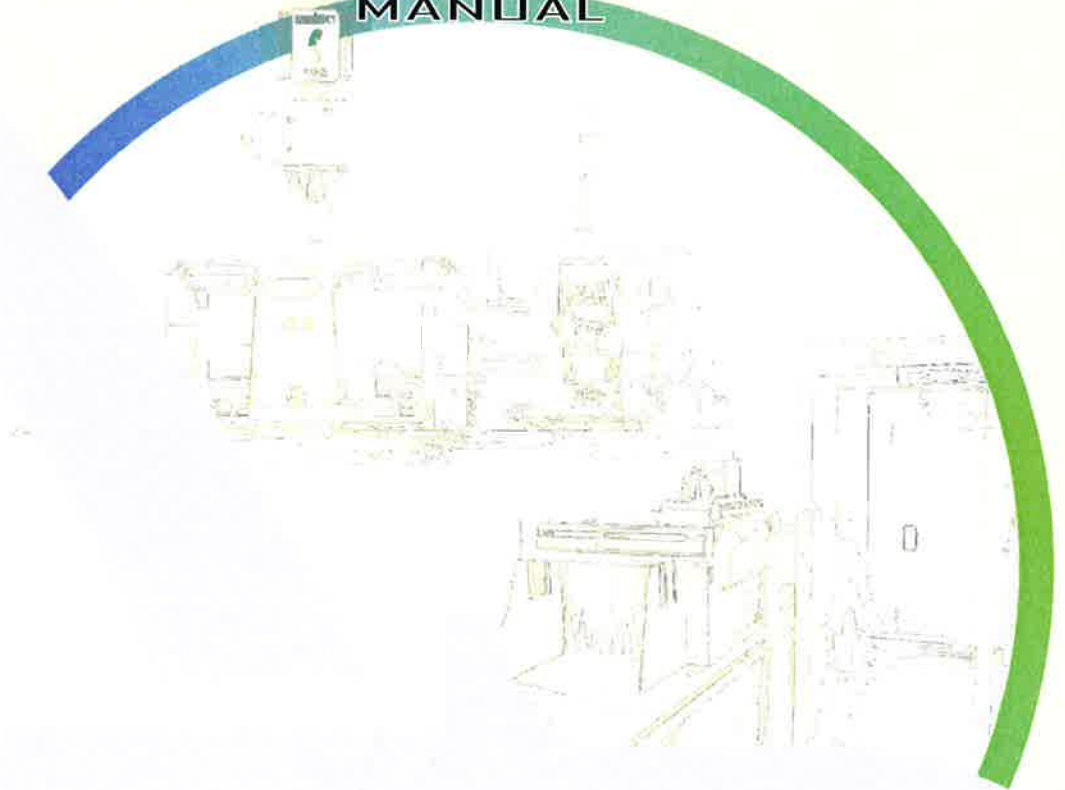




Aruba Airport Authority N.V.
**AIRSIDE SAFETY & SECURITY
MANUAL**



ARUBA AIRPORT AUTHORITY N.V.

Airside Safety & Security Training

All Regulations and procedures in this document are mandatory

**Second Edition
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Document: Airside Safety & Security Training
Processed by: Business Unit Airside



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Foreword

Various incidents and accidents occur each year between aircraft, vehicles and persons on many airports around the world, sometimes resulting in considerable damages to properties, personnel and sometimes even with fatal results.

This training is conducted by Aruba Airport Authority N.V. (AAA) to optimize safety and security on the airside of Aeropuerto Internacional Reina Beatrix (AIRB).



YOU!

YOU are the key ingredient in creating a safe environment around your workplace!

General Information and Procedures

1.1 Description of the ASST

This training course is intended to all persons who are currently working or will be working on AIRB airside and have access to airside areas.

1.2 The requirements to obtain an Airside Access Badge from Aruba Airport Authority N.V. are:

Comply with all necessary AIRB ID badge application procedures and obtain a score of at least of 70% on the Airside Safety and Security Training (ASST) exam.

If the result is less than 70%, then participant has the opportunity to attend another ASST session.

There will be only three opportunities for the participant to successfully pass the ASST exam. If applicant does not pass the ASST exam after the third attempt, Aruba Airport Authority N.V. has the right to refuse the applicant an Airside Access Badge.

1.3 Recurrent ASST

The AIRB ID badge is valid for one year. The badge holder is responsible to pass the recurrent training and test prior to the expiration date of the AIRB ID badge.

1.4 Obligation of the employer

It is the responsibility of the employer to keep their employees updated with changes of the procedures and regulations of the Airside.

CHAPTER 2

Basic Parts of the Airside



Airside users must know the important aspects of an airside area.

For Example: - Runway
- Taxiways
- Aprons

2.1 Runway

The runway is a designated area used for aircraft to land and take off.

2.1.2 Color of marking on runways

A runway and its markings will be recognizable for the pilot, seen from above. The markings on the runway are always **white**, except the yellow center line on the runway indicating an entrance of a taxiway.

2.1.3 Lights of the runway

Runway lights are always white with exception of the last 600 meters of a designated runway, which are **amber**.

2.1.4 Runway numbers

Runways have a number on each end. This number means the direction of the compass to which the runway is pointing. For example: a runway that has the number 36, this means that the direction is 360 degrees North.

The other side of the runway is the opposite number of the compass. A compass has 360 degrees, so if one side of the runway has the number 36, the other side will have the number 18 ($360-180=180$).

AIRB has one runway with on one side number 11 (110 degrees) and on the other side number 29 (290 degrees).

2.2 Taxiway

Taxiway is the area used by the aircraft to taxi to or from the runway. Taxiways look very much like a runway, but they are not as wide as a runway and the markings and lights are different.

2.2.1 Marking and color on taxiway(s)

The markings on the taxiway are always **yellow**.

2.2.2 Lights of taxiways

Taxiway lights are always **blue**.

2.2.3 Taxiway letters

Instead of numbers, taxiways uses letters, e.g. A, B, C, etc (Taxiway Bravo).

2.3 Apron

An Apron is a defined area on a land aerodrome, intended to accommodate aircraft for purposes of loading and unloading passengers, mail or cargo, fuelling, parking and maintenance

At our airport we have two (2) aprons, namely:

- Main Apron, located north of the runway
- General Aviation Apron, located south of the runway

2.3.1 Main Apron

The Main Apron consists of an area of 9,600 m² and can accommodate 16 aircraft simultaneously. It is divided into two areas:

- Parking Gates 1 up to 8 are contact stands, serviced by a Passenger Boarding Bridge
- Parking Stand 9 up to 16 are remote stands, serviced by apron busses.



2.3.2 Taxi lane:

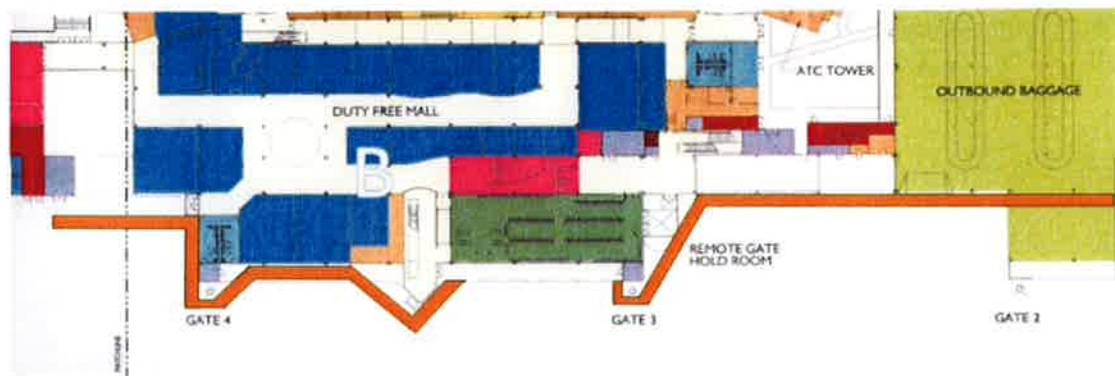
The taxi lane is a defined area on our Main Apron for taxiing of aircraft and intended to provide access to aircraft stands. (This area is located between the two Red Apron Safety Lines). It is not allowed to cross the Taxi Lane by foot!!



2.3.2 Apron Walkway and layout



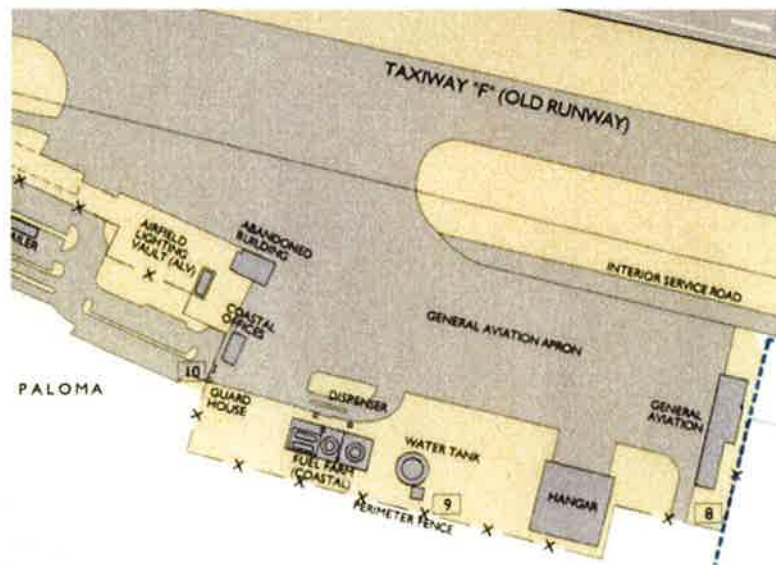
On the Main Apron there is a walk way (painted white) along side the Terminal that connects Parking Gate 1 up to Parking Gate 8. Only on this walkway it is allowed to walk without Safety shoes and high visibility (reflective) safety vest. Bear in mind it is strictly prohibited to wear slippers, sandals or any type of open shoes on the Airside.



2.4 General Aviation Apron

The general aviation apron has an area of 2500 m² and can accommodate a variety of private aircraft.

All general aviation flights are handled by the Fixed Based Operator (FBO).



CHAPTER 3

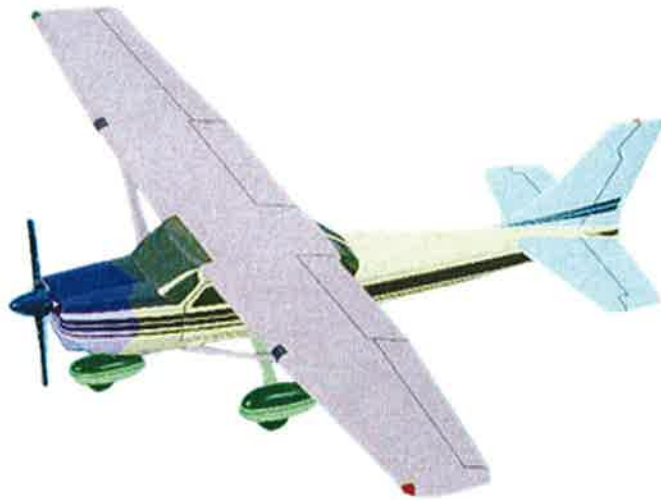
Aircraft Recognition

WETFUR MNEMONIC

Aircraft recognition can be obtained by using the word (mnemonic) WETFUR.

Meaning;

W	Wings
E	Engines
T	Tail Unit
F	Fuselage
U	Undercarriage (landing gears)
R	Recognizable features



CHAPTER 4

Causes of Accidents, Mishaps and Injuries

The vast majority of accidents, mishaps and injuries can be attributed to the following:

- a) People
- b) Equipment
- c) Environment

a) People:

- Failure to correctly follow procedures and comply with established policies
- Complacency and lack of awareness
- Lack of pre-planning
- Hurrying without focusing on safety to complete a task

b) Equipment:

- Equipment abuse
- Failure to inspect and properly service equipment prior to use
- Failure to perform regular preventive maintenance on GSE leads to equipment failures that lead to mishaps
- Improper operation of equipment

c) The Environment:

- Failure to adjust to severe weather warnings
- Facility constraints (e.g. Ground Service Equipment {GSE} parking area)
- Uncontrollable natural disasters

Airside Safety and its Enemies

5.1 Safety requirements:

- a. Always put safety as first priority.
- b. Adhere to correct practices and procedures.
- c. Use good judgment and common sense to guide your actions.
- d. Use job knowledge and observation to detect problems and unsafe conditions.
- e. Take the initiative to report problems and unsafe conditions immediately. Where possible, correct these situations yourself.
- f. Report any accident, aircraft damage or injury immediately.
- g. Be aware of changing conditions and adjust your actions accordingly.
- h. Never perform any task that you are not trained for.

Remember: SAFETY FIRST !!!

5.2 Safety Enemies

There is always something that's against personal safety. These are "The Three Safety Enemies", that might be a potential hazard towards the safety, which are:

- **Habit**
Working with danger daily, one begins to take it for granted, thereby making it easier to overlook danger and makes one indifferent and careless.
Always take care even if nothing has happened to your disadvantage.
- **Haste**
It's necessary to work calmly. Haste influences your concentration and control.
- **The Other Person**
Always be aware of the other person who may not be aware of the rules and regulations of our airport's safety.

Personal Protection Equipment

The proper and consistent use of Personal Protection Equipment (PPE) on the airside is your responsibility as apron user.



1. Protective clothing

1. Technicians are required to wear proper clothing when performing maintenance on aircraft, vehicles and machinery.
2. Loose clothing such as a tie, should be avoided as this may get caught up in the moving parts of machinery.
3. All personnel are required to wear uniform of their company at all times when working on the airside. It's strictly prohibited to wear short pants and short blouses on airside.



2. Hearing Protection: Prolonged exposure to high noise levels on the apron by for example turbines, ground power unit, and air starters can cause permanent damages to your hearing. That's why hearing protection is required to be used in noising areas while on the airside.



3. High Visibility Safety Vests: Part of remaining safe on the apron is to be visible, especially in darkness or low light situations. To accomplish this, you are required to wear an orange reflective safety vests which must be worn whenever you are on the apron.



4. Work Shoes

All personnel working on the airside (around aircraft and baggage areas), are required to wear safety shoes to protect feet from possible injury (except on the walkway). The footwear shall not have exposed metal parts, for instance spikes. It's strictly prohibited to wear slippers, sandals or any type of open shoes on the Airside.



5. Mitts

Baggage handlers are required to wear industrial mitts (gloves) to protect their hands, when loading or unloading of an aircraft.

Also aircraft cleaners are required to wear disposal cleaning gloves to protect their hands during their duties.

Miscellaneous Protective Equipment: There are other items, which are not required to be worn that can also enhance personal protection. These include knee and elbow pads and back support belts.

Working in Bad Weather

The airline business is a year-round, twenty-four hour a day operation. This will require you to work in all types of weather and can expose you to high temperature extremes. Dressing appropriately for the weather will ensure that you will not suffer from these extremes.



Hot Weather Operations

Drink plenty of fluids to prevent heat exhaustion or heat stroke. Wear a cap and sunglasses to protect the head and eyes against glare. Wear clothing that can absorb perspiration and aid in cooling the body. Avoid touching metal surfaces exposed to direct sun rays for extended periods. (Remember: It is not allowed to eat or drink on the apron)



Wet Weather Operations

Be alert for slick areas and reduce vehicle speed during turns/stops. Stopping GSE on wet surfaces requires a longer distance. Adjust your speed accordingly. Take into account reduced visibility during rainy weather. It is mandatory for ramp handlers to wear **yellow** raining clothing during rainy weather for their protection.



Electrical Storms

During electrical storms, personnel must not handle electrical equipment or cables connected to the aircraft. Also, if you are in contact with the ground, do not touch the aircraft as you could create a “ground” for lightning. When electrical storms are reported in the vicinity of the airport, the ground mechanic must be in the tow tractor with the tow-bar connected before putting on the headset (aircraft and tow tractor electrically bonded through tow-bar).

CHAPTER 8

Safety Procedures and Regulations

8.1 Safety Procedures and Regulations on the Airside



Airside users on the airport premises are prohibited to consume food or drinks on the Airside area. It is only allowed to drink and eat at indicated areas, example in lunch rooms. (Not on the apron, near baggage belts, vehicles, tugs, conveyor belts)



It is strictly prohibited to cross the service lane by foot, nor cross the taxi lane boundary lines. Exception: Only the ground mechanic can cross this boundary line during the pushback service.



Smoking on the Airside area is strictly prohibited, including in vehicles and restrooms. The use of any sparking materials, such as matches or lighters is also prohibited.

Smoking is only permitted in a closed locality and with prior approval of Aruba Airport Authority N.V.

8.1.1 Airside Areas:

The following areas are considered Airside:

1. When entering through security check points Orlando, Main Gate, Jupiter (cargo) and Omega (FBO).
2. When entering the gates: Mahuma, Las Americas, Valero and Fire Department.
3. When leaving Gate A-B (Main Terminal).

8.2 Safety Procedures and Regulations on Apron – Aircraft Handling

- a. Employee will not approach the aircraft until:
 - 1 chocks are positioned
 - 2 engines shut down
 - 3 approval of the ground agent attending the aircraft has been received.
- b. It's prohibited to board / de-board passengers of an aircraft while engines are running.
- c. It is prohibited to load and unload an aircraft while engines are running.
- d. Baggage cart / dollies are not allowed to be loaded higher than 1 meter.
- e. It is prohibited to walk or stand on a moving motor belt. The side rail of the motor belt must be placed prior to using it.
- f. Prior to servicing the aircraft, personnel must verify if the equipment is properly chocked.
- g. It is prohibited to transport persons on equipment/vehicle unless there are seats available. It's also a requirement that all doors of the vehicle must be closed during movement on the apron.
- h. Personnel on moving equipment must be seated properly and should keep their body within the confines of the vehicle's structure.
- i. It is prohibited to ride on elevating platforms when the vehicle is moving forward or backwards.
- j. Airside users should not lift or move more than their personal physical capabilities. Lifting should be done by using legs and arms for strength.
- k. When handling live animals, fingers and hands should be kept clear of the interior of the kennel to avoid being bitten.

8.3 Enforcement of Airside procedures and regulations

The personnel of the Apron Management Unit are authorized to enforce all rules on the airside area and must report all irregularities to the Business Unit Manager Airside.

CHAPTER 9

FOD Prevention and Removal

Foreign Object Debris



9.1 What is F.O.D.?

Foreign Object Debris (F.O.D.), are items that are found on the apron (also runway and taxiway) such as pebbles, nails, buckles, nuts, cans, luggage wheels, padlocks, mowed grass etc.



The cleanliness of our apron is essential to ensure safe operation on the airside. Items dropped onto our apron, may be ingested by aircraft engines or damage wheels, tires, structures and even endanger lives.

It is prohibited to put any kind of trash, not F.O.D. related, in the yellow F.O.D. bins.

Foreign object debris (F.O.D.) at airports can cause damage that cost airlines, airports, and airport tenants millions of dollars every year.

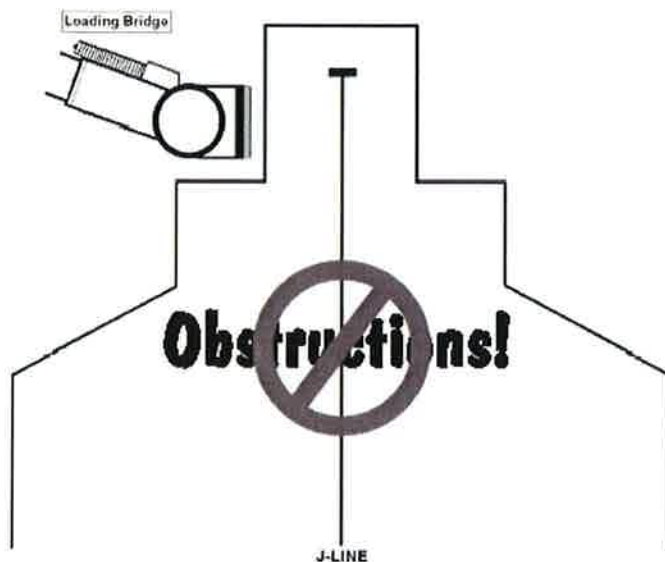
Working Safety Area Around Aircraft

Aircraft Safety Zones

There are 2 types of safety zones that have been established to protect the aircraft:

1. Aircraft Clearance Zone
2. Aircraft Buffer Zone

10.1 The Aircraft Clearance Zone



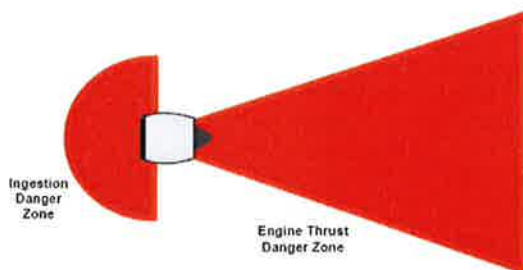
The Aircraft Clearance Zone is the area through which the aircraft approaches its final parking position. It is strictly prohibited to park/stage any equipment/vehicle in this area prior to servicing an aircraft. If this area is blocked with any obstacle, the aircraft is not allowed to continue to the stand/gate.

10.2 Aircraft Buffer Zone / Safety Zone



The Aircraft Buffer Zone is an imaginary line that surrounds the aircraft and extends two (2) meters from the aircraft surface. Inside the Aircraft Buffer Zone safety awareness must be heightened.

10.3 Aircraft Engine Danger & Safety Zones



The area exposed to the ingestion force is called the **Ingestion Danger Zone**. The area that is swept by the hot, high-velocity exhaust gasses is called the **Engine Thrust Danger Zone**. Collectively, these two danger zones are known as the **Engine Danger Zone**.

10.3.1 Engine Danger Zone Precautions

- Never approach an aircraft or enter an Engine Danger Zone when an engine is running or if it is spooling down.
- Look for signs that the engine is running such as heat distortion, flashing beacons and spinning engine compressor blades or propellers.
- Consider all engines unsafe until you personally verify that they are safe to approach.

10.3.2 Ingestion Danger Zone

The *Ingestion Danger Zone* is the area in which a running engine exerts a dangerous and deadly suction force which can ingest people and objects. This hazard area extends to the front, sides and behind the lip of every engine intake.

Engine ingestion zones differ by aircraft type. Factors such as engine type, engine height from the ground, and engine power settings (i.e., idle power or break-away power) determine ingestion zone size. On aircraft with low, wing-mounted engines, such as the B737, B777 and DC10, the ingestion danger zone is particularly severe.

Safe distance to avoid ingestion:

Narrow body Aircraft - An area extending 7.5 meters to the front and sides of the engine intake.

Wide body Aircraft - An area extending 15 meters to the front and sides of the engine intake.

10.3.3 Engine Thrust Danger Zone

The **Engine Thrust Danger Zone** (or **Exhaust Zone**) is the area behind the running engines that is impacted by the force of the exhaust blast. The heat and high velocity exhaust winds generated by the engines can cause severe injuries to personnel and can severely damage equipment or facilities. Never enter the Engine Thrust Danger Zone during engine operation or until the engines have been shut down and allowed to spool down.

The Engine Thrust Danger Zone can extend from up to one hundred (100) meters behind narrow-body aircraft to more than one hundred and sixty five (165) meters behind wide-body aircraft.

Note:

- **Always look for the red anti collision lights of the aircraft. Flashing means that the engines are running.**
- **Never walk or drive behind an aircraft with running engines**

CHAPTER 11

Aircraft Ground Damage

Aircraft are delicate and easily damaged. What looks like a bump or dent may actually cause severe structural damage. Also, many components which are critical to flight control and safety systems on the aircraft are just beneath the surface and can be damaged, as well.

11.1 Important points about Aircraft Ground Damage:

- a. Any type of aircraft damage can have serious financial and/or deadly consequences for both aircraft and passengers.
- b. Only authorized personnel can determine impact or damages caused to an aircraft.
- c. Consider any damage to the aircraft to be important!
- d. Immediately report any damage to the aircraft to your supervisor, flight crew and the Airport Authority (Apron Management Unit).
- e. Never ignore any kind of aircraft damage.

Fuelling & Spills

12.1 Fuel and Oil spills

Fuel spills are potentially fire hazards to personnel, aircraft and equipment. Every effort should therefore be made to prevent them.

Any spillage on the apron, e.g., fuel, oil, hydraulic fluids, liquids, etc, must be reported immediately to the Apron Management Unit.

There are three kinds of spill, which are:

- Small spills, less than 0.50 m²
- Medium spills, between 0.51 m² and 3.0 m²
- Large spills, over 3.0 m²

12.2 What to do in a fuel spill situation

1. The refueling company must notify the Apron Management Unit immediately.
2. The ground handler must place an extinguisher in the vicinity of the spill
3. No personnel should walk through the spill area.
4. The driver is not allowed to drive through the spill.
5. Engines of motorized equipment within the spill area should not be started before a spill is cleaned up. It's also not allowed to turn off the engine of the vehicle/equipment parked in the fuel spill.
6. It is allowed to board the aircraft. After cleaning the area, boarding process may continue.
7. Pushback shall not commence prior the fuel spill has been cleaned.

12.3 Fuelling Regulations



Fuelling regulations

1. Prior to fuelling, the fuel company must receive authorization of the ground mechanic. This to verify e.g. if there are still passenger in the aircraft.
2. The fuel company is not allowed to fuel with passenger on board according to the Fueling Overseer manual.
This can be done only with a Fuel Overseer present who will be in charge of overseeing the safe fueling of an aircraft with twenty (20) seats or more.
3. During fuelling with passengers on board, no vehicles or equipment may park near the emergency exits, so that in case of emergency, the emergency EXIT chutes can be deployed without hindrance.
4. It is prohibited to fuel an aircraft when there is a thunderstorm in the airport vicinity.
5. As an emergency procedure, never obstruct the fuel trucks while in the fuelling process.

Smoke & Fire procedures

13.1 Fire Triangle



Fire is a chemical reaction when three elements are present together.

The three elements are:

1. Heat (Energy)
2. Fuel
3. Oxygen

13.2 Fire Prevention

Fire prevention is even more important than fire-fighting. The following fire prevention points should be observed:

1. Good housekeeping is essential. Garbage should not be allowed to accumulate, but should be disposed of in approved containers.
2. The location of fire-fighting equipment, fire alarms and telephones that can be used in an emergency should be known to all Airside users.
3. Fire-fighting equipment should be located in such a way that it can be brought quickly into use.
4. Fire-fighting equipment also should be inspected regularly and refilled.
5. Smoking on the Airside area is strictly prohibited, including in vehicles and restrooms. The use of any sparking materials, such as matches or lighters is also prohibited.
6. The wearing of shoes with steel tips, steel heels or nails in soles is prohibited.
7. Use of naked flames and tools causing smoke, will be allowed only with the airport authority's permission.
8. Always report faults or discrepancies in fire fighting equipment.

13.3 Smoke & Fire warnings in aircraft holds

When an aircraft arrives with suspected fire or smoke warning in the baggage compartment area, a full passenger evacuation of the aircraft should be carried out before any baggage compartment door is opened.

The baggage compartment door must not be opened except by a fire fighting crew with necessary equipment.

Failure to obey this instruction will result in a flow of air into the hold of the aircraft, which could cause the fire to erupt with explosive force and with potential disastrous consequences if passengers and crew remain on board the aircraft.

13.4 Fire in unattended aircraft

If a fire is discovered in an unattended aircraft, immediately inform Apron Management Unit immediately by using the Emergency Phones located at the AGNIS/PAPA poles.

- 1 If possible try to extinguish the fire
- 2 If not possible to extinguish the fire, reduce the rate of fire spread by closing the doors.
- 3 The bridge operator will retract the Passenger Boarding Bridge from the aircraft.

13.5 Fire in any Airside Area

When a fire is discovered on the Airside area, always inform Apron Management unit immediately by using the Emergency Phones. Try to extinguish the fire, but never put your self in danger!

13.6 How to use the fire extinguisher



1. Attack fire with the wind behind you.
2. Start at the bottom of the fire
3. Start at the edge

Dangerous Goods

14.1 What are dangerous goods?

Dangerous goods are articles or substances which are capable of posing a significant risk to health, safety or property when transported.

Packages containing dangerous goods are recognized by a diamond shaped sticker.

Before handling dangerous goods, you should be able to recognize some symbols. It is important for you to know them, when loading or unloading an aircraft.

In case of emergency, the following should be complied with:





1. The damaged freight item must be duly secured. Unauthorized persons are not allowed in the vicinity of the item.
2. Avoid ingestion, i.e. do not eat, drink or inhale.
3. Inform the airport authority and wait for help and instruction of the Apron Management unit.

14.2 Dangerous Goods Classification

Dangerous Goods are divided into nine (9) classes.

Class 1	Explosives
Class 2	Gases
Class 3	Flammable Liquids
Class 4	Flammable Solids
Class 5	Oxidizing Substances
Class 6	Poisonous Substances
Class 7	Radio Active Material
Class 8	Corrosives
Class 9	Miscellaneous Dangerous Goods

14.3 Dangerous Goods Chart:

 <p>Explosive</p>	 <p>Explosive</p>	 <p>Flammable gas</p>	 <p>Non-flammable compressed gas</p>
 <p>Toxic gas</p>	 <p>Flammable liquid</p>	 <p>Flammable solid</p>	 <p>Spontaneously combustible</p>
 <p>Dangerous when wet</p>	 <p>Oxidizer</p>	 <p>Organic peroxide</p>	 <p>Toxic</p>
 <p>Infectious substance</p>	 <p>Radioactive</p>	 <p>Radioactive</p>	 <p>Radioactive</p>
 <p>Radioactive</p>	 <p>Corrosive</p>	 <p>Miscellaneous</p>	 <p>Magnetized material</p>

CHAPTER 15

Emergency Procedures

15.1 The following list of emergency procedures is general

You are responsible to familiarize yourself with AIRB emergency procedures, phone numbers, manuals, and emergency evacuation plans. Know the location of first aid kits, fire extinguishers and other emergency equipment. **The key to dealing with these situations is preparedness and knowing what to do.**

15.2 How to report an emergency

If you are involved in an emergency / incident / accident and you are able to communicate, or if your colleague is the one involved and does not have the ability to do so, follow these procedures:

1. Immediately inform the Airport Authority (Apron Management Unit) and your company about the incident or accident.
2. In case of injuries, first aid could be rendered if you are qualified.
3. When requesting help at Apron Management Unit, provide the following:
 - a Your name.
 - b Name of the company you work for.
 - c The number of people injured.
 - d The exact location of the emergency / incident / accident.
 - e If dangerous goods are present, give also the identification of the damaged goods or the UN number
 - f Wait for further instruction by Apron Management Unit personnel

15.3 Emergency Phones

There are 13 Emergency Phones located on the Main Apron. The phones are posted against the AGNIS/PAPA poles at parking positions 1 up to 13. The emergency phones are recognized by a sign visible from all directions.



These phones are only allowed to be used for Emergency situations, e.g.:

1. Any fire situation
2. Fuel and Oil Spills
3. Any Accident or Incident
4. Health condition of a person that need Paramedic assistance

15.4 Airside Evacuation Plan

In the event of an emergency situation that require evacuation, Airside users shall take the shortest way to one of the Security Checkpoints “Main Gate” or “Orlando”.

15.5 Fire Procedures

In the event of a fire:

- a. Stay calm.
- b. Evaluate the situation.
- c. Immediately call Apron Management Unit for assistance by using the emergency phone.
- d. Try to extinguish the fire, but never put your self in danger!
- e. It's allowed to use the Aruba Airport Authority's fire extinguishers during emergency situations.

15.6 Important Airport telephone numbers to memorize

Apron Management Unit	EXT 242 / 287
Communication & Surveillance Center (CSC)	EXT 145 / 156
Medical Services available through CSC	EXT 145 / 156

Safety Management

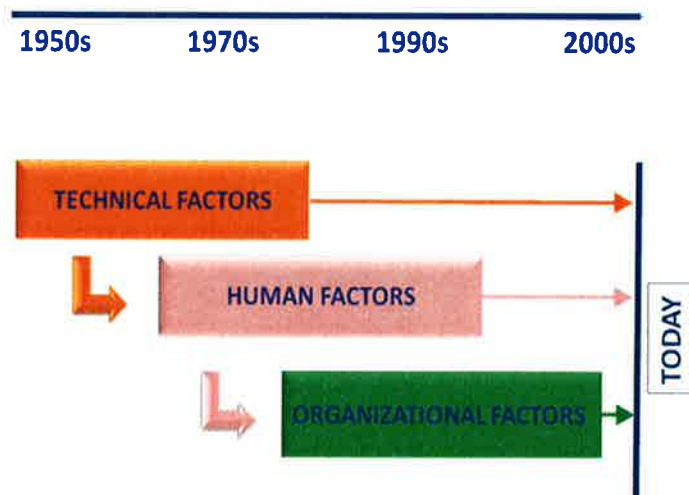
16.1 Concept of safety (Doc 9859)

Safety is the state in which the risk of harm to persons or property damage is reduced to, and maintained at or below, an **acceptable level** through a **continuing process** of **hazard identification** and **risk management**.

Consider:

- The elimination of accidents (and incidents) is unachievable
- Failures will occur, in spite of the most accomplished prevention efforts
- No human action or human made system can be free from risk and error
- Controlled risk and controlled error is acceptable in a safe system

16.2 The evolution of safety thinking



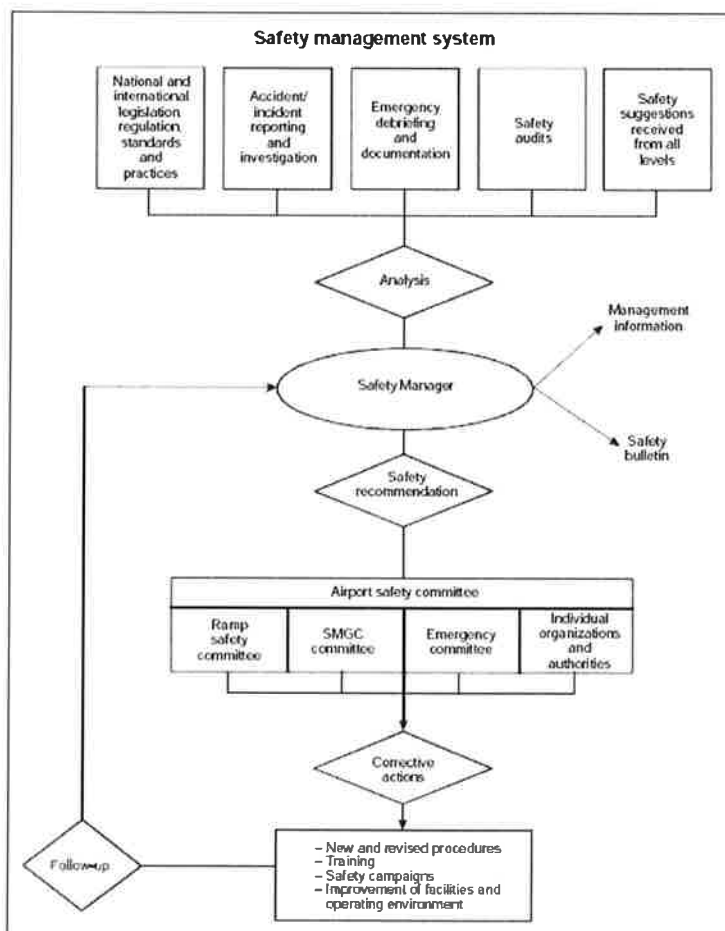
16.3 Safety management – Eight building blocks

- ① Senior management's **commitment** to the management of safety.
- ② **Effective safety reporting**.
- ③ Continuous monitoring through systems to **collect, analyse, and share** safety-related data arising from normal operations.
- ④ **Investigation** of safety occurrences with the objective of identifying systemic safety deficiencies rather than assigning blame.
- ⑤ **Sharing** safety lessons learned and best practices through the active exchange of safety information.
- ⑥ **Integration** of safety training for operational personnel.

- ⑦ Effective **implementation** of Standard Operating Procedures (SOPs), including the use of checklists and briefings.
- ⑧ **Continuous improvement** of the overall level of safety.

The result of implementing the eight building blocks: *An organizational culture that fosters safe practices, encourages effective safety communication, and actively manages safety with the same attention to results as financial management.*

16.4 Safety Management System Layout



16.5 Hazard definition

Condition, object or activity **with the potential** of causing injuries to personnel, damage to equipment or structures, loss of material or reduction of ability to perform a prescribe function

Condition: *Weather condition, Geographical condition and or Workplace conditions etc*

Object: *Equipment, Tools and or F.O.D etc*

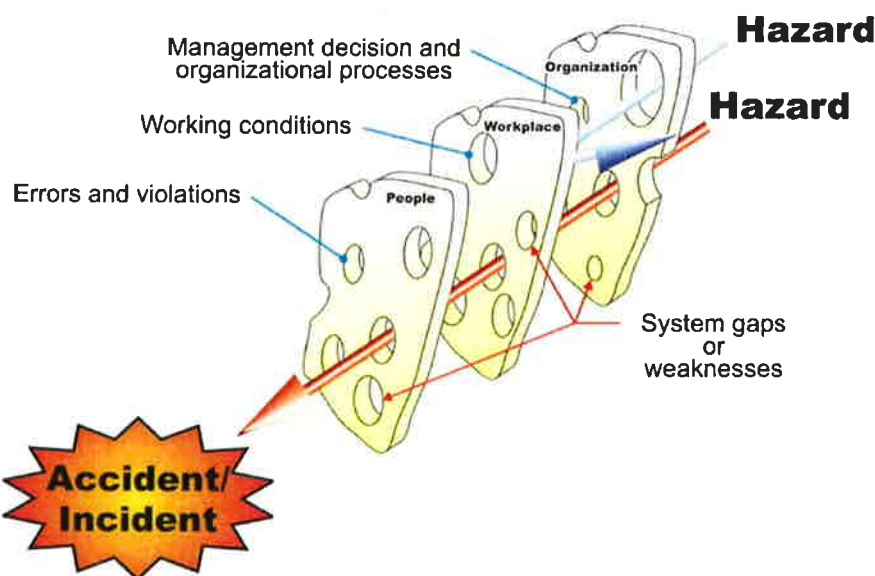
Activity: *Standard operational procedures (S.O.P's) and S.O.P's violations, etc*

16.6 Who is responsible for an SMS

- **Service Providers** (ATS, Airport Operators, Airlines, Ground Handlers etc.) are responsible for establishing an SMS.
- **States** (Department of Civil Aviation) are responsible of the acceptance and oversight for providers' SMS.

16.7 Swiss Cheese Model

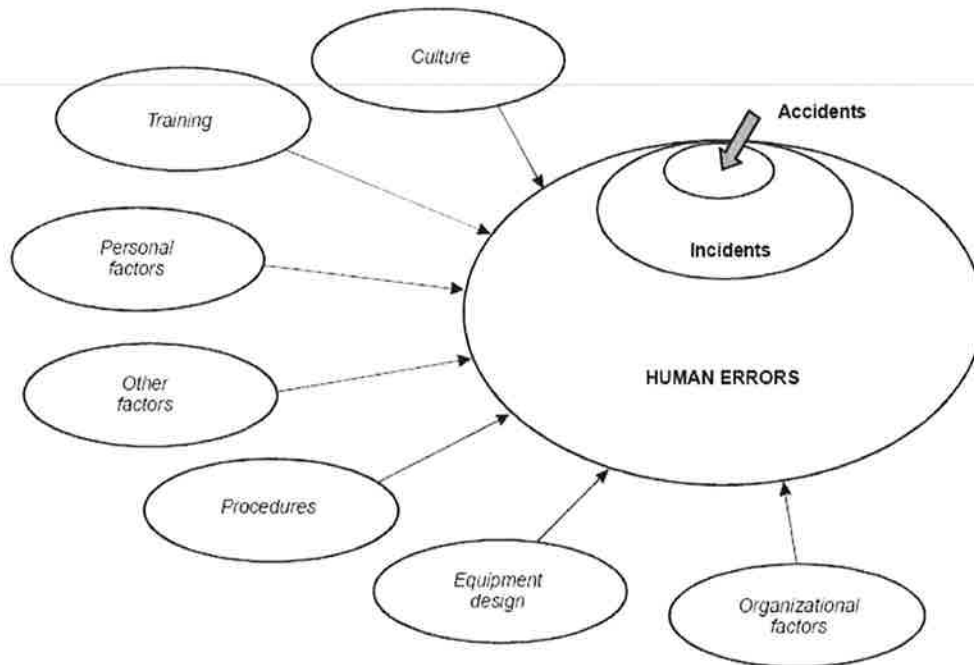
(Reason's Model)



16.8 Understanding operational errors

- Human error is considered as a contributing factor in most aviation occurrences.
- Even competent personnel commit errors.
- Errors must be accepted as a normal component of any system where humans and technology interact.

16.9 Contributing Factors to Human Error



16.10 Safety Culture

An informed culture

- People understand the hazard and risks involved in their own operation
- Staff work continuously to identify and overcome threats to safety

A just culture

- Errors must be understood but willful violations cannot be tolerated
- The workforce knows and agrees on what is acceptable and unacceptable

A reporting culture

- People are encouraged to voice safety concern
- When safety concerns are reported they are analyzed and appropriate action is taken

A learning culture

- People are encouraged to develop and apply their own skills and knowledge to enhance organizational safety
- Staff are updated on safety issues by management
- Safety reports are fed back to staff so that everyone learns the lessons

16.11 Airside Safety Reporting (ASR)

The objective of the ASR is to contribute to the improvement of airside safety by ensuring that relevant information on safety is reported, collected, stored, protected and disseminated.

The sole objective of occurrence reporting is the prevention of accidents and incidents and not to attribute blame or liability.

We have *mandatory reporting* and *voluntary reporting*.

Mandatory reporting:

Everybody is required to report a accident and or incident

How?

- By informing an Apron Officer
- By using the emergency phones located on all AGNIS/PAPA poles
- By calling Apron Management at ext: 242/287
- By informing your superior

Voluntary reporting

People can anonymously and or without the fear of being penalized/ punished submit a voluntarily report.

These reports can be submitted via:

- Telephone tip-line ext:115
- Email: safety@airportaruba.com
- Reporting boxes placed on the airside
- Walk-in, the Safety office has an open door policy. Anyone with a safety concern can walk in and voice their concern openly.

Note: All personal information submitted in these reports and conversations will remain confidential.

16.12 Summary

In order to maintain the safety of our work environment at an acceptable level we need an active SMS in place, which means:

- Active participation of the whole airport community.
- Continuous monitoring through control, inspections and audits.
- Continuous sharing of safety information.

Consequences When Not Complying With Regulations

17.1 Procedures and Regulations

Adherence to the AIRB rules and regulations are of utmost importance and are required for a safe operation on the airport premises.

17.2 Consequences

Depending on the seriousness of the incident or accident, sanction will be determined by AAA..

17.3 Incident / Accident Investigation Procedure

The investigating sequence is the following:

- a. The Apron Management Unit must be immediately informed, and will prepare a report.
- b. The incident/accident scene must remain unchanged for the investigation, unless it poses a danger to aircraft operation or to human life.
- c. The incident/accident will be further investigated by the Airside Safety Management Unit and they will issue a final report with recommendations.
- d. A letter will be sent to the employer as soon as possible with disciplinary actions if necessary by the Managing Director.
- e. Disciplinary actions can be for example:
 - Suspension of your Airside Access badge
 - Temporarily
 - Permanently.

17.4 Cost of Damage

The employer is responsible for any damage done to airport facilities by the employee during his/her duty on the Airside.

After the final investigation is performed, the AAA will notify the employer regarding the total cost involved to repair the damage caused by the employee.

CHAPTER 18

Security

18.1 TRAINING DESCRIPTION AND PURPOSE

This training is conducted by the Aruba Airport Authority N.V. to increase knowledge on the Safety and Security aspects of those who work at AIRB and are in possession of an Airport ID badge.



18.2 DEFINITIONS

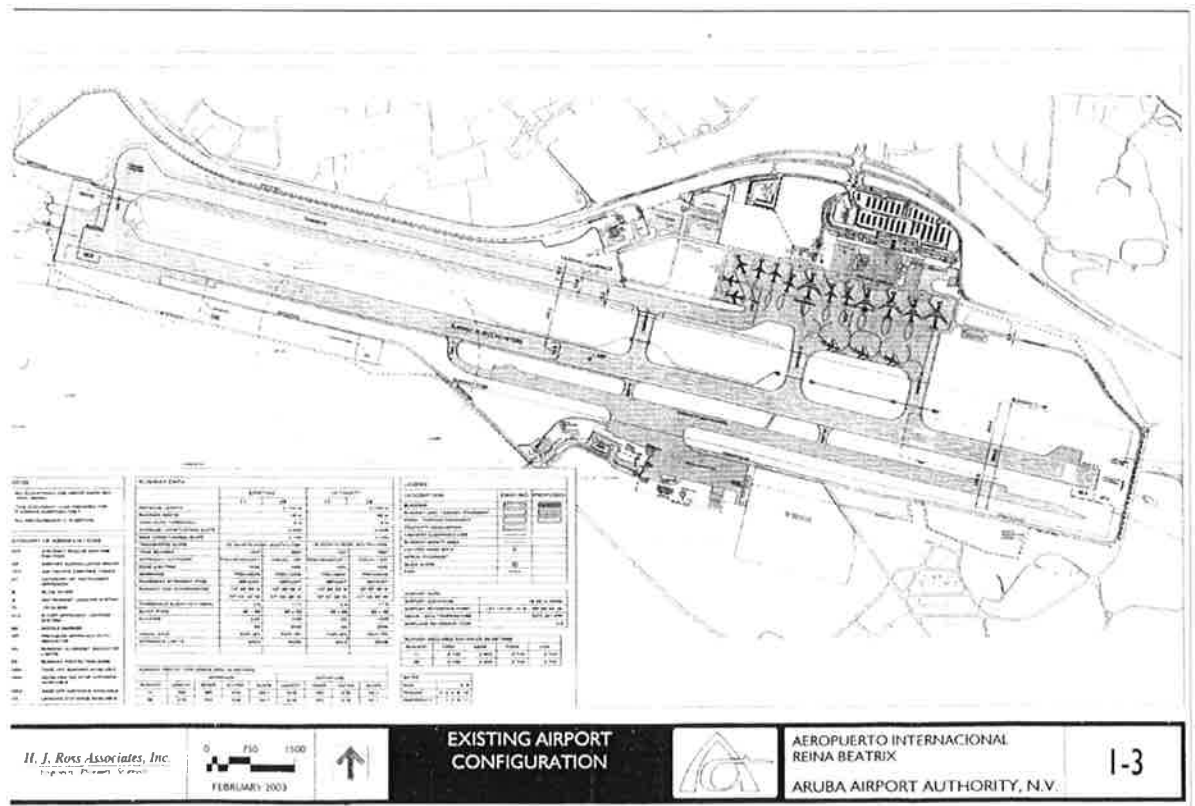
- a. Security Identification Badge (AIRB-ID Badge)
Cards issued to individual persons employed on the airport or who otherwise have need for authorized access to the airport or to any restricted part(s) thereof, for the purpose of facilitating access and identifying the individual.
- b. Airport Access Control System (AACS)
A computer-based access control system designed for and installed at AIRB.
- c. Contractor
A contractor, as used throughout these Rules & Regulations (R&R), is an individual or individuals that represent a service company with a contractual agreement to do work at AIRB.
- d. Employer
An employer, as used throughout these R&R, is the individual who is responsible for all of his/her organization's activities at AIRB.
- e. Personal Identification Number (PIN)
A four-digit number chosen at random by the computer for use with the ID Badge.
- f. Restricted Area
That portion of AIRB that is not intended for public use or access. Access to these areas, building or facilities is restricted or controlled for security and safety purposes.
- g. Airport ID Administration Department
The responsible department to issue, control and terminate AIRB ID Badges.
- h. Air Operations Area (AOA) Airside
An area of the Airport used or intended to be used for landing, take off or surface maneuvering of aircraft. (Also called Movement Area).

18.3 AN AIRPORT CONSISTS OF:

- Passenger terminals
 - International Departures (Non-US)
 - US Departures
- Airport Administration Building

- Operations Building
- Air Traffic Control Tower (ATC)
- ATC facilities/vulnerable points
- Cargo complex
- Fuel storage area

Airport Layout



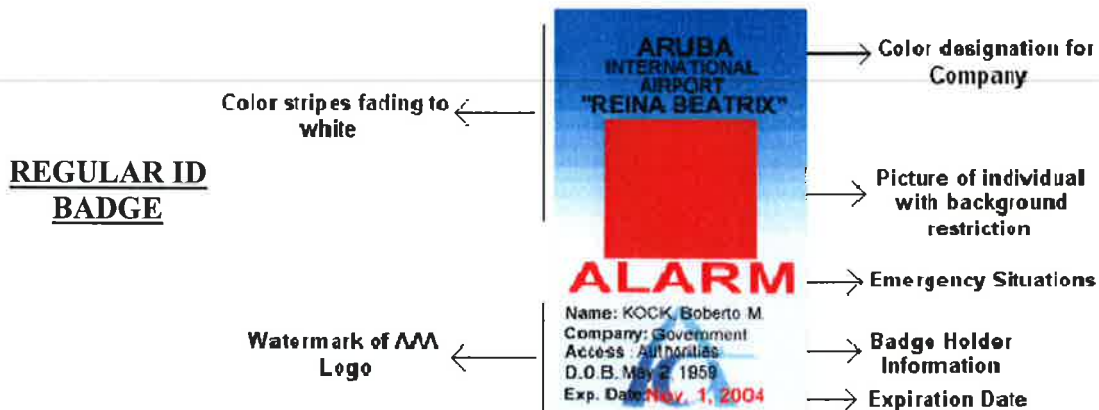
18.4 Rules & Regulations for Access Control and Security ID Badge

What is the purpose for the Rules & Regulations for Access Control and Security ID Badges?

The Rules & Regulations for Access Control and Security ID Badge details the step-by-step procedures required in order to obtain an AIRB Security Identification Badge (ID Badge). These R&R are promulgated under the Airport Security Program. Amendments may be issued in the form of Airport Director's Instructions .

To whom are these R&R distributed to?

These R&R are distributed to the AAA N.V. personnel, Government Authorities with locations at the Airport, Airlines & Ground handlers, Concessionaires and other tenants conducting business at the AIRB.



A.1 Regular AIRB ID Badge.

A regular AIRB Badge is only issued to an individual for a period of twelve (12) months or less, as the case may be. The AIRB ID badge is issued only to individuals who are assigned to, or have continuing frequent presence at AIRB such as Airport Authorities, tenants, concessionaires, contractors, off-airport vendors and other service firms or agencies who are authorized unescorted access to the AIRB restricted areas. The ID Badge is only issued after successful completion of the VDA background check with positive results. This background check will have a validity of three (3) years.

ALARM OPTION

The "ALARM" option on an AIRB ID Badge is issued based on an Individual's role in an Alarm-situation. This option allows the badge holder to access the Airport during emergency situations. It does however not grant any rights to additional access to Airport restricted areas.



A.2 Short Term Pass ID Badge.

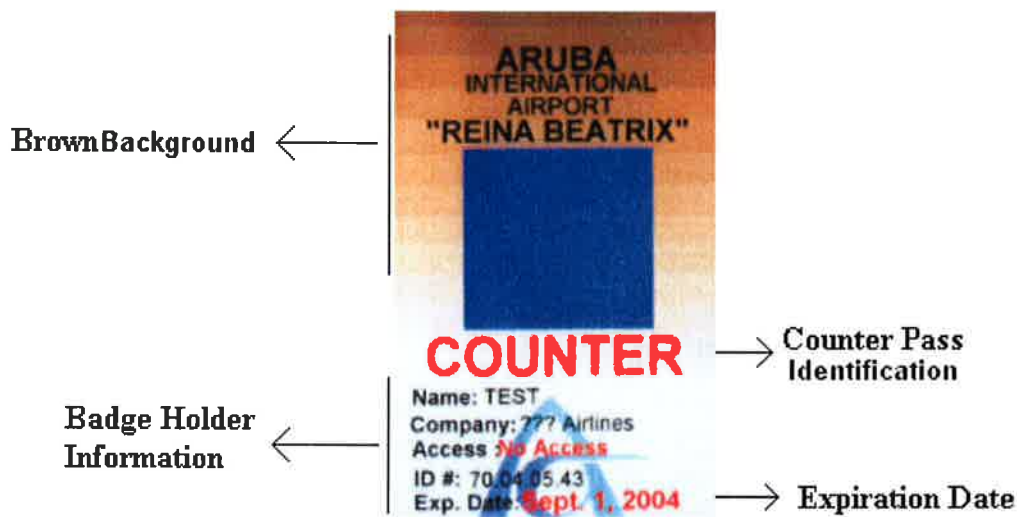
A short term pass ID badge issued to an individual who needs access to restricted areas for a limited period of time ranging from a few minutes up to one week, depending on the need and purpose of his/her access. The person receiving a Short-term Pass ID Badge has to hand over a valid identification in order to receive the Pass. The identification will be returned to the individual upon return of the Short-Term Pass ID Badge. The individual in possession of a Short Term Pass ID Badge is only allowed to be in restricted areas with proper escort of a regular ID Badge holder. The Regular AIRB ID Badge holder, co-signs the Log Sheet for responsibility that if the Short-Term Pass is not returned to the ID Administration Office, his/her access will be discontinued. The Short-Term Pass will be issued at the ID Administration Office during office hours (Monday thru Friday 08:00-12:00 and from 13:30 to 16:30 hours) and at the Head Security Officer (HSO) 's office on weekends/holidays from 08:00-11:00 hours. HSO issued Short-Term Pass ID badges are issued for a maximum period of twenty-four (24) hours. Extensions to the one week validity period will be given upon a written request, only if a valid reason is presented and verified. Only two (2) extensions are allowed. Requests for additional extensions of validity must be made in written to the AAA MD. Individuals who have previously conducted a background check with negative results will not be able to receive a Short Term Pass ID Badge. The Short-Term Pass is not intended to replace the regular AIRB ID Badge .Additional requirements may be requested in some cases.

ESCORT PROCEDURES:

A Regular AIRB ID Badge holder (escorter) may escort a maximum of five (5) temporary visitors (escorted individual) who do not have independent access to the restricted and/or AOA areas of the airport, provided the Escorter is authorized such access and that the visitor (escorted individual) has in his/her possession a Short-Term Pass.



**Rules & Regulations for Access Control and Security ID Badge
Document No: AAA-July, 2003**



COUNTER PASS ID BADGE

A.3 Counter Pass ID Badge is issued to an individual who needs access to restricted areas behind the check in counters (US & Non-US) of the Airport to perform specific tasks and under proper escort of an Airline or Ground handler representative.

The Counter Pass will be issued at the ID Administration Office only during office hours (Monday thru Friday 08:00 -12:00 and from 13:30 to 16:30 hours).

The Counter Pass is valid for a maximum period of twelve (12) weeks and is intended to provide employees of Airlines and Ground handlers the opportunity to work under escort behind the check-in counters, awaiting result of the completion of their background check for a Regular ID Badge. The counter Pass does not grant the holder access to other restricted areas of the Airport.

AIRB ID Badge Colors

The color of the **Regular ID Badge** is intended to provide an immediate visual cue as to the access level authorized that the individual overtly displaying his/her AIRB ID Badge can exercise.

The AIRB ID Badge has two different color schemes. You have to distinguish the

- background color of the card which tells you the type of company, and the
- background color of the photograph which tells you the access level authorized.

B.1 Regular ID Badge Background colors



BLUE: AAA & Government agencies



BROWN: Airlines & Ground handling companies



GREY: Construction & other contractors



GREEN: Services Companies (e.g. Total Services, Concessions Aruba Int'l Host, Press, Car Rental),

B.2 ID Badge Picture Background colors



a. **RED:** Restricted Areas including Apron



b. **YELLOW:** Restricted Areas excluding Apron



c. **BLUE:** Non Restricted Areas.

Responsibilities of the individual that an AIRB ID Badge has been issued to:

- Under no circumstances an individual who a new AIRB ID has been issued to, may transfer his/her AIRB ID Badge to another individual.
- Each new AIRB ID Badge holder will have an individual PIN assigned. Under no circumstances may this AIRB ID Badge and/or PIN be used by another person than the person to whom the AIRB ID Badge and/or PIN was issues to.
- All persons who are on the apron or other restricted areas at AIRB shall overtly display on an outer garment, above the waist but below the neck, an appropriate AIRB ID Badge.

If any of the above mentioned points are violated, it will result in the confiscation of the AIRB ID Badge by the Airport Security Department.

SUMMARY
of
Airport policy and rules/procedures
Regarding identification of employees and visitors

1. Individuals working in a restricted area of the airport must display at all times an AAA Security ID badge.
2. The regular ID Badge and the Counter Badge must be displayed at all times face-view on the outer garments, above the waist and below the neck. The Short Term Pass ID Badge must be displayed at all times front-view on the outer garments, above the waist and below the neck.
3. The holder is not allowed to use the Airport ID Badge for private purposes.
4. For aircraft crew not based in Aruba, a crew member's license or certificate issued in compliance with relevant ICAO specifications will also be accepted as a valid identification document, particularly when the crew identity is verified by a photographic laminated identification card.
5. Uniformed Law Enforcement Officers not stationed at the airport are not required to wear a Security ID badge, provided that the identity is verified by an approved valid identity document (" legitimatie bewijs ") .
6. The Aruba Airport Authority N.V. (AAA) retains the right at any time to prohibit the badge holder from entering any restricted area on the airport.
7. All companies and organizations must vouch for the validity of and need for a Security ID badge by their staff. This entails a responsibility on their part to have completed adequate pre-employment or other inquiries to ensure that the individual will not be a potential threat to the airport security program.
8. No Regular Security ID badge will be issued to non-residents or to persons who have no valid work permit.
9. No Regular Security ID badge will be issued to persons under the age of 18 years.
10. A Security ID badge may not be issued to persons arrested, convicted for any offense or crime even though subject of a pardon, amnesty, or other such legal action.
11. . Individuals who failed to pass successfully the background check are not eligible to receive any airport security ID badge.

12. Any person whose Security ID badge is lost, stolen or misplaced must promptly report such loss to his supervisor who must ensure that the Security ID Administration unit is advised immediately.
13. Use by a person other than the person to whom the security ID badge and/or Pin number was issued will result in immediate suspension of access and removal of badge
14. The Security ID badge remains the property of the Aruba Airport Authority N.V. and **must be returned**;
 - upon request
 - for inspection and verification
 - when the individual's access authorization is terminated due to transfers, termination of services , suspensions or revocation of badge.
15. The Airport Security is entitled to search each pass-holder, including the items in his/her possession and vehicle in which she/ he transport items and/or himself/herself. This rule is applicable at all access point to or within all restricted areas.

This summary is non-limitative and other/additional rules and regulations regarding Airport ID Badges are contained in Airport Security Program, ID Badge regulations document, Airport Director's Instructions and other relevant documentation.



Aruba Airport Authority N.V.
Aeropuerto Internacional Reina Beatrix
Aruba

RULES & REGULATIONS FOR USE OF AN AIRB SECURITY ID BADGE

Document No: AAA-August 2009

1. I will not allow anyone else to use this ID badge under any circumstances.
2. I will properly display my ID badge at all times, and wear the ID badge on my outermost garment when in a restricted area.
3. I will challenge any individual who fails to display an ID badge.
4. I understand that ID badges with a blue background grand access to **non restricted areas**
5. I understand that ID badges with a yellow background grand access to **restricted areas excluding apron.**
6. I understand that ID badges with a red background grand access to **restricted areas including apron.**
7. I will ensure proper closing and locking of any security door or gate used.
8. I will not allow any individual to follow me through any door or gate.
9. I will not open a door or a gate for another individual.
10. I will report the theft or loss of my ID Badge immediately to the Airport Operations or Security Department. **(reissue fees are Afl.30,= for the first lost and second or more losses are Afl.75,=)**
11. I will report immediately any security violation I witness to the Airport Operations or Security Department.
12. I will not use the AIRB ID Badge for personal/private purposes. I understand that I can use my badge only for business/work related activities.
13. I understand that if I don't comply with these regulations that my pass will be suspended.



YOU HAVE A DUTY TO

CHALLENGE !!!

In case a suspicious activity is noted, it is your responsibility to challenge, or immediately notify the Airport Authority, extension

145

COMMUNICATING WITH AIRPORT AUTHORITIES

In cases of:

- Fire
- Witness of theft
- Accident
- Unattended bag
- Suspicious item
- Bomb treat
- Suspicious behavior
- Anything out of the ordinary

Immediately report this to the Communication & Surveillance Center (Charlie Charlie) at extensions: 145 – 156 – 271 or 299.

For Head Security Officer on duty: extension: 201

