



Ramp Safety Standards Program

City of Charlotte / Aviation Department

REVISION LIST

REVISION NUMBER	ISSUE DATE
Original	4/1/2016
Revision 1	7/21/2016
Revision 2	08/21/2018
Revision 3	08/16/2019

REVISION DESCRIPTIONS

- 1 Added towed aircraft requirements (Appendix A, Ramp Tower Radio Frequencies).
- 2 Changed multiple fueling violations from Tier 2 to Tier 3 violations.

Added verbiage to discipline schedule for egregious violations and for company specific retraining.

Added verbiage for vehicle escorting procedures.

Added 2 entries to the “Unsafe Vehicle” violations section.

Added 1 entry to “Towing Violations” section for aircraft tow beyond red tow line.
- 3 Added Tier 2 fueling violations for failure to use calculated add gallon counter and utilizing hydrant pit to refuel tankers.

Updated appeals process for badge revocation.

Updated monetary fines to tenants.

Updated verbiage for SIDA badge removal

Added Tier 2 for failure to secure equipment that becomes FOD.

Updated verbiage for vehicle signage.

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I. INTRODUCTION

The following information was prepared as a reference of the rules and regulations, therefore outlining the safety requirements which must be adhered to while operating on the Air Operations Area (AOA) at Charlotte Douglas International Airport (CLT). It is the responsibility of each employee/operator to ensure compliance with the CLT Ramp Safety Standards Program.

SAFETY IS THE TOP PRIORITY!



The ramp working environment presents many challenges for safe operations. Difficulties can arise from the variety of functions being performed, high traffic volumes, limited ramp space, time constraints, and poor weather or lighting conditions.

As such, the potential for accidents and injuries to occur in the ramp environment is high. Reducing that potential requires a multidisciplinary effort by the many departments of Charlotte Douglas International Airport, airline employees, service providers, and contractors.

The concept of creating and fostering a positive safety culture on the ramp is critical with the implementation of the Ramp Safety Standards Program at Charlotte Douglas International Airport.

II. APPLICABILITY

These standards apply to all airport workers with unescorted or escorted access to the Air Operations Area (AOA) at Charlotte Douglas International Airport.

III. PURPOSE

The Ramp Safety Standards Program at CLT sets forth the rules and regulations for safe operation on the AOA. These are established through enforcement of federal, state and local regulations.

IV. SCOPE

All workers must comply with these standards, as well as all applicable laws, regulations, directives, and policies while conducting business on the AOA. Operators of motorized vehicles, carts, tugs, or other devices shall also abide by all rules and regulations set forth in any applicable statutes in addition to any regulations issued by the Aviation Director.

V. DEFINITIONS

- **Air Operations Area (AOA)**
The AOA encompasses all portions of the airport designed and used for landing, takeoff, or surface maneuvering of aircraft. The AOA includes paved and unpaved areas, such as runways, taxiways, ramps, aprons, and parking areas. It is divided into two designated areas:
 - **Non-Movement Area**
The Non-Movement Areas are those areas on the AOA that are not controlled by the Air Traffic Control Tower (ATCT). The non-movement area includes all of the AOA aircraft ramps (air carrier, cargo, FBO, etc.).
 - **Aircraft Movement Area (AMA)**
The Movement Areas are those areas on the AOA that are under the control of the Air Traffic Control Tower (ATCT) and require their authorization, or “clearance”, to enter and operate. The Movement Area includes runways, taxiways, and associated safety areas.
- **Safety Areas**
The Safety Area was established and designed to provide a measure of safety in the event of an aircraft’s excursion from the runway or taxiway by significantly reducing the extent of personal injury and aircraft damage during overruns, undershoots, and veer-offs.
- **Runway Incursion**
A Runway Incursion is the unauthorized presence of an aircraft, vehicle, or person on the protected area of a surface designated for the landing and taking off an aircraft. As vehicle drivers, an incursion is also referred to as a Vehicle/Pedestrian Deviation (V/PD).
- **Surface Incident**
A Surface Incident is an unauthorized movement within the designated Movement Area (excluding runway incursions) or an occurrence in an area associated with the operation of an aircraft that affects or could affect the safety of flight.

VI. MOVEMENT AREA IDENTIFICATION AND VISUAL AIDS

- Taxiway Directional and Location Signage



- Non-Movement Area Boundary



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- Runway Holding Position Marking



- Movement Area Lighting- Taxiway



VII. IMPORTANT AOA FACTS

- Indications of an Aircraft Ready for Pushback
 - Aircraft rotating beacon lit
 - All ground equipment removed from aircraft
 - Wing walkers in position either in roadway or behind wingtips
- AOA Driver Endorsement
 - Charlotte Douglas International Airport has a Non-Movement Driver's licensing program. The Non-Movement course is required for ALL individuals operating any motorized vehicle on the AOA. Successful completion of the Non-Movement Driver program will result in the "DR" designation on the CLT SIDA Badge. No individual may operate a motorized vehicle on the AOA without the "DR" designation on their SIDA badge. Any driver without a "DR" endorsed CLT SIDA Badge must be under escort of CLT Airside Operations or a CLT Airside Operations approved representative. Having a "DR" endorsed CLT SIDA Badge does not authorize the badge holder to conduct a vehicular escort of another vehicle on the AOA.
- AMA Driver Vehicle Certification
 - Before entering the Movement Area you must have:
 - A valid driver's license
 - A valid CLT SIDA Badge with the AMA endorsement
 - Proper vehicle equipment for visibility and communication with ATCT
 - Authorization or "clearance" from ATCT
 - Refer to the AMA handbook for additional information on requirements.
 - The AMA certification expires every twelve (12) months. Drivers need to retake the AMA recurrent course each year to renew their movement area driver privileges. The AMA certification allows you to drive on the airport's movement area including runways, taxiways, and associated safety areas.
- Foreign Object Debris (FOD)
 - Foreign Object Debris, also known as FOD, is any nut, bolt, trash, or loose item on the AOA that has the potential to damage an aircraft. It is the responsibility of all tenants and employees to remove all FOD and properly dispose it in dumpsters located throughout the AOA.
- Spills
 - All HAZMAT spills (i.e. fuel, oil, hydraulic fluids, lavatory content, etc.) **MUST** be reported immediately by calling extension 4012. Inform Airside Operations on the location of the spill, as well as type and approximate amount of materials spilled. Once you have reported the spill, you must begin cleanup efforts immediately. Prevent persons and vehicles from walking or driving through the spill area until Emergency Response Vehicles arrive.
 - Emergency Response for Spills
 - National Fire Protection Association (NFPA) 407: Standard Aircraft Fuel Servicing (Current Edition)

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- Charlotte Fire Department (CFD) shall be notified if a spill covers an area of 3 square meters (approximately 10 square feet) in any direction or is over 5 square meters (approximately 50 square feet) in area, continues to flow, or is otherwise a hazard to a person or property.
- The spill shall be investigated to determine the cause, to determine whether emergency procedures were properly carried out, and to determine the necessary corrective measures.

VIII. General Rules for Driving on the AOA

- AIRCRAFT ALWAYS HAVE THE RIGHT OF WAY!
- No more than five (5) carts or pallets may be towed behind vehicles when operating on the AOA.
- Always ensure load has been properly secured before towing.
- Always ensure you have the proper height clearances:
 - Concourse A connector – **10'**
 - Concourse B connector – **8'10"**
 - Concourse C connector – **9'**
 - Concourse D connector – **7'10"**
 - Concourse E connector – **8'7"**
 - Tunnel Road Tunnels – **14'4"**
- Anyone involved in or observing an accident involving an aircraft, property damage, injury, or death, **MUST** report it **IMMEDIATELY** by calling extension 4911.
- Never drive between an aircraft that is deplaning passengers to the ramp and the terminal.
- Beware of jet blast. **NEVER** drive behind an aircraft while engines are operating.
- No smoking on the AOA unless in a marked Designated Smoking Area. No smoking inside any vehicle being operated on the AOA.

IX. Speed Limits

- On driving lanes only (as posted) – 25 MPH
- Close proximity to buildings – 10 MPH
- In close proximity to any aircraft – 5 MPH
- In the baggage make-up areas, concourse connectors. – 5 MPH

X. Important Airport Operations Phone Numbers

- **Airport Operations**..... **704-359-4012**
- **Credentialing Office**.....**704-359-4010**
- **Airport Snow Desk(seasonal)**..... **704-359-4333**
- **Airport Building Maintenance**.....**704-359-4764**
- **Airport Administration**.....**704-359-4000**

XI. APPLICABILITY OF REGULATIONS- UNSAFE DRIVING

These regulations apply to all persons acting as vehicle operators or in control of a ground vehicle within the perimeter fence of the airport. All such operators must abide by the

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regulations under Title 14, Code of Federal Regulations (CFR), Part 139, in addition to the applicable ordinances of the City of Charlotte, laws of the State of North Carolina, and the United States of America, which remain in full force and effect.

The Aviation Department is responsible for the enforcement of all airfield driving rules, regulations, and procedures. No ground vehicle may be operated on the airfield in an unsafe or dangerous manner, or in violation of applicable laws or regulations.

Failure to attend and complete corrective training will result in immediate revocation of the privilege for which the citation was issued.

A. Vehicle Operations During Low Visibility Conditions (SMGCS)

Ramp safety and awareness is critical during low-visibility conditions. The airport implements driving restrictions when runway visibility deteriorates down to 1,200 feet and below 600 feet Runway Visual Range (RVR – the distance the pilot can see down the runway). These driving restrictions are a part of the Airport's Low Visibility Program, also known as the Surface Movement Guidance and Control System (SMGCS) Plan.

All tenants are required to be familiar with and to adhere to the SMGCS Plan during low visibility conditions.

Snow, rain, freezing rain, and fog can affect the operation of the airport as well as your job duties. Precautions for inclement weather include:

- Give yourself plenty of time.
- Drive slower than normal.
- If equipped, utilize your vehicle's rotating beacon for greater visibility.
- Plan your route to avoid steep or slippery areas.
- Inform a coworker which route you plan to take and when you will be back.
- Test the brakes, headlights, and windshield wipers on your vehicle prior to departing.

B. Vehicle Roadworthiness

1. Before operating any motor vehicle on the airport, the driver must ensure that the vehicle is in roadworthy condition. No vehicle shall be operated which is not in a mechanically sound and safe condition. The Aviation Department reserves the right to inspect and declare unfit for use on airport property any vehicle or piece of equipment that does not comply with all safety requirements.
2. Vehicles designed to transport special goods (i.e. fuel tanker trucks) shall comply with all pertinent provisions of the U.S. Department of Transportation Regulations and Section 407 of the National Fire Protection Association Code, Standard for Aircraft Fuel Servicing.
3. It is the responsibility of the vehicle owner and driver for ensuring the roadworthiness and operational safety of the vehicle.

XII. ACTIONS IN CASE OF ACCIDENT

In the event of any of the following scenarios, Airside Operations must be contacted immediately by dialing 4911 from any airport phone or (704) 359-4911 from any outside line:

- A. Any accident involving injury or death to any person
- B. All accidents which result in damage to any property must also be reported immediately to Airside Operations by dialing 4911 from any airport phone or (704) 359-4911 from any outside line.
- C. Any accident involving an aircraft and/or vehicle

Any vehicle involved in an accident shall not be moved until released by Airside Operations, Airport Security, Charlotte Fire Department, Charlotte Mecklenburg Police Department or other agency with investigative or regulatory oversight

All persons involved in an accident and all witnesses shall remain at the scene of the accident until airport officials arrive. If witnesses cannot remain at the scene of an accident for reasons of other urgent duties, they shall contact Airside Operations immediately upon accomplishing their urgent duties.

XIII. ADMINISTRATIVE ENFORCEMENT PROGRAM

A. PROCEDURES

Airside Operations may issue a Safety Citation for any violation committed on the airport for any unsafe action. These citations may be in addition to any other citations issued by the Charlotte Mecklenburg Police Department, Charlotte Fire Department, Security Operations, Transportation Security Administration, Corporate Safety Officers, or any other enforcement agency.

B. VIOLATIONS

Citations may be issued for unsafe or improper actions that occur within the AOA, which will include, but not limited to, aircraft ramps, vehicle roadways, and perimeter roadways.

C. NOTICE OF VIOLATION

The Aviation Director (or designee) shall be authorized to suspend or revoke driving privileges and require remedial training as outlined below. The following are specific offenses and their classification Tiers:

Violations noted in RED are subject to immediate SIDA badge removal & revocation

1. RIGHT OF WAY

- a. Failing to yield to an aircraft in motion. (T-2)
- b. Failing to yield to ground crew directing or marshalling an aircraft. (T-2)
- c. Failing to yield to emergency vehicles responding to an emergency. (T-2)
- d. Failing to yield to traffic with the right of way. (T-2)
- e. Unauthorized operation of vehicles within the leased spaces of another tenant. (T-2)
- f. Failure to notify Airside Operations of a driver's license revocation and/or suspension. (T-2)

2. UNSAFE VEHICLE

- a. Operating a vehicle that is unsafe or in a manner that is unsafe. (T-2)
- b. Operating a vehicle without functioning brakes or emergency brakes. (T-1)
- c. Operating a vehicle without functioning headlights/taillights. (T-1)
- d. Failing to use headlights. (T-2)
- e. Operating or riding in a vehicle without wearing a seat belt or harness. (T-2)
- f. Operating a vehicle with non-visible/missing, faded, or illegible company name/logo affixed to both sides. (T-2)
- g. Abandonment of any vehicle on the airport premises. (T-1)
- h. Operation of a tug with carts which are not secured or enclosed on all four sides while hauling cargo or baggage. (T-2)
- i. Failure to drive in the proper direction while inside the baggage makeup areas. (T-2)
- j. Failure to close vehicle doors on Cabin Service Vehicles while in motion. (T-2)
- k. Operating a vehicle with a reduced field of view as a result of improper equipment placement or improper window maintenance. (T-2)
- l. Operating a vehicle with leaking fluids. (T-2)
- m. Failure to dim the high beams head lights to oncoming aircraft or vehicular traffic. (T-2)
- n. Operating a fuel servicing vehicle under a concourse connector tunnel. (T-2)
- o. Conducting a vehicular escort without Airside Operations authorization. (T-2)

3. CARELESS DRIVING

- a. Failing to stop at a posted stop sign or stop bar. (T-2)
- b. Failing to use due care which does not result in personal injury, significant property damage, or damage to aircraft. (T-2)
- c. Failing to use due care for conditions. (T-2)
- d. Failing to use due care by driving behind operating aircraft engines. (T-2)
- e. Leaving vehicle unattended with engine running and without parking brake set or wheels chocked. (T-2)
- f. Driving underneath aircraft with a vehicle not designed to service aircraft. (T-1)
- g. Improper backing. (T-2)
- h. Driving scissor-type or bucket-type vehicle with scissor or bucket extended. (T-2)
- i. Driving under a passenger loading bridge. (T-2)
- j. Driving at a speed of more than 5 MPH within an aircraft sterile area. (T-2)
- k. Operating a vehicle while sending or reading data in a wireless communications device including, but not limited to, texting, emailing, web browsing, and instant messaging. (T-2)
- l. Operating a vehicle while wearing a headset, headphone, or listening device other than a hearing aid or instrument for the improvement of defective human hearing. (T-2)
- m. Driving in excess of the ramp speed with no aircraft present. (T-2)
- n. Driving in excess of the ramp speed when operating in the vicinity of aircraft or buildings. (T-2)

4. PASSENGERS

- a. Transporting passengers in any vehicle unless the vehicle is equipped with a seat intended for use by each passenger other than the driver. (T-2)
- b. Permitting passengers to ride on the exterior of the vehicle. (T-2)
- c. Riding in baggage cart/trailer/vehicle being towed. (T-2)

5. PARKING

- a. Restricting access to fire hydrant, fire extinguisher, or other safety/life-saving equipment. (T-2)
- b. Blocking ingress/egress lanes in an emergency. (T-2)
- c. Blocking emergency access gates/doors. (T-2)
- d. Parking in aircraft taxi lanes. (T-2)
- e. Improper parking. (T-2)
- f. Parking in unauthorized areas. (T-2)
- g. Parking in emergency lanes. (T-2)
- h. Parking in a designated roadway. (T-2)
- i. Parking under passenger loading bridges. (T-2)
- j. Parking of any vehicle within six (6) feet of the security perimeter fence. (T-2)
- k. Parking of vehicles/equipment in front of any dumpsters between the hours of Midnight and 5 AM, preventing access for purpose of waste removal. (T-2)
- l. Staging ground support equipment in unauthorized or non-leased areas. (T-2)

6. MAINTENANCE

- a. Repairing, dismantling, cleaning, or servicing any vehicle, aircraft, or equipment in any area other than the tenant's approved maintenance leasehold areas or Airside Gate positions and adjacent ramp area, except for minor repairs necessary to restore a temporarily disabled vehicle. (T-1)
- b. Use of jack stands on any Airside Ramp for repairing or servicing any vehicle or equipment. (T-2)
- c. Performing heavy aircraft maintenance on any Airside Gate position or Airside Ramp. (T-2)
- d. Performing aircraft engine runs above idle power in an area not designated as a run up area. (T-2)
- e. Unauthorized aircraft engine runs during restricted hours. (T-2)
- f. Abandoning vehicles on the AOA. (T-1)

7. CRASH

- a. Failing to report an accident. (T-2)
- b. Leaving the scene of an accident. (T-2)
- c. Negligence contributing to the accident, property damage, and/or personal injury. (T-2)

8. DRIVER'S LICENSE

- a. Operating a vehicle without a valid driver's license. (T-2)
- b. Operating a vehicle without appropriate badge endorsement. (T-2)

9. TOWING (Vehicle, Carts & Aircraft)

- a. Improper towing. (T-2)
- b. Towing of more than 5 carts, dollies, or other equipment (T-1)
- c. Towing a cart, dolly, or piece of equipment during low visibility without reflectors, reflective tape, or operable lights on both sides and rear of the towed vehicle or equipment. (T-2)
- d. Where a red tow line is present, all aircraft **MUST** be towed until the rears of the engines are beyond the red tow line. (T-2)
- e. All Towing/Repositioning of aircraft **MUST** be coordinated through Ramp Tower. *See **Appendix A** for radio frequencies by location.*

10. VEHICLE LANES

- a. Driving on wrong side of the road. (T-2)
- b. Driving wrong direction on one-way roadway. (T-2)
- c. Obstruction of driving lane without notification to Airside Operations. (T-2)
- d. Pedestrian traffic outside or in the vehicle roadway lanes (exception: wing-walkers). (T-2)
- e. Driving outside of marked roadway. (T-2)

11. PASSING

- a. Passing on the right (leaving marked roadway). (T-2)
- b. Improper lane change. (T-2)

12. AIRCRAFT FUELING OPERATIONS

- a. Fueling or defueling aircraft inside a hangar or enclosed area without an approved LOA or in violation of approved LOA on file with Airside Operations. (T2)
- b. **Conducting aircraft fueling or defueling operations without properly bonding the aircraft and fueling truck/cart. (T-3)**
- c. Leaving an aircraft fueling truck/cart unattended while connected to either/both the in-ground hydrant and/or the aircraft refueling point. (T-2)
- d. **Bypassing or disabling any safety device (including Dead-Man switch) on any aircraft fueling system or its components. (T-3)**
- e. Parking or storing a fueling Tanker Truck within fifty (50) feet of any building or within ten (10) feet of any other vehicle. (T-2)
- f. Failing to give immediate notification to Airside Operations of any fuel spill. (T-2)
- g. **Possession of any smoking paraphernalia in an aircraft fueling vehicle. (T-3)**
- h. **Possession of smoking paraphernalia on your person within fifty (50) feet of fueling operations. (T-3)**
- i. Use or placement of ignition sources within fifty (50) feet of fueling operations, fuel spills, or HAZMAT. (T-2)
- j. Unavailability of sufficient fuel spill absorbent materials on hand. (T-2)
- k. **Fuel spills attributed to improper or negligent fueling operations. (T-3)**
- l. Leaving fueling truck unattended with ignition keys remaining in/on the vehicle. (T-2)

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- m. Failure to use calculated add gallon counter at any load rack when “topping off” any tanker designed for refueling aircraft. (T-2)
- n. Utilizing hydrant pit at an aircraft gate to “top off” any tanker designed for refueling aircraft without prior approval from Airside Operations. (T-2)
i.e. If load racks are out of service, to adversely impact flight operations, Menzies Aviation management shall notify the Airside Operations Control Room on duty supervisor at 704-359-4012 to request permission to utilize hydrant pits to service tankers. Menzies Aviation shall provide sufficient information regarding the impact to flight operations including the specific reason that load rack(s) are out of service and duration that the hydrant pits will be utilized.
- o. Any violations of the NFPA 407 standards. (T-2)

13. FOD/DEBRIS

- a. Littering/creating FOD hazard on or near aircraft ramps or taxi lanes. (T-2)
- b. Failing to pick up FOD on aircraft parking positions or taxi lanes. (T-2)
- c. Failure to avoid FOD hazards while operating a vehicle. (T-2)
- d. Failure to properly secure equipment that becomes FOD. (T-2)
- e. Accumulation of garbage, clutter, or litter around any airport gate or facility on the AOA. (T-2)

14. GENERAL SAFETY

- a. Threatening or endangering any person on the AOA. (T-2)
- b. Failing to comply with any safety-related or security-related instruction from any airport official. (T-2)
- c. Blocking of emergency exits, fire extinguishers, or fuel shutoff. (T-2)
- d. Storing items and equipment in emergency exit stairwells. (T-2)
- e. Using BBQ grills, smokers, gas torches, welders, or any other device that causes an open flame without advance approval from Airside Operations. (T-2)
- f. Failing to give immediate notification to Airside Operations for HAZMAT spills. (T-2)
- g. Discharging or disposing of any material, liquid, or chemical on the ground or within any water drainage system. (T-2)
- h. Unauthorized use of a pedal-cycle or a motorcycle on the AOA. (T-2)
- i. Coordination of, or participation in, any unauthorized activity on the AOA without prior approval from Airside Operations. (T-2)
- j. Unauthorized feeding, harassment, or dispersing of wildlife on the AOA. (T-2)
- k. Accumulation of flammable materials on the AOA or inside Airside Terminals. (T-2)
- l. Engaging in behavior, including failing to use due care, that could result in personal injury, property damage, or damage to an aircraft that does not involve operations of a vehicle. (T-2)

15. CONSTRUCTION ON THE AOA

- a. Unauthorized use of a construction vehicle or equipment that poses a threat to safe aircraft operations. (T-2)
- b. Failure to maintain construction barricades. (T-2)
- c. Using non-approved barricades. (T-2)
- d. Improper lighting/marketing of construction vehicles or equipment. (T-2)
- e. Improper parking of construction vehicles and/or equipment. (T-2)
- f. Improper marking/lighting of construction areas. (T-2)
- g. Improper or unauthorized stockpiling of construction materials. (T-2)
- h. Unmarked, uncovered, or unauthorized excavations. (T-2)
- i. Commencement/Ending of daily construction activities without notice to Airside Operations. (T-2)
- j. Commencement/Ending of flagging activities without notice to Airside Operations. (T-2)
- k. Failure to request permission and NOTAM issuance for obstructions of Part 77 surfaces (cranes/equipment etc.). (T-2)

16. SMOKING ON THE AOA

- a. Smoking and/or the use of electronic cigarettes on the AOA outside of Designated Smoking Areas is PROHIBITED! (T-2)
- b. Smoking and/or the use of electronic cigarettes on the AOA inside a vehicle is PROHIBITED! (T-2)

17. AIR TRAFFIC CONTROL

- a. Incursion: Unauthorized presence on runways, taxiways, or their associated safety areas. (T3)
- b. Failing to comply with, or deviation from, Air Traffic Control instructions. (T3)
- c. Failing to comply with Air Traffic Control radio communication requirements/protocols. (T3)

18. MOVEMENT AREAS

- a. Operating on the Movement Area without authorization from CLT Airside Operations. (T3)
- b. Operating on the Movement Area within ILS Critical Areas when being protected. (T3)
- c. Failing to have the proper equipment needed to operate in the Movement Area. (T3)
- d. Accessing (proceeding onto or crossing) an active Runway or Runway Safety Area without authorization from Airside Operations and clearance from ATCT. (T3)

D. DISCIPLINE SCHEDULE

Failure to comply with the above Ramp Safety Standards will result in immediate disciplinary action per the following disciplinary schedule. A more aggressive disciplinary action will result from uncooperative personnel and the severity of the infraction. All infractions will be documented, tracked, and will remain on the individual's AOA driving record for 3 years. Additionally, any violations of the CLT Ramp Safety Standards determined to be egregious in nature by the Airside Operations Manager, may be subject to additional monetary fines and/or elevated disciplinary actions.

The discipline schedule is as follows:

CLT	Tier 1	Tier 2
First Offense	Watch training video in the Credentialing office.	Watch training video in the Credentialing Office, complete company specific training, suspension of badge up to 3 days.
Second Offense	Watch training video in the Credentialing Office, suspension of badge access privileges up to 3 days.	Watch training video in the Credentialing Office, complete company specific training, suspension of badge from 3 to 7 days.
Third Offense	Watch training video in the Credentialing Office, suspension of badge access from 3 to 7 days.	Watch training video in the Credentialing Office, complete company specific training, suspension of badge from 14 days to revocation of badge.
Fourth Offense	Watch training video in the Credentialing Office, suspension of badge access from 14 days to revocation of SIDA badge.	Revocation of SIDA badge.
Tier 3 All Tier 3 infractions will result in immediate suspension of SIDA credentials & penalties that may include:		
First Offense (Employee and Employer)	<ul style="list-style-type: none"> ▪ A 10 calendar day suspension of badge access to the AOA ▪ A 30 calendar day suspension of driver status ▪ Driver retraining charged at the current burden rate per hour ▪ \$100 fine to employee ▪ Up to a \$10,000 fine to the tenant dependent on severity of violation. 	
Second Offense (Employee and Employer)	<ul style="list-style-type: none"> ▪ Permanent revocation of badge access to the AOA ▪ \$500 fine to employee 	

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	<ul style="list-style-type: none">Up to a \$10,000 fine to the tenant dependent on severity of violation.
Third Offense (Employer)	<ul style="list-style-type: none">Up to a \$10,000 fine to the tenant dependent on severity of violation.
<i>On Tier 3 violations, the review panel will consist of the Airside Operations Manager, the Airport Operations Director and/or designee. Any appeals would be submitted to the Aviation Director who will have the final decision on penalties levied. Employee and employer fines must be paid within 30 calendar days. Failure to do so will result in an interruption of new badge requests and renewals until paid in full.</i>	

E. ADDITIONAL MONETARY FINES/FEES

There is a reactivation fee associated with suspended badges as follows:

1 st Violation	\$25.00
2 nd Violation	\$50.00
3 rd Violation	\$75.00

(Note: There are some offenses which may warrant a badge revocation prior to the 2nd or 3rd violation. **These items are notated in RED.**)

Any tenant that is found generating FOD on the AOA or blocking a dumpster/compactor with equipment on the terminal ramp will be subject up to a \$300 fine.

At the Director of Operations discretion, chronic and/or blatant violations of safety procedures may result in fines of up to \$10K depending on the severity and circumstances of the violation(s). Appeals by Company, Tenant, Contractor fines can be submitted in writing to the Aviation Director for consideration.

F. APPEALS PROCESS (Tier 1 and 2 only)

Upon receipt of a Safety Citation, the employee has 3 days from the date of receipt to submit an appeal in writing to Airside Operations at Safety@CLTAirport.com. The appeal will be reviewed by a council of Airside Operations Supervisors. If the violation is determined to be valid, the appropriate penalty will be levied.

Employees may be offered a badge revocation hearing arranged by the Airside Operations Manager or their designee. At this meeting, all information and facts related to the violation will be reviewed and evaluated to ensure the penalties assessed and are appropriate for the severity of the violation.

XIV. EMPLOYER RESPONSIBILITIES

It is the employer's responsibility to ensure that its employees obey the rules and regulations contained in this manual. The following steps should be taken to ensure a safe operating environment within the AOA:

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Training: Employers should conduct appropriate training to ensure that all personnel have read and fully understand the guidelines set forth in this manual.

Monitoring: Employers should monitor their personnel and ensure that they have knowledge of the regulations and are adhering to the rules set forth in this manual.

Follow-Up: Employers will be notified of any citations issued to their employees. Therefore, employers should follow-up on all citations issued to their employees and ensure that appropriate action is taken to prevent further incidents.

Nothing in this manual shall be construed or interpreted as creating or establishing the relationship of employee and employer between the City of Charlotte and any tenants, vendors, contractors, subcontractors, or any individuals working for said entities.

APPENDIX A

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