease during low visibility operations.

10.12.2 Strong Winds

Operational requirements in relation to strong winds can be found in the AVCH, *Airside Safety & Driving* AOS and *Staging and Storage of Ground Servicing Equipment (GSE) and Unit Load Devices (ULDs)* AOS.

10.12.3 Thunderstorm Warning System (TWS)

Qantas Airways Limited and Virgin Australia Airlines Pty Ltd monitor thunderstorms at a number of airports, including the Airport, from their national operations centres. This information supports PAPL's thunderstorm warning system.

When a thunderstorm is in close proximity to the Airport and the intensity is sufficient that a risk of lightning strike is present, the TWS may be activated.

PAPL makes no warranties or representations about the accuracy, reliability or availability of the TWS.

The AVCH and the *Airside Safety & Driving* AOS detail the sequence of activation of the TWS and the obligations of Users.

10.13 Children and Animals

Children under the age of 15 are not permitted Airside, except when boarding or alighting from an aircraft. See section 17 for requirements of Users hosting school groups.

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

- a) dogs being deployed for official business by the Australian Federal Police Australian Border Force and the Department of Agriculture, Fisheries and Forestry. ; or
- b) assistance animals for passengers.

Under State legislation, pets and animals (except for those mentioned above) are not allowed inside the Terminals.

11 Vehicles and Equipment

11.1 Vehicles and Equipment Operating Airside

To operate a vehicle Airside, Users and User Associates must hold a current AOL and all self-motorised equipment must hold a current Authority to Use Airside (AUA).

The AOL, AVCH and the *Staging and Storage of Ground Servicing Equipment (GSE) and Unit Load Devices (ULDs)*, *Airside Safety & Driving* and *Aircraft Turnaround* AOS's provide detail on the following:

- Requirements for vehicles and equipment operating Airside;
- Identification of vehicles and equipment;
- Serviceability, maintenance and repair of vehicles and equipment; and
- Securing equipment.

Airside Users must, if directed by PAPL, provide and install suppressors in motor vehicles or other plant and equipment to prevent interference with radio or television transmission or reception or with any computer, radar, communication or other electronic equipment.

11.2 Airside Vehicle Control Handbook [AVCH]

The AVCH sets out PAPL's requirements in relation to driving Airside. [PAPL's AVCH and other associated procedures such as the Airport Operating Standard (Airside Safety and Driving) are communicated to the User and User Associates from time to time.]

11.3 Authority to Drive Airside [ADA]

All Users and User Associates driving Airside must at all times:

- a) hold a current State or Territory drivers licence relevant to the class of vehicle being driven;
- b) hold a relevant Authority to Drive Airside (ADA); and
- c) comply at all times with the conditions around that ADA, the AVCH and the *Airside Safety & Driving* AOS.

11.4 Demerit Points

All holders of an ADA are subject to the PAPL demerit points system as detailed in the *Airside Safety & Driving* AOS and the AVCH.

11.5 Staging Areas

PAPL has provided Equipment Clearance Areas at each aircraft parking position allowing for staging of equipment for the next aircraft movement on that Bay.

The parking procedures outlined in the *Staging and Storage of Ground Servicing Equipment (GSE) and Unit Load Devices (ULDs)* and *Aircraft Turnaround* AOS's.

No breakdown or make up of cargo is to be performed in the Equipment Clearance Areas.

11.6 Ground Servicing Equipment in Storage Areas

PAPL have marked GSE storage areas allowing for the storage of equipment.

Requirements in relation to the storage of GSE are found in the *Staging and Storage of Ground Servicing Equipment (GSE) and Unit Load Devices (ULDs)* and *Aircraft Turnaround* AOS's, including requirements to ensure that all Ground Servicing Equipment is fit for its intended purpose, stored in assigned areas and is properly secured, particularly during adverse weather conditions.

PAPL may, without notice to Users and at the cost of the relevant User, remove, relocate or dispose of any equipment that is unidentifiable or that is parked, stored, maintained or used in contravention of this Protocol, the relevant User's AOL or the above AOS's.

11.7 Apron Safety

Requirements in relation to Apron safety are detailed in the *Airside Safety & Driving* AOS.

11.8 Aerobridges & Bay Equipment

The use of the aerobridges, ground power units and pre-condition air units by Users and/or User Associates must be in accordance with the relevant aerobridge training package accessible through FlightPath – PAPL's e-learning system, and the *Aircraft Turnaround* AOS.

Only authorized and trained persons are permitted to drive aerobridges and associated equipment. Persons who are not authorised and trained must not drive the aerobridge, except under express direction from the AOM or TDM.

11.9 Boarding Gate Equipment

PAPL will provide the relevant Boarding Gate Equipment at each gate at PAPL operated Terminals as detailed in the relevant Schedule of the Aeronautical Services Agreement – Perth Airport or the Conditions of Use for Aeronautical Services and Facilities – Perth Airport.

Users and User Associates must take proper care when using the Boarding Gate Equipment provided by PAPL and, when requested, follow PAPL's reasonable directions for its use.

11.10 Baggage Handling System (BHS)

Allocation of baggage make-up laterals and carousels, and the inbound baggage breakdown laterals and reclaim units is undertaken by the ACC.

This is further detailed in the *Aircraft Scheduling and Facilities Allocation* AOS.

Employees of Airlines and/or their Ground Handling Agents who intend to use any part of the Baggage Handling System must undertake the appropriate PAPL BHS familiarisation training. Training information can be obtained from the Terminal Maintenance Administrator on (08) 9478 8888.

All faults of the BHS must be reported to the ACC on (08) 9478 8752.

11.11 Recharging of Vehicles and Equipment

Electric vehicles must be recharged in approved areas as directed by PAPL.

12 Terminal Obligations

12.1 Terminal Access

If a User seeks to operate from a PAPL controlled Terminal, PAPL will request information from the User including seating capacity and services being operated by the User.

PAPL will review the information requested and make a determination as to whether there is capacity in the Terminal to allow the request in collaboration with Airport Coordination Australia regarding any Slot approval.

12.2 Provision of Common Use Terminal Equipment and Common Use Services

The *Aircraft Scheduling & Facilities Allocation* AOS detail the operational requirements in relation to Common Use Terminal Equipment and Common Use Services.

12.2.1 Common Use Terminal Equipment

PAPL provides the Common Use Terminal Equipment on the following basis:

- a) Users and/or User Associates must use the Common Use Terminal Equipment and Common Use Services that PAPL have approved it to use or allocated to it, and in accordance with PAPL's directions;
- b) Users and/or User Associates must ensure that all staff are fully trained and competent before operating any Common Use Terminal Equipment, and must also maintain a list of those Authorised Users and provide a copy of the same to PAPL upon request;
- c) Users and User Associates must ensure each Authorised User complies with this Protocol and the *Aircraft Scheduling and Facilities Allocation* AOS;
- d) check-in counters are allocated by the ACC as detailed in the *Aircraft Scheduling and Facilities Allocation* AOS;
- e) PAPL is responsible for calibration and maintenance of PAPL-owned check-in counters and weigh scales as detailed in the *Aircraft Scheduling and Facilities Allocation* AOS; and
- f) if there is a fault in the Common Use Terminal Equipment, Users and User Associates must attempt basic troubleshooting in accordance with their training and, if that does not resolve the fault, report the fault to ACC on (08) 9478 8572 (or its nominated service provider).

12.2.2 Outages

PAPL may from time to time schedule outages and unavailability to the Common Use Terminal Equipment and Common Use Services. PAPL will provide Users reasonable notice prior to a scheduled outage.

PAPL may also introduce extraordinary outages without prior notice to Users for the following purposes:

- to implement a platform technology change to the Common Use Services that cannot be reasonably implemented with a normal scheduled outage; or
- to remedy system issues that cannot be reasonably implemented with a normal scheduled outage, as determined by PAPL or its Providers.

12.2.3 Planning

The ACC allocates Common Use Terminal Equipment and Common Use Services to Users on a seasonal basis in its absolute discretion. The ACC may change allocations of Common Use Terminal Equipment and Common Use Services as required and having regard to airline requirements.

Further detail on the allocation of Common Use Terminal Equipment and Common Use Services is provided in the *Aircraft Scheduling and Facilities Allocation* AOS.

12.2.4 Check-In Facilities Cleanliness and Appearance

Users must ensure that the check-in areas retain a clean and tidy appearance at all times in accordance with the *Aircraft Scheduling and Facilities Allocation* AOS.

12.2.5 Providers

PAPL may subcontract the provision of any part of the Common Use Terminal Equipment or Common Use Services to any Providers. PAPL may from time to time notify Users of the identity of the Providers.

By providing information and data to PAPL in connection with the use of the Common Use Terminal Equipment or Common Use Services, Users agree that this information and data may be disclosed by PAPL to its Providers for the purposes of providing the Common Use Terminal Equipment or Common Use Services, and that such Providers or their systems and network may be located outside Australia.

12.2.6 User's Proprietary Equipment

Users and User Associates must not introduce and use proprietary equipment in the Terminal without PAPL's prior written consent, which consent may be withheld, granted or granted subject to conditions in PAPL's absolute discretion.

Users are responsible for ensuring that all proprietary equipment operated by or on behalf of the User is safe, compliant (including through routine testing) and fit for its intended purpose. PAPL reserves the right to decommission or require the User and User Associates to decommission equipment that PAPL reasonably considers not to be fit for its intended purpose, having regard to safety and environmental objectives.

Users are responsible for providing an uninterruptable power supply for any proprietary equipment installed in Terminals on behalf of the User.

12.2.7 User Specific Material

The display of the User's promotional material is permitted during check-in and boarding of the flight. Once these functions have been completed all User material must be removed to ensure compliance with the Perth Airport TSP and returning the area to a "common use" facility. This does not apply to areas within the terminal where the User has an exclusive-use Agreement with PAPL.

12.2.8 Airline User Operator Software

Users must:

- ensure that their departure control system remains compatible with the Common Use Terminal Equipment and Common Use Services;
- notify PAPL as soon as practicable of any change, upgrade or modification to the User's departure control system where it may have a material change; and
- pay all costs incurred by PAPL in making changes, repairs or replacement to the Common Use Terminal Equipment and Common Use Services required to accommodate operating software and/or hardware changes, upgrades or modifications.

Users must not:

- modify, adapt, reverse-engineer, decompile, disassemble or otherwise discover the source code of any software or documentation comprised in the systems and software that comprise the Common Use Terminal Equipment and Common Use Services, or attempt to do so for any reason;
- use any software, product or system forming part of the Common Use Terminal Equipment and Common Use Services in combination with any other software, product or system including additional printers, USB flash drives, portable hard drives and EFTPOS machines, except as approved by PAPL;
- rent, sell, lease, sublicense, distribute, assign, copy, or in any way transfer the underlying software in the Common Use Terminal Equipment and Common Use Services or use the same for the benefit of any third party through any outsourcing or time-sharing arrangement or through the operation of any service bureau; and
- use or exploit any software, product or system forming part of the Common Use Terminal Equipment and Common Use Services for any purpose other than to process passengers at the Airport, from check-in to departure, by issuing boarding passes, printing bag tags and undertaking document verification.

12.3 Flight Information Display System (FIDS)

The requirements for provision of information in the FIDS is detailed in the *Aircraft Scheduling and Facilities Allocation* AOS, which must be complied with by Users and User Associates.

12.4 Baggage Make-up and Reclaim

The requirements for baggage make-up and baggage reclaim are detailed in the *Aircraft Scheduling and Facilities Allocation* AOS, which must be complied with by Users and User Associates.

12.5 Items in Public Areas

Users must not place luggage, packages or other items in areas which are accessible to the public and must store them in leased areas.

Areas which are accessible to the public are to remain free and clear for access.

12.6 Accessibility Operations

The *Aircraft Scheduling and Facilities Allocation* AOS details requirements and recommendations for the movement of passengers with reduced mobility and Users and User Associates must comply with these requirements.

12.7 Public Information Systems

PAPL provides a number of public information systems within the Terminals such as:

- public announcement (PA) systems;
- telephones as part of the Common Use Terminal Equipment and Common Use Services;
- closed circuit television (CCTV);
- wi-fi systems; and
- music system requirements within tenancy areas.

Details are provided in the *Terminal Property Tenants* and *Terminal Retail AOS's*, which must be complied with by Users and User Associates.

13 Signage, Branding, Wayfinding and Marketing

The *Terminal Retail* and *Terminal Property Tenants* AOS's detail requirements for signage, branding and marketing within the Terminals.

13.1 Quality Service Monitoring (QSM) and Other Surveying

PAPL may undertake Quality Service Monitoring surveying of a percentage of passengers in its Terminals each quarter. The QSM programme is delivered by an external provider to established fieldwork guidelines and provides a measure of passenger perception and customer satisfaction.

QSM survey collection is only conducted in the boarding areas for selected flights with questionnaires distributed to a broad range of diverse passengers on a random basis. PAPL may share non-commercially sensitive information received with Users from time to time. Other surveys, such as arrivals surveys, may also be conducted from time to time.

14 Roads, Parking, Ground Transport and Loading Docks

14.1 Roads

All road and parking rules under PAPL's control comply with standard Australian road rules.

The landside roads outside Terminals are 'no parking (restricted)' areas and vehicles must not be left unattended on these roads. Only designated passenger pick-up and drop-off is allowed. Drivers must remain with their vehicle and may only remain in the pick-up/drop-off area for a maximum of two minutes.

A vehicle is considered unattended if the driver of the vehicle is further than three metres from the vehicle at any one time. Other areas around the PAPL Estate are considered to be "no parking" and are detailed on the Website at <http://www.perthairport.com.au/parking/infringements>.

A number of roads around the Airport including Dunreath Drive, Horrie Miller Drive, Ross Drive & Boud Avenue are marked with a continuous yellow line on the road's edge, which indicates that the edges of these roads are no stopping areas.

14.2 Car Parking

Where staff parking is not available within a leased area, staff parking will be available to approved Users in PAPL car parks. A parking card application is available via the Extranet or via parking.cards@perthairport.com.au. Charges for staff parking apply.

The conditions of entry for parking in the car parks are posted at all car park entries and on the website at <http://www.perthairport.com.au/terms-and-Protocol/car-park-terms-and-Protocol>. All Users must comply with those terms and Protocol. Users or User Associates found to be in breach of the terms and Protocol of parking will have their parking card cancelled.

For more information, please contact the Ground Transport team at parking@perthairport.com.au.

14.3 Ground Transport Operators [GTOs]

All Users that are Ground Transport Operators must comply with all directives made by any PAPL Authorised Officer.

Information pertaining to GTO operations (including GTO terms & conditions and permitted use documents) are available on the Website. Any other queries can be directed to ground.transport@perthairport.com.au.

14.3.1 Bussing Operations

Bus services to car parks, terminal transfers and Airside operate under contract to a PAPL contractor.

Bus services to car parks for each Terminal precinct generally operate every 10 minutes across a 24/7 period.

Terminal transfer services between the T1/T2 and T3/T4 precincts generally operate every 20 minutes across a 24/7 period.

14.3.2 Taxis

Taxi ranks are located in front of all Terminals with dedicated holding and pick-up areas allocated for taxi operations.

14.3.3 Rideshare

Dedicated rideshare pick-up areas are available to service all Terminals.

14.4 Loading Docks

- No platform is available at any of the loading areas to unload goods at high level. All goods need to come with a tail-lift truck or be unloaded by driver. No forklift facilities are available.
- Details of the available loading docks are included in the *Terminal Retail* and *Terminal Property Tenants* AOS's.
- Breakdown areas are for the immediate packing and organising prior to transit to User's storage or leased areas. Goods and equipment are not to be left unattended in breakdown areas. Any items found unattended/abandoned may be treated or disposed of by PAPL and any associated costs on-charged to the offender.

15 Filming, Media and Special Events

PAPL requires prior notification of all commercial filming and photography on the PAPL Estate, including the public viewing area (located on Dunreath Drive).

Please refer to the Website at <http://www.perthairport.com.au/Home/corporate/media/photography-filming-and-research-requests> filming and photography guidelines and the on-line application form.

Anyone seeking permission to film or photograph in or around PAPL's Terminals must complete the on-line form or contact the 24-hour media line on (08) 9478 8877 or email media@perthairport.com.au for permission prior to the visit. This includes drone filming across any of the PAPL Estate, including in leased areas (see [section 5.8](#)). The area intended to photograph/film must be specified and a mobile contact number for the person on site provided.

The following protocols must be adhered to when filming or taking photographs on the PAPL Estate:

- If filming or photographing Airline staff or specific aircraft, contact the Airline directly to gain their permission;
- Filming of security staff and security procedures is strictly prohibited; and
- Tripods are not permitted in the Terminals, forecourts or car parks without the permission of PAPL, however, hand-held cameras are acceptable.

For queries regarding filming within leased premises, contact PAPL's media line on (08) 9478 8877, or the lessee of the premises.

15.1 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 on the Website at <http://www.perthairport.com.au/Home/corporate/media/photography-filming-and-research-requests> or can be referred to (08) 9478 8877 (24-hour media line) or email media@perthairport.com.au.

15.2 Special Events

15.2.1 Hosting Visiting School Groups

Users hosting visiting school groups airside, or other children under 15, must obtain the approval of the Chief Operating Officer prior to facilitating the visit.

15.2.2 Groups and Tours Desks

A Groups and Tours Desk is available on the ground floor in front of T1 International arrivals. This desk is available upon request and subject to availability, for special events and promotions or as a meet and greet point for conference/event delegates. Please contact the Corporate Affairs Team on (08) 9478 8888 or at Corporate.Affairs@perthairport.com.au to make a booking.

Appendix A: Glossary and Interpretation

Interpretation

In this Protocol:

- a) Headings are for convenience only and do not affect interpretation;
- b) Mentioning anything after includes, including, for example, or similar expressions, does not limit what else might be included.
- c) The following rules apply unless the context requires otherwise:
 - (i) a reference to a job role is a reference to the person employed by PAPL who holds that role or similar role;
 - (ii) the singular includes the plural, and the converse also applies;
 - (iii) a gender includes all genders;
 - (iv) if a word or phrase is defined, its other grammatical forms have a corresponding meaning;
 - (v) a reference to a person includes a corporation, trust, partnership, unincorporated body or other entity, whether or not it comprises a separate legal entity;
 - (vi) a reference to a section, clause, Appendix or Appendices is a reference to a section, clause of, Appendix or Appendices to, this Protocol;
 - (vii) a reference to an Agreement or document (including a reference to this Protocol) is to the Agreement or document as amended, supplemented, novated or replaced, except to the extent prohibited by this Protocol or that Agreement or document, and includes the recitals, and schedules and annexures to that Agreement or document;
 - (viii) a reference to writing includes any method of representing or reproducing words, figures, drawings or symbols in a visible and tangible form;
 - (ix) a reference to a party to this Protocol or an Agreement or document includes the party's successors, permitted substitutes and permitted assigns (and, where applicable, the party's legal personal representatives);
 - (x) 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;
 - (xi) a reference to conduct includes an omission, statement or undertaking, whether or not in writing;
 - (xii) a reference to an agreement includes any undertaking, deed, agreement and legally enforceable arrangement, whether or not in writing, and a reference to a document includes an agreement (as so defined) in writing and any certificate, notice, instrument and document of any kind;
 - (xiii) a reference to dollars or \$ is to Australian currency;

- (xiv) a reference to a right or obligation of any two or more people comprising a single party confers that right, or imposes that obligation, as the case may be, on each of them severally and each two or more of them jointly. A reference to that party is a reference to each of those people separately (so that, for example, a representation or warranty by that party is given by each of them separately);
- (xv) a reference to an asset includes any real or personal, present or future, tangible or intangible property or asset (including intellectual property) and any right, interest, revenue or benefit in, under or derived from the property or asset; and
- (xvi) a reference to time is to Australian Western Standard Time.

Glossary

Term	Meaning
Aerobridge Bay	Any Bay where passengers board or disembark an aircraft via an aerobridge.
Aerodrome Emergency Committee (AEC)	The committee responsible for developing, maintaining and approving PAPL's Aerodrome Emergency Plan and communicating emergency response procedures at the Airport.
Aerodrome Emergency Plan (AEP)	A plan required to be developed by PAPL's Aerodrome Emergency Committee as described in CASR Part 139.210 to coordinate all agencies and their individual Aerodrome Emergency Procedures in conjunction with Commonwealth, State or supporting area plans for dealing with an Airport emergency.
Aerodrome Manual	The document entitled 'Perth Airport Aerodrome Manual' containing procedures and requirements relating to the airside operations at the Airport in accordance with the requirements of the CASR and <i>Part 139 (Aerodromes) Manual of Standards 2019</i> (Cth), as published by PAPL and amended from time to time.
Aeronautical Services Agreement (ASA)	An aeronautical services agreement or similar agreement made between PAPL and an Airline.
Affiliate	Other operators of regular passenger transport, charter or freight services owned or controlled by an Airline.
Agreement	Any legally binding executed agreement between PAPL and a company, organisation, person or entity which may be in the form of a lease, licence, contract, undertaking, deed or agreement, however named.
Air Navigation Regulations	<i>Air Navigation Regulations 1920</i> (Cth).
Aircraft Operator	An aircraft operator that is not an Airline.
Airfield	That part of the Airport in which aircraft operate and which the non-travelling public does not have free access and otherwise defined in the Airports Regulations.

Term	Meaning
Airfield Duty Manager (ADM)	PAPL employee(s) responsible for airfield safety including oversight of Airport Operations Officers (AOO) and Works Safety Officers (WSO).
Airfield Operations Safety Management System (AO-SMS)	A legislated CASA requirement to have an established airfield Safety Management System, which is managed by the Airfield Operations Management Committee for identifying, managing and minimising the aviation, safety and operational risks and hazards of the Airfield in a systematic, organised way.
Airline	<p>(a) an airline which holds a valid air operator's certificate allowing it to operate at the Airport; or</p> <p>(b) a group of airlines which each hold a valid air operator's certificate allowing each of them to operate at the Airport, provided that each airline operates flights under the same International Air Transport Association code,</p> <p>and, where the context permits, the Airline's Affiliates.</p>
Airport	The airport described as Perth Airport, Perth, Western Australia in the Airports Regulations.
Airport Collaborative Decision Making (A-CDM)	The implementation of a set of operational procedures and automated processes to improve operational efficiency of the Airport, Airlines and others by reducing delays, increasing the predictability of events during the progress of a flight and optimising the utilisation of resources.
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.
Airport Operating Standards (AOS)	Documents produced by PAPL as a subsidiary document of this Airport Operating Protocol which provide detail of operational requirements of Users when operating at the Airport on the PAPL Estate.
Airport Operations Manager (AOM)	PAPL employee who has 24/7 oversight of the operations at the Airport.
Airport Operations Officer (AOO)	PAPL employee who undertakes safety inspections and wildlife management of the Airside Area.
Airport Security Committee (ASC)	The committee responsible for the co-ordination of security at the Airport, comprising representatives of all major aviation industry participants operating out of the Airport.
Airport Security Consultative Group (ASCG)	A platform to keep airport stakeholders aware of security measures at the airport and make strategic recommendations on aviation security related matters to the Airport Security Committee.
Airport Services Office (ASO)	Located in HKew Alpha building. Operated by PAPL and responsible for processing of ASIC, VIC and access control authorities.

Term	Meaning
Airports Act	<i>Airports Act 1996</i> (Cth).
Airports Regulations	Regulations made pursuant to the Airports Act and in force from time to time including the <i>Airports Regulations 1997</i> (Cth), the <i>Airports (Environment Protection) Regulations 1997</i> (Cth), the <i>Airports (Control of On-Airport Activities) Regulations 1997</i> (Cth) and the <i>Airports (Building Control) Regulations 1996</i> (Cth).
Airside	The movement area of an airport used to directly support aircraft operations, adjacent terrain and buildings or portions thereof, access to which is controlled.
Airside Area	An airside area established under subsection 29(1) of the <i>Aviation Transport Security Act 2004</i> (Cth) and includes any airside security zone established within the airside area.
Airside Operating Licence (AOL)	A licence to carry out activities performed or services delivered Airside made between PAPL and a User.
Airside Vehicle Control Handbook (AVCH)	The regulatory document entitled 'Airside Vehicle Control Handbook' which is published by PAPL and amended from time to time, under which PAPL controls the access and vehicle movement requirements on the aerodrome.
Apron	A defined area on a land aerodrome intended to accommodate aircraft for the purposes of loading or unloading passengers, mail or cargo, fuelling, parking, or maintenance.
Australian Border Force (ABF)	The Commonwealth agency responsible for customs, immigration, quarantine and border protection.
Australian Federal Police (AFP)	The Commonwealth agency responsible for counter-terrorism first response (CTFR) and community policing at the Airport.
Australian Transport Safety Bureau (ATSB)	The Commonwealth agency responsible for investigations into aviation accidents and incidents.
Authorised Officer	An Authorised Officer of PAPL as determined under Regulation 114 of the <i>Airports (Control of On-Airport Activities) Regulations 1997</i> (Cth).
Authorised User	Those personnel of an Airline who are authorised by the Airline to use the Common Use Terminal Equipment and Common Use Services from time to time.
Authority to Drive Airside (ADA)	An authority (ADA) issued by PAPL in accordance with the <i>Airports (Control of On-Airport Activities) Regulations 1997</i> (Cth), authorising the holder to drive an approved vehicle Airside (also called, Airside driver's licence) and subject to an assessment of competency.
Authority to Use Airside (AUA)	An authority issued by PAPL for a vehicle or equipment for its use Airside subject to an assessment of functionality.

Term	Meaning
Automated Weather Information Service (AWIS)	A system known as an 'Automated Weather Information Service' providing weather information to pilots via a dedicated frequency or telephone number.
Aviation & Maritime Security (AMS)	The Commonwealth's transport security regulator for aviation transport, maritime transport and the offshore oil and gas industry.
Aviation Rescue and Fire Fighting (ARFF)	The aviation rescue fire fighting service provided by Airservices Australia at the Airport.
Aviation Security Identification Card (ASIC)	A card issued by an organisation approved by the Secretary of the Department of Home Affairs which provides a means of identification for persons who have a justifiable need for unescorted access to an Airside or Landside Security Zone of a security controlled airport. ASICs may be colour coded to define areas of permitted access. ASIC issuing arrangements for the Airport are prescribed in the Perth Airport ASIC Program available on the Extranet.
Aviation Security Management System (SeMS)	A system for managing aviation security operations in a systematic, organised way in order to minimise risk.
Aviation Transport Security Act (ATSA)	<i>Aviation Transport Security Act 2004 (Cth).</i>
Aviation Transport Security Regulations (ATSR)	<i>Aviation Transport Security Regulations 2005 (Cth).</i>
Baggage Handling System (BHS)	The physical baggage handling system which transports baggage from the check-in counters and automated bag drop units along conveyor belts to the baggage make-up area (i.e. outbound baggage handling system). This does not include the transport of baggage to the aircraft by Airlines or their Ground Handling Agents. The baggage handling system also transports baggage via reclaim carousels into the applicable arrivals hall.
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.
Biosecurity Waste	As described in the <i>Biosecurity Regulations 2016 (Cth)</i> .
Boarding Gate Equipment	The equipment provided by PAPL at boarding gates in the Terminals to assist in the boarding of passengers onto aircraft.
Checked Bag Screening (CBS)	The screening of checked baggage in accordance with the requirements of the ATSR.
Civil Aviation Act (CAA)	<i>Civil Aviation Act 1988 (Cth).</i>
Civil Aviation Safety Authority (CASA)	The Commonwealth's safety regulator for civil air operations in Australia and the operation of Australian aircraft overseas.
Civil Aviation Safety Regulations (CASR)	<i>Civil Aviation Safety Regulations 1998 (Cth).</i>

Term	Meaning
Common Use Services	The services provided by PAPL (or its Provider) to provide Terminal access from the Common Use Terminal Equipment to an Airline's departure control systems.
Common Use Terminal Equipment	The equipment provided by PAPL (or its Provider) at the Airport for the purposes of checking in and boarding passengers, including computer workstations, monitors, keyboards, mice, printers, barcode scanners, common use self-check-in and bag drop-off facilities..
Conditions of Use	The document known as 'Conditions of Use for Aeronautical Services and Facilities - Perth Airport' published by PAPL from time to time and available on the Website and Extranet.
Contractor(s)	Any person, company or other entity engaged by PAPL or a User to provide services to PAPL or the User at the Airport and includes any Ground Handling Agent and other sub-contractors.
Domestic Sterile Area	That part of the Airport past the passenger screening point where passengers, staff and members of the public who have been screened can wait for departure.
Drug and Alcohol Management Plan (DAMP)	A DAMP is a mandatory regulated requirement in accordance with CASA legislation for aviation organisations to manage risks associated with alcohol and drug use by employees performing safety sensitive aviation activities.
Environmental Requirements	The environmental requirements set out under the Airports Act and <i>Airports (Environment Protection) Regulations 1997</i> (Cth).
Environmental Strategy	A strategy or strategies to minimise the environmental harm of operations at or from the Airport published by PAPL or any relevant authority for the Airport from time to time.
Equipment Clearance Area	A designated area where equipment can be staged prior to the arrival or departure of an aircraft. Defined by a broken white/red/white line.
Equipment Storage Area	A designated area where equipment can be stored.
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.
Extranet	A PAPL portal providing access to Operational Documents to which Users and User Associates may apply via www.perthairport.com.au/extranet .
Flight Information Display System (FIDS)	The system responsible for displaying current flight information and other related data through a variety of hardware and software applications to the public and stakeholders in real time.

Term	Meaning
Foreign Object Debris (FOD)	An aviation term for refuse/debris that could potentially cause damage to staff, aircraft and/or equipment.
Gate (Terminal)	A passageway in the Terminal building through which passengers proceed when boarding or leaving an aircraft.
Ground Handling Agent (GHA)	Any person or organisation, including a User, engaged by an Airline or Aircraft Operator to perform Ground Handling Services on behalf of an Airline or Aircraft Operator in the Terminal, on the Apron or elsewhere in the Airfield.
Ground Handling Service	Activities undertaken at the Airport to facilitate an Airline's operations including passenger handling and check-in, baggage handling, cargo handling, mail handling, aircraft movement control (other than provided by Airservices Australia), aircraft servicing, catering, aerobridge operation, cleaning, engineering and aircraft refuelling.
Ground Servicing Equipment (GSE)	Equipment that is owned, leased or licensed and operated by an Airside Operator 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, mobile stairs, push-back tugs, baggage tugs, baggage scanners, ground power units, catering vehicles, engineering service vans and rolling stock as well as non-motorised equipment such as ladders and steps
Ground Transport Operator (GTO)	An organisation providing ground transport services within the PAPL Estate such as, but not limited to, bus transfers, taxi and rideshare.
High Risk Activities (HRA)	High risk work activities identified by PAPL that require a permit issued by PAPL prior to commencement of works.
International Air Transport Association (IATA)	The international trade association of the world's airlines, supporting global aviation activity and formulating industry policy on critical aviation issues.
International Sterile Area	That part of the Airport past the passenger screening point where passengers and staff who have been screened and cleared to board aircraft wait before departure.
Landside	That part of the Airport not designated Airside and to which the non-travelling public normally has free access and otherwise defined in the Airports Regulations and the Aviation Transport Security Act.
Law	Any statute, regulation, order, rule, subordinate legislation, standard or other document enforceable under any statute, regulation, rule or subordinate legislation.
Method of Works Plan (MOWP)	A plan that outlines works to be conducted Airside where aircraft operations may be affected.

Term	Meaning
Obstacle Limitation Surfaces (OLS)	The OLS defines the airspace to be protected for aircraft operating during the initial and final stages of flight, or when manoeuvring in the vicinity of the Airport.
Operational Bay	A Bay where passengers board and/or deplane facilities regardless of whether it is a Terminal Contact Bay or not.
Operational Documents	As defined in section 1.5.
Operator	Any Airline, Aircraft Operator, Contractor or Ground Handling Agent which uses a Terminal, the Apron or any other part of the Airfield in common with PAPL.
OSH Works Planning Meeting	A meeting, prior to works commencing, facilitated by the Line Manager or PAPL Representative, attended by the Contractor, and if required an OSH representative, to discuss OSH risks associated with the contracted works and to determine control processes for specific HRAs.
Perth Airport Pty Ltd (Perth Airport or PAPL)	The company being Perth Airport Pty Ltd (ABN 24 077 153 130) as operator of land and infrastructure on the PAPL Estate.
Perth Airport TSP	The Perth Airport Transport Security Program approved and in force under Part 2 of the Aviation <i>Transport Security Act 2004</i> (Cth), which details the security arrangements as they pertain to the Airport.
PAPL Estate	The land leased to PAPL under the lease between PAPL and the Commonwealth dated 1 July 1997, including the Airfield, the Apron, the Terminal or Landside.
PAPL Representative	The most senior Project Manager/Facilitator responsible for a capital works project or third party contractor works being undertaken on the PAPL Estate. This person may be either a PAPL employee or contract Project Manager/Project Facilitator.
Property Manager	PAPL employee who manages a property lease or licence Agreement between PAPL and the User.
Protocol	This document, being the Airport Operating Protocol for the Airport, which includes the detailed conditions and procedures to support the safe, secure, efficient and legally compliant operation of the Airport, as amended from time to time by PAPL, in consultation with Users, and published on the Website and Extranet.
Provider	A provider and contractor appointed by PAPL from time to time to supply any part of the Common Use Terminal Equipment and Common Use Services.
Relevant Authority	PAPL (in the exercise of statutory or regulatory powers or responsibilities) and any government, municipal, statutory, public or other authority or body having authority or jurisdiction in relation to the Airport or a User.

Term	Meaning
Remote Bus Bay	A Bay which requires bussing to facilitate passenger boarding or deplaning.
Remote Parking Bay	A Bay which does not have passenger boarding or deplaning facilities.
Safety Legislation	<p>All health and safety related Laws, including without limitation:</p> <ul style="list-style-type: none"> (a) all applicable work health and safety, electrical safety, road transport safety and dangerous goods legislation and regulations made under them, including without limitation the Work Health and Safety Act 2020 (WA); (b) codes of practice and other compliance codes; (c) work health and safety directions or notices issued by any relevant Government Authority; and <p>relevant standards.</p>
Safety Management System (SMS)	A system for managing aviation, safety and operations in a systematic, organised way in order to minimise risk.
Safety Sensitive Aviation Activity	As defined in the <i>Civil Aviation Act 1988</i> (Cth).
Security Zone	The area of land designated an airside or landside security zone for the purposes of section 31 of the <i>Aviation Transport Security Act 2004</i> (Cth).
Slot	For the purposes of aircraft scheduling, a permission given by PAPL in relation to a single aircraft for a planned operation to use the full range of airfield infrastructure necessary to arrive at or depart from the Airport on a specific date and time.
Sterile Area	A landside security zone which is an area in the aerodrome to which persons, vehicles and goods are not permitted access until given clearance, in relation to aviation security.
Terminal	Terminal 1 International or (T1 (Int)), Terminal 1 Domestic (or T1 (Dom)), Terminal 2 (or T2), Terminal 3 (or T3) and Terminal 4 (or T4).
Terminal Contact Bay	A Bay that is directly accessible from a Terminal building via Gates.
Terminal Duty Manager (TDM)	PAPL employees who oversee Terminal operations on a 24/7 rotational shift pattern to promote safe, efficient and compliant Terminal operations.
Thunderstorm Warning System (TWS)	A system comprising airside visual and audible cues warning Airside Operators of impending thunderstorm activity, and being more particularly described in section 5.14 of this Protocol.
User	Any company, organisation, business or person which uses any part of the Airport, including the Terminals, Terminal forecourts & car parks and/or

Term	Meaning
	Airfield in common with PAPL, including an Operator, Airline, Aircraft Operator, Contractor, tenant, Ground Handling Agent or retail concessionaire.
User Associate	A User's officers, employees, agents, contractors (and their sub-contractors) and invitees and, in respect of an Airline, includes its Affiliate's Associates.
Visitor Identification Card (VIC)	A card issued by an organisation approved by the Secretary of the Department of Home Affairs which is provided to visitors to the Airside area who have a justifiable reason to be Airside and are supervised by an ASIC holder.
Website	www.perthairport.com.au and any PAPL website, micro-site or portal accessible via www.perthairport.com.au .
Works Safety Officer (WSO)	PAPL employee responsible for oversight of Airside works.

Appendix B: Contact Numbers

Airport Control Centre (ACC) – EMERGENCY (24/7)	000 then (618) 9478 8500
Airport Control Centre (ACC) – General & Faults (non-urgent enquiries 24/7)	(618) 9478 8572
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Media (24-hour media enquiries line)	(618) 9478 8877
Airport Services Office (for ASIC & access information, Authority to Use/Drive Airside)	
	(618) 9478 8454
General Manager Operations	(618) 9478 8879 / (61) 0437 478373
Airport Operations Manager (AOM) (24/7)	(618) 9478 8557 / (61) 0419 949376