

## **2.6.7 Parking of Provisioning Vehicles Between Safety Zones**

**Revised: 04/08/2014**

Employees should not leave provisioning vehicles unattended in the area between safety zones. Employees holding short at the gate for incoming aircraft should always make sure they are outside the safety zone. In addition, they should be aware of incoming flights that are to arrive at the adjacent gate and of flights that are pushing from an adjacent gate.

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- When positioning equipment in close proximity to an aircraft, take into consideration possible swaying of the aircraft and compression of the main landing gear, which can range from ten to 24 inches.
- Avoid standing on a moving vehicle. Employees may not ride on a tug, except on a regular seat.
- Avoid allowing equipment to touch the aircraft, including Provisioning Trucks and beltloader bumpers.
- Smoking is prohibited on the ramp, in the aircraft, and in vehicles operated on the ramp. The local Fire Marshall designates specific smoking sections.

## 10.5 Driving Rules and Policies

Revised: 06/01/2015

**CAUTION:** Do not enter the safety zone with Provisioning equipment until the "Engines Cut, Clear to Enter the Safety Zone" hand signal is given by the Marshaller and the wing tip safety cone on the side of the aircraft to be serviced is placed approximately one foot outboard from the wing tip.

Station Leadership may discipline Employees who operate vehicles or equipment recklessly and abuse those items. Employees must follow these procedures when operating vehicles:

- All Employees operating motorized equipment must have a current, valid driver's license.
- Stop signs and traffic flow markings **must** be obeyed.
- Never drive under jetbridges.
- All vehicles must be operated in accordance with local laws. Airport and Company regulations must also be observed.
- Employees who operate equipment must be trained on the safe operation of the equipment prior to operation, and the training must be documented.
- Seat belts must be worn by all operators and riders in accordance with the Southwest Airlines Seat Belt Policy. Refer to the *Injury and Illness Prevention Program (IIPP)* for more information. Employees may access the IIPP via the following path, SWALife>Departments>N-Z>Safety & Security>Resources>Policies>Injury and Illness Prevention Program.
- The driver of any vehicle is responsible for its safe operation.
- Equipment operators must check brakes, windshield wipers, horn, mirrors, tires, doors, lights, and engine fluids prior to beginning a shift. Mechanical defects must be reported to the Supervisor immediately.
- Equipment that is taken out of service must be tagged out and the key turned in to the Supervisor. Refer to 2.10 SA-M 449 Unsafe Parts Tag for more information.
- Smoking is prohibited in vehicles operated on the ramp. Reckless and abusive operation of vehicles or equipment will not be tolerated. Employees violating this rule are subject to disciplinary action.
- The use of personal cell phones is prohibited when driving Company vehicles.
- The use of personal music devices is prohibited.
- Southwest Airlines vehicles may carry only Southwest Airlines Employees unless authorized by a Supervisor.
- Do not carry riders unless an approved seat is provided. Riders are not permitted in any towed vehicle.
- Use the vehicle designed for the job. Company equipment is only to be used for Company business.
- Never jump on or off moving vehicles or equipment.
- When operating a vehicle, maintain a 25-foot minimum separation between the vehicle in front.
- The following maximum speed limits apply to all Company vehicles operated on airport property unless posted otherwise:
  - Walking speeds:
  - 5 mph near fixed objects or parked aircraft
  - 10 mph on the ramp
  - 15 mph on service roads
- Drivers must perform a brake check at a safe distance before approaching an aircraft, building, or other vehicles.
- Aircraft, pedestrians, and emergency vehicles have the right-of-way at all times. Never move equipment across the path of boarding or deplaning Customers or taxiing aircraft.
- Do not drive equipment between an aircraft and the loading bridge.
- Do not drive or park equipment under any part of an aircraft. The only exception to this rule is during aft lavatory service.

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- For vehicles that require the engine running for their operation, such as beltloaders and Provisioning Trucks, set the parking brake and chock the wheels. Always make sure the vehicle is out of gear before leaving the driver's compartment.
- Do not position equipment against the aircraft structure. Rubber bumpers are not intended to touch the aircraft.
- Use extreme caution when backing up a vehicle. Always make certain that the area is clear prior to moving equipment.
- When driving past aircraft, clear the wings and tail section by at least ten (10) feet.
- When parking equipment near the aircraft, allow for adequate clearance to prevent damage. Equipment should not be parked under any part of the aircraft.
- Vehicles parked or left unattended must have the engine turned off and the parking brake set.
- Provisioning equipment will be stowed or parked in assigned locations when not in use. Any wheeled equipment must have the parking brake set whenever left unattended.
- Tag defective equipment and report it to the Provisioning Supervisor as soon as it is detected. **Under no circumstances** shall tagged or defective equipment be operated or used until proper repairs have been made.
- Do not tamper with or attempt to repair stalled vehicles.
- Immediately report Employee injury or equipment damage to a Provisioning Supervisor.
- When operating company vehicles off airport property, the driver must comply with all state and local laws.

## 10.6 Box Cutters/Utility Knives

Revised: 12/05/2012

Southwest Airlines standardized the utility knives (box cutters) and razor blades used for operations to help keep these items from our aircraft, which can cause security events that disrupt our flight schedule, inconvenience our Customers, and result in a loss of revenue.

In order to identify the products as Company issued items, utility knives and razor blades are painted to increase their visibility, and are marked with a unique marking.

**Figure 10.1 Maintenance: Red 79201**



**Figure 10.2 Ground Operations: Black 79202**



**Figure 10.3 Provisioning: Blue 79203**



**Figure 10.4 Razor Blade**



**Note:** Box cutters and utility knives are intended for warehouse use only and are not to be taken or utilized while servicing aircraft.

If an Employee or Customer finds a utility knife or razor blade onboard the aircraft, a Flight Attendant will secure the item, who then notifies the Captain. If the aircraft is at the gate, the Pilot notifies a Ground Security Coordinator (GSC) and provides him with a description of the item. The Captain and the GSC determines if the item is a Company-issued utility

# Prepush Checklist

The Pushback Driver is responsible for ensuring that the following tasks and observations are completed prior to each push and tow of an aircraft:

Task	Observation
√ Disconnect Gate Service with Flight Deck permission.	√ Pushback tires are straight and forward facing.
√ Complete a final walkaround of the entire aircraft.	√ Safety zone is clear of FOD, personnel, and equipment.
√ Secure the PC air cradle.	√ Guide Agent(s) have the appropriate wands and are in proper position.
√ Test headset(s).	
√ Inspect the towbar for proper connection to the pushback tug and aircraft.	
√ Ensure Bypass pin is installed correctly.	
√ Plan the push and communicate the plan to the Flight Deck and Guide Agents(s).	

For added Safety, **always** remember:

- Remain seated during the push/tow.
- Push/tow the aircraft at walking speed in non-movement areas.
- **Never** pull an aircraft forward with the engines running.
- Ensure the nose gear, towbar, and pushback tug are properly aligned upon completion of the push.
- Remember to remove Bypass pin per Standards and Regulatory Compliance.

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## 5.19.2 Pushback Procedures and Radio Communication

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The number one priority involved in pushing back an aircraft is safety. At no time should safety be compromised. During the pushback, the Pushback Driver and Captain must maintain constant communication. The Pushback Driver must also stay in constant communication with the Guide Agent and maintain a clear line of sight. The Pushback Driver and any rider must remain seated at all times during the pushback or when riding back to the gate.

**Note:** The Guide Agent(s) must walk and not ride. Check with airport authority regarding Guide Agent restrictions and driving regulations. Follow local airport rules to safely complete the tow and transportation of the towing crew to and from the aircraft.

Refer to the following sections for information on Pushback Driver and Guide Agent responsibilities:

- **5.19.2.3 Pushback Driver Responsibilities During Pushbacks**
- **5.19.2.5 Guide Agent Responsibilities During Pushbacks**

The following includes standard pushback procedures and proper radio communication with the Captain:

1. The Pushback Driver inspects the towbar for proper connection at the aircraft and the pushback tug. Refer to **5.12 Towbar Procedures** for more information.
2. In locations where wireless headsets are used, the Pushback Driver places the communications bag on the forward hinge of the inside number two nose gear door and connects the cord to the interphone panel. He tests and verifies the wireless system with the Flight Deck Crew and the Guide Agent as soon as it is practical.

**Note:** If the wireless system is inoperative, return all wireless components to their storage case (i.e., headsets and communications bag), then either obtain another wireless system from a neighboring gate or use a wired system.

3. The Pushback Driver conducts a walkaround inspection to ensure cargo bin doors are secured, PC air is disconnected and the cradle is secured, and the safety zone is clear of all personnel, ground equipment, and foreign object debris (FOD). Refer to **5.19.1 Walkaround Procedures** for more information.

**Note:** Ramp Agents must get permission from the Gate Lead prior to opening bin doors to load late commodities. The Ramp Agent must ensure the bin door(s) are closed after the approved late commodities are loaded.

4. The Guide Agent positions himself on the side in which the Pushback Driver's vision may be obstructed. All Guide Agents are required to use wireless headsets. Refer to **5.19.2.5 Guide Agent Responsibilities During Pushbacks** for more information.

**CAUTION:** If it is determined that both sides of the aircraft will be obstructed from the view of the Pushback Driver at the same time during the pushback, an additional Guide Agent is

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**5.19.2.3 Pushback Driver Responsibilities During Pushbacks**

Revised: 11/05/2014

All Ramp Employees are empowered to stop operations whenever injury or damage is imminent.

The Employee who stops the operation must inform Station Leadership and complete an online *Irregularity Report* via SOPI on SWALife. An investigation of the situation will help determine the need for communication with affected Employees and/or Customers. The investigation may include interviewing Employees and witnesses; examining the workplace for factors associated with the situation; determining causes; taking corrective actions for future prevention of the situation; and recording the findings and actions taken.

The Pushback Driver is ultimately responsible for ensuring that the aircraft is secured, all personnel involved in the pushback are in proper position, and the pushback is conducted in a safe manner. The Pushback Driver is required to use the **WN-1095 Prepunch Checklist** when planning a pushback or tow. Follow pushback procedures and radio communication. Refer to **5.19.2 Pushback Procedures and Radio Communication** for more information.

Refer to **5.19.3 Towing Aircraft** for more information regarding towing procedures.

**Prior to Pushback**

- Verify that the towbar and pushback tug are properly hooked up to the aircraft. Refer to **5.12.1 B737 Towbar Procedures** for more information.
- Ensure that the headset is working prior to starting the pushback. Refer to **5.19.2.1 Wireless Headsets/Headsets with Yellow Cords** and **5.19.2.2 Use of Headsets** for more information.
  - Note:** If the aircraft's interphone communication system is inoperable, or if lightning is reported within eight miles of the airport, the Guide Agent relays information between the Captain and the Pushback Driver via hand signals. Refer to **5.19.2.7 Pushing the Aircraft without Headsets (Hand Signals Only)** for more information.
- Verify that all panels and doors are secure and that the safety zone is clear of all personnel, equipment, and foreign object debris (FOD).
  - Note:** Ramp Agents must get permission from the Gate Lead prior to opening bin doors to load late commodities. The Ramp Agent must ensure the bin door(s) are closed once the approved late commodities are loaded.
- Plan the pushback. Problem areas should be anticipated to determine where the Guide Agent should be positioned in order to provide the greatest visibility and ensure that the path is clear of obstacles.
- Prior to removing the chocks from the nose gear, verify with the Flight Deck Crew that the aircraft brakes have been set.
- Communicate to the Guide Agent the planned direction and stopping point of the pushback.
- Be on the headset after checking the jetbridge for bags and before the jetbridge pulls back.
- Visually verify that the jetbridge has been pulled clear of the aircraft before beginning the pushback.

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### 5.19.2.5 Guide Agent Responsibilities During Pushbacks

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All Ramp Employees are empowered to stop operations whenever injury or damage is imminent.

The Employee who stops the operation must inform Station Leadership and complete an online *Irregularity Report* via SOPI on SWALife. An investigation of the situation will help determine the need for communication with affected Employees and/or Customers. The investigation may include interviewing Employees and witnesses; examining the workplace for factors associated with the situation; determining causes; taking corrective actions for future prevention of the situation; and recording the findings and actions taken.

A Guide Agent must be in position to ensure that the path of the aircraft is clear of obstacles whenever pushing off or towing an aircraft into a parking area (e.g., gate, remote, hard stand). Refer to [5.19.3 Towing Aircraft](#) for more information.

All signals provided by the Guide Agent must be given using wands. Refer to [5.10.1 Wands](#) for more information.

Refer to [5.19.2.6 Pushback Requiring an Additional Guide Agent](#) if more than one Guide Agent is needed.

#### Prior to Pushback

- The Pushback Driver must communicate the planned direction and stopping point to the Guide Agent(s).
- The Guide Agent must always be positioned on the side of the aircraft where the Pushback Driver's vision will be obstructed but in full view of the Pushback Driver.
- The Guide Agent should remove the wing tip safety cones from the safety zone after all servicing activity is completed (e.g., loading the aircraft, lavatory servicing, provisioning, fueling).
  - Note:** Wing tip safety cone removal is the responsibility of the Guide Agent(s) but may be performed by another Agent if the Guide Agent is not available prior to departure.
- The Guide Agent must visually ensure that the safety zone is clear. Relay this information to the Pushback Driver using the appropriate hand signals. Before beginning the push, the Pushback Driver must receive the "All Clear" hand signal from the Guide Agent. In wireless headset locations, the Guide Agent must say "all clear" at the same that the he gives the "All Clear" hand signal. Refer to [5.10.2.19 All Clear](#) for more information.

#### During Pushback

**WARNING:** Stay at least 15 ft from the engine intakes. Observe the implied safety zone guidelines anytime the aircraft is in motion. Refer to [5.9 Aircraft Safety Zone](#) for more information.

**WARNING:** Never approach the area directly behind the engine exhaust.

- Continue to communicate the "All Clear" hand signal to the Pushback Driver indicating that the path of the aircraft is clear of all obstacles and that it is safe to proceed. In wireless headset locations, the Guide Agent must say "all clear" at the same that the he gives the "All Clear" hand signal. Refer to [5.10.2.19 All Clear](#) for