Adelaide Airport

Terminal Asset Allocation Guidelines

1 July 2023

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1. INTRODUCTION

Adelaide Airport's Terminal Asset Allocation Guidelines (**Guidelines**) aim to improve terminal flexibility, operational efficiency and cost effectiveness, while better meeting the needs of both airlines and passengers.

The Guidelines outline:

- how common use assets (infrastructure, equipment and facilities) within the T1 terminal will be allocated and managed

- expectations of airlines and their contractor and or agents regarding use of common use assets

- expectations of Adelaide Airport Limited (**AAL**) in provision and upkeep of common use assets

- processes for engagement between AAL and airlines regarding the allocation and use of common use assets, as well as issue resolution

The Guidelines endeavour to improve transparency for airlines around AAL policies for allocation, maintenance and use of common use assets, as well as maximising the flexibility and efficiency of these assets in an effort to best serve airlines and passengers.

The Guidelines will be updated periodically as needed to promote the safe and efficient operation of the terminal, particularly if there are changes to common use infrastructure (e.g., check-in assets, signage or wayfinding). AAL will consult with all airlines prior to amendments to the Guidelines.

The Guidelines are subject to change at AAL's discretion and are not capable of giving rise to any claim.

Each airline should ensure that its terminal staff have read this document – as well as other relevant terminal operations manuals – and any future updates, as and when they are issued.

2. APPLICATION AND SCOPE

The Guidelines do not replace, supersede or override legislative requirements or the requirements set out in the following documents. If there are any inconsistencies between the Guidelines and the following documents, the following documents prevail:

- Airport Operations Manual

- Transport Security Program

- Airport Emergency Plan

- Agreements between AAL and particular airlines in respect of pricing and service levels.

To the extent necessary to meet their obligations, these documents are made available to airlines and their contractors.

3. COMMON USER PRINCIPLES

Common use assets refers to areas, infrastructure, equipment and facilities that can be used by multiple airlines – and their ground handlers or other sub-contractors – operating at Adelaide Airport under certain agreements. Common use assets are not dedicated or permanently allocated to airlines.

Adelaide Airport's T1 terminal functions primarily as a common user facility, except where an agreement between AAL and an airline grants exclusive or priority use of an area or asset by the airline.

Common use enables AAL to maximise the capacity, efficiency and passenger experience of terminal assets, which helps to minimise both operating costs and major capital expansions.

AAL will take all reasonable action to ensure the safe, secure, and efficient operation of the terminal and provide quality facilities and services to all airlines and their passengers, having regard to prevailing best practice and industry standards.

AAL and airlines need to work together to get the most out of common user assets, and to deliver a cost effective and operationally efficient environment in which a high-quality experience can be delivered for passengers.

3.1. Use of common user infrastructure

All airlines, handling agents and other stakeholders pursuant to these Guidelines may use the common use assets / areas and public areas of the terminal for the purposes for which these assets and areas were constructed, in keeping with AAL's operating requirements.

Common / public areas must not be obstructed other than with reasonable queue control equipment or other reasonable items as approved by AAL.

Where AAL provides common user equipment and signage, airlines are expected to use this in preference to proprietary equipment or signage. Where proprietary signage is approved for use it must only remain in place for the duration of the allocation of the resource.

3.2. Allocation of common user facilities

Allocation of common use facilities, such as check-in facilities, boarding gates, aircraft parking bays and baggage laterals, is based on the operating rules contained within this document and the Airport Operations Manual, unless specifically noted as residing in another AAL document.

While the allocations of the various common use facilities are inter-related, each is allocated separately and according to distinct principles and processes.

Allocations are communicated to airlines and other stakeholders on a regular basis. AAL will take care to balance reasonable and equitable access to all users and, in the interests of operational efficiency, has final discretion in the allocation of common use services and facilities.

Access to common use services and facilities is otherwise subject to the demands of other users of the Airport who have executed an aeronautical services agreement considering priority use of certain services and facilities.

3.3.   Requesting allocation changes

Airlines may request a review or change to the allocation plan by submitting a formal change request in the manner set out below. Requests will be considered in line with the operational needs of all airlines.

The approach for addressing a change request varies based on whether requested changes are temporary or permanent:

- *Temporary changes:* AAL recognises that airlines may require allocation changes at short notice for a strictly limited period of time, e.g., three days. If the need for a temporary allocation change arises, airlines can contact the Airport Duty Manager up to 24 hours before the change is required with a written request outlining the reason for the request. AAL will endeavour to meet requests subject to availability of required infrastructure.

- *Permanent changes:* Requests for permanent allocation changes may be made in writing to the Terminal Operations Manager and will be processed within one month of receipt. Approval of a request will be subject to availability of required infrastructure and on the condition that it will not unduly impact the operations of other airlines.

Airlines may raise concerns over the administration of common use infrastructure at any time. Concerns should be raised with the Terminal Operations Manager in the first instance and may be escalated to the bi-annual operational and commercial forum if the airline remains unsatisfied. Airlines are requested to invite both operational and commercial representatives to this forum.

3.4.   Maintenance of the terminal

AAL will ensure that the terminal and its associated plant and equipment are maintained in good and efficient working order, in accordance with any relevant compulsory operational standards.

In order to ensure the maintenance of the terminal, AAL will occasionally need to carry out repairs or alterations. Except in the case of an emergency, prior to carrying out any substantial work, AAL will:

- consult with all airlines
- endeavour to minimise any inconvenience to airlines' operations.

3.5.   Leaving allocated common use areas

3.5.1.   Airline equipment and materials

On vacating common use areas (e.g., check-in areas or departure gates), the airline and/or its ground handling agent must remove approved airline equipment and materials and return them to approved storage locations. AAL endeavour to provide storage space for approved equipment and materials. No stationery, signage or other equipment is to be kept in an unsecured location or in general public areas when not in use.

3.5.2.   Cleanliness

Common use areas must be left in a neat and tidy condition after use, and all rubbish must be disposed of.

3.6. Consultation

AAL agrees to meet and / or consult with all users of the services and facilities as often as reasonably required and will discuss any changes that affect the use of common user assets.

AAL will attend Airline Operators Committee meetings to discuss operational matters, including matters which may have a material effect on facilities and services.

AAL will host bi-annual operational and commercial forums with each airline.

4. SIGNAGE, WAYFINDING, AND PASSENGER INFORMATION

4.1. General signage

AAL provides static and dynamic digital signage to facilitate the efficient movement of passengers through the terminal.

Airlines must not display or affix any other signs, advertisements, or notices in common use areas without written approval from AAL.

Airlines / ground handling agents are responsible for selecting the appropriate FIDS signage at check-in counters via the system[1] at the start of duties and turning off signage at the end of duties.

AAL may periodically make changes or upgrades to signage in the terminal to improve passenger information and wayfinding.

4.2. Approved branded signage

Approved branded signage (e.g., signage for premium check-in or boarding) can only be displayed in common use areas when an airline is actively using the facilities in that location. Branding must be removed when the location is not being actively used by an airline / ground handling agent.

Airlines must have regard to AAL's general guidelines and principles regarding signs, advertisements and notices in the Terminal, as well as to AAL's objective of achieving consistency in layout, positioning, size and location of signs, advertisements and notices within the terminal.

4.3. Regulatory signage

Regulatory signage is managed and provided by AAL, and displayed in accordance with the Aviation Transport Security Act and Border Force regulations. Airlines must not display branded regulatory signage without written approval from AAL.

4.4. Wayfinding

AAL provides wayfinding signage in the terminal to assist passenger movement through the terminal and to locate specific features and facilities.

AAL provides several types of wayfinding and directional signage:

- signage required by law (including signs required for safety or emergency purposes)
- flight information signage

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[1] Refer to the Terminal Manual Part B for a step-by-step guide to the operation of the xMIDS interface

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- directional / facilities signage (e.g., directing passengers to entry / exit points, to airline check-in zones at terminal entry, to baggage reclaim, through security screening, and to / from premium lounges and gate lounges)

Signage to / from premium lounges will not feature airline branding.

AAL will maintain all digital wayfinding signage in working order. Airlines may report any signage faults to AAL as soon as they occur.

AAL is responsible for providing necessary equipment for queue management in the terminal, which could include digital signage and tensile barriers. AAL has discretion over the allocation and use of this equipment in the terminal. Branded queue management equipment is not permitted without written approval from AAL. Airlines are required to set up tensile barriers at boarding gates, unless otherwise advised by AAL.

4.5. Decorating

Decorations are not permitted in common use or public areas without written approval from AAL.

Airlines, ground handlers and tenants must request written approval from AAL for any decorations, promotions or special events. The request must include details of the promotion / event, dates, location and the type of decorations being requested.

4.6. Public Address system

The public address (PA) system in T1 is used by AAL terminal staff and airline / ground handling staff to provide flight information, passenger information, security announcements and emergency announcements.

Airline / ground handling staff should only use the PA system as and when required for the above purposes. In the interest of equitable and appropriate use of the system, the frequency of use by an airline should correspond to the airline's share of passenger volumes. Announcements should be as brief as possible to convey the required information.

Announcements made within the Terminal (check-in hall) are restricted and must follow the instructions in Terminal Manual Part B Terminal Operations (**Terminal Manual Part B**):

- Fail to board announcements (only after a gate lounge announcement is unsuccessful)
- Announcements to passengers regarding a significant change to departure time or change to departure gate allocation

Announcements made from gate lounge microphones are restricted to:

- Pre-boarding announcements and calls for passengers requiring assistance
- Boarding announcements
- Final call announcements
- Fail to board announcements

5.   CHECK-IN AND SERVICE DESK

5.1.   Check-in counter allocation process

Following the publication of each seasonal schedule, a check-in counter allocation plan will be developed by AAL in coordination with airlines and/or their ground handling agents. The plan will be used as the basis for counter allocations for each airline.

The counter allocation plan will be reviewed at regular intervals by AAL throughout the season to adjust for airline schedule changes[1], the start of new services, the cessation of services or a change in operating aircraft size.

Further to this framework, AAL reserves the right to dynamically allocate check-in infrastructure in accordance with demand, including on a daily basis.

AAL Terminal Operations will allocate counters in 15-minute intervals taking into consideration[2]:

- Volume of flights

- Aircraft size and capacity

- Load factors

- Estimated time of departure

- Average check in times (varies for domestic and international)

- Real-time passenger demand for check-in services

- For international services that transit Adelaide, counter allocations may be adjusted to account for actual joining loads.

Airlines are expected to manage service / product differentiation (e.g., premium vs. economy check-in) within the allocated facilities.

5.2.   Location of allocated check-in facilities

The spatial allocation of check-in facilities within the check-in hall aims to deliver a high-quality passenger experience and limit congestion and queueing.

Facilities will be allocated according to the following principles, in the following order of priority, to the extent possible and subject to schedule / change requests from airlines and AAL's discretion:

- **Contractual Agreements** - priority access granted in respect of certain infrastructure under a contractual agreement between AAL and Airlines

- **Good Practice** – operate the terminal with the degree of skill, diligence, prudence and foresight that would reasonably be expected of an Australian airport operator consistent with applicable laws, licences and industry standards

- **Efficiency** – maximising the efficient operation of the terminal and passenger throughput through the terminal and ensure that the greatest level of amenity is provided to the maximum number of passengers and with the aim to provide a seamless service to customers

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[1] Schedules should be received 4-6 weeks in advance and uploaded into AIMS 4 weeks in advance

[2] The process for allocating check-in counters is also outlined in SOP TERM-005 Allocation of Check-In Desks & Baggage Laterals.

- **Airline Preferences** - airline preferences for location of check-in facilities, acknowledging that all preferences may not always be able to be met

AAL reserves ultimate discretion on the location of allocated check-in facilities within the check-in hall.

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

If at any time an airline and/or their ground handling agent is allocated check-in infrastructure and it is not available or in working order, AAL will endeavour to provide a substitute for the allocated period of use.

5.3. Check-in facilities opening times

Check-in facilities can be opened:

- 2 hours prior to departure for domestic and regional flights
- 3 hours prior to departure for international flights

If a check-in facility is in use by an airline at the scheduled opening time of another airline, then the former must give way to the on-time airline and release its facility.

Airlines may request longer check-in opening times and AAL will endeavour to meet requests where possible subject to infrastructure availability. However, AAL retains ultimate discretion on check-in opening times.

5.4. Releasing check-in facilities

Airlines and/or their ground handling agents are required to vacate check-in facilities by the end of the allocated check-in time to allow the next airline and/or their ground handling agents' access. That is:

- Domestic flights – 15 minutes prior to departure
- International flights – 45 minutes prior to departure

Airlines should not unnecessarily occupy facilities and thereby obstruct their use.

If an airline and/or its ground handling agent indicates that it may require an extended check-in opening, the airline operator and/or its ground handling agent must liaise with AAL.

Responsibility for securing check-in counters at the end of an allocated period lies with the airline and/or their ground handling agent. The last airline employee or agent at the check-in area must ensure that the baggage handling system is switched off and that all allocated check-in facilities are logged off. All conveyer doors, stationery lockers and computer cupboards must be secured by the locks provided when the check-in facilities are not in use.

General security of check-in areas is AAL's responsibility. When check-in facilities are not operational, AAL is responsible for securing these areas.

5.5. Common User Self-Service (CUSS) equipment

5.5.1. Common User Terminal Equipment (CUTE) system

AAL will install, manage and maintain the Common User Terminal Equipment (CUTE) information technology system in the terminal for the common use of airlines.

Any network changes will follow AAL's Change Management process via the Change Advisory Board.

Airlines may not make any modifications to CUTE system infrastructure (hardware or software) without AAL's prior written approval.

AAL must be consulted on the provision of any new services or peripherals that interface with the CUTE system.

5.5.2. Allocation of check-in kiosks and Automated Bag Drop units (ABDs)

Kiosks and ABDs outside of an agreement for priority/exclusive use are available for common use e.g., can be used by all airlines and their passengers. Zones of kiosks and ABDs will be allocated based on airline schedules / passenger demand for airlines using check-in kiosks and ABDs for the purpose of signage and wayfinding. This will provide a guide for where airlines allocate staff supporting self-service check-in and assist passengers with wayfinding.

Airlines must allocate sufficient staff to support self-service check-in and/or use of ABDs.

5.5.3. Kiosk and ABD user interface

The design of an airline's proprietary interface must consider passenger processing times and enable passengers to quickly and efficiently check-in and check baggage in order to facilitate the efficient flow of passengers through the check-in hall.

Airlines must consult with AAL on any proposed changes to an airline's proprietary interface, and AAL must be supplied a written description of changes made and their potential impact on passenger processing times. Specifically,

- Changes to an airline's check-in process must not be made without AAL's prior written approval
- Airlines must consult with AAL on any changes to processes that impact the performance of the CUTE or CUSS service
- Airlines must consult with AAL on the implementation of biometric platforms in the terminal prior to implementation

Advertising on kiosks, ABDs, or other CUSS or CUTE infrastructure is not permitted.

Kiosks may only be used for the purpose of passenger check-in and bag check. Commercial transactions on kiosks must be limited to airline ticketing, seating and baggage in order to minimise processing times and maximise infrastructure availability. Any exceptions must be agreed with AAL in writing.

5.5.4. Transitioning to CUSS operations

Airlines wishing to transition to CUSS operations must:

- Complete and provide to AAL a CUSS Request Form at least 3 months prior to the date that access to the CUSS equipment is required
- Upon receipt of a CUSS Request Form from the airline, where available, AAL will provide the airline with access to the CUSS Equipment from the date agreed between the parties

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- If the airline wishes to cease to utilise the CUSS Equipment provided it will be expected to give AAL at least three months prior written notice of its intention. In such circumstances, AAL will no longer be obligated to make the CUSS Equipment available to the airline

An airline can request use of AAL's "white label" kiosk and bag drop application to facilitate the transition to CUSS equipment. This is available subject to commercial arrangement between the airline and AAL.

5.6.   Oversize items reception

AAL provides oversize item acceptance areas and oversize baggage processing commensurate with level of demand. T1 currently has 2 oversize belts – one in the northern check-in area adjacent to check-in counter 18, and one in the southern check-in area adjacent to ABD position 43. AAL will make at least one belt available while check-in is open, with preference given to the belt at the end of the terminal with greatest passenger volume.

For security reasons, the oversize belts can only be started from the check-in control panels. Airline and Ground Handling staff are not permitted to operate the system.

5.7.   Service desks

All service desks, except those subject to an agreement for priority/exclusive use, are to be treated as common use infrastructure.

5.8.   Queue management

Queue management in the check-in hall is a responsibility shared by airlines and AAL. AAL will provide design guidelines for totem signage in check-in areas to delineate queue entry points. AAL will also provide floor markings and tensile barriers as needed to facilitate queue management. Use of tensile barriers will be at AAL's discretion.

When using check-in facilities, airlines and/or their ground handling agents must ensure that passengers stay within the relevant check-in counter queuing zone.

Airlines are responsible for ensuring that their check-in and bag-check processes are efficient in order to ensure that queues and wait times are in line with acceptable passenger service levels.

6.   SECURITY SCREENING

6.1.   General screening

AAL provides passenger security screening services in compliance with the Australian Government's Aviation Transport Security regulations. Resourcing at passenger security screening points will be commensurate with scheduled passenger capacity and will be monitored by AAL through a rostering working group with its security provider.

When congestion at central security is delaying an aircraft, airlines, in consultation with the Terminal Duty Manager, may call affected passengers to the front of the line. This allowance will be provided by exception only.

6.2. Priority security queuing to the central security area

All airlines have the option to participate in the priority security queuing programme at an additional cost to the Government Mandated Security Charge. Airlines can opt in seasonally with operational costs passed through to participating airlines in proportion to their scheduled capacity at the beginning of the season.

The number of priority lanes provided is at AAL's discretion and cannot be increased without Airline Operators Committee (AOC) approval. Priority is granted to the queuing space only and does not entitle priority access to any screening lane.

AAL may also use the priority queuing lane for operational or commercial purposes. Where AAL's participation is for commercial purposes, AAL will pay a share of the costs based on the expected number of commercial users, as a proportion of the scheduled capacity.

6.3. Staff and goods screening

24-hour access to the terminal will be available through at least one screening point. Staff and goods screening will be rostered in a commercially efficient manner.

7. GATE AND AEROBRIDGE

7.1. Departure gate and parking bay allocation

7.1.1. Allocation process

AAL endeavours to:

- allocate all gates and bays on the basis of seasonal schedules. These will be assigned prior to the start of each new season (and, where necessary, AAL will adjust on a daily basis)

- undertake monthly reviews of the allocations to ensure scheduling changes have been captured

- make changes due to off-schedule aircraft

  o airlines and/or their ground handling agents must inform the ACC via telephone of any flight that has changed from its scheduled arrival or departure time by 5 minutes or more

  o airlines and/or their ground handling agents must also inform the Airport Duty Manager of any diversions into Adelaide (diverted aircraft will not displace scheduled services on the apron; diverted aircraft may be allocated any vacant bay)

- communicate all allocation plan updates / changes to the airline and/or their ground handling agent through the FIDS or AIMS

Allocation plans are maintained to the extent practicable for on-schedule aircraft. Aircraft delayed in arrival retain priority if an on-schedule departure is probable. Aircraft delayed in arrival lose priority if their delayed departure would affect subsequent priorities at their allocated gate / bay.

Aircraft that are delayed more than 10 minutes in departure and are allocated a common use gate / bay may be required to vacate their allocated common use bay at their own cost. Aircraft allocated to non-common use gates / bays may be required to vacate within timeframes agreed as part of relevant terminal, facility and/or commercial agreements.

7.1.2. Location of allocated departure gates and parking bays

Gate lounges will be allocated taking into account the following, in the following order of priority, to the extent possible and subject to schedule / change requests from airlines:

- **Safety and security,** – ensuring safe and secure facilitation of passengers between ground transportation, their aircraft and return to ground transportation

- **Gates available for international departures** - International departures will operate out of Gate 18 (international departures only) or one of the terminal's mixed-mode gates (15, 16, 19, 20, or 22). When Gate 18 is in use by an international flight, Bay 16 (L/R) and/or B19 (narrowbody), 20R (widebody) will be allocated next for the last scheduled international departure, in any sequence[1]

- **Aircraft requirements** - Allocations will consider aircraft requirements (e.g., portside refuelling is preferred for A320 aircraft)

- **Contractual Agreements** - priority access granted in respect of certain infrastructure under a contractual agreement between AAL and Airlines

- **Good Practice** – operate the terminal with the degree of skill, diligence, prudence and foresight that would reasonably be expected of an Australian airport operator consistent with applicable laws, licences and industry standards

- **Efficiency -** ensuring efficient facilitation of passengers between ground transportation, their aircraft and return to ground transportation

- **Airline Preferences** - airline preferences for departure gate location and aircraft parking positions, acknowledging that all preferences may not always be able to be met

AAL reserves ultimate discretion on the location of allocated gate lounges.RPT services are typically given precedence over other services.

If demand exceeds aerobridge stand capacity aircraft will be required to load on non-aerobridge stands with aerobridge priority typically given to earliest scheduled departures.

When an apron is in use, or when otherwise operationally required, AAL reserves the right to pursue remote bussing of passengers from gate lounges to off-stand parking bays.

As per Terminal Manual Part B, a 15-minute buffer between scheduled domestic movements and a 30-minute buffer between scheduled international movements at each bay will be used for planning purposes where possible.

7.2. Queue management

Airlines are responsible for queue management in the gate lounges, including the management of priority lanes.

When using boarding facilities, airlines must ensure that passengers stay within the relevant queuing zone.

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[1] As per SOP TERM-002 International Operations. This ensures gates are not enclosed within the international departure area without being utilized for an international or domestic flight. An international arrival in isolation (i.e. will arrive and tow off) may be allocated to any international arrival bay as it does not have swing gate implications.

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7.3. Opening a departure gate / bay

Airlines must wait until the previous departing aircraft is pushed back from an aerobridge / parking bay before setting up for the next departure at a departure gate.

A remotely parked or towed aircraft will have access to its departure bay as per the Terminal 1 Aircraft Bay Allocation and Parking SOP (SOP 7,3).

7.4. Releasing a departure gate

Airlines and/or their ground handling agents are expected to ensure that all departure gates and airside bays are left clear of their equipment after each aircraft movement, unless the next departure is being operated by the same airline. AAL departure gate lounge equipment must not be moved between gates.

All items of GSE and common use items at the departure gate must be returned to their normal location ready for the next user while airline-specific items must be removed from the gate and stored in approved storage spaces. AAL will provide reasonable storage space to facilitate the storage of approved equipment and materials.

7.5. Special provisions for Gate 50

Allocations and operating principles at Gate 50 will be largely consistent with the management of other departure gates. However, several exceptions include:

- Airlines are not required to wait until the departing aircraft is pushed back from the adjoining bays at Gate 50 before setting up the departure gate for the subsequent flight

- Airlines delayed more than 10 minutes in departure will not be required to vacate their allocated common use bay

- There is to be no mandatory separation time between departing and arriving aircraft at Gate 50

Passenger movements into and out of Gate 50 must be managed as per AAL's Passenger Guideline Matrices within the AAL Traffic Management Plan. The warning light system must be activated when passengers or airline staff enter the tarmac area and deactivated once all passengers and/or staff have egressed.

8. BAGGAGE AND GROUND HANDLING

8.1. Baggage handling staffing requirements

Airlines must staff baggage laterals from the time of check-in opening (i.e., at least 2 hours prior to the departure of domestic flights, or at least 3 hours prior to the departure of international flights). Where airlines open check-in prior to these times, staff must be made available at the baggage laterals. This ensures that there is staff ready to receive baggage injected into the baggage handling system.

8.2. Baggage laterals allocation

AAL Terminal Operations will allocate laterals taking into consideration[1]:

- Airline baggage service areas
- Volume of flights and number of passengers at any given time
- Consistency in inbound and outbound laterals for most efficient operations
- Lateral utilisation and associated maintenance considerations

In order to ensure that space is utilised equitably among ground handlers, AAL reserves the right to allocate space to ground handlers in the Airside Baggage Hall.

Engineering Facilities will be allocated in accordance with stand usage and will be managed by the terminal operations manager.

8.3. Guidelines for ground handler operations and equipment

Ground handlers must abide by the terms of any agreement between AAL and the airline that has engaged the ground handler, all policies, procedures and manuals referenced in that agreement and made available to the ground handler by AAL from time to time including on the AAL website: https://www.adelaideairport.com.au/corporate/about-us/working-adelaide-airport/ .

Ground handling staff are to be trained, licensed and audited on the operation of Passenger Boarding Bridges and other GSE as per the guidelines outlined in the Terminal Manual Part B.

Ground handling equipment must be operated with safety and environmental considerations in mind and should not contribute to an unsafe or unhealthy work environment.

Storage of ground handler equipment or vehicles in the Airside Baggage Hall is not permitted, to ensure that it does not become congested and that all ground handlers have equitable access to facilities. As per the Terminal Manual Part B:

- Equipment left in the area must only be for imminent operational needs. Set up of equipment is permitted a half hour prior to the check-in opening time for a specific flight. All other equipment must be stored in an approved GSE area
- Drivers must remain with operating vehicles at all times whilst in the Airside Baggage Hall and apron/airside areas
- Any vehicle or trolley that is unserviceable must be removed from the Airside Baggage Hall immediately to an approved GSE area
- Unserviceable vehicles can be parked in GSE storage areas, as long as they do not interfere with other Airline/Ground Handlers operations.

Further to the Terminal Manual Part B, equipment must not be staged on a bay / in an equipment clearance area more than 15-30 minutes prior to a flight arrival.

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[1] The process for allocating baggage laterals is also outlined in SOP TERM-005 Allocation of Check-In Desks & Baggage Laterals.

8.4.   Aircraft towing

AAL reserves the right to require aircraft to be towed. The Airport Control Centre (ACC) will liaise with airlines and ground handling agents if aircraft towing is required.

Subject to availability, Airlines will not be required to tow off an operational bay less than 60 minutes following arrival.

Subject to availability, AAL will make an operational bay available to an airline not less than 60 minutes prior to departure (domestic) and 90 minutes (international).

Adelaide Airport bay allocations aim to minimise aircraft towing. Required towing will be undertaken equitably across airlines based on share of passengers, to the extent possible.

Immediately prior to commencing a tow towing onto a departure bay, airlines must confirm bay availability by contacting the ACC.

Resourcing and equipment must be provided by the airline and/or its ground handling agent to tow aircraft from the parking bays (or apron areas) to off-stand positions as advised by the ACC.

9.   GENERAL OPERATIONAL

9.1.   Hours of Operation

Adelaide Airport operates 24 hours per day and will provide access to terminal and airside facilities at all hours.

T1 is open to the public from 4:00am to 11:00pm 7 days a week. A jet curfew is in effect between 11:00pm and 6:00am daily

8.2 Data Exchange

Adelaide Airport seeks to share data between airlines and the airport. The digital exchange of data between airline and airport eg flight status updates should be pursued and in a format of an appropriate industry standard.