

AIRSIDE OPERATIONS

Ground Handling License to Operate Approvals Policy

Amendment History

Issue Number	Date	Description	Signature
1	01/04/2024	Initial Release	<i>J Purdy</i>

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Introduction

Newcastle International Airport (NIAL) governs access to the airside airport infrastructure for companies providing airside services, including ground handling by means of a License to Operate (LTO) system. This is to ensure that in so far as is reasonably practicable, appropriate standards of safety, security and compliance are being maintained by all parties across all aspects of the airside operation. This approach is aimed at ensuring that NIAL complies with all aspects of its responsibilities as the aerodrome licence holder and that the NIAL Conditions of Use are complied with by airside Operators.

The purpose of this policy is to set out the application procedure for organisations wishing to undertake airside services, including ground handling and the process by which NIAL will consider applications for an airside LTO (including applications to extend the services provided within an existing LTO).

Background

An airside LTO details the conditions under which NIAL grants permission to an organisation to perform airside services, including ground handling at the airport and sets out the standards that must be adhered to when providing those services to Airport Users (i.e., airlines and aircraft operators).

The following categories of activity can be authorised by means of a LTO:

- Ground Administration & Supervision Services
- Passenger Handling
- Baggage Handling
- Freight & Mail Handling
- Ramp Handling
- Aircraft Services
- Fuel & Oil Handling
- Aircraft Maintenance
- Flight Operations & Crew Administration
- Surface Transport
- Catering Services
- Other activities airside (including vehicle/equipment access)

Operators granted a LTO to undertake activities, must restrict their activities to those categories of services for which authorisation has been granted. Those wishing to extend the scope of their authorised activities, must submit a new application for a LTO.

An airside LTO is the only form of permission that will be given by NIAL to conduct services to airlines and aircraft. Companies are authorised under the applicable LTO to undertake specified activities as approved therein for the term of the LTO. However, failure to adhere to and maintain the required standards of safety, security, and compliance, will result in the revocation of the LTO.

Access is afforded on a relevant, objective, transparent and non-discriminatory basis. However, safety, security, compliance, capacity, cost, service quality, competition, resilience and the appropriate efficient utilisation of space in the relevant airside operational areas, are all factors that will be considered when determining the outcome of a LTO application.

Failure to adhere to the conditions of a LTO will result in its suspension.

Conditions for obtaining a License to Operate

These conditions apply to all organisations applying to undertake airside services, including ground handling services at the airport.

- All LTO applicants must provide information as to the categories of activity they would like to provide and the users they intend to contract with.
- All LTO applicants must demonstrate that the proposals within an application and any proposed arrangements for handling aircraft and operating vehicles, plant, equipment and/or machinery, will not disrupt the overall efficient coordination of the airport's operation, or have a detrimental impact on safety, security and compliance.

Application Process

Applications for a LTO, or for any changes to the scope thereafter must be submitted to the Head of Airside Operations using the prescribed LTO Application Form (Appendix A).

Application forms must be submitted within good time prior to the intended start date of the provision of services. Applications should be supported by adequate detailed information to demonstrate compliance with the above conditions and to demonstrate proficiency in undertaking the proposed activities.

Applicants entering into a third-party contract to provide airside services, including ground handling at the Airport do so at their own risk. Holding a contract to provide services to airport users at the airport does not guarantee that an application for a LTO will be approved by NIAL. If an application is not submitted in good time prior to the proposed commencement of any third-party contract for provision of services, then the date of authorisation may be later than that contractual start date.

Please note that provision of airside services without authorisation may lead to refusal of any ongoing LTO application.

Supporting information

It is important that applicants provide detailed information to support their application and demonstrate that they are a competent, reasonable and prudent

operator. Documentation must include: a copy of a contract or letter of intent confirming the existence of formal agreement between the applicant and the contract awarding Airport User. This submission must include the formal company details of each party and the nature of the work that is proposed to be undertaken at the airport. Contact details must be provided for both parties to enable validation.

Applicants are required to provide evidence of three years or more experience of undertaking the proposed airside activities at a UK or EU airport servicing no fewer than 1 million passengers per annum. Contact details of the individual responsible for oversight of airside services at a relevant airport will need to be provided for validation.

Applicants must provide detailed information to demonstrate their proficiency in the activities they propose to undertake, which may include appropriate accreditations, and airside safety policy/safety management system, security arrangements and emergency/resilience plans including: procedures for dealing with aircraft incidents, environmental incidents, severe weather, passenger welfare and aircraft or vehicle recovery.

Applicants must be able to demonstrate that they possess adequate insurance cover for the performance of the proposed airside activities, including a minimum of £10m (any one occurrence) for Property, Public Liability and Employers' Liability insurance. Copies of relevant policies should be provided by applicants.

Applicants must be able to explain and demonstrate within their written submission that their proposed method of operation for handling aircraft and operating vehicles, plant, equipment and/or machinery, will not disrupt the overall safe, secure, compliant and efficient coordination of the airport operation.

Approvals Process

An application for a LTO will be considered by the Airside Licensing Group.

The Airside Licensing Group consists of the Head of Airside Operations (Chair), Head of Air Traffic Services, Health & Safety Manager, Security Manager and the Environmental Adviser.

A meeting of the Airside Licensing Group will be coordinated by the Head of Airside Operations without unreasonable delay and in all circumstances will be held to consider an application within 90 days of the receipt of a LTO application.

It should be noted that in addition to the form, the applicant is required to submit adequate additional information and evidence to enable the Airside Licensing Group to consider their application fully before coming to a decision. Applicants are therefore encouraged to submit sufficiently clear and detailed supporting

documentation when applying for a LTO, as the provision of inadequate or unclear information could delay the process.

The Head of Airside Operations will write to the applicant to confirm the outcome of their application within 14 days of the decision of the Airside Licensing Group.

Appeal Process

Appeals against decisions of the Airside Licensing Group, must be submitted to the NIAL Director of Operations within 90 days of receiving written notification of the outcome of a LTO application.

Appeals must be set out in writing and detail the grounds for their dissatisfaction with the decision of the Airside Licensing Group.

Appeals will be considered jointly by the Airside Licensing Appeal Group who will meet to consider the written letter of appeal, the evidence submitted during the initial LTO application and any other relevant information.

The Airside Licensing Group will consist of a minimum of two NIAL Directors, including the Director of Operations or Chief Operating Officer.

Appeals will be considered and the outcome determined within 90 days of the receipt of a written appeal.

Appendix A

Airside License to Operate Application Form

Please complete this form accurately and honestly, as false or misleading representations will result in the automatic rejection of your application. All sections applicable must be completed and where requested, additional information should be provided to support your application. The Airside Licensing Group may at its discretion request additional information or documentation to determine the outcome of your application.

Please complete all relevant sections in full and provide adequate addition supporting information where required	
1. Applicant Information	
Company Name: Head Office Address: UK Contact Name, Telephone number & E-Mail address: Position within the Company	
Please provide support for the Company's credit worthiness with a Risk Report (e.g. Experian)	
Do you currently hold a LTO at Newcastle Airport (Yes/No)?	
What airport facilities/additional airport facilities do you intend to use	
Please specify the area(s) of the aerodrome that you intend to undertake the proposed activities and services from	
2. Airport User Information	
Please provide details of all Airport Users you intend to provide services to, including company names, contact addresses and telephone numbers to enable validation checks.	

From what date would the user(s) wish to commence the provision of the requested services or undertake the requested activities?		
Is the intended service or activity currently undertaken by another provider? If so, please provide the name of the provider.		
Is the current provider aware of the intended change?		
Can this application be openly discussed?		
3. Proposed Activities (Please complete all sections being applied for)		
3.1.	Ground Administration & Supervision Services (Yes/No)	
Please summarise the proposed activities		
Please detail your experience of undertaking the proposed activities at an airport from a service quality and safety perspective		
3.2.	Passenger Handling (Yes/No)	
Please summarise the proposed activities and the facilities that will be used		
Please detail your experience of processing passengers at an airport from a service quality perspective		
Please detail your experience of processing passengers at an airport from a safety perspective		

Please detail your experience of processing passengers at an airport from a security perspective	
Please detail your experience of processing passengers at an airport from a UK Border Force perspective	
How do you propose to present passengers to the Airport Passport Control Point?	
Please provide [detailed] information on the type of equipment that you intend to bring to site to enable passengers to be efficiently processed and where you intend to park/store it when not in use	
3.3. <input type="checkbox"/> Baggage Handling (Yes/No)	
Please summarise the proposed activities and the facilities that will be used	
Please detail your experience of processing baggage at an airport from a service quality perspective	
Please detail your experience of processing baggage at an airport from a safety perspective	
Please detail your experience of processing baggage at an airport from a security perspective	
Please detail your experience of processing baggage at an airport from a UK Border Force perspective	
How do you propose to reconcile baggage to passengers in accordance with UK Border Force procedures	

Please provide information on the type of equipment that you intend to bring to site to enable baggage to be efficiently processed and where you intend to park/store it when not in use		
How do you propose to reconcile delayed baggage		
3.4.	Freight & Mail Handling (Yes/No)	
Please summarise the proposed activity and the facilities that will be used		
Please detail your experience of freight and mail handling at an airport from a service quality perspective		
Please detail your experience of freight and mail handling at an airport from a safety perspective		
Please detail your experience of processing freight and mail at an airport from a security perspective		
Please detail your experience of processing freight and mail at an airport from a UK Border Force perspective		
Please provide information on the type of equipment that you intend to bring to site to enable freight and mail to be efficiently processed and where you intend to park/store it when not in use		
3.5.	Ramp Handling (Yes/No)	
Please summarise the proposed activity and the facilities that will be used		

Please detail your experience of undertaking ramp handling at an airport from a service quality perspective		
Please detail your experience of undertaking ramp handling at an airport from a safety perspective		
Please provide information on the type of equipment that you intend to bring to site to enable ramp handling to be efficiently processed and where you intend to park/store it when not in use		
Do you hold any accreditations for ramp handling (e.g., ISAGO or ISBAH) - Please provide certifications		
3.6.	Aircraft Services (Yes/No)	
Please summarise the proposed activity and the facilities that will be used		
Please detail your experience of undertaking the proposed aircraft services at an airport from a service quality, safety and regulatory compliance perspective		
Please provide information on the type of equipment that you intend to bring to site to enable the proposed aircraft services to be undertaken where you intend to park/store it when not in use		
3.7.	Fuel & Oil Handling (Yes/No)	
Please summarise the proposed activity and the facilities that will be used		
Please detail your experience of undertaking fuel & oil handling at an airport from a service quality perspective		

Please detail your experience of undertaking fuel & oil handling at an airport from a safety and regulatory compliance perspective		
Do you hold any accreditations for undertaking fuel & oil handling (e.g., JIG) – Please provide certifications		
Please provide information on the type of equipment that you intend to bring to site to enable fuel & oil handling to be efficiently and safely undertaken and where you intend to park/store it when not in use		
Please provide a copy of your quality control procedures in relation to the provision of fuel and oil handling		
3.8.	Aircraft Maintenance (Yes/No)	
Please summarise the proposed activity and the facilities that will be used		
Please detail your experience of undertaking aircraft maintenance at an airport from a service quality perspective		
Please detail your experience of undertaking aircraft maintenance at an airport from a safety and regulatory compliance perspective		
Please provide information on the type of equipment that you intend to bring to site to enable the proposed aircraft maintenance to be undertaken where you intend to park/store it when not in use		
3.9.	Flight Operations & Crew Administration (Yes/No)	
Please summarise the proposed activities		

Please detail your experience of undertaking the proposed activities at an airport from a service quality, safety and regulatory compliance perspective	
3.10.	Surface Transport (Yes/No)
Please summarise the proposed activities and the facilities that will be used	
Please detail your experience of undertaking surface transport at an airport from a service quality perspective	
Please detail your experience of undertaking surface transport at an airport from a safety and regulatory compliance perspective	
Please detail your experience of undertaking surface transport at an airport from a security perspective	
Please detail your experience of undertaking surface transport at an airport from a UK Border Force perspective	
Do you propose to present passengers to the Airport Passport Control Point?	
Please provide information on the type of equipment that you intend to bring to site to enable surface transport to be efficiently undertaken and where you intend to park/store it when not in use	
3.11.	Catering Services (Yes/No)
Please summarise the proposed activities and the facilities that will be used	

Please detail your experience of undertaking catering services at an airport from a service quality perspective	
Please detail your experience of undertaking catering at an airport from a safety perspective	
Please detail your experience of undertaking catering at an airport from a security perspective	
Please provide information on the type of equipment that you intend to bring to site to enable passengers to be efficiently processed and where you intend to park/store it when not in use	
3.12.	Other activities airside - including vehicle/equipment access (Yes/No)
Please summarise the proposed activities and the facilities that will be used	
Please detail your experience of undertaking the proposed activities at an airport from a service quality and safety perspective	
Please provide information on the type of equipment that you intend to bring to site to enable the proposed activities to be undertaken where you intend to park/store it when not in use	
4. General (Please complete all sections)	
4.1.	Safety
Please provide a copy of your safety policy/safety management system, highlighting the arrangements in place for the safe undertaking of the proposed activities	
Is your safety policy/safety management system accredited to ISO 45001 (Yes/No)?	

Who is the competent person within your organisation for a health & safety perspective and what qualifications do they hold?	
Please provide evidence that demonstrates wider staff competence to undertake the proposed airside activities	
All airside incidents and accidents are to be notified to the NIAL Airside Operations Unit, who in your organisation will manage this	
How are staff to be informed of changes in working practices and NIAL policies and procedures	
How will you minimise safety and fire risks so your proposed operation does not impact NIAL or other LTO holders	
What evidence can you provide to demonstrate good safety performance	
Please list all safety non-compliances in the last five years	
Please provide a copy of your ground handling emergency procedures and training	
4.2. Environmental	
Please provide a copy of your environmental incident procedures and training (e.g., spillages or emissions tests)	
Will your proposed activities positively impact the NIAL Net Zero 2035 strategy?	

Is your organisation accredited to ISO 14001 (Yes/No)	
Who is the competent person in terms of environmental matters and what qualifications do they hold	
Will you be undertaking activities involving dangerous substances (Yes/No)	
Will your proposed activities involve handling international catering waste (Yes/No) If so please provide us with a copy of your policy and procedures.	
4.3. Miscellaneous	
How will your proposed activities interact safely with the activities of existing LTO holders	
Is there adequate space to safely undertake your proposed airside activities (Yes/No)? Please provide supporting evidence.	
Will your proposal impact the way in which aircraft are parked and how would this be coordinated safely?	
The CAA is proposing to regulate airside ground handling activities. How prepared are you as an organisation for this?	
Please provide a copy of your severe weather disruption procedures	
Please provide a copy of your aircraft and vehicle recovery procedures	

<p>How many additional staff will be employed to undertake the proposed activity</p>	
<p>Is there a potential TUPE scenario (Yes/No)</p>	
<p>If TUPE does not apply what interim or contingency actions will be implemented to ensure that service standards are maintained during the transition period</p>	

Declaration

In submitting this application on behalf of the applicant, I can confirm that to the best of my knowledge the information is accurate and a true representation of the proposed activities and the arrangements that exist to undertake these activities safely and compliantly.

Name.....

Position held within the Company.....

Signature.....