



# ROCKHAMPTON AIRPORT LANDSIDE SITE INDUCTION

October 2019

# INTRODUCTION

*This induction outlines the specific requirements that must be adhered to when working at Rockhampton Airport. These requirements will ensure your safety and the safety of others whilst on site and prevent unwanted impacts on airport operations and the environment.*



# WORKING WITH THE PUBLIC

GENERAL

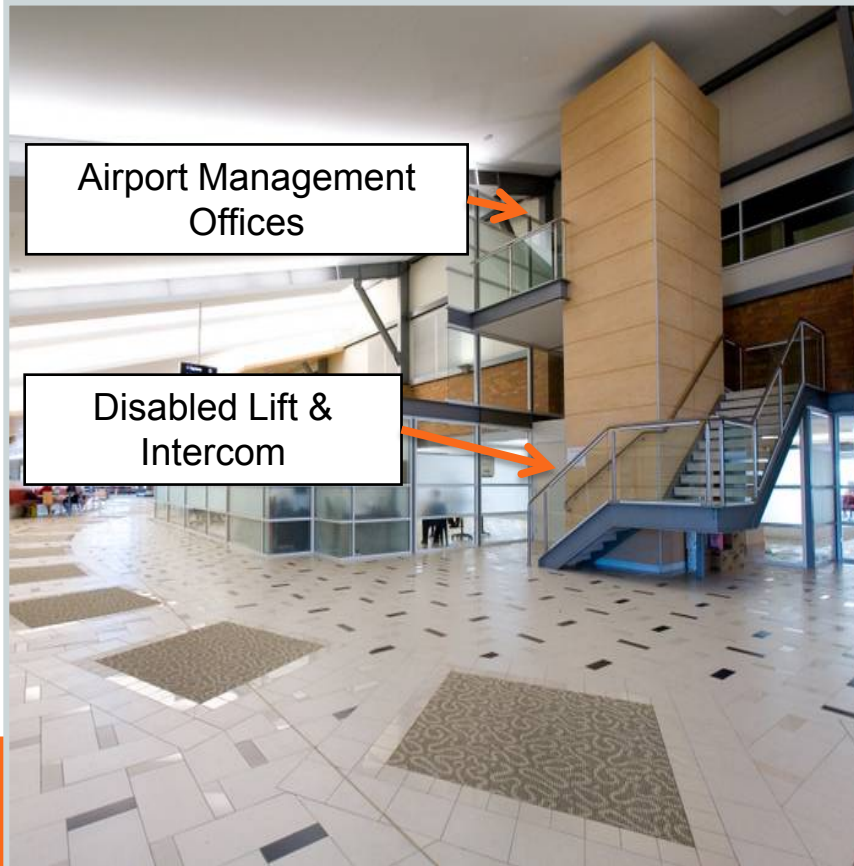


*Passengers always have right of way over airline and construction activity.*

The only exception are in safety and security response situations.

# AIRPORT MANAGEMENT OFFICE

GENERAL



Rockhampton Airport is owned by Rockhampton Regional Council and managed by the Airport Management unit.

Airport Management is located on the Mezzanine Floor in the terminal building.

To access the lift, contact Airport Management via the intercom located next to the lift door.

***Office Hours***  
***7:30am to 4:00pm***  
***Monday to Friday***

# INSURANCE

## GENERAL



Contractors will be required to provide proof of insurance and work cover specified in a contract before being allowed to undertake work at Rockhampton Airport.

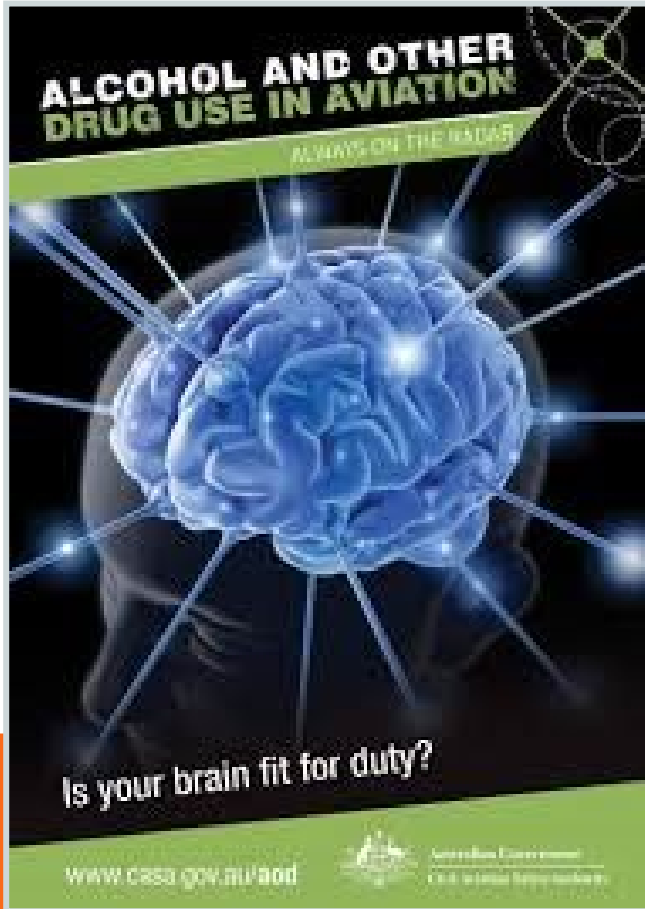
Before your business operates Airside make sure that your insurance specifically covers Airside activities on airports.

Most business insurance ***does not cover working at airports*** so do check that you are covered!



# DRUG & ALCOHOL MANAGEMENT PLAN (DAMP)

GENERAL



Rockhampton Regional Council is required by Part 99B of the Civil Aviation Safety Regulation 1998 (CASR) to develop a **Drug and Alcohol Management Plan (DAMP)** covering employees who perform, or are available to perform, a 'safety-sensitive aviation activity' (SSAA). An electronic copy of the DAMP is available on Council's website:

[www.rockhamptonregional.qld.gov.au](http://www.rockhamptonregional.qld.gov.au)

The aim of the DAMP is to **minimise the risk of accident, incident or injury** in the workplace due to the consumption of alcohol and other drugs (AOD).

# EMERGENCIES

## GENERAL



The **Airport Emergency Plan (AEP)** has been developed to cover Airport emergencies (e.g. fire or aircraft accident).

The AEP is exercised annually.

Questions relating to Airport emergency planning should be directed to the Manager Airport in the Airport Management Office.

# FIRE EVACUATION & ALERT TONES

The terminal building fire alarm system is monitored by the Aviation Rescue Fire Fighting Service (ARFF).

The terminal fire detection system has two alarm states; **1. Alert** **2. Evacuate**

**1.** The Alert Tone is a constant **Beep-Beep-Beep-Beep**

You do not need to evacuate the building when you hear an alert tone.

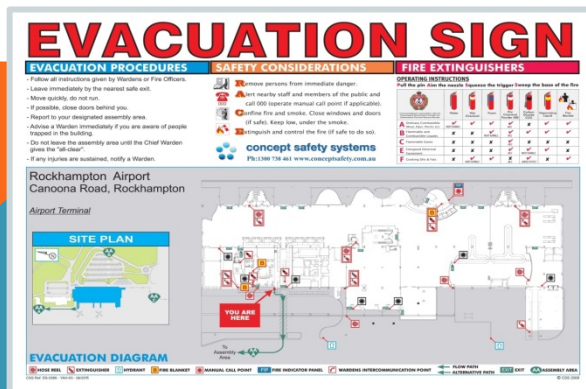
**2.** The Evacuate Tone is a constant **Whoop-Whoop-Whoop-Whoop**

You need to evacuate the building when you hear this alert tone via the nearest safe exit.

Emergency evacuation plans are mounted on walls throughout the terminal building.

Follow directions of trained Fire Wardens and proceed to the nearest assembly point and await further instruction.

Fire drills are scheduled annually.





# EVACUATION ASSEMBLY POINTS

There are three (3) assembly points marked by green signs:

Assembly Point **AA A**: Airside – Footpath in front of the fire station

Assembly Point **AA B**: Landside – Premium car park

Assembly Point **AA C**: Airside – Gate 7

Evacuation should occur to landside assembly point AA B when possible. When evacuation occurs to airside assembly points AA A or AA C, persons will be directed to the assembly points under the control of an Area Warden or Duty Safety Officer.



# FIRST AID



Airport Management vehicles and works areas have first aid kits.

First aid is also available from the:

- Aviation Rescue & Fire Fighting Service
- Royal Flying Doctors Service
- Capricorn Helicopter Rescue Service
- And 000

A defibrillator kit is mounted in the main arrivals hall for use within the terminal. Airport Management and Safety staff are trained in the use of this equipment.

# FRONT OF TERMINAL

## GENERAL



Please report any vehicles left unattended at the front of the terminal to the kerbside security guard.

A **Loading Zone** is available at the northern end of terminal for delivery vehicles needing access to the front of the terminal. Use of this area is subject to management approval and is not to be used by contractor/maintenance vehicles.

***Contractors MUST not park kerbside at the terminal..  
Offenders will be fined.***

# CONTRACTOR SIGN IN & CAR PARKING

GENERAL



Contractors can park in the designated '**Contractors Parking Bays**' at the Northern End of the Terminal Building.

You must display a Contractor's Parking Permit on the dash of your car to park in the bays. Parking Permits can be collected when signing in to Airport Management.

If you do not display a parking permit a fine issued by Rockhampton Regional Council Local Laws can apply.

***All contractors MUST sign in and out at Airport Management prior to commencing and when finishing work each day.***

# SAFETY MANAGEMENT SYSTEM (SMS) INCIDENT/HAZARD REPORTING

GENERAL

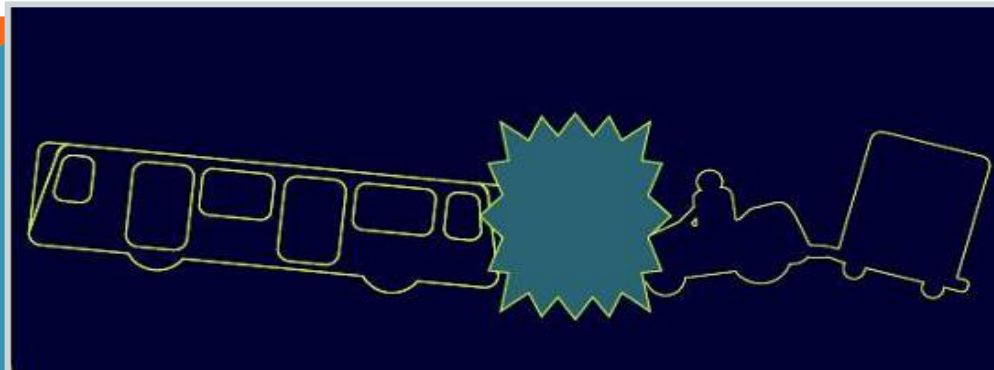
Airport Management has implemented processes to identify and address hazards and risks that may exist at the airport. **Proactive risk management assesses what can go wrong and if enough has been done to prevent it.**

WH&S responsibilities include ensuring that no employee, customer or Airport asset is placed at risk by any actions or inactions of a contractor and that Rockhampton Airport's SMS is not compromised.

A key function of the SMS is reporting and resolving hazards and incidents. All hazards and incidents must be reported to Airport Management to enable action to be taken to prevent future injury or damage from occurring.

Reports can be submitted via Council's electronic Riskware system, or on company report forms.

All incidents must be reported immediately to Airport Management or after hours advise the Operations Supervisor.





# HAZARDOUS MATERIALS & MANAGING SPILLS

GENERAL

A **Hazardous Substances Register** and **Safety Data Sheets (SDS)** must accompany hazardous material brought onto site. A copy of the SDS must be available at the work site.

SDS stipulated PPE, must be worn.

Hazardous material must only be used in accordance with the instructions contained in the SDS.

**Emergency showers and eyewash facilities** are located adjacent to the RPT Apron and within the Baggage Breakdown Area.

You must ensure that **controls are in place to prevent spills** from occurring but also have appropriate training and equipment at the work site to **contain a spill**.

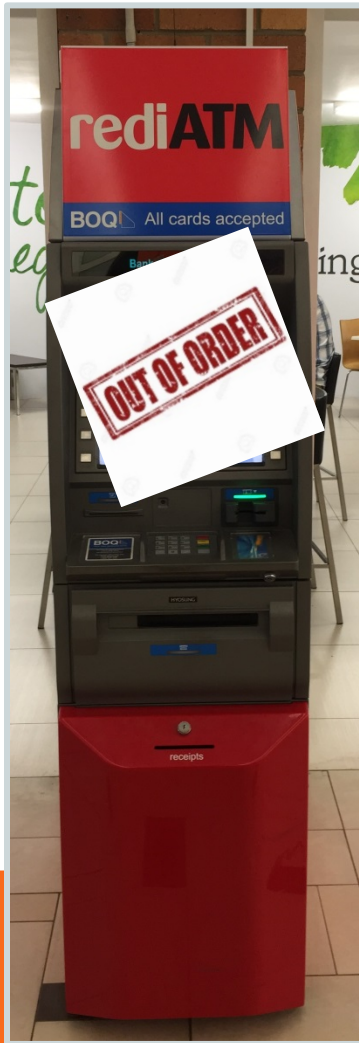
Immediate action must be taken to prevent further material from spilling if it is safe to do so and prevent it from entering the storm-water system or contaminating soil.

The Aerodrome Reporting Officer must be advised of any spill as soon as practicable after it occurs.



# TERMINAL MAINTENANCE ISSUES

GENERAL



All maintenance issues (toilets leaking, ATM not working, etc) are to be reported to Airport Management. If the issue is urgent, contact the Duty Operations Supervisor

Unserviceable equipment can be identified by unserviceable equipment tags.

Never operate tagged unserviceable equipment.

Only authorised personnel can remove an unserviceable tag.



# BAGGAGE HANDLING

## GENERAL

All check-in stations **have emergency stop buttons.**

There are emergency stop buttons and cords situated near the transport and collector conveyors.

Following activation of an emergency stop the system must be reset by authorised personnel only.

You should not operate baggage handling equipment unless you have been trained.

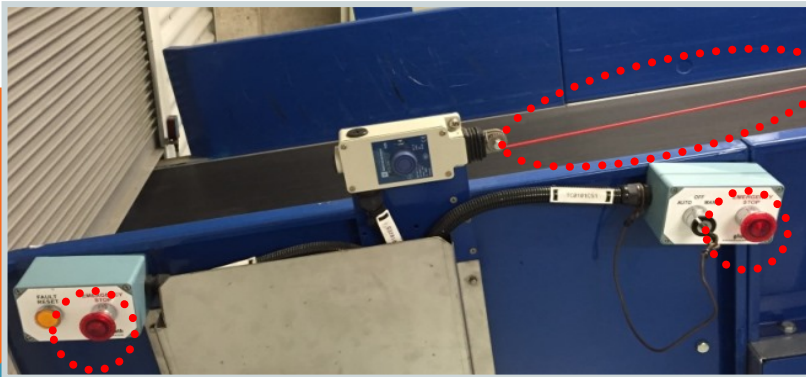


People are not allowed to sit, stand on or touch operating baggage carousels.

Emergency stop buttons are spaced at regular intervals around both arrival carousels.

An audio alarm sounds before the conveyor starts operation.

If you become aware of an unsafe situation on any equipment or automatic doors, contact the Duty Operations Supervisor.



# TIDY WORKPLACE

Contractors are responsible for keeping works areas secure, clean and tidy at all times.



All rubbish and food scraps *must* be placed into a bin with the lid closed.

This will ensure birds and wildlife are not attracted to the rubbish and become a hazard to aircraft operations.





# SMOKING

## GENERAL



Smoking is prohibited:

- **Airside at all times** because of the fire and explosive hazards of aircraft refuelling.
- When you are **operating** any **vehicle or equipment**
- **In the terminal** or within 5 metres of the entrance to the building terminal doors, bus zone or in the taxi rank seating area .

An electronic cigarette (known as an e-cigarette) is subject to the same laws as regular cigarettes.

*Designated smoking areas have been provided landside of the terminal.*



## AIRSIDE & LANDSIDE



There is a perimeter fence around the airport.

If you are **outside this fence** you are **LANDSIDE**. Vehicles parked landside must be at least 3m from the fence.

If you are **inside this fence** you are said to be **AIRSIDE**. Vehicles parked airside must be at least 2m from the fence.

If you are **on the roof** of a building that has an airside/landside interface you are considered to be **AIRSIDE**.

The Airside is a secure area and is not available to the general public.



# WHAT IS AN ASIC OR VIC?

## SECURITY

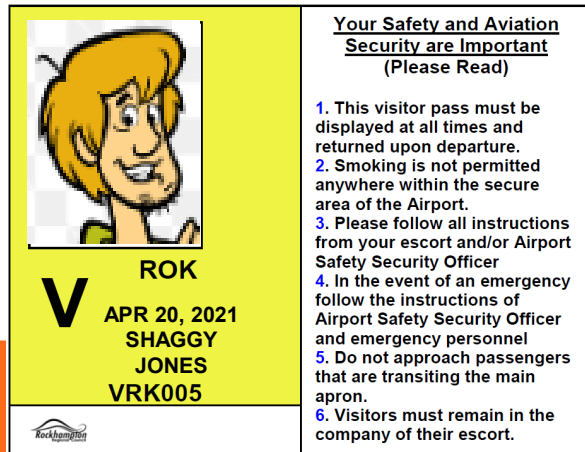


All persons accessing the restricted areas must be clearly identifiable as background checked for security clearance.

This is achieved by obtaining and properly displaying an Aviation Security Identification Card (ASIC) above waist height, at the front or side of the body and with the whole front of the ASIC clearly visible. ASICs for use at Rockhampton Airport are endorsed **AUS or ROK**.

Non-ASIC holders are required to properly display a Visitor Identification Card (VIC) and be supervised by an ASIC holder.

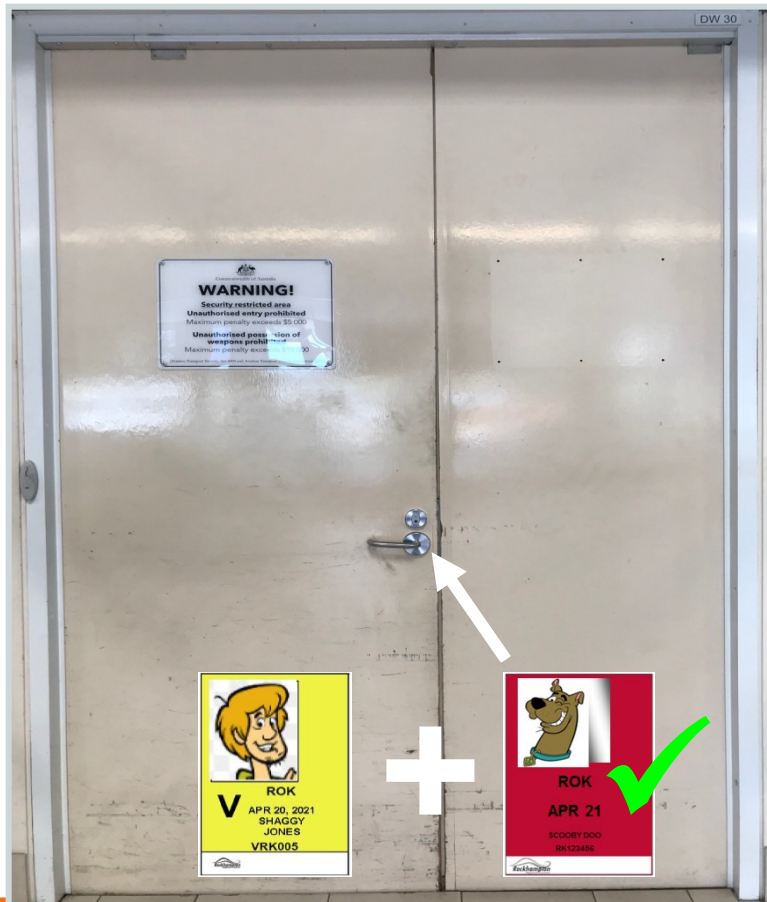
**Passengers transiting directly to departing aircraft with an ASIC holder escort; and on duty Police officers, in uniform or otherwise are exempt from displaying an ASIC airside.**



***An operational need is required to access the secure area of an Airport!***

# AIRSIDE ACCESS

## SECURITY



Many doors provide restricted access to the Airside.

All airside restricted access doors will display warning signs advising you are going Airside.

In the terminal area many signs will advise of a "Security Restricted Area". The Security Restricted Area refers to a higher security section of the airside.



# ACCESS CONTROL

## SECURITY



Never leave security doors/gates ajar or propped open. Remain at automatic gates until the gate has resecured.

Always close any door/gate that may have been wedged open and immediately report the incident to the **Security Contact Officer (SCO)**.

Never allow unknown people to follow you through a security controlled door/gate. Always challenge and report any person who attempts to tailgate. Do not attempt to physically prevent an intruder from entering.

Everyone must use their own access card to gain/validate entry.

Always physically check to ensure doors/gates are closed securely behind you. If you open a door/gate it is your responsibility to secure it.

***Failure to secure a door/gate may result in loss of access privileges.***



# STERILE AREA

## SECURITY



The only approved landside security zone at Rockhampton Airport is the Sterile Area (Departure Lounge).

Access to work in the departure lounge can only occur if certain conditions are met.

Ground handling staff may enter the Sterile Area via the Departure Gates only when processing passengers for boarding.

***Valid red or grey ASICs, or a VIC must be displayed by persons working in the Sterile Area.***



# WEAPONS & TOOLS OF TRADE

## SECURITY



- A person may carry a 'Tool of Trade' in an Airside Area, provided that the person takes reasonable precautions to ensure the item remains under their control at all times.
- All tools and equipment to be used in the sterile area must go through the screening point and be logged in/out on the Tools of Trade Register.
- Tools should not be left unattended in any location and must not be accessible by the public.
- All tools need to be accounted for at the end of every shift.

***Aviation security legislation defines many commonly used hand tools to be weapons!***

# FIREARMS, WEAPONS & PROHIBITED ITEMS



- Aviation security legislation prohibits unauthorised firearms airside.
- Queensland law prohibits unsecured carriage of firearms landside.
- If you become aware of any person carrying a firearm or weapon, immediately contact your supervisor and Security Contact Officer (SCO), who will contact the QPS for assistance.
- **DO NOT** accept weapons or firearms from any person.
- Immediately contact your Supervisor and in all cases the RRC SCO.
- If prohibited item, SCO will determine action.

### Exceptions:

- ✓ Uniformed Police (QPS, AFP)
- ✓ Uniformed Defence Force Personnel
- ✓ Uniformed Security Guard
- ✓ RRC ARO (airside)

# YOUR ROLE IN AVIATION SECURITY

Every person who works in the aviation industry has an important role to play. Basic security principles include:

- know your role in security and understand the role of others
- appreciate your contribution to the security effort
- maintain vigilance at all times
- trust your instincts
- know your environment
- commit to communicating with others about security
- have a general understanding of potential security threats
- communicate concerns
- follow up
- stay in touch

***Security is a team effort and good communication is essential!***



# POTENTIAL SECURITY ISSUES

Suspicious or unusual activity of any kind should be reported to the **Security Contact Officer (SCO)** immediately. Potential security issues can include:

- unattended baggage, including baggage left on a carousel
- someone taking photos of a screening point
- a person in a secure area with the wrong photo on their ASIC or deliberately hiding the photo from view
- an unattended car in an area not reserved for parking
- someone attempting to 'tailgate' you into a secure area
- a concealed package in a bathroom
- receipt of a suspicious letter or parcel
- receipt of a bomb threat by phone or mail.





# REPORTING SUSPICIOUS BEHAVIOUR



NO PHOTOGRAPHIC INTEREST



TAKING NOTES



TRAVELLING WITHOUT PURPOSE



NO LEGITIMATE REASON



TESTING SECURITY



COLLECTING INFORMATION

Identify suspicious behaviours with a simple checklist.

- Is the person taking notes of security vulnerabilities?
- Do video and photo subjects have no credible photographic interest?
- Does the person have no legitimate reason for being in an area?
- Is the person collecting information from promotional literature or inquiring about security?
- Is the person travelling erratically and without any real purpose?
- Does the person appear to be testing security?

***If the answer to any of these questions is YES, REPORT IT!!***

# INCIDENT REPORTING

SECURITY


## Security is multi-layered

The Security Contact Officer (SCO) is responsible for overall Airport security.

QPS is responsible for responding to security incidents and providing their normal community policing.

Airport stakeholders are expected to report all incidents, security threats or security matters to the SCO.

The SCO must ensure that the aviation security incident is reported to all relevant organisations as set out by the Act and the Regulations.

**Aviation Security Incident Report** 

A completed report submitted to the Department of Infrastructure, Transport, Regional Development and Local Government using this form and including the required information will fulfill incident reporting obligations under Part 6 of the *Aviation Transport Security Act 2004* (ATSA).

The Department should be notified of an incident as soon as possible. Reports can be made either (a) in writing, or (b) orally and followed up in writing within 24 hours. This report should contain as much of the following information as within the knowledge of the person making the report.

**Note:** All fields marked with an \* are mandatory Report date  Your reference number

### 1. Incident Details

\* Date of incident (ddmm/yyyy)  \* Time of incident (Local time) (24-hr hhmm)  \* Aviation Industry Participant (Name of organisation)

\* Location (Airport Name)  \* Location of incident (State)  Airport area  Terminal number

### 2. Category Security Incident

Please choose the category of incident from the list below which best describes the incident you are reporting. This list should be used as a guide only, it is not exhaustive. For incidents that fall outside of the categories listed below please nominate "other" and provide a brief description.

<input type="checkbox"/> Aircraft	<input type="checkbox"/> Public behaviour	<input type="checkbox"/> Suspicious items
<input type="checkbox"/> Breach/Intrusion	<input type="checkbox"/> Screening events	<input type="checkbox"/> Threats
<input type="checkbox"/> Criminal	<input type="checkbox"/> Staff/Procedural	
<input type="checkbox"/> Other (Please specify)	<input type="text"/>	

### 3. Incident Assessment

If the incident was a **Threat**, please provide the following information:

<b>Assessed As</b>	<b>Threat received by</b>	<b>Tracing</b>
<input type="checkbox"/> Genuine	<input type="checkbox"/> Airport Operator	<input type="checkbox"/> Successful
<input type="checkbox"/> Hoax	<input type="checkbox"/> Airline (Airport office)	<input type="checkbox"/> Unsuccessful
Assessed by (Name of person) <input type="text"/>	<input type="checkbox"/> Airline (City office)	<input type="checkbox"/> Not attempted
	<input type="checkbox"/> RACA	
	<input type="checkbox"/> Other (Please specify) <input type="text"/>	

### 4. Aircraft Information

Did the incident involve an aircraft?  
 No > go to question 5  
 Yes \* Aircraft type  \* Flight number  Aircraft registration

Place of departure  Place of arrival  Was the aircraft in flight? No  Yes

### 5. Incident Description

**Background** - Please provide details leading up to the incident.

Please attach additional pages if required

When completed send the form to the Department by email: [transport\\_security@infrastructure.gov.au](mailto:transport_security@infrastructure.gov.au) or fax (02) 6274 6089

# UNATTENDED ITEMS

## HOTUP Principle

Is the item/substance	<b>HIDDEN</b>
Is the item/substance	<b>OBVIOUSLY SUSPICIOUS</b>
Is the item/substance	<b>TYPICAL OF WHAT IS IN THE AREA</b>
Is the item/substance	<b>UNUSUAL</b>
Has there been general	<b>PUBLIC ACCESS TO THE AREA</b>

### If you locate an unattended item:

- Attempt to identify the owner (name tag, airline, PA)
- Notify SCO
- Assess as suspect or not using **HOTUP** principle.
- If suspect, clear area and notify QPS.



# BOMB THREAT

**“A situation where a person advises that an explosive device has been placed or is threatened to be placed on an aircraft or the airport”**

## PHONE THREAT CHECKLIST

REMEMBER TO REMAIN CALM

### Who received the call?

Name (print): .....  
 Signature: .....  
 Telephone number called: .....  
 Date call received: ..... Time received: .....

### QUESTIONS TO ASK THE CALLER

#### GENERAL

What is it?  
 When is the bomb going to explode? OR  
 When will the substance be released?  
 Where did you put it?  
 What does it look like?  
 When did you put it there?  
 How will the bomb explode? OR  
 How will the substance be released?  
 Did you put it there?  
 Why did you put it there?  
 What is your name?  
 Where are you?  
 What is your address?

#### BOMB THREAT QUESTIONS

What type of bomb is it?  
 What is in the bomb?  
 What will make the bomb explode?

#### CHEMICAL/BIOLOGICAL

#### THREAT QUESTIONS

What kind of substance is in it?  
 How much of the substance is there?  
 How will the substance be released?  
 Is the substance a liquid, powder or gas?

### EXACT WORDING OF THREAT: .....

### ANALYSIS OF CALLER'S VOICE

SEX	ACCENT		VOICE		SPEECH	
Male	Australian	Irish	Angry	Soft	Fast	Distinct
Female	American	Asian	Child	Giggling	Stutter	Clear
	Middle	Other	Calm	Other	Slow	Muffled
	Eastern	.....	Cossane	.....	Lisp	Other
	European	.....	Loud	.....	Slurred	.....
.....	British	.....	Emotional	.....	Distorted	.....

### THREAT LANGUAGE

THREAT LANGUAGE	BACKGROUND NOISE
Well spoken	None
Incoherent	TV/Radio
Irrational	Music
Taped	Voices
Aggressive	Train
Message read by caller	Aircraft
.....	Sirens
.....	Street Noises
.....	House Noises
.....	Construction
.....	Other

Duration of Call: ..... : .....  
 Did you recognise the voice? Yes/No .....  
 If so, who do you think it was? .....  
 Did the caller appear familiar with the area? Yes/No .....  
 Estimated Age: .....  
 Comments from person receiving the call: .....




- If equipped, activate Malicious Call Trace (MCT) on your telephone.
- Alert supervisor to initiate trace/notify QPS/notify SCO.
- Gain as much information as possible (use bomb threat form).
- Keep talking (delaying tactics – ask questions, request repetitions).
- **DO NOT HANG UP!**

**The call will be assessed as either genuine or hoax by the SCO in consultation with QPS.**



# PERMIT TO WORK

SAFETY



**PERCOW (PERMIT TO COMMENCE WORK)**

DATE: \_\_\_\_\_ PERMIT NO: YBRK 2015. [ ] (PCW) ISSUED TO: \_\_\_\_\_

**SCHEDULED DATES**

COMMENCEMENT: / / COMPLETION: Est. / /

PROJECT MANAGER: \_\_\_\_\_ TELEPHONE NO: \_\_\_\_\_  
MOBILE NO: \_\_\_\_\_

NATURE OF WORKS: \_\_\_\_\_

WORKS ORGANISER: \_\_\_\_\_ TELEPHONE NO: \_\_\_\_\_  
MOBILE NO: \_\_\_\_\_

PROJECT COMMITTEE REPRESENTATIVE: \_\_\_\_\_ TELEPHONE NO: \_\_\_\_\_

MOWP NO: YBRK \_\_\_\_\_ IF APPLICABLE INDUSTRY APPROVAL DATE: \_\_\_\_\_

NUMBER OF PERSONNEL EMPLOYED ON SITE: \_\_\_\_\_

DESCRIPTION OF PLANT TO BE USED: \_\_\_\_\_

PUBLIC LIABILITY INSURANCE COVER (\$10 000 000 REQUIRED): \_\_\_\_\_

ALL INSURANCE COVER IS VALID FOR AN ON AIRPORT WORKSITE: \_\_\_\_\_ (ATTACH PROOF)

WORK COVER NO.: \_\_\_\_\_

**OFFICE USE**

DATE NOTAM ACTION TAKEN: / /

1. HAVE ALL PERSONNEL BEEN INSTRUCTED ON ALL ASPECTS OF WORKS SAFETY, INCLUDING THE FACT THAT THE WORKS SAFETY OFFICER HAS TOTAL CONTROL OF THEIR MOVEMENTS AND OPERATIONS DURING THE CONDUCT OF WORKS AT THE AIRPORT: Y or N / DATE INDUCTED: \_\_\_\_\_

2. HAS ATO BEEN BRIEFED REGARDING COMMENCEMENT OF WORKS: Y or N / DATE BRIEFED: \_\_\_\_\_

3. HAS THE UNSERVICABLE PORTIONS OF THE MOVEMENT AREA, TEMPORARY OBSTRUCTIONS AND THE LIMITS OF THE WORKS AREA BEEN CORRECTLY MARKED AND LIT IN ACCORDANCE WITH THE STANDARDS SET OUT IN THE MOS Part 139: Y or N / DATE MARKED/LIT: / /

Operations Supervisor/Coordinator

\_\_\_\_\_  
COUNCIL APPROVAL DATE: \_\_\_\_\_

SIGNED FOR AND ON BEHALF OF COUNCIL \_\_\_\_\_ AIRPORT OPERATIONS COORDINATOR

A **Permit to Work** is required for any works airside or landside.

You must contact Airport Management **before** you carryout any works at the Airport.

In addition to the normal WH&S approvals (e.g. hot works) additional approvals are required before conducting works Airside.

# PRIOR APPROVALS

Airport Management must approve and issue an Airport Permit to Work for the following type of work **before you commence on site:**

- **Night Works:** Application must be submitted by contractors **72 hours** prior to night works.
- **Temporary Obstacles:** On or near Rockhampton Airport, i.e. cranes.
- **Hot Works Permit & Risk Assessment:** You **must** have a copy of your Hot Works Permit with you on site and return it on completion.
- **Excavation Works:** *Dial before you Dig* on Airport land.
- **Asbestos Works**
- **Dust and Noise**
- **Equipment Isolation**
- **Air Conditioning**
- **Electrical**
- **Wall Penetration**
- **Legislated High Risk Work:** Boom lifts and forklifts.



# CONGRATULATIONS

You have completed the Rockhampton Airport Site Induction presentation. To confirm your understanding of the requirements to work at Rockhampton Airport, you are now required to complete an assessment. [This induction is valid for a period of two \(2\) years.](#)



***A pass mark of 100% is required!***