



CLT AOA Standards

City of Charlotte / Aviation Department



AOA STANDARDS REVISIONS

First issued 4/1/2016

Revision 1

7/21/2016

- Added exception criteria for performance of heavy maintenance on any airside gate or airside ramp area.

Revision 2

8/21/2018

- Added all fueling hoses/connections must be properly stowed/secured when not in use (pre-staging is not authorized).

Revision 3

8/16/2019

- Added Ground Service Equipment Fueling Operations Section.

Revision 4

9/7/2020

- Updated Appendix D Aircraft Engine Run-Up Areas Map.

Revision 5

7/9/2021

- Added definition and violation entry for High Visibility Wear.

Revision 6

5/21/2022

- Added verbiage and fine schedule for companies when individual violators cannot be located.

Revision 7

5/4/2023

- Changed requirement for leaving vehicle unattended with engine running to include engaging the parking brake and chocked wheels.

Revision 8

7/1/2025

- Added FOD Management Plan, AOA Parking, Trash Compactor procedures, and Non-Movement Area Escorting procedures. Changes made to vehicle signage requirements. Administrative enforcement violations updated. Driver's license requirements updated.

Revision 9

11/1/2025

- Changed scope of these standards, added jetway operations language, added wildlife administrative enforcement actions, added flexibility in regard to new vehicle signage placement requirements, updated first offense penalties for Tier 3 violations, added non-movement escort driver procedures, modified violations for vehicle and jetway incidents, revised enforcement actions for blocking fueling operations.

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Introduction

This document outlines the safety requirements for operating in the Air Operations Area (AOA), or any area at Charlotte Douglas International Airport (CLT), including exclusively leased areas and areas that support activities with direct impacts on the airport's ability to comply with the regulatory requirements set forth in 14 CFR Part 139, FAA Advisory Circulars and Orders governing airports, and NFPA 407. All employees and operators are responsible for complying with the CLT AOA Standards.



The terminal apron and airfield working environment present many challenges for safe operations. Difficulties can arise from various functions being performed, high traffic volumes, limited apron space, time constraints, and poor weather or lighting conditions.

As such, the potential for accidents and injuries to occur in the apron environment is high.

Reducing that potential requires a multidisciplinary effort by the many Charlotte Douglas International Airport departments, airline employees, service providers, and contractors.

Creating and fostering a positive safety culture on the apron is critical to implementing the CLT AOA Standards at Charlotte Douglas International Airport.

Scope

These standards apply to all entities and persons operating within or in a capacity that may impact the Air Operations Area (AOA) and other areas at the Charlotte Douglas International Airport, as well as those conducting any activity that may impact the airport's ability to comply with all 14 CFR Part 139, FAA Advisory Circulars and Orders governing airports, and NFPA 407. All AOA users must comply with these standards, as well as all applicable laws, regulations, directives, and policies while conducting business on the

AOA. AOA users must abide by all rules and regulations set forth in 14 CFR Part 139, FAA Advisory Circulars and Orders governing airports, NFPA 407, and any directives issued by the Aviation Director or their designee.

Purpose

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

Terms and 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, aprons, and parking areas. It is divided into two designated areas: Non-Movement and Movement Area.
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 the AOA aircraft aprons (air carrier, cargo, FBO, etc.).
Movement Area (MA)	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.
Aircraft Safety Envelope	The area on the surface of the apron that is covered by the shadow of the aircraft while the aircraft is motionless. Also known as <i>the footprint of the aircraft</i>.
High Visibility Wear	Any clothing accepted as appropriate warning vests or other suitable garments marked with or made of reflectorized or high-visibility material that meets the requirement of ANSI/ISEA 107-2020 or updated standards and be worn as the outermost garment.

Runway Incursion	A Runway Incursion is the unauthorized presence of an aircraft, vehicle, or person on the protected surface area designated for the landing and taking from aircraft. An incursion is also referred to as a Vehicle/Pedestrian Deviation (V/PD) for vehicle drivers.
Safety Areas	The Safety Area is 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.
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.
Vaporizer	A device with a heating element, used to vaporize a liquid. Examples: E-Cigarettes, Vaping devices, and smoking paraphernalia.
Smoking Paraphernalia	Includes but is not limited to, Tobacco products, E-Cigarettes, vaporizers, smoking pipes, lighters, matches, and any other item deemed unsuitable by airport officials.

I. Important AOA Facts

A. General AOA Safety and Awareness

All AOA users are responsible for identifying and reporting any behavior or activity that could be deemed unsafe.

- Airport Operations staff have the discretion to direct any AOA user to cease any activity that could have a safety impact on aircraft operations, property, or personnel on the AOA.
- Failure to cease any activity that may be deemed as unsafe may result in a safety violation, depending on the nature and severity of the activity.
- Vehicle operators must always yield to aircraft in motion.
- All AOA users must always wear high-visibility attire while on the AOA, including baggage make-up areas and connector tunnels.
- Using BBQ grills, smokers, gas torches, welders, or any other device that causes an open flame without advance approval from Airside Operations is prohibited. BBQ grills are permitted on the AOA under the following restrictions: the BBQ grill is at least 50 feet away from aircraft, structure, or fueling operation and a fire extinguisher is readily available. The responsible party must notify Airport Operations at 704-359-4012 prior to the start and end of use.

Potential Indicators 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

B. Wildlife Management (Reference FAA Wildlife Hazard Management at Airports Guide)

- Permitting any animal, domesticated or wild, to enter any non-publicly accessed areas of the airport, including the AOA is prohibited, except for:
 - a. Animals that are to be, or have been, transported by air and are properly confined for air travel.
 - b. A person with a disability with a service animal that has been provided a reasonable accommodation by their employer which has been communicated, in writing, to the CLT Airside Operations Manager.

- c. Working animals authorized by their employer or the CLT Airside Operations Manager that are operating in the capacity of their function and under the control of an authorized handler who is present at the airport.
- Owners and/or other persons having custody or control of an animal, including working or service animals, while at the airport are responsible, financially, and legally, for damage or injury caused by the animal.
- Owners and/or other persons having custody or control of an animal that is disruptive, including working or service animals, will be asked to confine the animal while at the airport or to remove the animal from the premises.
- No individual, (unless engaging in a work duty approved by the CLT Airside Operations Manager), shall hunt, pursue, trap, catch, injure, or kill any animal (wild, feral or domesticated) on the airport property without written authorization from the CLT Airside Operations Manager or designee.
- Feeding or engaging in any other act to encourage the congregation of wildlife or animals on CLT airport property is prohibited.

C. AOA Driver Endorsement

Charlotte Douglas International Airport has three driver endorsements for operating on the AOA: **Non-Movement Area, Non-Movement Area Escort, and Movement Area.**

Valid Driver's License Requirement: Individuals seeking an AOA driver endorsement for the non-movement and/or movement area(s) must possess a valid driver's license. CLT reserves the right to restrict the issuance of AOA driver endorsements if the applicant's driver's license has restrictions that could pose a safety risk or undue liability to operations on the AOA. Driver's license restrictions that could result in a denial of AOA driving endorsement(s) include, but are not limited to:

- Provisional driver's licenses issued to individuals under 18 years of age.
 - Court-imposed driving restrictions.
 - Temporary driving certificates.
- 1. Non-Movement Area Driver:** The Non-Movement course is required for ALL individuals operating any motorized vehicle unescorted 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 and without a valid driver's license on their person. Any driver without a "DR" endorsed CLT SIDA Badge must be under escort of a Non-Movement Area driver escort - designated by a "DR-E" endorsement on the SIDA badge.

2. Non-Movement Area Driver Escort: All personnel with an official business need to conduct vehicular escorts within the Non-Movement Area of the AOA are required to possess the Non-Movement Area Driver Escort endorsement, displayed as “DR-E” on the CLT SIDA badge. Tenants, contractors, and other approved AOA users are required to provide vehicular escorts for vehicles supporting their business operations that lack a driver with the appropriate driving endorsement. For a complete list of vehicular escorting requirements and procedures, please see Section III “AOA Vehicle Access.” CLT will continue to provide vehicular escort support throughout calendar year 2025. All tenants, contractors, and other approved AOA users will be required to have a sufficient number of staff with the “DR-E” endorsement within **one year** of the program’s rollout to the AOA user community (a subsequent Operational Impact Notice issued to AOA users will contain the specific compliance dates for this program).

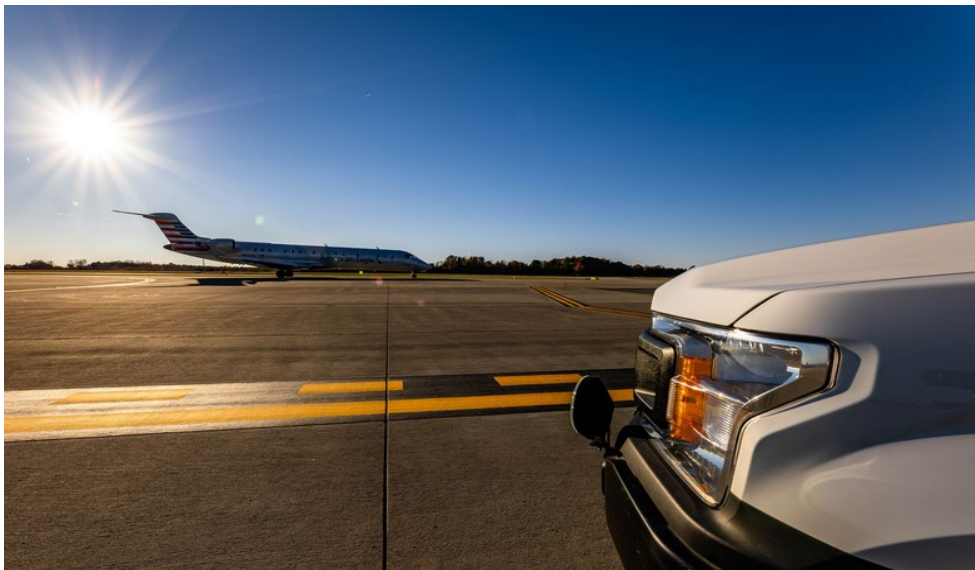
- 3. Movement Area (MA) Driver:** Before entering the Movement Area (MA), you must have:
- A valid driver’s license, a valid, unexpired CLT SIDA badge, and a valid CLT MAT Badge.
 - Proper vehicle equipment for visibility and communication with ATCT (see Section III “AOA vehicle access”).
 - Authorization or “clearance” from ATCT. Refer to the MA handbook for additional information on requirements.

Conducting a vehicular escort on the MA requires a valid MAT (“Movement Area Training”) card. The non-movement area escort endorsement does NOT authorize a vehicle operator to conduct an escort in the MA.

- The MA certification expires every twelve (12) months. Drivers need to retake the MA recurrent course each year to renew their movement area driver privileges. The MA certification allows you to drive on the airport’s movement area including runways, taxiways, and associated safety areas.
- Any new official business requests to access the MA must be vetted and approved by Airside Operations by emailing MAT@cltairport.com. No entity or vehicle operator may conduct operations on the MA without approval from Airside Operations, regardless of having the proper equipment installed on their vehicle(s).
- Accessing the MA without approval or a valid CLT MA badge may be considered a vehicle/pedestrian deviation, which is a Tier 3 violation.

II. Movement Area Identification

Non-Movement Area Boundary



Taxiway Directional and Location Signage



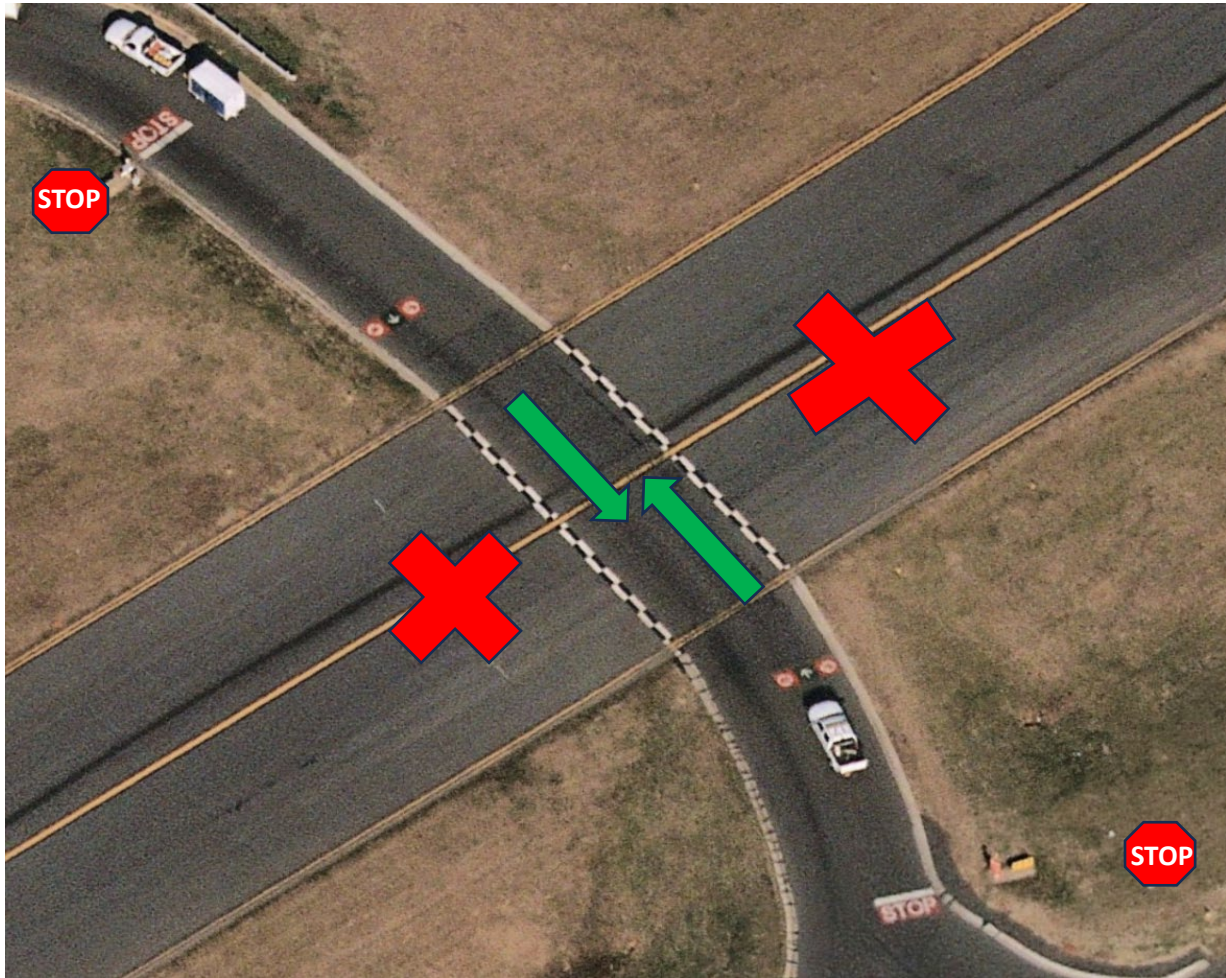
Movement Area Lighting



Intersecting Vehicle Service Road with Taxiway



Terminal Gate 1010 (Tunnel Road)



III. AOA Vehicle Access

All vehicles requiring access to the AOA are subject to the following guidelines:

1. Vehicle Readiness:

All vehicles needing to gain access to the AOA must be in sound mechanical and operational condition. No vehicle may access or be present in any area of the AOA if the vehicle:

- Is leaking fluids.
- Is missing any key operational components (i.e doors, windows, or any other component necessary for safe vehicle operation).
- Has excessive FOD buildup.
- Exhibits signs of mechanical disrepair.
- Presents any other malfunction or arrives in a condition that may present a safety hazard on the AOA.

Vehicles undergoing maintenance or in poor mechanical condition may never be left unattended on the AOA. Vehicles posing a safety issue may be towed away at the airport's discretion.

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.

2. Access:

The only vehicles permitted to access the AOA are those necessary to conduct official business. Personal vehicles are never permitted on the AOA (this does not apply to vehicles utilized by business owner/operators utilizing their personal vehicle for approved official business on airport property).

All vehicles are subject to the provisions in the CLT Security Standards when entering the AOA.

For unescorted driving access onto the AOA, vehicle operators must possess a "DR" (Non-Movement Area Driver) endorsement on their valid, unexpired CLT SIDA badge.

Personnel that possess a valid, unexpired CLT SIDA badge *without* a "DR" endorsement **OR** personnel that do not possess a CLT SIDA badge that require official business access to the AOA must be escorted by a valid, unexpired CLT badge holder with the "DR-E" (Non-Movement Area Driver Escort) endorsement.

Tenants, contractors, and other approved AOA users are required to have CLT badged and trained staff with the "DR-E" endorsement to provide vehicular escorts for the following purposes:

- Company/contractor/subcontractor personnel with a tenant/contractor/other approved AOA user business need access to the AOA without the "DR" endorsement.
- Deliveries of supplies/merchandise/consumables.
- Tenant/contractor 3rd party trash removal.

CLT Airport Operations (and approved extension of staff) will provide escort services for the following purposes:

- Airfield construction projects.
- Airport dumpster 3rd party trash removal.
- Emergency Services
- Other instances approved by Airside Operations Management.

3. Non-Movement Area Vehicular Escort Procedures:

All personnel with an official business need to escort vehicles on the non-movement area of the AOA are required to possess the "DR-E" endorsement on their valid, unexpired SIDA badge after having successfully completed the computer-based training.

Personnel conducting vehicular escorts are limited to escorting (1) vehicle at a time, unless otherwise approved by Airside Operations.

Prior to entering the AOA, the escort must:

- Verify the escortee's vehicle has the appropriate signate (see Section III (4) for vehicle signage requirements).
- Verify that the escortee's vehicle is in overall good functioning condition (no leaks, debris, or other condition that could contribute to FOD or the likelihood of the vehicle breaking down on the AOA).
- Verify that the escortee has a valid, unexpired SIDA badge (without the DR endorsement), or, if under personnel escort, a valid, unexpired, government-issued photo ID.
- Comply with all current CLT Security Standards requirements for vehicle and personnel inspections.
- Ensure all escortees have a safety vest.
- Brief their escortee on all procedures they must follow while under escort.

To conduct the vehicular escort, the escort must:

- Ensure the escortee enters first with the escortee directly behind the escort vehicle when entering the AOA access gate. For escortees that are badged (but do not possess the "DR" endorsement), the escort must verify that the escortee receives a "green" indication on the card reader before proceeding. Both vehicles must clear the gate's safe operating area and wait for the gate to close before proceeding.
- Ensure the escort follows at a reasonably close distance (approximately 10ft., but not greater than 20ft.). The escort must stop immediately in a safe place if the escortee is not abiding by these following distance guidelines.
- Operate only on established vehicle service roads and within leased areas.
- Immediately stop in a safe area and notify Airport Operations at 704-359-4012 if the escortee deviates from the escort's path and communication is lost with the escortee.
- Ensure the escortee parks in an approved parking area.
- Upon arrival at the destination, inform the escortee that they may not drive their vehicle until once again escorted by a badge holder with the "DR-E" endorsement.
- Upon exiting the AOA gate, the escort may choose to either remain in the AOA, or exit the AOA with the escortee directly behind them. The escort is fully responsible for ensuring the escortee has exited the AOA, and that the security gate is fully closed prior to leaving the area.

Only Airside Operations (and other approved movement area drivers) may escort vehicles onto the movement area. The DR-E designation does not apply to the movement area.

NOTE: Airside and/or SMS Operations Management reserves the right to revoke the DR-E designation at their sole discretion pursuant to any unsafe or otherwise non-compliant driving actions.

4. Vehicle Signage:

In accordance with the current version of FAA Advisory Circular 150/5210-20A (Ground Vehicle Operations), CLT requires all vehicles accessing the AOA to have airport-approved company signage affixed to the vehicle that adhere to the following requirements (NOTE: Government vehicles with government license plates (examples include, but are not limited to: NC Orange "Permanent" tag, U.S. Government tag, etc.) are excluded from the vehicle signage requirement, so long as they display the government-issued license plate at all times on the AOA. Vehicles accessing the AOA must comply with these revised requirements no later than **January 1st, 2026**).

Airline Ground Service Equipment:

- Signage must be affixed that includes the full company name (no abbreviations). This signage must be displayed in a minimum of 2 conspicuous places on each piece of equipment. The full company name must be readable from a distance of at least 50' (3" minimum lettering height recommended).

Regular Motor Vehicles (i.e Cars, Trucks, SUVs, etc.)

- Signage must be affixed to both the driver and passenger door (rear quarter panel of vehicle is also acceptable, i.e the length of a truck bed, so long as the lettering is clearly visible on both sides) **OR** a rear window that is not designed to roll down on both the driver and passenger side of the vehicle.
- Signage must include the full company name (no abbreviations). The full company name must be readable from a distance of at least 50' (3" minimum lettering height recommended)
- All contractor vehicles (regardless of tenancy) must display a vehicle contact card (see Appendix B) when parked on the AOA.
- Deviations from this policy may be approved by Airside Operations and/or SMS Management.

Marked Leased Vehicles (i.e Penske, Uhaul, etc.):

- If a leased vehicle is being escorted in and out simultaneously (the operator never exits the vehicle), the leasing company signage is sufficient to satisfy the vehicle signage requirement.
- If the leased vehicle needs to park on the AOA, the professional signage of the company leasing the vehicle must be displayed on both the driver and passenger door of the vehicle. Additionally, a vehicle contact card must be displayed (see Appendix B).
- All trailered vehicles (backhoes, light towers, etc.) must have company signage on a minimum of 2 conspicuous places that is visible from a minimum of 50' away.

5. Parking on the AOA:

- Vehicles may never park in any area marked "no parking," unless authorized by CLT. Emergency response vehicles are only exempt from this prohibition when actively responding to an emergency.
- Vehicles must not block aircraft movement or emergency access routes.
- Vehicles may not park within the aircraft safety envelope within a gate area, unless prior permission is received from CLT Gate Management or Airside Operations.
- Access to fire hydrants, extinguishers, and other safety equipment must remain unobstructed, including fueling pits and access to fueling equipment.
- Vehicles must not block fire lanes or access routes for emergency vehicles.
- Unattended idling of vehicles is not allowed.
- Parking underneath passenger loading bridges is prohibited.
- Parking vehicles/equipment in the area between the vehicle service road and dumpsters between the hours of Midnight and 5 AM, preventing access for the purpose of waste removal, is prohibited
- Parking Ground Service Equipment (GSE) in unauthorized or non-leased areas is prohibited.

6. Operations:

Vehicles accessing the AOA may only operate in areas approved by CLT.

To operate a vehicle on the Movement Area without a CLT Airside Operations escort, you must possess a valid CLT's Movement Area badge or be under the supervision of an individual approved to provide movement area training with a valid CLT movement area driver certification.

All vehicles needing to access the movement area that have appropriate permission from Airside Operations and an operational need must be equipped with the appropriate transponder, lighting package, and air-to-ground radio, as approved by Airside Operations. CLT reserves the right to restrict access to any movement or non-movement area at any time to coordinate pavement repairs, attend to emergency operations, and/or adhere to directives from the FAA or Law Enforcement Officials. Failure to comply with AOA closures may result in a safety and/or security violation.

General Driving Rules while operating on the AOA:

- a. AIRCRAFT ALWAYS HAVE THE RIGHT OF WAY.
- b. No more than five (5) carts or pallets may be towed behind vehicles when operating on the AOA.
- c. Always ensure load has been properly secured before towing.
- d. 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"

- e. Anyone involved in or observing an accident involving an aircraft, property damage, injury, or death, MUST report it IMMEDIATELY by calling Airport Emergency at 704-359-4911.
- f. Never drive between an aircraft that is deplaning passengers to the apron and the terminal.
- g. Beware of jet blast. NEVER drive behind an aircraft while engines are operating.
- h. When crossing on a Vehicle Service Road that intersects with a taxiway, such as tunnel road (Gate 1010) to the south cargo area that crosses Taxiway A, you must come to a complete stop behind the stop bar, stop sign, or entrance to the taxiway crossing and yield to any aircraft or vehicles operating on the taxiway.
- i. Vehicle operators are expected to adhere to the following speed limits:

- Vehicle Service Roads: 15 MPH
- Proximity to buildings: 5 MPH

Proximity to aircraft: 5 MPH

Baggage make-up areas: 5 MPH

Tunnel Connectors: 5 MPH

Vehicle Operations During Low Visibility Conditions (SMGCS)

Apron safety and awareness is critical during low-visibility conditions. The airport implements driving restrictions when runway visibility deteriorates below 1,200 feet and down to 500 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.

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.
- 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.

IV. Jetway (Passenger Loading Bridge) Operations

Jetways shall only be operated by properly trained employees. Each air carrier is responsible for maintaining a feasible number of trained staff members to support their daily operations.

Jetway operators are required to perform a cursory safety inspection of the jetway and the surrounding areas prior to operating the equipment. During the cursory inspection, operators shall ensure that the painted jetway safety area is free from any debris, improperly parked vehicles/equipment, and/or personnel. If there are any apparent physical or mechanical problems with the jetway, the operator shall not operate the equipment and contact the Airport Operations Center at 704-359-4012 and await further instructions from City of Charlotte staff.

Any vehicles or equipment struck within the jetway's safety area may result in a safety citation being issued to the jetway operator and the individual(s) responsible for improperly parking the vehicle or equipment in the jetway safety area.

V. Aircraft Operating Procedures on the AOA

Aircraft traffic operating on the Movement Areas of the airport are controlled by the FAA. The Non-Movement (non-FAA controlled) apron areas are controlled by the Apron Tower.

Apron and Pushback Control:

Appendix E provides a diagram of CLT approved standard pushes from each gate area on the Terminal apron.

- Permission for pushback will be granted in the order in which requests are received.
- Airfield efficiency and safety will be enhanced by allowing aircraft in FAA-controlled areas (movement areas) to be expedited into taxi lanes (non-movement and non-FAA controlled areas) and into aircraft gates.
- Aircraft requesting permission to push back onto the movement area or being released from a non-movement area, must contact FAA Tower prior to entering the movement area.
- Aircraft arrival and aircraft under power will be given priority over aircraft under pushback or being towed. Exceptions: If the occupied gate or spot is needed for an inbound aircraft and or if there is a medical emergency aboard the aircraft.
- Aircraft will be advised of apron closure due to lightning or inclement weather and will be instructed to contact Apron Tower for a safe place in a controlled area to hold the aircraft until the apron is reopened.
- Aircraft requesting pushback onto a taxilane already congested with other aircraft may be advised to hold on the gate or spot until traffic is cleared.
- Aircraft requesting permission to enter a taxilane already congested will be advised to contact Apron Tower for a safe place to hold until traffic clears.

CLT reserves the right to amend this procedure at any time and notice of such amendment will be provided to all affected parties.

VI. 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.
- c. Any accident involving an aircraft and/or vehicle.

If a vehicle is involved in an accident on the AOA:

- a. Do not move the vehicles until instructed to do so by Airside Operations, Airport Security, the Charlotte Fire Department, Charlotte Mecklenburg Police Department, or another police/fire/federal agency.
- b. Everyone involved in an accident and any witnesses must remain at the scene until airport officials and first responders arrive.
- c. If witnesses need to leave for urgent reasons, they must contact Airside Operations at (704) 359-4911 prior to leaving the scene.

If a vehicle or aircraft becomes disabled on the AOA (NOTE:

Nothing in this section is intended to abrogate relevant state or federal regulation):

- a. Do not move the vehicle or aircraft until you receive permission from Airside Operations, Airport Security, the Charlotte Fire Department, Charlotte Mecklenburg Police Department, or another police/fire/federal agency.
- b. Subject to compliance with Federal regulations, the vehicle or aircraft owner (including, the purposes in this section, the pilot in charge) shall be responsible for prompt removal of all disabled vehicle or aircraft, including parts thereof, upon the conclusion of all local, state, and federal investigation(s) and advisement that the equipment has been released back to the owner.
- c. In the event of the vehicle or aircraft owner's refusal to comply with such directions, or the inability to do so in a timely manner, the disabled vehicle or aircraft may be towed or removed by CLT at the vehicle or aircraft owner's expense and without liability for damage which may result from such removal. The vehicle or aircraft owner may be required to sign an authorization form associated with such removal.
- d. For disabled aircraft, the aircraft owner is responsible for the immediate removal, relocation, and/or disposal of the disabled aircraft once the FAA or NTSB has authorized the aircraft to be removed. Such events will be accomplished in coordination with the appropriate CLT, FAA, or NTSB staff.
- e. Everyone involved in the accident and any witnesses must remain at the scene until airport officials arrive.
- f. If witnesses need to leave for urgent reasons, they must contact Airside Operations at (704) 359-4911 prior to leaving the scene.

VII. Ground Service Equipment Maintenance

All Ground Service Equipment (GSE) must be continuously maintained in good repair and in fully operational condition.

- Vehicles must be free of any loose materials, leaking fluids, FOD, and excessive rust.
- Vehicles must be able to be moved under their own power at a moment's notice.
- Tow-behind equipment must also remain in good overall operable and mechanical condition and must be moveable at a moment's notice.
- Regular inspections and maintenance protocols must be adhered to, ensuring that equipment is safe and efficient for use.
- Any GSE found to be in disrepair must be promptly reported to company leadership and removed from service until repairs are completed. This policy is vital for ensuring the safety of personnel, the integrity of aircraft operations, and the overall efficiency of airport service.
- Maintenance of GSE is PROHIBITED from taking place on the AOA, except for minor issues such as changing a flat tire. Minor issues must be handled in appropriate areas that do not impact operations or personnel safety.
- No vehicle may be left unattended during minor repairs unless approved by Airport Operations.
- All service work must be completed in areas outside of the AOA (NOTE: Any service work performed on CLT property outside of the AOA must be approved by the appropriate City of Charlotte/CLT airport real estate or property leasing employee).
- Long-term storage of GSE that is inoperable, leaking, or in any other state of disrepair on the AOA is strictly prohibited.
- GSE may never be elevated by a vehicle jack, ramp, or placed on jackstands and left unattended.

VIII. Fuel Safety Compliance

Please reference NFPA Part 407 for additional guidance specific to your company's operation

Airside Operations performs quarterly inspections (March, June, September, and December of each calendar year) of each airport tenant fueling agent's physical facilities and fueling equipment/vehicles, including fuel storage facilities (FSFs), load racks, hydrant trucks/carts, fuel tankers, etc. Any discrepancies noted on these inspections are sent to the appropriate fueling agent for corrective action via email. The following discrepancies will require immediate removal from service:

- Fuel leaks – any leak not considered residual from the previous fueling operation (i.e., small spots).
- Any exposed wiring presenting an ignition source – cracked, broken, or missing lens for lighting or exposed wires due to worn or chafed insulation.
- Worn, damaged, or expired hoses that exhibit blisters or exposes underlying reinforcing material.
- Damaged or missing bonding connections, preventing proper bonding of the fueling apparatus/vehicle to aircraft.
- Missing fire extinguisher(s) or fire extinguisher(s) that are not properly charged, labeled, and/or up to date on inspection.
- Spark arrester is not present on gasoline-powered fueling vehicle.
- Anything that the inspecting authority feels to be an immediate safety hazard.

The tenant fueling agent has twenty-one (21) calendar days, from the date of the notification, to address any discrepancies found during the quarterly fuel compliance audits/inspections. If corrective action is not completed during this period, the company may be cited for non-compliance. The fueling agent can request an extension on the corrective action period, in writing, to fuelsafety@cltairport.com.

Once corrective action has been completed the fueling agent must, prior to placing back in service, contact Airside Operations to request reinspection of equipment/facility and provide the following information:

- Fuel Agent (company name)
- Type of equipment
- Location of the equipment
- Equipment number

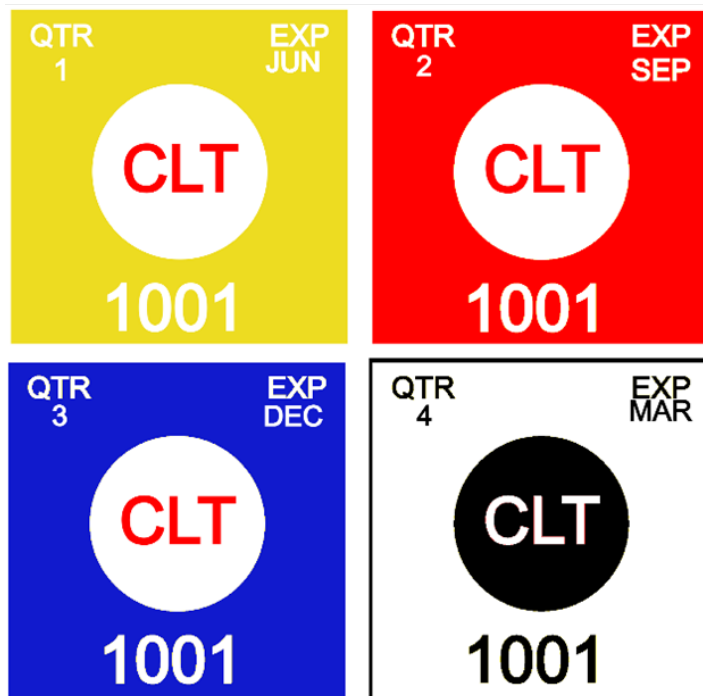
All fueling facilities and equipment that are within compliance will have a magnetic fuel compliance decal identifying the current inspection quarter/month, the fueling agent, and a corresponding equipment number/identifier. See image below.

Once a decal has been placed on equipment or a fuel storage facility, it should not be removed unless the equipment/facility is out of service. If any equipment or fuel storage

facility is observed without a decal, it will be considered unserviceable. The fueling agent must contact Airside Operations for a fueling compliance decal if:

- Inspection is needed for a piece of new equipment to go into service.
- Reinspection is required for a fueling facility or equipment to be placed back in service.
- A decal is lost, damaged, or stolen.

Tampering with a magnetic fuel compliance decal, without authorization from Airside Operations, is a citable offense. As well as operating fueling facilities or equipment without ensuring it is serviceable and has the corresponding quarterly magnetic compliance decal.



IX. Trash Compactor & Dumpster Procedures

When using trash compactors on the airport terminal ramp, adhering to several key safety and operational standards is essential. Users must receive proper training on the compactor's operation, including emergency shutdown procedures, and shall always wear personal protective equipment (PPE) such as gloves and safety glasses.

It is crucial to never leave trash outside of a trash compactor; if the compactor is full or broken, users shall immediately call 704-359-4012 to report the issue. They must then locate another working trash compactor to dispose of their waste. Leaving loose trash or full trash bags anywhere on the Airport Operations Area (AOA) is strictly prohibited, and all waste should be placed inside designated trash compactors to maintain cleanliness and safety on the ramp.

Regular checks for wear or malfunction should be conducted, and any issues should be reported promptly to ensure an efficient waste management process. Leaving trash on the AOA (on or near the trash compactor) will be considered FOD, and the individual and company will be held accountable through CLT's FOD Management Program.

The placement of open-air dumpsters on the AOA must be approved by a CLT Project/Contract Manager in coordination with Airside Operations. All dumpsters must have a securable, durable covering (i.e., tarp) that is placed over the dumpster any time trash is not actively being disposed of in the unit. Failure to prevent trash from remaining securely inside of the dumpster will be considered producing FOD and will adhere to the guidelines within the FOD Management Program (Appendix H).

X. Administrative Enforcement

Procedures and Violations

CLT Operations may issue a Safety Citation for any violation that has an impact on the airport's regulatory compliance posture as it relates to 14 CFR Part 139, FAA Advisory Circulars and Orders governing airports, NFPA 407, or any directive issued by the Aviation Director or her designee. Citations may be issued for unsafe or improper actions that occur within all areas of the AOA, which include, but are not limited to, aircraft aprons, vehicle roadways, the movement area, and perimeter roadways. Additionally, citations may be issued to individuals and/or entities that violate these standards if their actions have a direct impact on operations within the AOA, the National Airspace System, and/or the airport's capability to comply with 14 CFR Part 139, NFPA 407, and/or any other federal, state, or local regulation or law governing airport/air carrier operations. These citations may be in addition to any other citations issued by the Charlotte Mecklenburg Police Department, Charlotte Fire Department, Security Operations, Federal Aviation Administration, Transportation Security Administration, or any other enforcement agency. The authority for such violation exists under laws and regulations such as, not limited to, 14 CFR Part 139 and FAA Advisory Circular 150/5210-20A.

Notice of Violation

The Airside Operations Manager (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.

The classification system represents a three-tier system & each violation is classified by either:

Tier 1 (T-1) Minor

Tier 2 (T-2) Moderate

Tier 3 (T-3) Major Violation (or Combination of Multiple Minor or Moderate Violations)

In addition to the discretion of the Airside Operations Manager to levy a \$10,000 fine as indicated in section *Additional Monetary Fines* below, the Airside Operations Manager also has the discretion to escalate or de-escalate the penalty tier in the event extraordinary circumstances exist, such as flagrant disregard of existing rules, amount of damage to persons or property that arose from a violation, the amount of initiative taken by the violator to take correction action and/or engage in subsequent remedial measures, and the level of cooperation from personnel. The mere act of appealing a violation, questioning assumptions CLT airport staff have about a possible or actual violation, or good faith disagreements about the circumstances arising from a violation or whether a violation exists shall not result in a tier escalation.

XI. Violations

Violations noted in RED will result in an immediate SIDA badge confiscation.

Violations noted in BLUE are subject to a SIDA badge confiscation under the discretion of CLT Airport Operations.

1. RIGHT OF WAY

(Refer to FAA 14 CFR Part 139.329 - Operations and Maintenance and Advisory Circular 150/5210-20 Ground Vehicle Operations on Airports)

- a. Failing to yield to an aircraft in motion. (T-2)
- b. Failing to yield to ground crew directing or marshaling 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)

2. UNSAFE DRIVING

(Refer to FAA 14 CFR Part 139.329 - Operations and Maintenance and Advisory Circular 150/5210-20 Ground Vehicle Operations on Airports)

- a. **Vehicle/ Pedestrian Deviation: Unauthorized presence on runways, taxiways, or associated safety areas. (T-3)**
- b. **Operating on the Movement Area within ILS Critical Areas when being protected. (T-3)**
- c. **Failing to have the proper equipment needed to operate in the Movement Area. (T-3)**
- d. Operating a vehicle that is unsafe or in a manner that is unsafe. (T-2)
- e. Operating a vehicle on the AOA without a valid driver's license (including vehicles under escort). (T-2)
- f. Operating a vehicle without functioning brakes or emergency brakes. (T-1)
- g. Operating a vehicle without functioning headlights/taillights. (T-1)
- h. Violation of vehicle signage requirements (reference section VII.3). (T-2)
- i. Operating a vehicle with leaking fluids. (T-2)
- j. Operating/towing any fueling vehicle/cart/trailer or other device designed for the transport and transfer of Jet A, gasoline, diesel fuel or any other hazardous material under any concourse connector tunnel. (T-2)
- k. **Conducting a vehicular escort without Airside Operations authorization. (T-2)**
- l. **Failing to use due care which does not result in personal injury, significant property damage, or damage to aircraft. (T-2)**
- m. Leaving vehicle unattended with engine running, without having the parking brake set and wheels chocked. (T-2)
- n. Driving underneath aircraft with a vehicle not designed to service aircraft. (T-1)
- o. Driving under a passenger loading bridge. (T-2)

- p. Operating a vehicle while wearing a headset, headphone, or listening device other than a hearing aid, headset for pushback purposes, or instrument to improve defective human hearing. (T-2)
- q. Driving more than the apron speed when operating on the AOA or within the building structure. (T-2)
- r. Operating a vehicle without appropriate badge endorsement. (T-2)
- s. Escorting a vehicle on the AOA without appropriate badge endorsement or authorization from Airside Operations. (T-2)
- t. Escorting multiple vehicles without authorization from Airside Operations. (T-2)
- u. Improper vehicular escorting. (T-2)
- v. Failure to maintain control of escorted vehicle. (T-2)
- w. Improper vehicular escorting that results in a significant safety incident, such as, but not limited to: Damage to aircraft, injury to persons, significant operational impacts, or incursion / V/PD. (T-3)

3. PARKING (Refer to Section III for guidance on AOA Parking)

- a. Restricting access to fire hydrant, fire extinguisher, or other safety/life-saving equipment. (T-2)
- b. Parking a vehicle or other GSE in a manner that prohibits access to a hydrant fuel pit (T-2)
- c. Blocking ingress/egress lanes in an emergency. (T-2)
- d. Blocking emergency access gates/doors. (T-2)
- e. Blocking of emergency exits, fire extinguishers, or fuel shutoff. (T-2)
- f. Parking in aircraft taxi lanes. (T-2)
- g. Improper parking (in marked "No Parking" and red hatched areas). (T-2)
- h. Parking in emergency lanes. (T-2)
- i. Parking in a designated roadway. (T-2)
- j. Parking under passenger loading bridges is prohibited. (T-2)
- k. Parking vehicles/equipment in the area between the vehicle service road and the dumpsters between the hours of Midnight and 5 AM, preventing access for the purpose of waste removal. (T-2)
- l. Staging ground support equipment in unauthorized or non-leased areas. (T-2)
- m. Failure to display a valid vehicle contact card. (T-2)

4. MAINTENANCE (Refer to Section VII for Ground Service Equipment Vehicle Maintenance)

- a. Repairing, dismantling, cleaning, or servicing any vehicle, aircraft, or equipment in any area other than approved maintenance areas, except for minor repairs necessary to restore a temporarily disabled vehicle. (T-1)
- b. Performing heavy aircraft maintenance on any Airside Gate position or Airside Apron. *(Exception: if the requesting company has received a written approval from CLT Leadership prior to the start of performing maintenance).* (T-2)
- c. Unauthorized aircraft engine runs. (T-2)

- d. Abandoning equipment on the AOA. (T-1)

5. ACCIDENT (Refer to Section VI Actions In case of Accident for procedure)

- a. Failing to report an accident. (T-2)
- b. Leaving the scene of an accident. (T-2)
- c. Involvement in a preventable accident, contributing to property damage and/or minor injury. (T-2)
- d. Involvement in a preventable accident that contributes to major injury and/or property damage that significantly impacts operations in a manner that regular activities could not occur for an extended period of time. (T-3)
- e. Jetway operator failing to perform cursory inspection resulting in jetway making contact with vehicle or equipment. (T-2)

6. TOWING (Vehicle, Carts & Aircraft)

(Refer to FAA AC 150/5210-20, Ground Vehicle Operations at Airports for guidance and FAA AC 00-65, Towbar and Towbarless Movement of Aircraft)

- a. Improper towing. This includes failure to adhere to pushback procedures. (T-2)
- b. Towing of more than 5 carts, dollies, or other equipment (T-1)
- c. Towing or pushback of aircraft without the use of wing-walkers (T-2)
- d. Reckless towing of an aircraft that results in an incident or accident (T-2) NOTE: Can be escalated to a T-3 violation if the incident or accident results in damage to or closure of AOA surfaces and/or airport/FAA navigational equipment.
- e. 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) All Towing/Repositioning of aircraft **MUST** be coordinated through Apron Tower. See **Appendix A** for radio frequencies by location.

7. VEHICLE LANES

- a. Pedestrian traffic outside of or in vehicle roadway lanes (exception: wing-walkers) (T-2)
- b. Obstruction of vehicle roadway without notification to Airside Operations (T-2)
- c. Obstruction of driving lane without notification to Airside Operations. (T-2)
- d. Driving outside of marked roadway. (T-2)

8. GROUND SERVICE EQUIPMENT FUELING OPERATIONS (Refer to NFPA 407 for Ground Service Equipment fueling guidance)

- a. Bypassing or disabling any safety device (including Dead-Man switch) on any ground service equipment fueling system or its components. (T-2)
- b. Failing to give immediate notification to Airside Operations of any fuel spill. (T-2)
- c. Fuel spills attributed to improper or negligent refueling. (T-2)

- d. Possession of smoking paraphernalia in your vehicle or on your person within fifty (50) feet of fueling operations. (T-3)

9. AIRCRAFT FUELING OPERATIONS (Refer to NFPA 407 for aircraft fueling guidance)

- 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. (T-2)
- b. Failing to give immediate notification to Airport Operations for HAZMAT spills, to include hydraulic fluid and fuel of any kind. (T-2)
- c. Conducting aircraft fueling or defueling operations without properly bonding the aircraft and fueling truck/cart. (T-3)
- d. Leaving an aircraft fueling truck/cart unattended while connected to either/both the in-ground hydrant and/or the aircraft refueling point. (T-2)
- e. All fueling hoses/connections must be properly stowed/secured when not in use (pre-staging is not authorized). (T-2)
- f. Bypassing or disabling any safety device (including Dead-Man switch) on any aircraft fueling system or its components. (T-3)
- g. 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)
- h. Possession of any smoking paraphernalia in an aircraft fueling vehicle. (T-3)
- i. Possession of smoking paraphernalia on your person within fifty (50) feet of fueling operations. (T-3)
- j. Use or placement of ignition sources within fifty (50) feet of fueling operations, fuel spills, or HAZMAT. (T-2)
- k. Unavailability of sufficient fuel spill absorbent materials on hand. (T-2)
- l. Fuel spills attributed to improper or negligent fueling operations. (T-3)
- m. Leaving fueling truck unattended with ignition keys remaining in/on the vehicle. (T-2)
- n. Improper storage of fuel pit dust cap during or after fueling operations. (T-2).
- o. Tampering with CLT magnetic fueling compliance decals (to include defacing or removing). (T-2)
- p. Failure to ensure that fueling equipment is serviceable and has the corresponding quarterly CLT magnetic compliance decals prior to operating. (T-1).
- q. Blocking access to in-ground fuel pits. (T-2)
- r. Failure to use calculated add gallon counter at any load rack when "topping off" any tanker designed for refueling aircraft. (T-2)

- s. 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, the fuel service provider shall notify the Airport Operations duty supervisor at 704-359-4012 to request permission to utilize hydrant pits to service tankers. The fuel service provider 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.*
- t. Any violations of the NFPA 407 standards. (T-2)
- u. Fueling agent’s failure to request an extension for corrective action, in writing to fuelsafety@cltairport.com, on fueling facilities or equipment discrepancies noted during an inspection (T-2)

10. FOD/DEBRIS

Refer to Appendix H for FOD Management Program Information and Violations - (In accordance with FAA AC 150/5210-24 - Airport Foreign Object Debris (FOD) Management).

11. GENERAL SAFETY

- a. Threatening or endangering any person on the AOA. (T-3)
- b. Operating a UAS unmanned aerial system (drone) on Airport property, without prior approval from the FAA and Airport Operations. (T-3)
- c. Failing to comply with any safety-related instruction from an airport official. (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. BBQ grills are permitted on the AOA under the following restrictions: the BBQ grill is at least 50 feet away from aircraft, structure, or fueling operation and a fire extinguisher is readily available. The responsible party must notify Airport Operations at 704-359-4012 prior to the start and commencement of use. (T-2)
- f. Discharging or disposing of any material, liquid, or chemical on the ground or within any water drainage system. (T-2)
- g. Unauthorized use of a pedal-cycle or a motorcycle on the AOA. (T-2)
- h. Coordination of, or participation in, any unauthorized activity or event on the AOA without prior approval from Airside Operations. (T-2)
- i. Accumulation of flammable materials on the AOA or inside Airside Terminals. (T-2)
- j. Engaging in behavior, including failing to use due care, that could result in personal injury, property damage, or damage to an aircraft. (T-2)

- k. Failure to wear high-visibility attire while on the AOA, baggage make-up areas, and tunnel connectors. (T-2)

12. CONSTRUCTION ON THE AOA (Refer to FAA AC 150/5370-2, Operational Safety on Airport Construction)

- 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-standard 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. Failure to request permission and NOTAM issuance for obstructions of Part 77 surfaces (cranes/equipment etc.). (T-3)

13. SMOKING ON THE AOA (In accordance with NFPA 407)

- a. Smoking and/or the use of a vaporizer on the AOA. (T-2)

14. WILDLIFE MANAGEMENT

- a. Feeding or engaging in any other act to encourage the congregation of wildlife or animals on CLT airport property. (T-2)
- b. Permitting any animal, domesticated or wild, to enter any non-publicly accessible areas of the airport, including the AOA, without written authorization from CLT Airside Operations Wildlife Staff or Management. (T-2)
- c. Failure to ensure animals remain properly confined for air travel. (T-2)
- d. Engaging in activity including hunting, pursuing, trapping, catching, injuring, or killing any animal (wild, feral, or domesticated) on airport property without written authorization from CLT Airside Operations Wildlife Staff or Management. (T-3)

XII. Corrective Actions and Discipline Schedule

Failure to comply with the above CLT AOA Standards will result in immediate disciplinary action per the following disciplinary schedule. Unless otherwise indicated, the accrual of offenses are calculated on a rolling thirty-six month period of time. The imposition of watching a training video is conditioned upon the availability and applicability of such video. The discipline schedule is as follows. NOTE: Additional or enhanced penalties may be levied for egregious violations, regardless of the Tier category or offense number at the discretion of Airside or SMS Operations Management.

Offense #	Tier 1	Tier 2
First Offense	Watch training video (if applicable) in the Credentialing office.	Watch training video in the Credentialing Office, complete company specific training, suspension of SIDA badge up to 3 days, \$100 fine.
Second Offense	Watch training video in the Credentialing Office, suspension of SIDA badge up to 3 days, \$100 fine.	Watch training video in the Credentialing Office, complete company specific training, suspension of SIDA badge from 3 to 7 days, \$200 fine.
Third Offense	Watch training video in the Credentialing Office, suspension of SIDA badge from 3 to 7 days, \$200 fine.	Watch training video in the Credentialing Office, complete company specific training, suspension of SIDA badge from 14 days to revocation of badge, \$300 fine.
Additional Offenses	Watch training video in the Credentialing Office, suspension of SIDA badge from 14 days to revocation of SIDA badge, \$300 fine.	Permanent Revocation of SIDA badge.
Tier 3 All Tier 3 infractions will result in immediate suspension of SIDA credentials and penalties that may include:		
First Offense (Employee and Employer)	• Minimum 5 calendar day suspension and up to Permanent Revocation of SIDA badge • Up to a 30-calendar day suspension of driver status • \$100-300 fine to employee • Up to a \$10,000 fine to the employer dependent on severity of violation.	

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Second Offense (Employee and Employer)	• Permanent revocation of SIDA badge • \$500 fine to employee • Up to a \$10,000 fine to the employer dependent on severity of violation.
Additional Offenses (Employer)	• Up to a \$10,000 fine to the employer dependent on severity of violation.

ADDITIONAL MONETARY FINES AND FEES

For Tier 1 and Tier 2 violations, in the event the individual violator cannot be identified but the company can be identified, then the company shall be issued the violation and be subject to the below penalties. For purposes this section, the violations will be tracked annually and reset on July 1 of each year.

First Offense	Warning Issued to Company
Second Offense	\$200.00
Additional Offenses	\$300.00

Any Air Carriers that violate established Gate Pushback Procedures will be subject to the discipline schedule listed in exhibit C of the AUA. For purposes of this section, the violations will be tracked annually and reset on July 1 of each year. The discipline schedule for pushback violations is as follows:

First Offense	Written Warning issued to the employer
Second Offense	\$500 fine assessed against the Air carrier
Third Offense	\$1,000 fine assessed against the Air Carrier
Fourth Offense	\$2,000 fine assessed against the Air Carrier and, for Air Carrier's parking violation, revocation or suspension of Air Carrier's aircraft parking privileges.
Additional Offenses	Event of default under Air carrier's AUA or Operating Agreement

At an Airport Operations Director's discretion, chronic and/or blatant violations of safety procedures may result in fines of up to \$10,000 depending on the severity and circumstances of the violation(s). Appeals by Company, Tenant, and Contractor fines can be submitted in writing to the Aviation Director for consideration.

Airside Operations and/or SMS Operations Management may escalate a Tier 1 or 2 citation to a Tier 3 citation should it be determined that any Tier 1 or 2 violation was committed in a manner that significantly compromised the safety, operational integrity, and/or regulatory compliance posture of CLT Airport.

Any tenant that is found generating FOD on the AOA or blocking a dumpster/compactor with equipment on the terminal apron will be subjected to the penalties listed in Appendix H – FOD Management Program.

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.

REVIEW PANEL PROCEDURES AND APPEALS HEARING PROCESS

For Tier 1 and 2 violations: After receipt of the citation, the violator has an opportunity to appeal. The appeal process for the badge holders is on the back of the safety citation. The violator has three calendar days from the date of the citation's issuance to appeal in writing to the Citation Review Board ("CRB"). All appeals must be submitted by email listed in the citation notification. The email address as of the date of publication is Safety@cltairport.com.

Following the decision of the Citation Review Board (CRB), the employee has an additional opportunity to appeal. Any second level appeals may be submitted to the Airside Operations Manager, who will render a final decision on fines, penalties and disciplinary action levied for such violations. Information detailing the appeal process will be made to the appellant as indicated on the CRB's decision form. Additional procedures concerning Tier 2 violations resulting in the confiscation of a SIDA badge are further described below.

For Tier 3 violations: The review panel will consist of Airside Operations Management and SMS Staff. Following the decision of the review panel, any appeals may be submitted to the Airport Operations Director of Regulatory Compliance or designee, who will have the final decision on fines, penalties and disciplinary action arising from such violations. This appeal is referred to as the "Revocation Hearing."

Note: In most cases, employees will be able to continue to use their badge while the adjudication process moves forward, with the exception of severe violations. For Tier 2 appeals resulting in the confiscation of a SIDA badge or for disqualifying violations (Tier 3), where a person's Badge is or can be immediately and/or permanently revoked or suspended, the employee will be offered a Revocation Hearing, as described above. Every effort will be made to complete these described processes as soon as possible, but the appeal process may take up to 30 days.

XIII. Employer Responsibilities

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

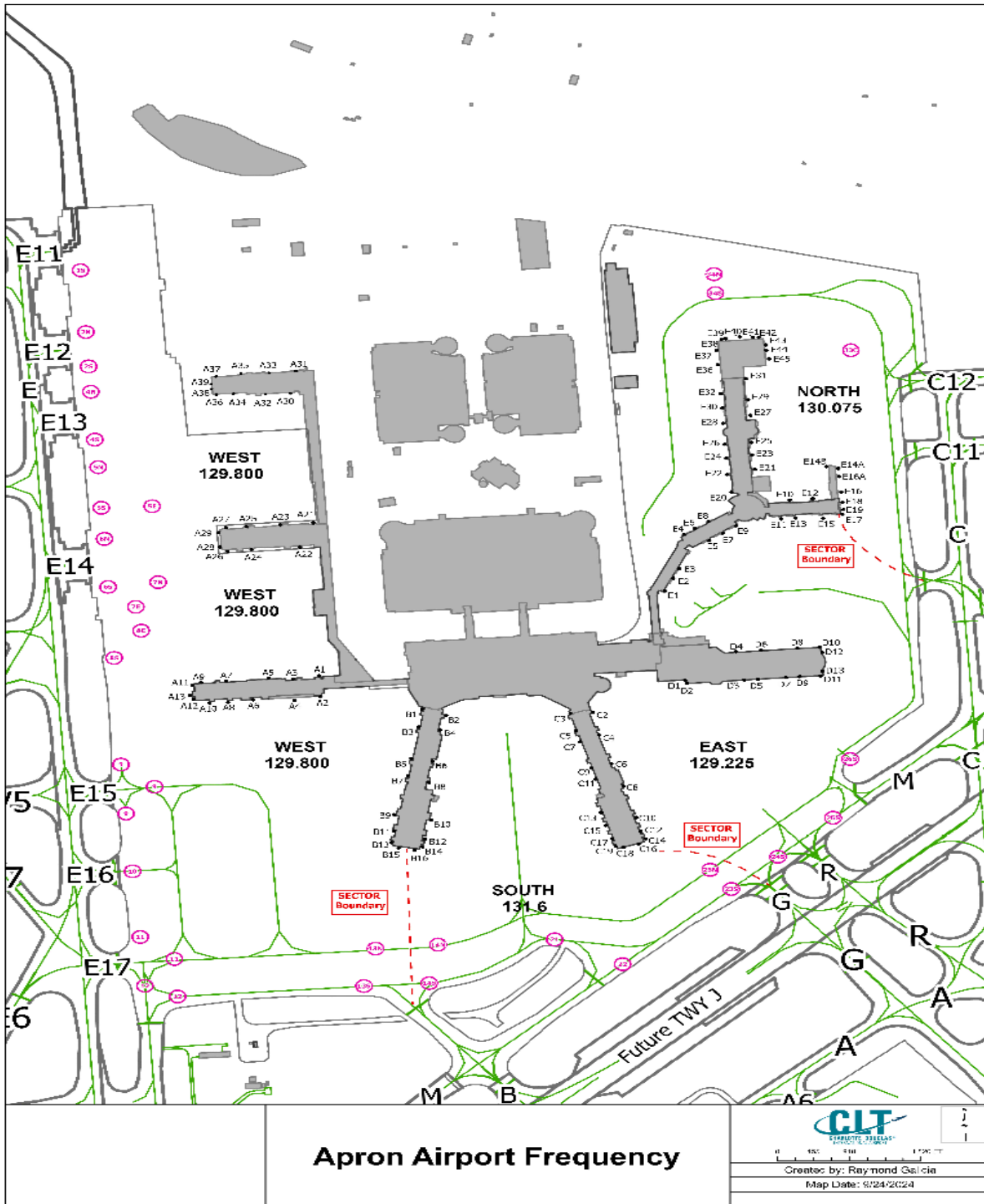
Training: Employers should conduct appropriate training to ensure that all personnel have read and fully understand the guidelines set forth within these standards.

Monitoring: Employers should monitor their personnel and ensure that they have knowledge of the regulations and are adhering to the rules set forth within these standards.

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 these standards 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 - APRON RADIO FREQUENCIES



APPENDIX B - VEHICLE CONTACT CARDS



PROJECT

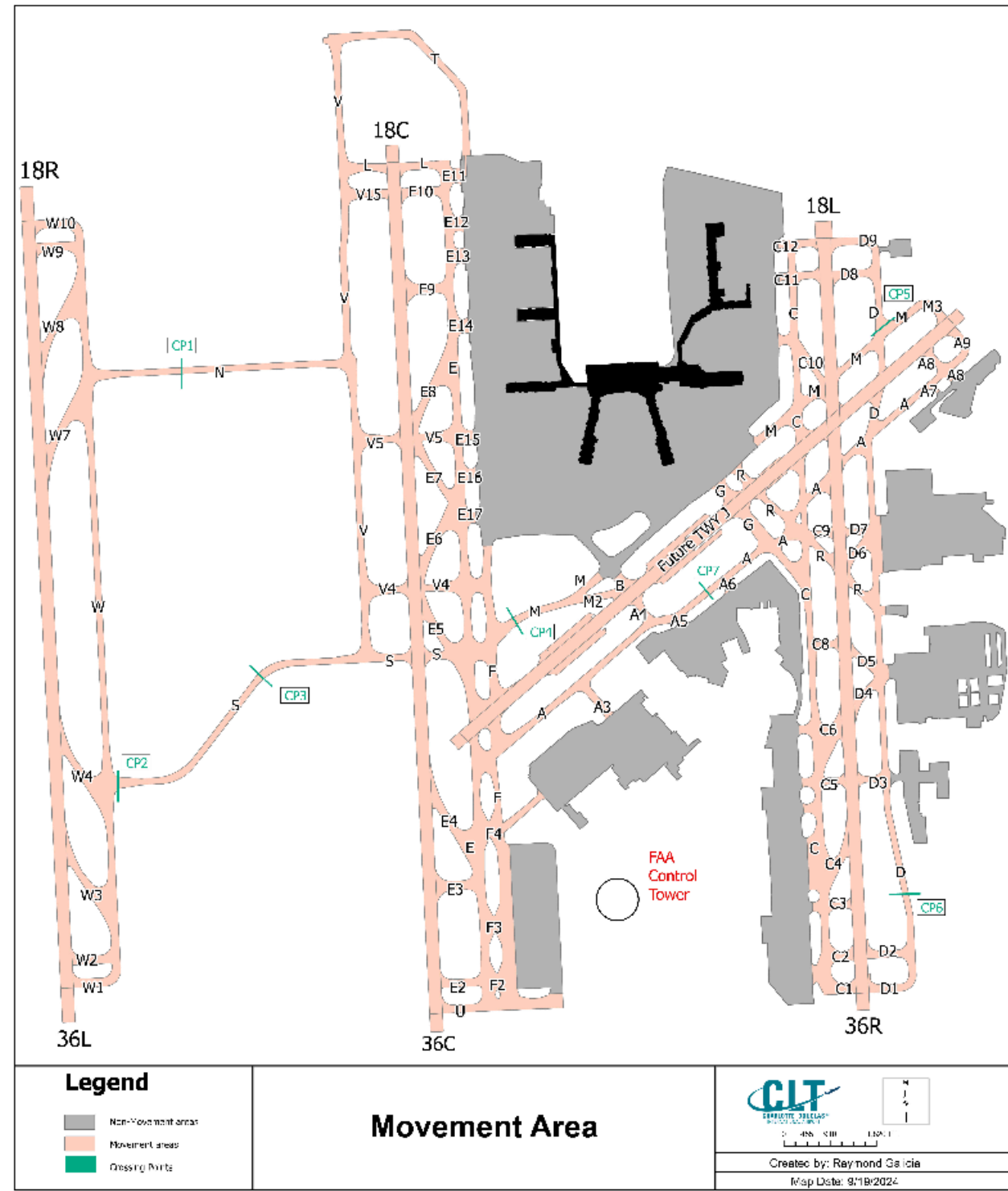
- ☐ SIDA
- ☐ AOA
- ☐ Non-SEC

DRIVER NAME

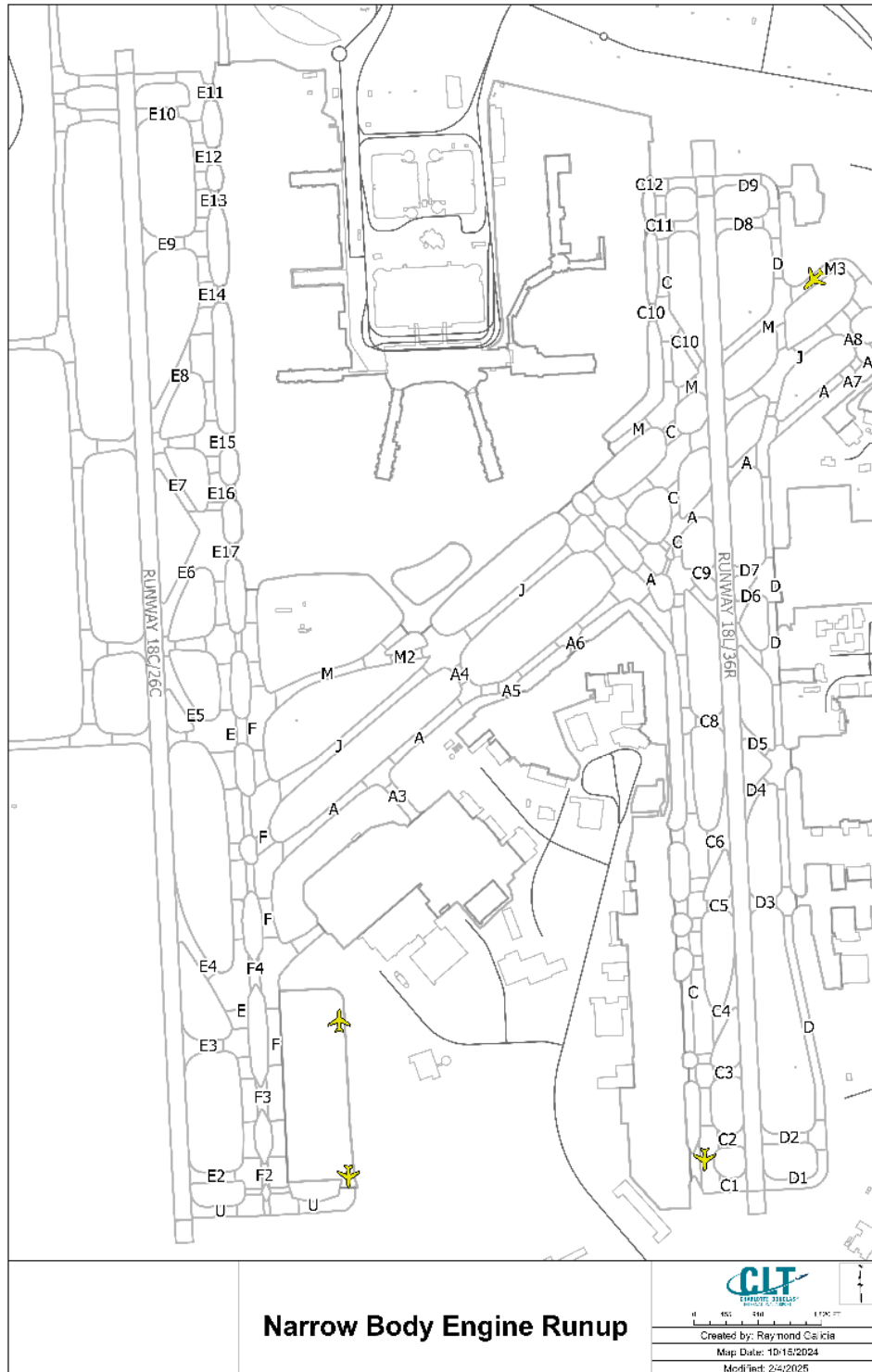
PHONE NUMBER

- Ensure required vehicles such as vendors, concessionaires, and contractors display (VCC) Vehicle Contact Card in vehicle front windshield window/dashboard with contact information being visible and readable to observers.
- Vehicles **not required** to display Vehicle Contact Card include: CLT city vehicles, law enforcement, government marked vehicles, emergency vehicles and vehicles being escorted in & out simultaneously without parking needs on the ramp.
- Vehicles parking in leased spaces which are owned by the owner of the vehicle are recommended to have a VCC; however, it is not required.

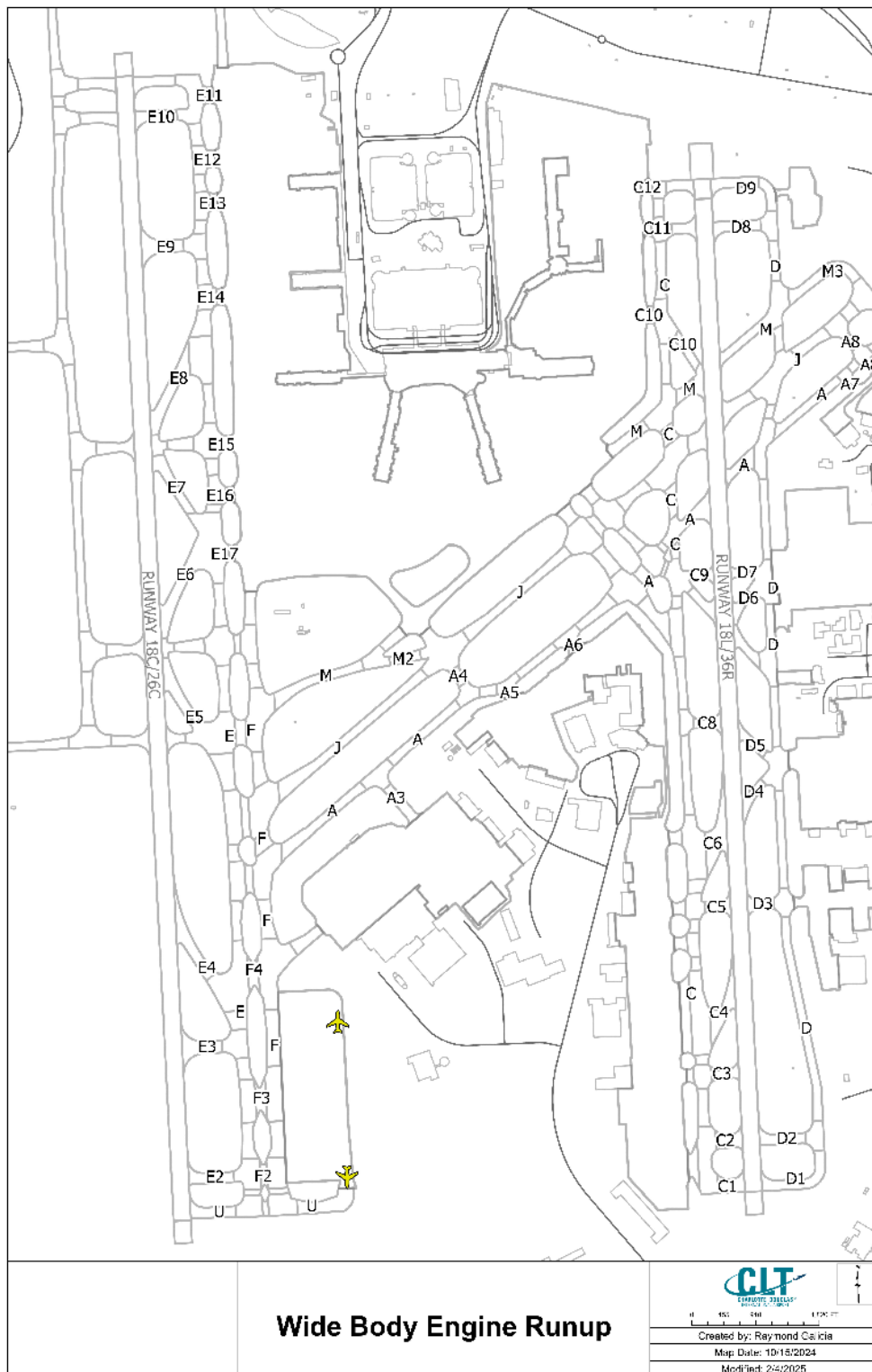
APPENDIX C - MOVEMENT AREA MAP



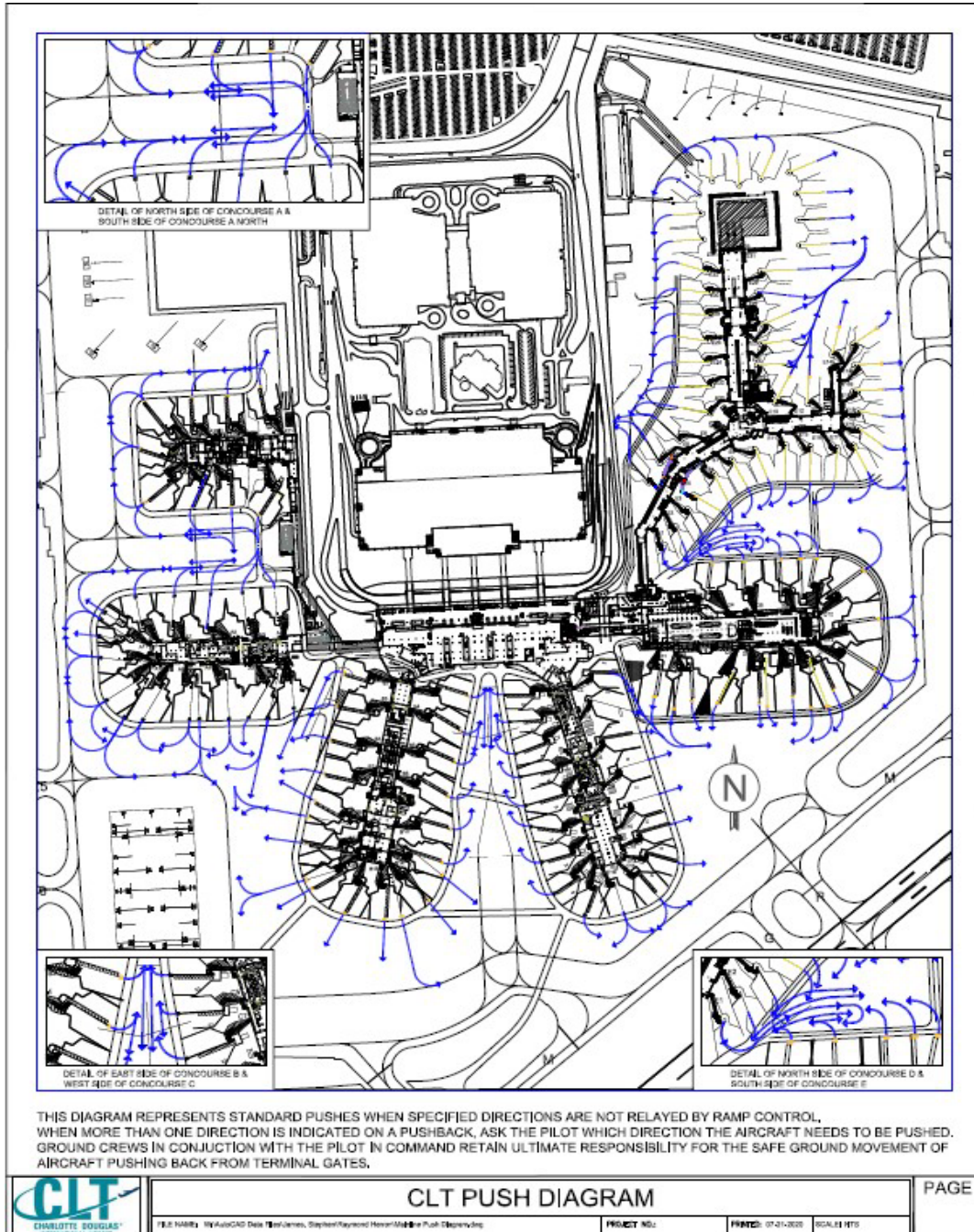
APPENDIX D - AIRCRAFT ENGINE RUN-UP AREA



Charlotte Douglas International Airport



APPENDIX E - CLT PUSH DIAGRAM



APPENDIX F - AUA EXHIBIT C

EXHIBIT C

**CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT
PROCEDURES FOR PARKING AND
GATE USE, ASSIGNMENT AND SCHEDULING**

PURPOSE:

The City and the Air Carriers agree that the availability of Common Use Gates, Preferential Use Gates and parking positions at the Airport is limited and requires frequent coordination among the City and the Air Carriers. The following *Procedures for Parking and Gate Use, Assignment and Scheduling* (collectively, "Procedures") are established to govern the advance scheduling of flight activity at all Gates, the assignment of aircraft to those Gates and overnight and hardstand parking of aircraft at the Airport.

EFFECTIVE DATE:

These Procedures shall take effect on July 1, 2016 , subject to Section II.1(c) of these Procedures.

Section I – Definitions

The following definitions shall be applicable whenever the specific term is used in these Procedures:

<u>Definitions</u>	
<i>Advance Schedule</i>	An Air Carrier's monthly flight schedule submitted as required under Section II.3 of these Procedures, subject to each Signatory Airline's right to amend its Advance Schedule in accordance with Section 4.11.3 of its AUA.
<i>Air Carrier</i>	A carrier certificated by the Secretary of the U.S. Department of Transportation as a Passenger Carrier under 49 U.S.C. § 41102 or a Cargo Carrier under 49 U.S.C. § 41103.
<i>Airline Use and Lease Agreement or AUA</i>	The airline use and lease agreement executed between the City and each Signatory Airline operating at the Airport, as each may be amended from time to time in accordance with the AUA.
<i>Airport</i>	The realty and improvements generally known and designated as the Charlotte Douglas International Airport.
<i>Airport Operations Division or Airport Operations</i>	The Airport division of the City that is responsible for operational management of the Airport.

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Charlotte Douglas International Airport

Arrival	An inbound flight by an Air Carrier to deplane passengers, baggage and cargo at the Airport.
Aviation Director	The Aviation Director of the Airport or his/her successor, or the person, division, department, bureau, or agency designated by the City to exercise functions equivalent to those now exercised by the Aviation Director or his/her successor.
City	City of Charlotte, North Carolina.
City-Owned Equipment	Collectively, those certain fixtures, equipment, systems and improvements owned by the City and located throughout the Airport in furtherance and support of the air transportation business and related operations of Air Carriers at the Airport, including without limitation the passenger loading bridges owned by the City and the Shared Use Terminal Equipment.
Common Use Gate	Each Gate designated by the City in accordance with the AUA to be used in common by Air Carriers operating at the Airport, and shall not be deemed to include any Preferential Use Gate.
Departure	An outbound flight by an Air Carrier to enplane passengers, baggage and cargo to a specific destination.
Domestic Flight	An aircraft arriving at the Airport from an airport located within the United States or carrying passengers that do not require clearance by FIS at the Airport.
Emergency Flight	Any aircraft with an emergency due to a safety, security or other issue that is required to arrive at the Airport. Stated emergencies may include, without limitation, "medical on-board" or "request for law enforcement officer or security to meet the aircraft."
Flight Discontinue Date	The date upon which service for a particular flight shall terminate.
Flight Effective Date	The date upon which service for a particular flight shall commence.
FIS or Federal Inspection Services	Those services provided by federal agencies responsible for the inspection of passengers, baggage and cargo entering the United States including, without limitation, U.S. Customs and Border Protection, U.S. Immigration and Customs Enforcement, and U.S. Department of Agriculture.
FIS Facility	The Federal Inspection Services facility located in the Terminal Building.
Forty-Five Day Review	The review by Airport Operations of each Air Carrier's Advance Schedule for a period of forty-five (45) days, as further described in Section II.3 of these Procedures.

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Gate	An area of the Terminal Building made up of a Holdroom and a portal or stairwell, if any, through which passengers must pass to board or deplane an aircraft.
Gate Requesting Airline	A Scheduled Airline seeking to operate at a Preferential Use Gate that is leased to a Signatory Airline.
Holdroom	An area associated with a Gate for the staging of passengers waiting to board an aircraft at a Gate.
International Flight	An aircraft arriving at the Airport that is not a Domestic Flight and is carrying passengers and/or cargo that require clearance by FIS at the Airport.
International Gate	A Gate that provides passengers deplaning from an International Flight direct access to the FIS Facility.
Irregular Operation	An off-schedule arrival or departure of a Scheduled Operation at a particular Gate or any flight that is not a Scheduled Operation at a particular Gate, but needs to operate at that Gate for reasons outside Airline's control or for other commercially reasonable purposes.
Non-Signatory Airline	Any Air Carrier that is not a Signatory Airline.
Operating Agreement	The agreement executed between the City and a Non-Signatory Airline operating at the Airport, or the agreement executed between the City and each Affiliate of a Signatory Airline operating at the Airport, or any other authorization issued by the City to a Non-Signatory Airline operating at the Airport, each as applicable.
Period of Use (For Arrivals)	For a Scheduled Operation at a Preferential Use Gate, the Period of Use shall commence thirty (30) minutes prior to the time scheduled for an Arrival. The Period of Use shall terminate sixty (60) minutes after the time scheduled for an Arrival or upon the Air Carrier's completion of the deplaning process, whichever occurs first.
Period of Use (For Departures)	For a Scheduled Operation at a Preferential Use Gate, the Period of Use shall commence sixty (60) minutes prior to the time scheduled for a domestic Departure and ninety (90) minutes prior to the time scheduled for an international Departure. The Period of Use shall terminate upon the actual departure of the aircraft from the Gate or thirty (30) minutes after the time scheduled for the departure, whichever occurs first; provided, however, that the scheduled departure time shall be extended if the aircraft is being boarded and actively prepared for departure, and in such instances, the extension shall extend only to the completion of the active boarding process.

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<i>Preferential Use Gate</i>	A Gate assigned by the City to a Signatory Airline on a preferential use basis in accordance with its AUA, and shall be deemed to include a Preferential Use International Gate.
<i>Preferential Use International Gate</i>	An International Gate assigned by the City to a Signatory Airline on a preferential use basis in accordance with its AUA.
<i>Scheduled Airline</i>	An Air Carrier performing scheduled passenger service operations at the Airport.
<i>Scheduled Operation</i>	A Scheduled Airline's operation (arrival or departure) that occurs pursuant to a schedule that is published in the Official Airline Guide (OAG) or any successor publication forty-five (45) days prior to the first day of the month in which Airline's schedule would take effect, and that is also submitted to the City in an Advance Schedule as required under the Procedures, subject to each Signatory Airline's right to amend its Advance Schedule in accordance with Section 4.11.3 of its AUA.
<i>Shared Use Terminal Equipment</i>	Equipment owned and installed by the City for use in passenger processing, including without limitation, equipment casework, flight information displays ("FIDS"), gate information displays ("GIDS"), boarding gate readers, passenger processing workstations, seating and self-service kiosks (for boarding passes and bag tagging), and other shared use technology (e.g., reservation system portal open to all Air Carriers at the Airport).
<i>Signatory Airline</i>	A Passenger Carrier that (a) had at least four hundred (400) daily Seats Delivered (as defined in the AUA) at the Airport on an average annual basis for the twelve (12) months immediately preceding the effective date of its AUA, or commits to have Scheduled Operations commencing no more than one hundred eighty (180) days after the effective date of its AUA for such Passenger Carrier that would yield at least four hundred (400) daily Seats Delivered at the Airport on an average annual basis, and (b) has executed an AUA with the City. An Affiliate of a Signatory Airline shall not be a Signatory Airline.
<i>Terminal Building</i>	Those areas and facilities described in Exhibit H of the AUA.
<i>Turnaround</i>	A flight by an Air Carrier that deplanes passengers, baggage and cargo at the Gate, remains at the Gate, and then enplanes passengers, baggage and cargo from the Gate for the purpose of departing a flight to a destination other than the Airport.

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Section II – Procedures

1. Authority, Implementation and Amendments

- a. The Airport Operations Division shall be responsible for the administration and implementation of these Procedures. The Airport Operations Division is located at 5501 Josh Birmingham Prkwy, Charlotte, NC 28208, and may be reached at (704) 359-4012.
- b. The Airport Operations Division will use its best efforts to assign and schedule Gates in a fair and efficient manner pursuant to these Procedures and applicable terms of the AUA.
- c. These Procedures are subject to change by action of the Aviation Director. Air Carriers will be provided thirty (30) days' advance written notice of proposed amendments or other changes to these Procedures to allow for review and comment. The Aviation Director shall have the final authority to amend or rescind these Procedures and shall, at his/her sole discretion, approve and effect any such amendment(s) or rescission in writing; provided, however, that no such amendment shall conflict with the terms of each AUA or Operating Agreement. Air Carriers will be notified in writing of any amendments or other changes to these Procedures at least thirty (30) days prior to implementation.

2. Duties

The City, in its sole discretion, will designate the appropriate Airport Operations staff to perform the duties below. Likewise, each Air Carrier, in its sole discretion, shall designate the appropriate Air Carrier staff to perform their respective duties listed below:

<u>Duties:</u>	
<u>Airport Operations shall:</u>	○ Receive and review Advance Schedules and Remain Over Night (RON) and other parking requests; ○ Evaluate and identify priorities in Gate/flight scheduling; ○ Assist Air Carrier(s) in scheduling flights based on Gate availability ○ Develop Gate usage schedules and make daily Gate assignments and reassignments (real-time and otherwise); ○ Communicate Gate assignments and availability to Airport staff, Air Carriers and ground handlers; ○ Identify and resolve Gate use conflicts with proposed schedules; ○ Maintain Gate use records and statistics; ○ Ensure proper notification and distribution among the City, Air Carriers, and ground handlers of these Procedures and related rules, directions and notices; ○ Facilitate monthly Gate management meeting, typically held on the third (3rd) Wednesday of each month at 10:00 a.m.; and ○ Implement the Gate access priority system described in these Procedures.

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<u>Air Carriers shall:</u>	○ Provide timely, accurate and complete aircraft and flight information to Airport Operations in accordance with these Procedures, including, without limitation, Advance Schedules in the form required by Airport Operations during the Authority's transition to Extended Airline System Environment ("EASE™"), and thereafter in the form attached to these Procedures as Attachment A once the Authority notifies Air Carriers that the Authority's transition to EASE™ is complete; ○ Submit to Airport Operations information regarding changes to aircraft fleet mix, major changes to numbers of flights, and new service or destinations as soon as the Air Carrier is aware of such changes; ○ Participate in the City's monthly Gate management meeting; ○ Provide to Airport Operations and (where applicable) FIS representatives reasonable notification of all Irregular Operations, and immediate notification of all flight delays, cancellations, schedule changes, emergencies and other matters affecting Airport operations in accordance with these Procedures; ○ Notify Airport Operations about, and obtain requisite approvals for, RON parking, hardstand aircraft parking and South Cargo parking at the Airport in accordance with these Procedures; and ○ Comply with these Procedures and related rules, directions and notices issued by Airport Operations or the City.
<u>Conflict Resolution:</u> • <i>Airport Operations shall use its best efforts to resolve conflicts arising under these Procedures.</i> • <i>If Airport Operations is unable to resolve a conflict arising under these Procedures, the Aviation Director shall have final authority for conflict resolution.</i>	

3. Gate Planning Process

Gate planning will be accomplished by Airport Operations on a continuous basis using guidelines outlined in this Section. The planning process will include a Forty-Five-Day Review consisting of Airport Operations's review of each Air Carrier's Advance Schedule.

<u>Each Air Carrier shall:</u>	
○	Submit its Advance Schedule(s) in the form required by the Authority during its transition to EASE™, and thereafter in the form attached to these Procedures as Attachment A (available for download at http://www.cltairport.com) once the Authority notifies Air Carriers that the Authority's transition to EASE™ is complete.
○	Email the completed Advance Schedule form to Airport Operations at GateScheduling@cltairport.com not later than the fifteenth (15 th) day of the month that immediately precedes the full calendar month before the first day on which the Air Carrier's Advance Schedule would take effect (e.g., the Advance Schedule for the month of November is due not later than September 15 th). The "Effective Date" of the Advance Schedule is the first day of each month, regardless of whether the schedule changes within each month.

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☐	Submit an Advance Schedule for the Forty-Five Day Review even if the Air Carrier's Scheduled Operation(s) have not changed from the prior month, and if the Air Carrier's Scheduled Operation(s) are likely to extend for more than thirty (30) days.
Airport Operations shall:	
☐	Review each Air Carrier's Advance Schedule
☐	Confirm aircraft activity for that month, and provide a forum for discussing schedule problems of the past and current months. If Airport Operations deems it necessary, a weekly Gate plan may be prepared.
☐	Publish a monthly master schedule for Common Use Gate allocation based on the results of the Forty-Five Day Review. The resulting schedule showing all approved Gate use times will be submitted to the Air Carriers at least twenty-one (21) days prior to the first day of the month in which the Air Carrier's schedule would take effect.

4. Scheduling and Use of Common Use Gates

- a. Airport Operations will use the following guidelines for scheduling at Common Use Gates:
- Each category of flight will be allocated a fixed period of time on a Common Use Gate according to the type of aircraft being used to operate the flight as specified in the table below (although it is understood and agreed that Airport Operations may schedule flights that necessitate an overlap in Air Carriers' time to set-up and tear down):

Maximum Gate On and Off Block Times (In minutes)			
	<u>Turnaround</u>	<u>Arrival Only</u>	<u>Departure Only</u>
Domestic Flight/Wide – Body	180	90	90
International Flight/Wide Body			
Domestic Flight/Narrow – Body	90	45	45
International Flight/Narrow Body	120	90	90

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- A Turnaround flight with a scheduled ground time in excess of the applicable maximum specified in the table above will be treated as two separate flights, an independent Arrival Only and a separate independent Departure Only.
- Air Carriers must advise Airport Operations when a flight scheduled to arrive at or depart from a Common Use Gate deviates by more than fifteen (15) minutes from the scheduled time.
- A flight exceeding the applicable maximum ground time specified in the table above may be required to tow-off the Common Use Gate.
- If an Air Carrier requires time at the Common Use Gate in excess of the maximum applicable ground time specified in the table above, the Air Carrier must notify Airport Operations, and is subject to approval or denial in the sole discretion of Airport Operations. If an Air Carrier fails to vacate the Common Use Gate at the scheduled time without the express approval of Airport Operations to remain at the Common Use Gate, and such failure interferes with another Air Carrier's use of the Common Use Gate, or with other Airport operations, the City may, in addition to using any other remedies specified in these Procedures, impose the following fines and remedies:

OFFENSE:	Action:
First	Written warning issued to Air Carrier.
Second	\$500 fine assessed against Air Carrier
Third	\$1,000 fine assessed against Air Carrier
Fourth	\$2,000 fine assessed against Air Carrier <u>and</u> , for Air Carrier's aircraft parking violation, revocation or suspension of Air Carrier's aircraft parking privileges (as Airport Operations shall elect in its sole discretion)
Fifth	Event of Default under Air Carrier's AUA or Operating Agreement
Reset Period: On July 1 of every year, the offense level will be reset and all subsequent offenses will begin at the first level offense.	
* All decisions regarding enforcement of these Procedures and imposition of remedies shall be made by the Aviation Director, whose decision shall be final.	

- b. Airport Operations will be guided by the following Priority Schedule System for Common Use Gates set forth below. The following flights are listed in descending order of priority:

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Priority Scheduling System for Common Use Gates*	
On Advance Schedule***	
All International Flights	
Signatory Airline Domestic Flights	First Priority: Not leasing any Preferential Use Gate(s)
	Second Priority: Leasing Preferential Use Gate(s)
Non-Signatory Airline Domestic Flights	
Not On Advance Schedule***	
Signatory Airline International Flights	
Non-Signatory Airline International Flights	
Signatory Airline Domestic Flights	First Priority: Not leasing any Preferential Use Gate(s)
	Second Priority: Leasing Preferential Use Gate(s)
Non-Signatory Airline Domestic Flights	
All Other International Flights**	
All Other Domestic Flights**	
<i>*In all instances, within each level of priority, flights will be prioritized in the following order:</i> <i>1. Turnaround Flight</i> <i>2. Arrival Only Flight</i> <i>3. Departure Only Flight</i> <i>***"All Other Flights" does not include Air Carriers that have given Airport Operations a specific time commitment during which they will be operating at the Airport (i.e., seasonal carriers).</i> <i>***When two or more flights meet the description of any of the individual categories above:</i> <i>• A flight operated by an aircraft with a higher capacity has priority over a flight operated by an aircraft with a lower capacity, where capacity is defined by the number of seats.</i> <i>• A Scheduled Operation has priority over an Irregular Operation. Where two flights are Irregular Operations, the flight whose estimated time is farthest from its scheduled time has priority over the other flight.</i>	

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5. Scheduling and Use of Preferential Use Gates

Each Signatory Airline shall have a scheduling priority at all of its Preferential Use Gates for all of its Periods of Use with respect to its Scheduled Operations, subject to the terms of Section 4.11 of its AUA and these Procedures. A Gate Requesting Airline's use of a Signatory Airline's Preferential Use Gates shall be governed by the terms of Section 4.11 of such Signatory Airline's AUA. A Gate Requesting Airline shall be charged by the City for use of a Signatory Airline's Preferential Use Gates in accordance with Section 4.12 of such Signatory Airline's AUA.

6. General Gate Use and Scheduling Procedures

General Gate Use and Scheduling Procedures	
☐	Airport Operations shall implement Gate assignments for Common Use Gates on a day-to-day basis.
☐	Unless previously agreed by the affected Air Carriers with concurrence from Airport Operations or otherwise consistent with these Procedures, other aircraft must not be scheduled or allowed to use any portion of an Air Carrier's Period of Use.
☐	An early Arrival may enter an assigned Gate at any time prior to its scheduled arrival time, provided the preceding aircraft assigned to that Gate has departed and the Gate is available.
☐	Any change(s) to an Air Carrier's Gate assignment must be approved in advance by Airport Operations by contacting Airport Operations at (704) 359-4012 for a real-time change, or emailing projected schedule change(s) to GateScheduling@cltairport.com . No aircraft may taxi onto an open Gate, or unilaterally relocate to another Gate, without such prior approval.
☐	Notwithstanding anything in these Procedures to the contrary, Emergency Flight accommodation shall have priority over all other Gate scheduling. Every effort will be made to accommodate Emergency Flights on an unassigned Gate or at a Gate that will cause the least impact on other Air Carriers' operations.
☐	If a Gate with a passenger loading bridge is inoperable or out of service, Airport Operations will use its best efforts to accommodate the affected flight on another Gate with a passenger loading bridge or on a Gate without a passenger loading bridge.
☐	Airport Operations reserves the right, in its reasonable discretion, to require an Air Carrier to tow off an aircraft from a Gate at any time (including, without limitation, an aircraft with a pre-approved extended ground time) to an alternative parking position if airfield operations have been disrupted, or if Airport Operations can find no other reasonable

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	means of accommodating another Scheduled Operation; provided, however, that a Signatory Airline shall retain scheduling priority in the event said Signatory Airline's Irregular Operation at its Preferential Use Gate interferes with a Gate Requesting Airline's use of such Preferential Use Gate. In that instance, the Signatory Airline shall work with and make commercially reasonable efforts to accommodate the Gate Requesting Airline at another Preferential Use Gate of the Signatory Airline that is located in the same Concourse as that Preferential Use Gate and can accommodate the size of the Gate Requesting Airline's aircraft.
○	Subject to the requirements of these Procedures, Airport Operations will attempt to re-assign an aircraft that lost priority to another Common Use Gate or Preferential Use Gate at the first available time, at the highest level of priority that is consistent with the original priority level of the flight; provided, however, that such reassignment shall not displace an Air Carrier operating on-time. Reassignment of a previously assigned Common Use Gate may be required. The reassignment of on-time flights will be limited to only those times when a higher priority flight is delayed or, as agreed upon by the affected Air Carriers. Airport Operations will attempt to re-assign an aircraft to a Gate in close proximity to the Air Carrier's normal operational area.

7. Training and Equipment Use

All personnel operating City-Owned Equipment for or on behalf of Air Carrier must have received required training from either authorized City or Airport personnel or from Air Carrier's personnel trained as trainers by City or Airport personnel in the operation of said equipment before attempting use. Each Air Carrier shall maintain for at least two (2) years the training records for each member of Air Carrier's personnel expected to operate City-Owned Equipment for or on behalf of Air Carrier, which records shall show each such individual's successful completion of the required training course(s). Each Air Carrier's use of equipment at the Gate shall not include equipment owned by or proprietary to another Air Carrier, and shall instead be limited to the City-Owned Equipment. It is the sole responsibility of each Air Carrier to ensure compliance with this provision.

8. Remain Over Night (RON) Parking

- a. Air Carriers are required to obtain approval from Airport Operations for Remain Over Night (RON) parking assignments at Common Use Gates by contacting Airport Operations via email at GateScheduling@cltairport.com or via telephone at (704) 359-4012 prior to any such RON. Once approved, RONs at Common Use Gates shall be subject to the Air Carrier's payment of applicable fees and charges then in effect.
- b. Air Carriers (including Gate Requesting Airlines) are required to notify Airport Operations as described in subsection 8(a) above for RONs at Preferential Use Gates that are not listed on the then current Gate schedule produced by Airport Operations. Subject to Gate demand each morning and to Irregular Operations throughout the evening, an Air Carrier may RON its aircraft at its Preferential

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Use Gate as long as no Gate Requesting Airline has been assigned to said Preferential Use Gate.

9. Hardstand Parking of Aircraft

Airport Operations is responsible for the management of the hardstand parking areas, which include the west hardstand, north hardstand, and South Cargo parking areas. Air Carriers shall coordinate all parking requests with Airport Operations via email at GateScheduling@cltairport.com or via telephone at (704) 359-4012 prior to repositioning any aircraft to a hardstand parking position.

- Parking requests will be granted on a space available basis.
- Aircraft will not be allowed to park on Airport public parking positions (hardstand) for longer than the scheduled parking time assigned, and in no event longer than twenty-four (24) hours, or for the express reason of staging aircraft without prior approval of Airport Operations.
- Air Carriers must provide to Airport Operations a twenty-four (24) hour contact number for emergency purposes.
- When instructed by the Aviation Director (or his/her designee), the operator of any aircraft parked or stored at the Airport shall move said aircraft from the place where it is parked or stored. If the operator refuses to comply with such instructions, the Aviation Director (or his/her designee) may order such aircraft moved at the expense of the Air Carrier, without liability for damage that may result in the course of such moving.

10. South Cargo Parking of Aircraft

Airport Operations is responsible for the management of the South Cargo parking areas, which include all aircraft parking locations south of Runway 5/23. These parking positions are assigned by Airport Operations, with the exception of exclusive leaseholds (*i.e.*, FedEx and UPS). Air Carriers shall coordinate all parking requests with Airport Operations via email at GateScheduling@cltairport.com or via telephone at (704) 359-4012 prior to repositioning any aircraft to a hardstand parking position.

- Aircraft shall have a minimum of thirty (30) minutes of scheduled separation between flights. In actual day-to-day operations, however, Airport Operations may assign parking positions for use as soon as they become available, particularly during peak times.
- Air Carriers with year-round operations will have priority over seasonal, unscheduled, or chartered airline operations.
- Aircraft will be scheduled based on the following priorities:

Type of Flight Operation	Priority
Turnaround Flight	Primary
Departure Only	Secondary
Arrival Only	Third
Unscheduled flights/Irregular Operations	Fourth

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Charter flights/Single-Use Permit Operators	Fifth
Aircraft Parking Only	Sixth

- Each Air Carrier shall submit to Airport Operations a complete schedule of all aircraft operations for the Airport South Cargo parking positions in accordance with the schedule below:

Effective Date	Schedule Submittal Due Date
January 1	November 1
July 1	May 1

- The "Effective Date" of the schedule is the first day of each month shown above, regardless of whether the schedule changes within a month covered by the schedule. All schedules must be submitted in the form required by the Authority during its transition to EASE™, and thereafter in the form attached to these Procedures as **Attachment A** (available for download at <http://www.cltairport.com>) once the Authority notifies Air Carriers that the Authority's transition to EASE™ is complete. Completed forms shall be mailed to GateScheduling@cltairport.com. Submission is required even if the Air Carrier's schedule does not change each month.
- Air Carriers submitting schedule changes or ad-hoc charter operations will receive planned aircraft parking position assignments after Air Carriers with submitted flight schedules have been accommodated.
- Extended parking requests, including weekend layovers, shall be directed to Airport Operations via email at GateScheduling@cltairport.com, and will be granted or denied on a case-by-case basis depending on the Airport's operational and scheduling needs. It is the Air Carrier's responsibility to make any necessary arrangements to move its aircraft immediately when directed to do so by Airport Operations.
- Air Carriers must provide to Airport Operations a twenty-four (24) hour contact number for emergency purposes.
- Air Carriers operating at the South Cargo ramp areas must notify Airport Operations immediately prior to the loading or unloading of livestock, and promptly after the spill or release of fuel, hydraulic fluid, hazardous substances, or any other substance on the Ramp.

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Attachment A

CLT AOA Standards
Effective: November 1st, 2025

APPENDIX G - AIRPORT PROPERTIES MAP



APPENDIX H - FOD MANAGEMENT PROGRAM

Charlotte Douglas International Airport Procedures for FOD Management

Purpose:

The City of Charlotte and all AOA users recognize the significant issues that FOD can pose to a safe operating environment for commercial aviation. The FOD Management Program is a guide for regulatory compliance regarding the prevention, detection, removal, and evaluation of Foreign Object Debris (FOD) found on the Airfield and Terminal Ramp areas. Managing FOD at CLT is based on the requirements outlined in 14 CFR Part 139, Certification of Airports. The presence of FOD in the airport environment is discussed in §139.305. (a). (4), which states: "Except as provided in paragraph (b) of this section, mud, dirt, sand, loose aggregate, debris, foreign objects, rubber deposits, and other contaminants must be removed promptly and as completely as practicable."

Effective date:

These procedures shall take effect on July 1st, 2025.

Section I - Definitions/Acronyms/Terms

From AC 150/5210-24

Air Operations Area (AOA)	All airport areas where aircraft can operate, either under their own power or while in tow.
Airport Apron (or Ramp)	A surface in the AOA where aircraft park and are serviced (refueled, loaded with cargo, and/or boarded by passengers).
"Clean As You Go"	The practice of cleaning one's surroundings before, during, and after a shift, especially when working with items that may become FOD.
Foreign Object Debris (FOD)	Any object, live or not, located in an inappropriate location in the airport environment that has the capacity to injure airport or air carrier personnel and damage aircraft.
Foreign Object Debris (FOD) Damage	Any damage attributed to a foreign object that can be expressed in physical or economic terms, which may or may not

	downgrade the product's safety or performance characteristics.
Hazard	A condition, object, or activity with the potential for causing damage, loss, or injury.
ACM	Airport Certification Manual
FAA	Federal Aviation Administration
GSE	Ground Service Equipment
ICAO	International Civil Aviation Organization

Section II - Procedures

1. Authority, Implementation, and Amendments

The Airport Operations Division, specifically Airside Operations and the Safety Management System Section shall be responsible for the facilitation of FOD campaigns and overseeing that CLT tenants are following FOD Management procedures. While primarily responsible for overseeing the Occupational Safety, Health, and Risk Program, the Safety, Risk, and Health team will also assist in the facilitation of FOD campaigns. Tenants and AOA users unable or unwilling to follow the FOD Management Program will be at risk for corrective action.

2. Duties

Duties/Expectations:	
Airport Operations/Safety Management System (SMS)	- The City, per FAA 14 CFR Part 139, will conduct continuous and special self-inspections for FOD per shift (1st, 2nd, and 3rd). - Complete annual Part 139 training in accordance with the FOD Management program. - Employees will follow the "Clean As You Go" procedure by detecting, preventing, and disposing of FOD properly. - Monitor areas generating large amounts of FOD. - Cite tenants and/or employees creating FOD. - SMS will facilitate quarterly Safety Meetings to discuss issues such as FOD on the AOA. - Keep record of all FOD inspections/Occurrences
Air Carriers/Tenants	- All Leaseholders at CLT are required to keep their premises clean as part of their lease agreement. - Employees should follow the "Clean As You Go" procedure within their workspace. - Report any FOD related incident or accident, just as you would for a safety issue, to Airport Operations. - Leadership attendance to the quarterly Tenant Safety Meetings.

When FOD is observed in an area of the airfield that is not accessible to the badge holder, the badge holder shall immediately call the AOC (704-359-4012) to report the FOD for retrieval by an Airport Operations. Do Not enter Movement areas to retrieve FOD unless authorized to do so, always request assistance. Request sweeper truck if feel unsafe.

3. Corrective Action

Please be advised that certain actions may result in repercussions or outcomes that could impact your standing or relationship with CLT. It is important to consider the potential ramifications of your decisions and adhere to established policies and guidelines. FOD violations are characterized as so in the AOA Standards Citations:

- a. Creating FOD. (T-2)
- b. Failing to pick up FOD. (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)

Major/Minor FOD

Corrective actions for FOD production and/or littering on the AOA will be categorized in two sections: Major FOD and Minor FOD. The two types of FOD must be measured differently due to the severity of damage each can cause. Airport Operations will make the determination as to which level of severity exists for FOD observed on the AOA. – Leave Airside to decide which level

Examples of Major FOD include large metal or solid objects such as fuel caps, aircraft parts, shrapnel, nuts, screws, nails, bolts, rocks, aluminum cans, tools, wildlife, and other sorts of construction material.

Examples of Minor FOD include wrappers, trash, vegetation, soft beverage containers, and food.

a. Individual Accountability

If Airport Operations can identify the individual or employee producing FOD on the AOA they will be held to the following disciplinary schedule:

<u>CLT</u>	<u>Tier 2 Citation</u>
First Offense	Watch training video in the Credentialing Office, complete company specific training, suspension of SIDA badge up to 3 days.

Second Offense	Watch training video in the Credentialing Office, complete company specific training, suspension of SIDA badge from 3 to 7 days.
Third Offense	Watch training video in the Credentialing Office, complete company specific training, suspension of SIDA badge from 14 days to revocation of badge.
Fourth Offense	Permanent Revocation of SIDA badge.

Monetary fines associated with badge reactivation for the individual or employee are as followed:

First Offense	\$100.00
Second Offense	\$200.00
Third Offense	\$300.00

b. Air Carrier/Tenant Accountability

CLT reserves the right to levy corrective action(s) against an Air Carrier or Tenant should CLT learn that the creation of FOD is based on lack of company training related to FOD and/or if an individual is found to be a habitual offender related to FOD violations. If FOD is being produced in or on a tenant's leased area and is not being disposed of correctly the following corrective actions will take place:

Minor FOD	
First Offense (Within 6 months)	Verbal Warning by Airport Operations
Second Offense (Within 6 months)	Written warning by Airport Operations and \$300 fine assessed against tenant
Third Offense (Within 6 months)	\$500 fine assessed against tenant
Fourth Offense	\$1,000 fine assessed against tenant, Formal FOD training with CLT
Major FOD	
First Offense (Within 6 months)	\$300 fine assessed against tenant
Second Offense (Within 6 months)	\$1,000 fine assessed against tenant, Formal FOD training with CLT
Third Offense (Within 6 months)	\$2,000 fine assessed against tenant, Initiate Formal Corrective Action Plan*
Fourth Offense (Within 6 months)	\$5,000 fine assessed against tenant, Corrective Action Plan penalties enforced*
Major/Minor FOD	
<u>Fifth Offense</u>	<u>Event of default under Air carrier's AUA/Tenants Lease or Operating Agreement (proposed for AUA revision) Corrective Action Plan penalties enforced*</u>

*** A Corrective Action Plan (CAP) is a systematic and structured approach taken by CLT to address and rectify issues, deficiencies, or non-compliance identified in various processes. The purpose of a Corrective Action Plan is to identify the root causes of problems, implement solutions to address those causes, and prevent the recurrence of similar issues in the future.**

Guidance and Resources

For more information and guidance, please follow the guide below. You will find additional information in the following publications:

-CLT's FOD Management Plan, please visit CLT Airports Tenant Hub.

-Federal Aviation Administration

1. 14 CFR part 139, Certification of Airports
2. Current editions of the following advisory circulars:
 - a. AC 90-67, Light Signals from the Control Tower for Ground Vehicles, Equipment, and Personnel.
 - b. AC 120-57, Surface Movement Guidance and Control System
 - c. AC 150/5210-5, Painting, Marking, and Lighting of Vehicles Used on an Airport
9/1/2015 AC 150/5210-20A
 - d. AC 150/5340-1, Standards for Airport Markings
 - e. AC 150/5340-18, Standards for Airport Sign Systems
 - f. AC 150/5340-30, Design and Installation Details for Airport Visual Aids
 - g. AC 150/5370-2, Operational Safety on Airports During Construction
 - h. AC 150/5300-13A, Airport Design
 - i. AC 150/5210-18, Systems for Interactive Training of Airport Personnel
 - j. AC 150/5200-30, Airport Winter Safety and Operations
 - k. AC 150/5210-21, Airport Surface Safety Training Programs For Mechanics and Ramp Personnel
 - l. AC 00-65, Towbar and Towbarless Movement of Aircraft

3. To view electronic copies of the ACs listed above, visit the FAA website at

http://www.faa.gov/regulations_policies/advisory_circulars/.

4. FAA Order 5200.10, Procedures for Conducting Investigations of Vehicle/Pedestrian Deviations

<https://www.faa.gov/airports/resources/publications/orders>

-National Fire Protection Agency (NFPA)

NFPA 407 Aircraft Fuel Servicing

<https://www.nfpa.org/codes-and-standards/nfpa-407-standard-development/407>