



Introduction to Launceston Airport

This introduction has been compiled to advise you of the policies and requirements at Launceston Airport and how they affect you in your day to day duties. Launceston Airport has specific requirements which are not associated with other commercial or industrial operations.

This document is to be read in conjunction with all applicable legislative requirements, your company's WH&S policies and manuals, and the Launceston Airport Safety Management System (SMS).

As the Airport operator (APAL), has the accountability for the efficient management and safe operation of Launceston Airport.

It is a requirement when performing your duties that you and your employees; agents; representatives; sub-contractors etc will be familiar and conform to all available information regarding safety and environmental requirements relevant to the nature of the work you are performing.

This introduction will cover the key aspects of working at Launceston Airport, however if issues occur that are not clearly defined in this introduction refer the matter to Launceston Airport personnel before proceeding.

Senior Airport Operations Officer – is to be contacted in the first instance, for all incident notification and reporting – Phone:- 6391 6208 / Mobile 0407 305 595.

This introduction is valid for 24 months from signatory date.

The key aspects of this introduction are:

Security

Safety

Environment

Security Awareness:-

The attached information sheets emphasize the importance of Security awareness and Security requirements.

The Airport Operations Officer must be advised immediately of any suspicious incident or activity. Phone: - 0407 305 595.

Airports are environments in which a high level of security is required, both by Government Regulation and operational necessity. Launceston Airport is a large Domestic Airport that treats security seriously with arrangements in place to keep the Airport safe and secure.

Launceston Airport Safety Management System (SMS):-

Launceston Airport has, and will continue to have, a moral and statutory obligation to provide a safe working environment for everyone at Launceston Airport. Safety must not be seen as an add-on to our business – safety is fundamental to the way we conduct business.

Launceston Airport utilises the APAC / Safety Management System to ensure safe working conditions and environment at Launceston Airport.

An Airside Risk Register has been developed and is reviewed regularly by the Airport Safety Committee. This committee comprises Launceston Airport representation and other airport users.

All hazards and incidents should be reported to Launceston Airport on 0407 305 595.

Refer to attached templates which can be obtained from and returned to Airport Operations Officers. On completion the details of occurrences and subsequent findings will be assessed.

- Hazard Notification Report
 - Public Injury Report Form
 - Incident Without Injury Report Form
 - Injury Report Form
- ***Safety is our highest priority; and that's how we do business.***

Drug and Alcohol Management Plan (DAMP):-

Launceston Airport have in place a Drug & Alcohol Management Plan which is governed by CASA regulations. All staff / contractors that are employed directly by the Launceston Airport are required to be fully compliant with the requirements specified. All other staff working airside are to be covered by their individual employer company's DAMP.

CASA regulations require all persons who are airside (with the exception of passengers), have a zero reading for alcohol and other drugs.

CASA conducts random Alcohol and Other Drug (AOD) testing at Launceston Airport.

It is an offence to register an Alcohol and Other Drug reading or refuse an AOD test from an authorised person.

[https://albert.melair.com.au/Sites/Launceston/Admin/FormsandTemplates/Induction Booklets/Intro to Launceston Airport - 2017 \(USE PDF FILE ONLY\).docx](https://albert.melair.com.au/Sites/Launceston/Admin/FormsandTemplates/Induction%20Booklets/Intro%20to%20Launceston%20Airport%20-%202017%20(USE%20PDF%20FILE%20ONLY).docx)

Launceston Airport is committed to the provision of a safe, productive workplace, which is free from the risk of harm associated with drug and alcohol abuse. Alcohol and drug misuse can contribute to performance impairment, breach of statutory obligations and unsafe operating practices.

Work Health & Safety Policy:-

Launceston Airport recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, contractors and visitors. This commitment extends to ensuring that the operations of Launceston Airport do not place the Airport community at unnecessary risk of injury, illness or property damage.

Launceston Airport, in line with Tasmanian legislation, mandates workplace safety as a shared responsibility. The success of this WH&S policy therefore depends on the commitment of all employees at all levels to the maintenance of a safe workplace.

All Tenants, contractor staff, sub-contractors and incidental personnel (delivery drivers, etc) are to strictly comply with the contractors WH&S policy and be fully aware of Launceston Airport's Safe work practices requirements.

A copy of this policy is included in this introduction.

Environmental Management Plan (EMP):-

All Tenants, contractor staff, sub-contractors and incidental personnel have the responsibility to comply with the Launceston Airport Environment Strategy and policies, and to comply with all relevant environment legislation.

All tenants on the airport have a responsibility to the environment through the Airports Environment Protection Regulations.

Launceston Airport is committed to the continuation of the environmental requirements within the strategy. There are a number of Heritage and Protected Species within the Airport Precinct and airport employees have a responsibility to respond and report environmental accidents.

- **Spill Response:**
- Immediate action should be taken to stop further material from spilling (if it is safe to do so).
- Action should be taken to minimise any spillage from entering the stormwater system, duct system or from contaminating soil.
- All spills greater than 2 litres must be reported. It is the tenants' responsibility to notify of any spills.

Please see attached template which should be obtained from and returned to Senior Airport Operations Officers.

- Environmental Accident / Incident Report Form

Terminal Emergency:-

In the event of an emergency, an alarm tone and evacuation message - will sound throughout the Terminal building. Follow the direction of the Wardens, who will be identified by a Safety hat and vest that is appropriately marked.

In circumstances where an evacuation may be required:

- Move to Assembly Point located within the airport as provided on emergency evacuation plan and wait for directions from Fire Wardens.
- Wait at the Assembly Point for further instructions.
- Once the emergency situation is over all personnel will be debriefed on the situation and given further instructions.

Medical Emergencies /Serious Injury

In the case of discovering an apparent medical emergency, contact the Airport Operations Officer on 6391 6208 / Mobile 0407 305 595.

Remember

- This is an operating Airport – Your Actions Do Affect Others;
- Before completing your Site Introduction registration ensure that you have read and understood all sections as registration is an acknowledgement of the completed introduction process.



SECURITY AWARENESS FOR AIRPORT STAFF

Prevention and Preparedness

Launceston Airport operates within a Security Regulatory Framework intended to provide protection of the aviation industry from terrorist and other security threats.

The airport employs a range of security measures across the airport, both airside and in the terminal, including close links with law enforcement agencies, both State and Commonwealth.

Recent world events have reinforced the importance of prevention and preparedness. It is vital that we all maintain vigilance and awareness of security requirements, and build relationships within the airport community to further strengthen against any security threat including terrorism.

Airports and airport terminals are potential terrorist targets. Mass gathering in public areas provide the opportunity to attempt an Improvised Explosive Device (IED) or other attack. IEDs could be placed, carried or delivered using vehicles. They could be introduced into the front of house airport areas as unattended luggage, or placed in commonplace objects, such as rubbish bins situated in retail, dining or check in areas.

The maintenance of a strong security culture on the part of airport staff requires alertness to suspicious activity and knowledge of how to report incidents. Airport staff are encouraged to follow their instincts and report anything unusual, regardless of how minor it might appear. If unsure, report.

Should I Report It?

The following observations could assist you in determining whether to report an Incident

- Is the person taking notes of security vulnerabilities?
- Do persons taking video and photographic images have a credible photographic interest? Or do they appear suspicious?
- Does the person have a legitimate reason for being in the area?
- Is the person collecting information from promotional literature or inquiring about security?
- Is the person moving erratically or without any obvious purpose?
- Does the person appear to be testing security?
- Has an item been left unattended in public areas?

Don't forget to record

- **WHO** did you observe
- **WHAT** did you see, be specific
- **WHERE** did you see it
- **WHEN** did you see it
- **WHY** was it suspicious

Where to report

The first point of contact should be the Airport Operations Officer who is on the airport at all times.

Phone 6391 6208 Mobile 0407 305 595

The Airport Operations Officer has a range of procedures and reporting options available to them when notified of an incident or suspicious activity, and they will take the appropriate action.

If there are any queries regarding general security measures or your security role and responsibilities at the airport they should be directed to the Manager Operations & Compliance.

Phone 6391 6217 Mobile 0417 315 579

All staff working at the airport have an important role to play in airport security.

CONDITIONS OF ISSUE FOR ALL ASIC CARDS

All ASIC holders are bound by the terms and conditions of an ASIC under the Aviation Transport Security Regulations 2005.

A number of these conditions are set out below and include, but are not limited to a number of conditions of holding an ASIC.

- The applicant as well as their employer is bound by the conditions of use, and will be responsible for any breaches of the conditions of use by the holder of the card.
- An ASIC is issued on a personal basis and cannot be transferred.
- Should your employment conditions change and you no longer require the ASIC it must be returned to Launceston Airport (APAL).
- The applicant acknowledges that the ASIC is issued in accordance with the Aviation Transport Security Regulations 2005, and the applicant will ensure full compliance with these Regulations as an ASIC holder.
- The ASIC may only be used in the course of the holder's approved duties. It does not constitute an authority to enter or remain in restricted areas for any other purpose.
- The ASIC is to be prominently displayed on the outer clothing in the chest area or arm area, above the elbow.
- The ASIC must not be altered or defaced in any way.
- The ASIC must be presented for inspection on demand by an Authorised Person, for example – Senior Airport Operations Officer.

ASIC – NON PERMITTED USE

- Staff are not permitted to enter the Departures concourse 'Sterile Area' unless they are on duty, and the access is for a work-related purpose. For example, farewelling friends and relatives is not a work related purpose.
- Likewise, staff are not permitted to enter the Baggage Make-Up and Break-down areas unless they are on duty, and the access is for a work related purpose.
- Do not use your ASIC for any purpose other than work purposes.
- Do not use someone else's ASIC
- Do not damage or deface your ASIC

STERILE AREA – CONDITIONS OF ENTRY

The Sterile Areas at Launceston Airport are those areas into which persons, equipment and goods are not permitted until they have been cleared through a screening point.

Screening equipment at Launceston Airport consists of X-Ray equipment, walkthrough metal detectors, hand held metal detectors and Explosive Trace Detection Equipment. This equipment is located at the entrance to the Sterile Area and some of these are also contained within the baggage make-up area.

All sterile areas are prohibited places except for those persons who have submitted themselves, and all articles in their possession to approved screening procedures, or to persons who are exempt from screening. Persons who refuse to undergo screening or cannot be satisfactorily cleared by the screening process, will be denied access into the Sterile Area.

All contractors carrying out works in Sterile Areas, or needing to transit through Sterile Areas are required to enter via the Screening Point (for them and their tools) and be screened, each and every time they enter the Sterile Area.

All entry points into the Sterile Areas are posted with a notice.



CONTRACTORS REPORTING AND PARKING

ALL CONTRACTORS ARE TO REPORT TO AIRPORT MANAGEMENT PRIOR TO COMMENCING WORK.

We all hold a shared moral and legal responsibility to provide a safe and healthy work environment for our staff, our contractors and our visitors.

Under work health and safety legislation and fire regulations it is beholden upon us as airport operators, to be aware, when contractors are performing activities on the premises.

Contractors performing essential business on behalf of airport tenants may park in the designated bays at the northern end of the terminal (or in the public car parks) and are required to register on arrival and again on completion of business at the Launceston Airport administration office on the first floor (during normal business hours) A contractors sign-in and sign-out registration book is provided for the purpose. Outside of weekday business hours, contractors must register with the Launceston Operations Supervisors office on the forecourt. Similar log books are held by the Launceston Engineering department and Grounds/Buildings department for companies performing activities on behalf of the respective airport areas.

Contractors electing to park in the designated bays at the north end of the terminal are required to clearly display relevant company signage (for the tenant they are performing work) and a contact number on the dashboard. (Business card for example).

Please ensure that these requirements are clearly communicated to third party companies who are engaged to perform activities on your behalf at the airport.

You are reminded that the authorised contractor parking area at the Northern end of the terminal is not available for general staff parking. Tenant organisation or other staff private vehicles cannot be left parked in this location without prior arrangement and authority from Launceston Airport. Individuals will be subject to infringement notices if they elect to park in that area without authority. Parking restrictions and associated penalties will be strictly enforced.

Safety Policy

Australia Pacific Airports Corporation objective is to be the most successful airport group in the Asia Pacific Region.

Australia Pacific Airports Corporation (APAC) recognises its moral and legal responsibility to provide safe airports. In order to achieve this we aim to maintain the highest practicable levels of safety in everything we do.

Our core values include “Safety, Security and the Environment”. As part of these values we plan to ensure a safe, secure and environmentally responsible business that reacts promptly to situations that compromise any of our values. We recognise that safe practice must be fundamental to all our systems, our operating procedures and most importantly in the way we behave.

The APAC Senior Leadership Team will provide the necessary focus and resources to ensure:

- The achievement of a positive safety culture that encourages mutual trust and open reporting of safety issues
- Safe work environments and public areas
- Safe plant and equipment
- Safe systems of work
- Effective consultation and communication on safety matters
- Adequate instruction, training and supervision to ensure safe operations
- The Airside Safety Management System (ASMS) is implemented, continuously improved and integrated with other APAC management systems.

All Managers are required to establish clear safety objectives for each part of the business and to set measurable targets in order to monitor progress of our safety efforts.

Our safety commitment extends to ensuring that our operations do not place the airport community at unnecessary risk of injury, illness or property damage.

We expect all our people to help us maintain safe operations by:

- Recognising that personal behaviour is fundamental to the achievement of positive safety outcomes
- Escalating any safety concerns immediately to their respective supervisor
- Working safely and only undertaking tasks they are trained and authorised to carry out
- Understanding and implementing our safety system
- Making suggestions for safety improvements
- Report any safety issues
- Remaining vigilant about safety at all times
- Complying with current legislation.



Australia Pacific Airports Corporation Corporate Policy

PO01

We will consult with all our stakeholders in our efforts to continually improve the level of safety and compliance with all work health and safety laws and requirements.

Approved by:

A handwritten signature in black ink, appearing to read "Lyell Strambi".

Lyell Strambi
Chief Executive Officer

Date: 18 October 2016

HAZARD NOTIFICATION REPORT

(Complete this form if you have identified a WHS hazard)



The APAC Hazard Notification Report should be completed by workers, contractors and/or their Safety Representative in order to identify and bring to managements' attention a hazard associated with a particular task or in an APAC workplace. Workers/Health and Safety representatives must complete the form and forward it to management (either a line manager or Safety Team Representative) immediately upon identifying a workplace WHS hazard. A more detailed assessment will then be undertaken and corrective actions implemented and recorded. If there is an immediate risk to health, safety or welfare please immediately notify management before completing this form.

Hazard Notification (this part of the form is to be completed by worker(s) or contractor(s) notifying management of the hazard)

Name of person(s) completing this form (optional):

Company Name (Not applicable for APAC workers):

Date:

Location:

Type of Hazard: Physical Chemical Biological Psychological Ergonomic Electrical/radiation Other

Job Activity/Task being undertaken (if associated with a job activity or task) and location:

Particulars of the hazard identified:

Particulars of how the hazard was identified:

Particulars of any interim corrective action taken (if you have temporarily controlled the hazard please detail)

Suggested corrective action:

Short Term:

Long Term:

Would you like to be involved in the assessment of this hazard? Yes No (if yes ensure that you state your name on this form)

Control measure/corrective action implemented:

Review date:

Date of implementation of corrective action:

Sign off by management following corrective action:

Thank-you for completing this form and assisting APAC in providing and maintaining a safe workplace.

WHS-RI-010

SAFETY ACTION NOTICE

SAN No:..... (refer to APAC Incident and Event Register)

PART A: PERSON RAISING SAN TO COMPLETE

Reported to:

Section Manager/HSR: _____ Date: ____/____/____

Type of Safety Concern:

- | | | |
|---|--|---|
| <input type="checkbox"/> Near Miss | <input type="checkbox"/> Work Environment | <input type="checkbox"/> At Risk Behaviour |
| <input type="checkbox"/> Work Practice | <input type="checkbox"/> Hazard Identified | <input type="checkbox"/> Safety System issue (e.g. breakdown) |
| <input type="checkbox"/> Safety Improvement | | <input type="checkbox"/> Other, please specify |

Note:

Facility, plant and equipment hazards are to be reported to the Operations Manager.
Medical emergencies are to be reported on 6391 6208.

Description of Hazard or Problem:
(insert)
Specific Location of Hazard or Problem:
(insert)
Initial Risk Rating: High Significant Moderate Low

Step 1 – Consider Consequences (colour chosen line below)	Step 2 – Consider Likelihood (colour chosen line below)
Catastrophic - Multiple fatality	Almost Certain - The event is expected to occur in most circumstances
Major - Single fatality	Likely - The event will probably occur in most circumstances
Moderate - Serious injury or long term illness	Possible - The event should occur at some time
Minor - First aid treatment required	Unlikely - The event may occur at some time, but unlikely
Limited - No injury	Rare - Event may only occur in exceptional and unlikely circumstances

Step 3 – Calculate Risk

- Take Step 1 rating and select correct column.
- Take Step 2 rating and select correct column.
- Use the risk Score where the two ratings cross on the matrix below.

	Rare – 1 (1 in 40 years)	Unlikely – 2 (1 in 10 years)	Possible – 5 (1 per year)	Likely – 10 (10 per year)	Almost certain – 20 (100 per year)
Catastrophic – 16	16	32	80	160	320
Major – 8	8	16	40	80	160
Moderate – 4	4	8	20	40	80
Minor – 2	2	4	10	20	40
Limited – 1	1	2	5	10	20
Risk Rating	Low 1 to 7	Moderate 8 to 19	Significant 20 to 40	High 41 to 320	

Interim Control Measures/ Suggested Resolution:
(insert)
Reported By: _____ **Department:** _____ **Ext:** _____

*** Completed Part A to be forward to relevant Section Manager and Safety Department.**

PART B: SECTION MANAGER TO COMPLETE (in consultation with Safety Department as relevant)

Initial Risk Rating: Agreed / Revised **Revised Risk Rating** (if applicable):

HSR consulted (if any): _____ Date Consulted: ____/____/____

Actions To Be Implemented: (immediate and longer term)

Action	Responsible Person	Target Date	Date Completed

Item entered into Department HIRAC Register (if required)?

YES / NO / NA

SAN entered in the APAC Incident & Event Register?

YES / NO

Copy of SAN placed on department WHS notice board?

YES / NO

SAN Closed Out By:

Date: ____/____/____

This report is prepared solely for the purpose of enabling the Company to inform the legal advisers to the Company's liability insurers of the circumstances which are expected to give rise to litigation if not settled beforehand. Accordingly this report is and is intended to be privileged and its distribution limited accordingly.

This form is to be completed by the Airport Manager (AM), Terminal Coordinators (TC) or other APAC employee when attending to a Public Incident or a Ground Handler/ Other Airport Staff Injury. For personal medicals (person suffering a personal medical condition), this form does not need to be completed.

1. Injury Details

Public Injury <input type="checkbox"/>	Other Airport Staff Member Injury <input type="checkbox"/>	Company/Employer of Staff Member:
Date Incident Occurred:		Time Incident Occurred:
Date Incident was Reported to APAC:		Time Incident was Reported to APAC:
Exact Location of Incident:		
Activity being performed at time of incident:		

2. Particulars of Person Involved in Incident – (Optional, people do not have to provide their details if they choose not to.)

Name of Injured Person:	Age:	Contact Number:
Address:		
Email:		

3. Witnesses / Others Involved (witness contact number & address optional)

Witness Name:		
Contact Number:		Email:
Address:		

4. Description of Incident (What occurred? Why/How? Where? What task was being performed? – be specific. Keep asking 'Why?' to determine the root cause of the incident) – *include any photos taken.*

5. "Potential" Incident Outcome (refer to [Element 2](#) of the SMS for definitions of likelihood and consequence)

likelihood	Almost certain	6	11	18	23	25	Risk Rating		
	Likely	5	10	17	20	24		High	<input type="checkbox"/>
	possible	4	8	13	19	22		Significant	<input type="checkbox"/>
	unlikely	2	7	12	15	21		Medium	<input type="checkbox"/>
	rare	1	3	9	14	16		Low	<input type="checkbox"/>
		limited	minor	moderate	major	catastrophic		Very Low	<input type="checkbox"/>
Consequence									

5. Immediate Action/s and Treatment

NOTE: If Ambulance is required ensure that you inform the customer that the Ambulance may charge a fee.

No Medical Attention Required <input type="checkbox"/>	Visited Airport Medical Clinic <input type="checkbox"/>
ARFF & Ambulance Attended & Cleared the Injured <input type="checkbox"/>	The Injured informed they would see their own doctor <input type="checkbox"/>
ARFF & Ambulance Attended, Injured Transported <input type="checkbox"/> Where:	
Additional Notes (if required):	

6. Hazard Identification

Are any slip or trip hazards present in the area? (includes spills, uneven surface etc.)

NO YES - Comment:

Is Melbourne Airport plant / equipment / asset operating in a safe manner? (e.g. did escalator suddenly stop? Are electrical wires exposed? Is guarding in place?)

N/A YES NO - Comment:

Other / Additional Observations or Comments (e.g. signage in area warning of hazard etc.):

Is CCTV Footage available and extracted?

NO YES

Are photos available?

NO YES

Please state location/drive of photos & footage:

Airport Manager / Terminal Coordinator Name:

(APAC employees should forward the completed report to an AM or TC for processing)

NOTE: Please ensure the welfare call is made the next day (by the AM or TC team). Information from the welfare call will need to be sent to the 'Public Injury Report Forms' email group to ensure any updates / information is also captured in the incident reporting folder.

7. Appendix

Consequences					
	Limited	Minor	Moderate	Major	Catastrophic
Safety	Slight and recoverable injury or discomfort requiring first aid with no follow up required of any employee, visitor or contractor.	Event resulting in injury or disease that required treatment from a registered medical practitioner but without permanent disability of any employee, visitor or contractor.	Event causing a serious or permanent injury or long-term illness with immediate admission to hospital of any employee, visitor or contractor.	Event causing single fatality and/or total and permanent disability of any employee, visitor or contractor.	Event causing two or more fatalities and/or permanent total disability of any employee, visitor or contractor.
Likelihood					
	Rare	Unlikely	Possible	Likely	Almost Certain
Description	Risk is not expected to occur	Risk may occur in exceptional circumstances	Risk may occur in some circumstances	Risk will probably occur	Risk is expected to occur
Probability	<= 20%	>20% - 40%	>40% - 60%	>60% - 80%	> 80%
OR Frequency	<= 0.1 Less than once every ten (10) years	>0.1 - 0.2 Between once every ten (10) years and once every five (5) years	>0.2 - 1 Between once every five (5) years and once (1) every year	>1 - 10 Between once (1) every year and up to 10 events per year	>10 Greater than ten (10) events a year

KEY DEFINITIONS

Definition of a Hazard
A hazard is anything in the workplace that has the potential to cause injury or illness.
Definition of a Risk
Risk means the likelihood of injury or illness arising from exposure to any hazards.
Definition of an Incident
An unplanned event that causes or was likely to cause harm to people, property or the environment.

Prevention:

What actions can be taken to prevent a recurrence of the accident / incident?

Measures already taken:

Measures to be taken:

Signature; _____

Supervisor/Manager: _____

Date: _____

2 Classification:

Routine: -

- Cleaned up by own staff with minimum disruption.

Significant: -

- Requires assistance from outside own company with multiple staff and local Fire Service. Area Cordoned off and minor disruption to Operations.

Major: -

- Requires assistance of external agencies (eg – State Emergency Service, State Fire Service) Airport Closed.

3 Contact Numbers:-

- APAL Administration: (03) 6391 6222
- Airport Operations: 0407 305 595
- Manager Buildings & Grounds: 0417 536 128



Site Introduction Registration:-

Please sign the bottom of this form and return it to the Airport Administration Office in acknowledgement of reading and understanding this information.

Please complete all sections.

Name: _____

Company: _____

ASIC Number: _____ Expiry: _____

Swipe Access Numbers (s): _____

Abloy Key Number (s): _____

I have read and understood the Induction / Refresher Information.

Signature: _____ Date: _____

