



DURBAN INTERNATIONAL AIRPORT. ON THE MOVE.

A plan realised. A nation made proud.



AIRPORTS COMPANY
SOUTH AFRICA



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INTRODUCTION

Everyone who goes through the familiarisation programme and then starts work on 1st May 2010 at the new international airport at La Mercy will be sharing a unique, once-in-a-lifetime experience.

This involvement extends not only to Airports Company South Africa (ACSA) personnel, but to management and staff from the airlines, airline technical services, cargo operators, ground handling staff, government agencies, car rental and retail concessionaires, air traffic control, weather services, refuelling staff and anyone else who provides a product or service on the airport precinct.

To build a 'greenfield' (from scratch) international airport is an unusual occurrence anywhere in the world. The new international airport at La Mercy has taken forty years from the original land purchase of 2 100 hectares to become an operational entity. Earthworks for the 200-hectare terminal platform and 3,7 kilometre runway, together with their associated storm water systems, were completed in the early 1970s. This gave a flying start to the current construction phase when it began on August 31, 2007.

Moving an existing, operational airport to a completely new location, about 50 kilometres away, entails far more than the massive logistical exercise of the physical move. It also involves people, their training and

readiness. The complexity of this operation has been managed under the Operational Readiness & Airport Transfer (ORAT) project. Getting everyone – ACSA and stakeholder personnel – to La Mercy for the familiarisation training outlined in this booklet is a vital link in the ORAT project.

The new airport provides considerable expansion over the existing Durban International Airport, with huge growth potential. The length of the runway will allow the Airbus A380 and Boeing 747s to use the airport, encouraging more international flights for Durban, supporting tourism growth and giving KwaZulu-Natal direct access to the world.

Planning for the airport has made provision for passenger capacity to grow from 7,5 million in 2010 to 45 million by 2060. Provision is made for a second runway, parallel to the existing one and with the air traffic control tower between the two.

Environmental considerations have become increasingly important in modern day infrastructural developments and they are reflected in the design of the storm water management system, power utilisation and waste management systems.

The new international airport at La Mercy can boast another 'world first'. Lying about one kilometre southwest of the end of the runway is the Mount Moreland reedbed, host to a spectacular natural event. The Barn (European) Swallow breeds in Europe and travels to southern Africa, where it stays from October until April. Every year, an estimated three million swallows (about eight percent of the total European population) roosts in this reedbed.

This huge number of birds, landing to roost at dusk and leaving to forage at dawn, presents a potential air-strike hazard. To remove the reedbed would be environmentally unacceptable, and so a permanent bird radar system has been installed, with 24/7 surveillance providing real-time information on bird movements. The system is directly linked to the control tower (a world first) and provides warning of potentially hazardous situations. Various procedures are then put in place to avoid any air-strike possibility. This is the first time ever that a system of this nature has been installed at a commercial airport.

It is difficult to appreciate the scale of the undertaking at the new international airport at La Mercy, so some comparisons help to put things in perspective.

- There are 4 900 tons of steel in the passenger terminal building (half the amount used in the Eiffel Tower)
- The total floor area of the passenger terminal building is 102 000m² (equivalent to 27 soccer pitches)
- The runway and 10 taxiways cover 400 000m² and required 230 000 tons of asphalt (enough to surface 35 kilometres of a four-lane highway)

It is far from being 'just an airport'. Together with Dube Trade Port, the airport forms a regional development node. This incorporates a 36-hectare Trade Zone, which will accommodate a cargo terminal, a perishables centre, warehousing and light manufacturing facilities.

The cargo terminal is fully mechanised and automated, the first of its kind in South Africa and only the second in Africa. It is compliant with IATA recommendations and is designed to maximise efficiency, safety and security. At the moment, an estimated 60 000 tons of freight is trucked annually to O.R. Tambo International Airport for export; Durban will be able to compete directly for this business.

A 12-hectare Support Zone will house office complexes, business parks, commercial enterprises, vehicle service stations, hotels and conference facilities. Also included will be a government support services centre, and trade and exhibition centres.

The 80-hectare Agri-Zone provides an extensive area for growing export quality perishables. It will be a major job creation hub, also providing packing and training facilities.

A 'Cyber Port' will introduce a state-of-the-art logistics platform consisting of an electronic trading platform: a range of services designed to facilitate efficient technology-enabled transactions, trade and transport.

Whatever the infrastructure, and these are world-class facilities, the success of the new airport depends upon each and every one of us. It must be with PRIDE that we go about our duties to ensure that our clients – passengers and all the other airport users – leave with memories of an enjoyable and effective experience.

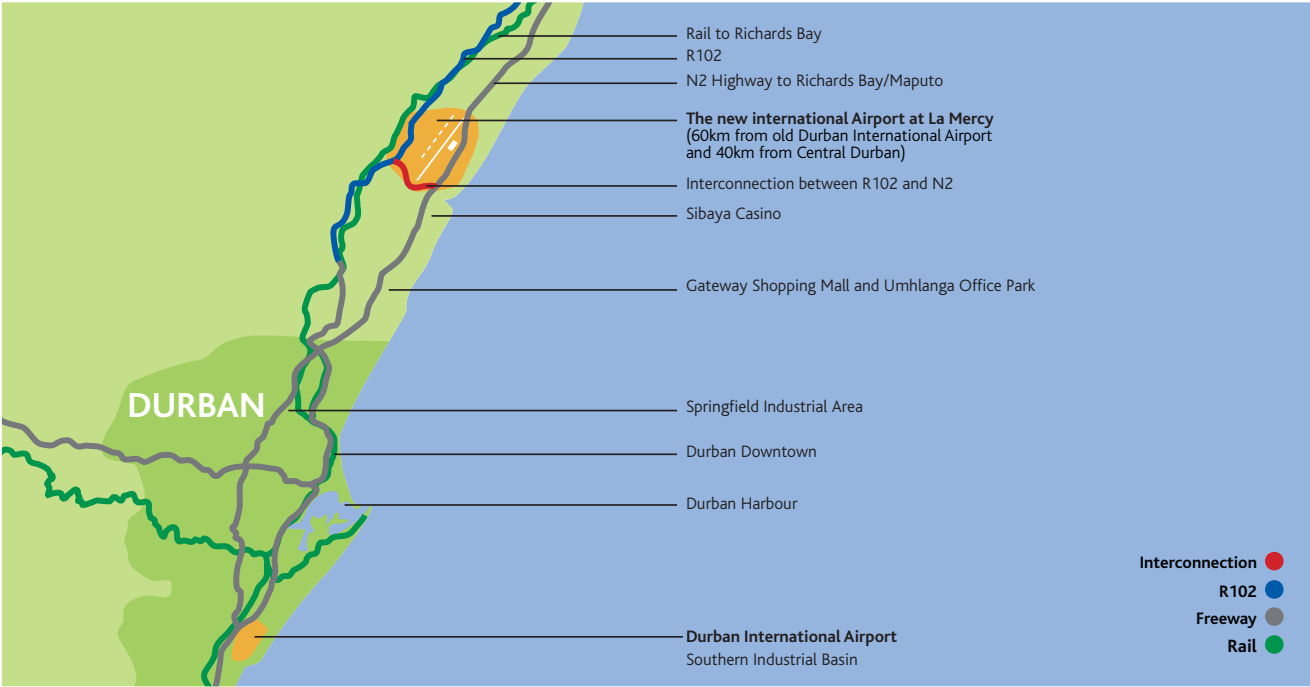
Just six weeks after the relocation, we will be hosting 2010 FIFA World Cup participants, supporters and visitors. What better way to greet overseas and regional visitors than with pride in our new airport and our country?

Airports Company South Africa has provided the world's newest, the latest and the greatest airport. It is up to all of us to ensure that this investment earns the accolades that it so richly deserves.

Equally impressive are comparisons between the existing Durban International Airport and the new international airport at La Mercy.

STATISTIC	THE OLD	THE NEW
Runway length	2,4km	3,7km
Aircraft parking bays	23	34
Air bridges	None	16
Annual passenger capacity	4 400 000	7 500 000
Check-in counters	52	72
Common-use self-service kiosks (CUSS)	4	18
Passenger terminal building floor area	30 000m ²	102 000m ²
Retail space	2 900m ²	6 500m ²
Retail outlets	23	52
Public parking bays	2 490	6 500

LOCATION OF THE NEW INTERNATIONAL AIRPORT AT LA MERCY



SITE OVERVIEW OF THE NEW INTERNATIONAL AIRPORT AT LA MERCY



AIRPORT PRECINCT DIVISIONS

The airport is divided into three major areas. These are 'Landside', 'Passenger Terminal Building' and 'Airside'. Brief overviews of these areas are as follows:

LANDSIDE

This is the area outside the passenger terminal building, used by people and vehicles. It includes the roads network, with access to all areas of the airport precinct, car rental facilities, public parkades, shaded parking areas, administrative buildings and various other services and facilities.

The area is freely accessible to all users of the airport. Pedestrian and vehicle movements are guided and managed by ACSA with the support of eThekweni Metro Police.

TERMINAL

An airport is a dynamic system that handles the flow of pedestrians, vehicles, aircraft, baggage, cargo and mail. The 102 000 square metre passenger terminal building at the new international airport at La Mercy has been designed to minimise inconvenience and confusion as passengers proceed through the network of sub-systems (i.e. processing facilities for departing and arriving passengers, outbound and inbound government inspection services, centralised holding areas and concession areas).

Way finding signage has been placed in strategic positions to assist passengers and visitors navigate their way around the airport with minimum difficulty and inconvenience.

The building incorporates the very latest design concepts to make the working environment as effective as possible and to make a passenger's movement through the necessary processes from arrival (either from land or air) to departure (air or land) as smooth and pleasant as possible.

The passenger terminal building has areas that are freely accessible to the general public, as well as restricted and 'sterile' areas where access can only be gained by means of presenting a boarding pass for a departing passenger or a colour-coded security permit for an employee.

AIRSIDE

To maintain the integrity of the nation's civil aviation security programme, the airport has been designed such that segregation exists between the freely accessible areas and those deemed controlled and or restricted. The Airside can be accessed via the passenger security search points or, in the case of employees, through access-controlled doors, where the colour-coded security permit needs to be swiped. The principles of the nation's aviation security programme are integrated into the structural and operational parameters guiding the development of the Airside passenger

systems and infrastructure. Key security concerns that have been considered, in accordance with the airport's documented security programme, are the following:

- Preventing the introduction of weapons and devices into the airport or aircraft by:
 - Detection
 - Ensuring the segregation of passengers who have been screened from those who have not
 - Controlling access to and movement within the Airside and security restricted areas

These security concerns are effectively dealt with at our airport through the installation of passenger, goods and baggage security screening search points (i.e. high-tech x-ray machines).

The clear distinction between Landside and Airside areas is easily identifiable by the more stringent security requirements, such as the presentation of a boarding pass for a passenger, the colour-coded security permit for an employee and being required to go through a passenger screening search point.

The Airside comprises the passenger holding lounges, airline lounges, the ACSA VIP lounge, retail concessionaires and airline boarding gates. On presentation of a valid boarding pass at the boarding gate, passengers proceed to the aircraft either by means of a passenger loading bridge or a bus, which they will find parked at a bussing gate on the apron.

Staff in possession of a valid, colour-coded security permit are allowed to access airside areas specified on their security permits.



AIRPORT DEFINITIONS

A/C	Codes describe the Aircraft size Category	BRS	Baggage Reconciliation System	LAGs	Liquids, Aerosols, Gels
ACI	Airports Council International	CCTV	Closed-circuit Television	M&E	Maintenance and Engineering
ACS	Aviation Coordinating Services (baggage handling & screening)	CMMS	Computerised Maintenance Management System	NOC	Negotiation Operation Room
ADS	Automatic Docking System	CUSS	Common User Self Service	OCC	Operations Control Centre
AEMS	Airport Emergency Management System	CUTE	Common Use Terminal Equipment	PIDS	Perimeter Intruder Detection System
AMC	Airport Management Centre	ECC	Emergency Control Centre	PSA	Passenger Service Agent
APRON	Aircraft parking bays	EMS	Environment Management System	PTB	Passenger Terminal Building
ARFF	Airport Rescue Fire Fighting	FIDS	Flight Information Display System	SAPS	South African Police Service
ATM	Air Traffic Movement	FOD	Foreign Object Debris	Slot	The time allocated to airlines to arrive or depart
AVOP	Airside Vehicle Operator's Permit	GPU	Ground Power Unit	STA	Scheduled Time of Arrival
AVSEC	Aviation Security	IATA	International Air Transport Association	STD	Scheduled Time of Departure
BMS	Building Management System	ICAO	International Civil Aviation Organisation	TOC	Terminal Operations Centre

AIRLINES THAT OPERATE AT THE AIRPORT

Airline	Code	Station Manager	Sector	Ground Service Handler	Bussing Service	Catering Service	Cleaning Service
1Time	1T	Yvette Frolik	Domestic	Swissport	Swissport	LSG Skychefs	Swissport
BA Comair	BA	Jackie Hooijberg	Domestic	BIDAir	BIDAir	LSG Skychefs	BIDAir
Kulula Air	MN	Jackie Hooijberg	Domestic	BIDAir	BIDAir	LSG Skychefs	BIDAir
Interlink Airlines	ID	Karen Lane	Domestic	Menzies	Menzies	First Catering	Menzies
Mango Airlines	JE	Chris Jensen	Domestic	Swissport	Swissport	First Catering	BIDAir
SA Airlink	SA8	Aafke Horwood	Domestic	Menzies	Swissport	First Catering	Menzies/ Rainbow Cleaners
SA Express	SA1	Avril Yegi	Domestic	Swissport	Swissport	LSG Skychefs	Swissport
South African Airways	SA	Avril Yegi	Domestic	Swissport	Swissport	LSG Skychefs	Swissport
Emirates Airlines	EK	Jeenesha Baichan	International	BIDAir	BIDAir	LSG Skychefs	BIDAir
Air Mauritius	MK	Samantha Freshwater	International	BIDAir	BIDAir	LSG Skychefs	BIDAir

DO'S AND DON'Ts

LANDSIDE

- No-one has the right, temporarily or permanently, to obstruct all or any portion of the landside precinct
- The rules regulating public roads also apply to the roads within the airport precinct. Metro Police will enforce the law
- Delivery vehicles are required to operate within the conditions of the service level agreement between ACSA and the stakeholder

TERMINAL

- Passageways are not to be obstructed
- No objects, such as bags, paper, boxes, rubbish or other goods are to be left in passageways
- Passageways should be used in such a way that other users are not inconvenienced
- Exclusive use of passageways, entrances, exits loading docks and ramps is not allowed at any time
- Retail occupants should not operate outside their operational space

AIRSIDE

- Smoking is only allowed in designated smoking areas
- Airport staff are required to wear a reflective jacket and hearing protection when entering airside
- Airport staff are required to visibly display their security permit, at all times, while in the airport precinct
- Airport staff will be subjected to a security check when both accessing and leaving airside
- Airport staff are obligated to abide by the policies and procedures in place regulating the airside, which are implemented by Airports Company South Africa Safety Department

LANDSIDE

ROAD NETWORK

Airport activity generates traffic on airport roads to and from the regional road system. Most passengers, visitors, cargo operators and employees use road vehicles to gain access to the airport and it is anticipated that this will always be a predominant modal choice, although alternatives will become more attractive to some users as road congestion and environmental awareness increase.

The landside road system at the new international airport at La Mercy will serve different categories of traffic, made up of passenger vehicles, airport taxis, limousine services, charter/tour buses, delivery trucks, airline crew buses, etc.

The landside road system feeds into the airport and Dube Trade Port's road circulation network, with the principal access off the main collector road that links the N2 and R102. The southbound carriageway to the N2 will be tolled by the South African National Roads Agency (SANRAL).

PICK-UP AND DROP-OFF AREAS

The pick-up areas are situated at grade, alongside the piazza, with separate provision for private vehicles and public transport. The drop-off area is situated on the elevated roadway, outside the Departures Hall at the passenger terminal building. The Metro Police will monitor utilisation of the drop-off area to ensure that it is not used as a parking area.

PUBLIC TRANSPORT

Public transport facilities have been provided within the precinct and cater for both bus and accredited public transport service providers (i.e. metered taxis, tour buses/shuttles, coaches and staff shuttles) to segregate buses and taxi traffic from private vehicle traffic to increase capacity.

PEDESTRIAN CIRCULATION

Pedestrian movement within the development area is catered for through the provision of sidewalks where significant numbers of pedestrians are anticipated.

A conscious effort has been made to minimise conflict between pedestrians and vehicles through the development of a 'pedestrian sensitive' traffic routing plan. Where conflicts are large and unavoidable, grade separation of vehicle and pedestrian movements has been provided.

STAFF PARKING

The staff parking area, with 820 shaded bays, is located to the east of the main boulevard road, entering the airport precinct. Once vehicles are parked, staff can either walk to their offices or be transported by a staff shuttle.

The shuttle stops are at the staff parking area, the public transport staging area, in the open parking area, at the public transport drop-off area and on the elevated road outside the passenger terminal building.

The diagram on page 19 indicates the staff parking area, shaded in orange. The shuttle routing is indicated by means of blue bars and shuttle stops are shown by means of red dots.

Companies operating at the airport that require staff vehicle access cards should contact the Landside office, situated on the ground floor of the multi-storey parkade (MSP), or call 032-436-6626.

PARKING FACILITIES

Open parking (shaded)	3 000
Multi-storey parkade	1 540
Metered taxi bays	25
Coach/bus bays	10
Staff parking (shaded)	820
Bus staging	20
Car rental	750
Elevated road	50

CAR RENTAL OPERATORS

To alleviate congestion on airport roads, consolidated car rental areas are located on the southern side of the passenger terminal building. The ten car rental operators providing this service at the new international airport at La Mercy are:



The car rental facility is situated under the elevated roadway and can be accessed from the southern exit of the passenger terminal building.

Car rental operating hours

Open: 60 minutes before the first flight

Close: 30 minutes after the last departing/arriving flight

Retail consultant

An ACSA Retail Consultant is on duty during normal office hours to ensure efficiency in the car rental operations and that service levels are achieved.

Operating Hours

08h00 – 16h30, Monday to Friday

Telephone number: 032-436-6666

Landside Client Manager

The ACSA Client Manager is responsible for operational processes and service delivery management on the landside, and coordinating these activities with relevant stakeholders and service providers. These include the staff shuttle service provider, the car park security/attendants service provider and Metro Police.

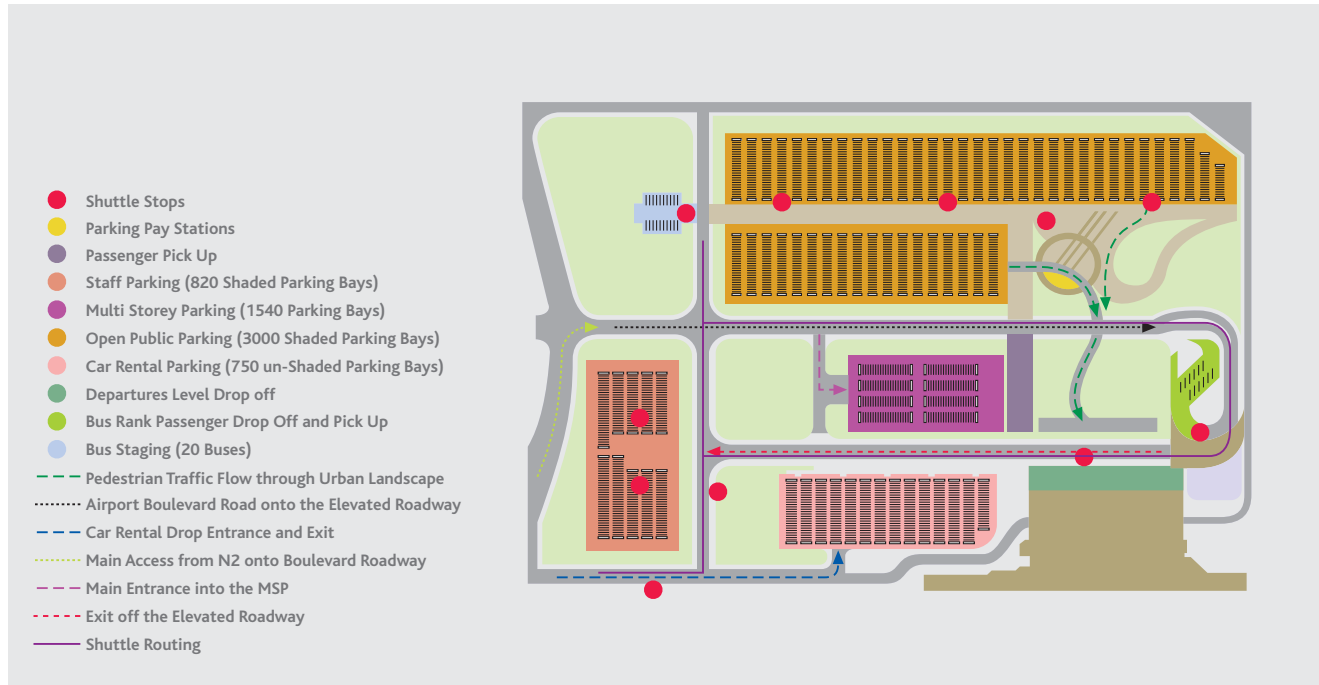
Important Telephone Numbers

Landside Client Manager	032 436 6608
Car Rental Client Manager	032 436 6034
South African Police Service	032 436 6868
Metered Taxis	032 436 6035

Landside Operating Hours

05h00 – 22h00, seven-days-a-week

THE NEW INTERNATIONAL AIRPORT AT LA MERCY: LANDSIDE



PASSENGER TERMINAL BUILDING

The passenger terminal building and its surrounding apron are the primary processing interfaces that lie between the various modes of surface access and airside infrastructure systems (i.e. taxiways and runways). The level of satisfaction gained while passing through this structure when departing, transferring or arriving will, to a large extent, impact on the willingness of the passenger to repeat the experience of flying through our new airport.

It is within this context that, from a way finding and passenger orientation point of view, and in order to simplify the process, the number of choices available has been reduced to an absolute minimum (i.e. one passenger terminal complex). In this way, passengers and their meeters and greeters have no alternatives from which to choose, with minimal level changes to go through.

PASSENGER TERMINAL BUILDINGS

The passenger terminal building at the new international airport at La Mercy has been designed to meet the International Air Transport Association (IATA) Level of Service C. This denotes a good level of service, with conditions of stable flow, acceptable delays and good levels of comfort. The passenger terminal building consists of four levels that have a combined floor area of 102 000 square metres. It consists of a basement area where retail storage, delivery facilities, goods screening, waste management facilities, IT core

rooms and engineering plant rooms are situated. The Arrivals Hall on the ground floor is where passengers and baggage arrival processing is handled. The Departures Hall on the first floor is where passenger check-in processing, passenger and baggage security screening and boarding take place. The second floor is made up of airline lounges, the ACSA VIP Lounge, airline back offices and the airport Terminal Operations Centre (TOC).

ARRIVALS HALL, GROUND FLOOR

The Arrivals Hall is situated on the ground floor and is a common entrance and exit, with a 'meet and greet' area for all arriving passengers. The ground floor allows for easy access to the Check-in Hall, which is one level up and accessed by means of a passenger lift, stairs or escalators, and also to the parkades and transport plaza. The car rental facilities and shade parking facilities are accessed by two pedestrian subways from the Arrivals Hall.

The ground floor has six escalators (three going up and three coming down), with a flight of stairs on each side. All escalators are trolley friendly. There are four elevators that service the same area.

There is a banking hall for local and foreign exchange transactions on the ground floor level. An open-air food and beverage court is situated directly adjacent to Domestic / International Arrivals.

DEPARTURES HALL, FIRST FLOOR

The departures concourse consists of various public and non-public areas. These include the circulation and waiting areas, public facilities, airline ticket sales, service counters and check-in facilities for passengers and baggage.

The central check-in processing of both departing international and domestic passengers takes place here. There are four check-in islands, each made up of 18 check-in counters, totalling 72. All airlines operating out of the current Durban International Airport have been allocated their required check-in counters.

Flight information display boards (FIDS) will indicate which counters are allocated to each specific flight, the time of departure and the assigned boarding gate.

To ensure that counters are easily identified, 32-inch plasma monitors have been placed above all check-in counters. These monitors indicate the flights currently checking-in at any particular counter.

To achieve a seamless, end-to-end processing of passengers, automated passenger processing will be enabled at the new international airport at La Mercy by the installation of terminal systems such as CUTE (Common-Use Terminal Equipment) and CUSS (Common-Use Self-Service).

CUTE is a generic airline industry term, which allows individual users (i.e. airlines) to access their host computers. The basic concept of CUTE is to enable airlines to share passenger terminal handling facilities. This includes areas such as check-in and boarding gate counters on a common-use basis, enabling airlines to use their own host computer EDP applications for departure control, reservations, ticketing, boarding pass and baggage tag issuance, etc. CUTE provides potential savings to airlines by increased utilisation of check-in counters and gate space.

16 CUSS kiosks have been installed, four at the end of each of the four check-in islands. CUSS is a facility that provides passengers with self-service applications (e.g. check-in) on a shared kiosk. CUSS provides potential savings to airlines and reduces the need for an airport to provide space for individual airline kiosks in common-use areas.

To prevent the passage of articles from non-sterile areas of the airport, coupled with the South African Civil Aviation Authority (SACAA) regulations requiring the elimination of liquids, aerosols and gels (LAGs) from an international passenger's luggage, means that international and domestic passenger flows are kept separate at the passenger security screening points.

Departing international passengers are processed through passenger screening machines situated at the northern end of the passenger security central search points, from where they move to passport control and the boarding gates. Departing domestic passengers are facilitated at the southern side of the security central search points, from where they proceed to the boarding gates.

There is a total of seven passenger security screening points, which will be manned according to demand. The passenger traffic patterns at Durban International Airport are of such a nature that there are more departing domestic passengers compared to departing international passengers.

As a result, the passenger screening machines have been divided accordingly at the passenger security screening points, to ensure that optimised processing times are achieved.

Two demarcated areas for unaccompanied minors and assisted passengers are available adjacent to the passenger security screening points to allow for easy access through the passenger security screening points. The areas demarcated for passengers with special needs (i.e. unaccompanied minors and physically challenged passengers) will be utilised by all airlines, observing the principles of common use. Each airline will exercise the utmost responsibility towards its passengers in these areas.

Access to the Departures Hall is through the ground floor of the passenger terminal building (PTB) via the escalators, elevators or stairs provided. Alternatively, passengers can be dropped-off on the elevated frontage road that leads directly into the Departures Hall. The official drop-off areas for departing passengers are situated on the elevated frontage road, which is one-way from north to south.

Airline offices are located on the first floor, which can be accessed by a staircase at the south end of the of the check-In area. Access to this area is strictly controlled and is by arrangement with the airline concerned.

The following airlines, currently operating out of the existing Durban International Airport, have been allocated ticket sale counters opposite their check-in counters, namely:

• Air Mauritius • British Airways Comair • Kulula.Com Ltd • Mango • 1Time • Interlink • SA Airlink • South African Airways • Emirates

AIRLINE LOUNGES, SECOND FLOOR

There are three airline lounges situated on the second floor of the passenger terminal building. These consist of the SAA Business Class Lounge, the BIDAir Hospitality Lounge and the British Airways Comair Lounge. There is also an ACSA VIP Lounge. Passengers are able to access the airline lounges, after they have been security screened at the security central search points, by means of two escalators just before the entrance leading to the boarding gates.

TERMINAL OPERATIONS CENTRE, SECOND FLOOR

The Airports Company South Africa Terminal Operations Centre (TOC) is situated on the second floor, with access restricted to staff. The TOC has the following objectives:

- To manage and control various Airports Company South Africa operations at the airport
- All operational departments are located in one facility to ensure the smooth running of the end-to-end operations.

WHO MAKES UP THE TOC?

- Apron Office
- Announcements
- Resource Allocations
- Flight and Airport Information
- Help Desk
- Maintenance Monitoring on Building Managements System (BMS)
- IT Help Desk
- Customer Care
- Security Offices

THE AIRPORT MANAGEMENT CENTRE (AMC)

The AMC has been created in an effort to ensure that all incidents or exceptions that may impact on timely departure or arrival of passengers, baggage or aircraft are collaboratively managed. ACSA has successfully encouraged all the aeronautical stakeholders to be part of the Airport Management Centre, where collaborative decision management is installed and practised. The AMC will be manned by ACSA, together with the following aeronautical stakeholders:

- Airlines
- Ground Handlers
- Air Traffic and Navigation Services (ATNS)
- Government agencies operating at the airport, such as SAPS, SARS, National Intelligence Agency (NIA), the Department of Agriculture, Port Health, etc.

TERMINAL RESOURCES

Client Managers

Q *What is the role of the Client Managers in the terminal?*

A *The Client Managers are responsible for actual operation processes and service delivery management on the terminal floor, co-ordinating these activities with the terminal stakeholders (airlines and service providers).*

Airports Company South Africa Help Desk

All faults, exceptions and incidents impacting on normal airport operations are centrally managed. As such, all airport stakeholders (internal and external) are required to make contact with the ACSA Help Desk agents, situated in the Terminal Operations Centre, telephone number 032-436-6758.

Trolley Management Services

Q *What do they do?*

A *Trolley operators play an important role in ensuring that passengers find luggage trolleys neatly stacked and available at clearly demarcated areas. The speed at which the trolley operators refill the various demarcated trolley areas contributes to a seamless passenger experience at the airport.*

Q *In which areas do they operate?*

A *International and domestic arrivals, the passenger terminal building, car rental parking areas, the multi-storey parkade and shaded parking areas.*

TROLLEY-FRIENDLY ESCALATORS

The two main sets of trolley-friendly escalators leading up from the ground floor to the Departures Hall, situated on the first floor of the passenger terminal building, are equipped to transport passengers, either with or without trolleys, in both directions.

This is a novel feature at our airport. Our trolley operators are trained to assist passengers, who may not be familiar with escalators that allow trolleys on them.

How to use an escalator-friendly trolley

- Push trolley onto the escalator
- Let go of the trolley handle (brake is activated)
- Take one step back
- Relax as the escalator carries you and your trolley up or down, with your luggage intact

When you reach the top or the bottom

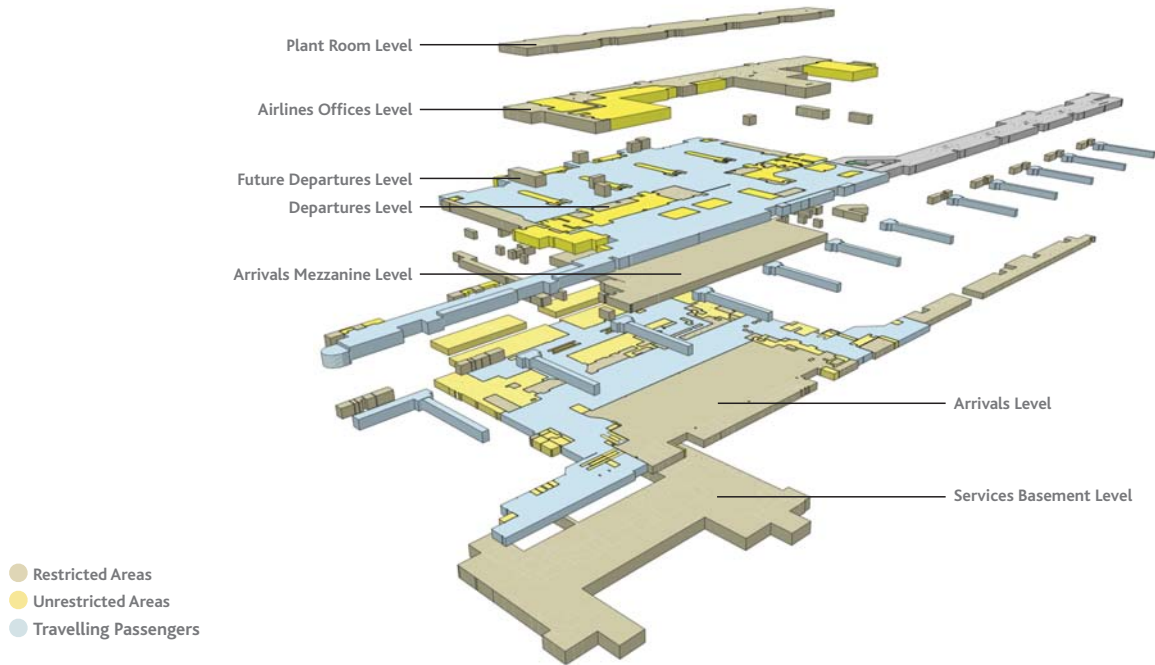
- Step forward and push down the trolley handle (brake deactivated)
- Push the trolley forward as the steps level out
- Push the trolley off the escalator and move away from the escalator

Useful Telephone Numbers

ACSA Help Desk	032-436-6758
ACSA information (airport)	032-436-6585
Flight information	086-727-7888
Terminal Client Manager	032-436-6544

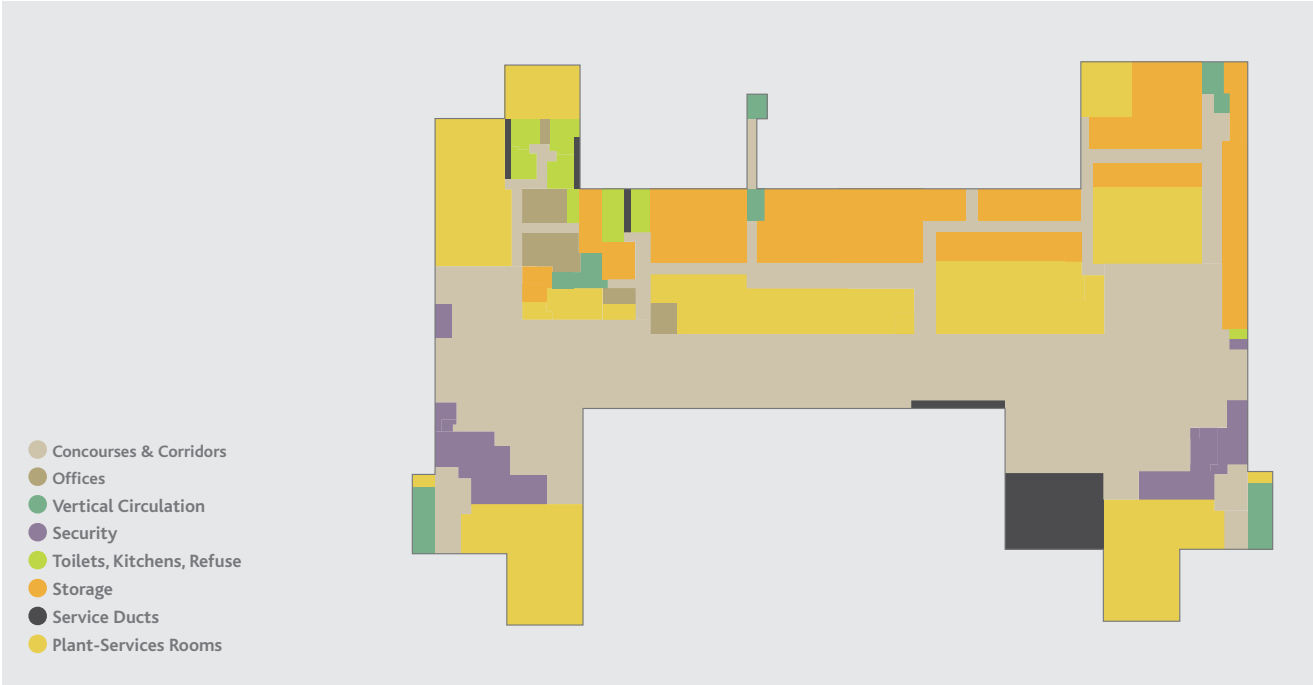
THE NEW INTERNATIONAL AIRPORT AT LA MERCY: PASSENGER TERMINAL BUILDING

3-Dimensional view

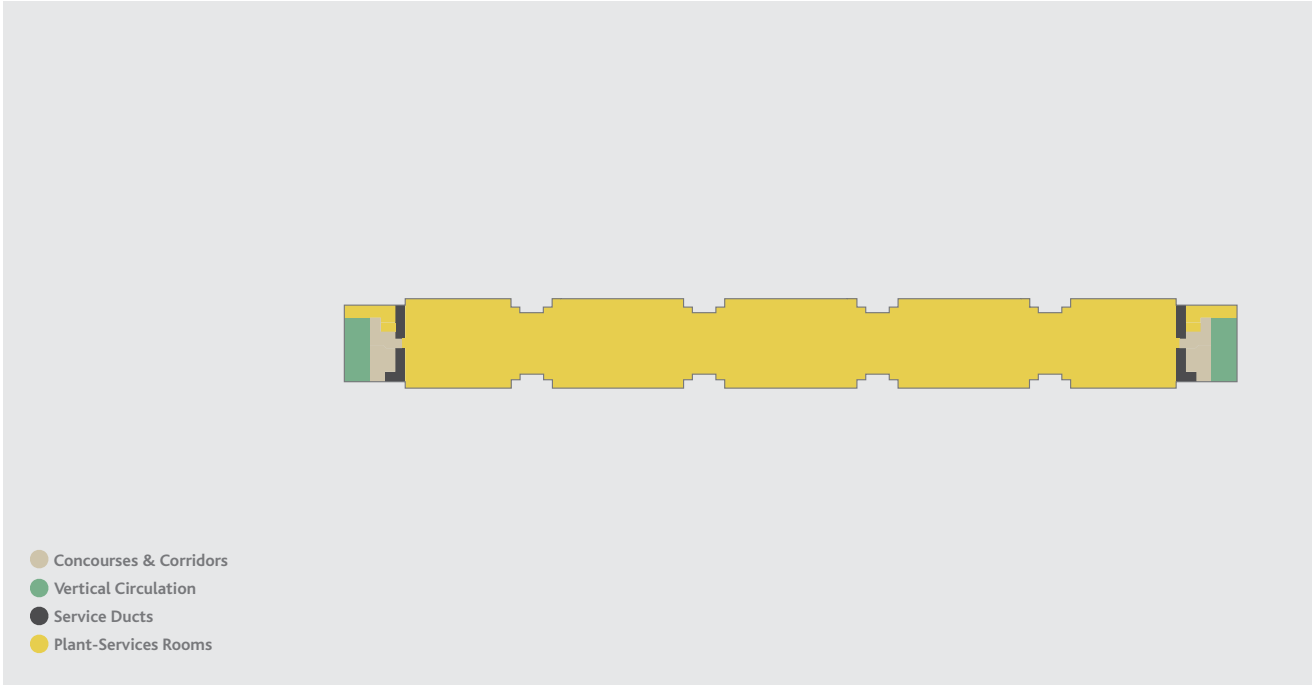


THE NEW INTERNATIONAL AIRPORT AT LA MERCY: PASSENGER TERMINAL BUILDING

Services basement level



THE NEW INTERNATIONAL AIRPORT AT LA MERCY: PASSENGER TERMINAL BUILDING
Plant room level

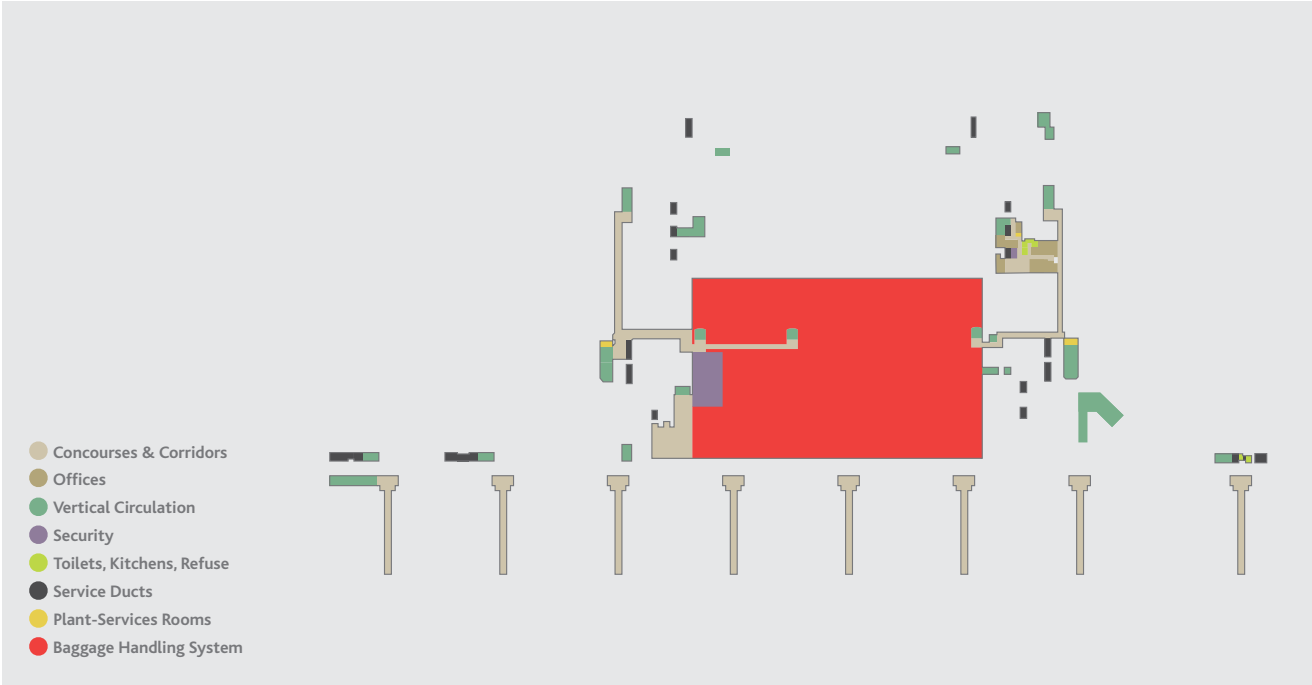


THE NEW INTERNATIONAL AIRPORT AT LA MERCY: PASSENGER TERMINAL BUILDING

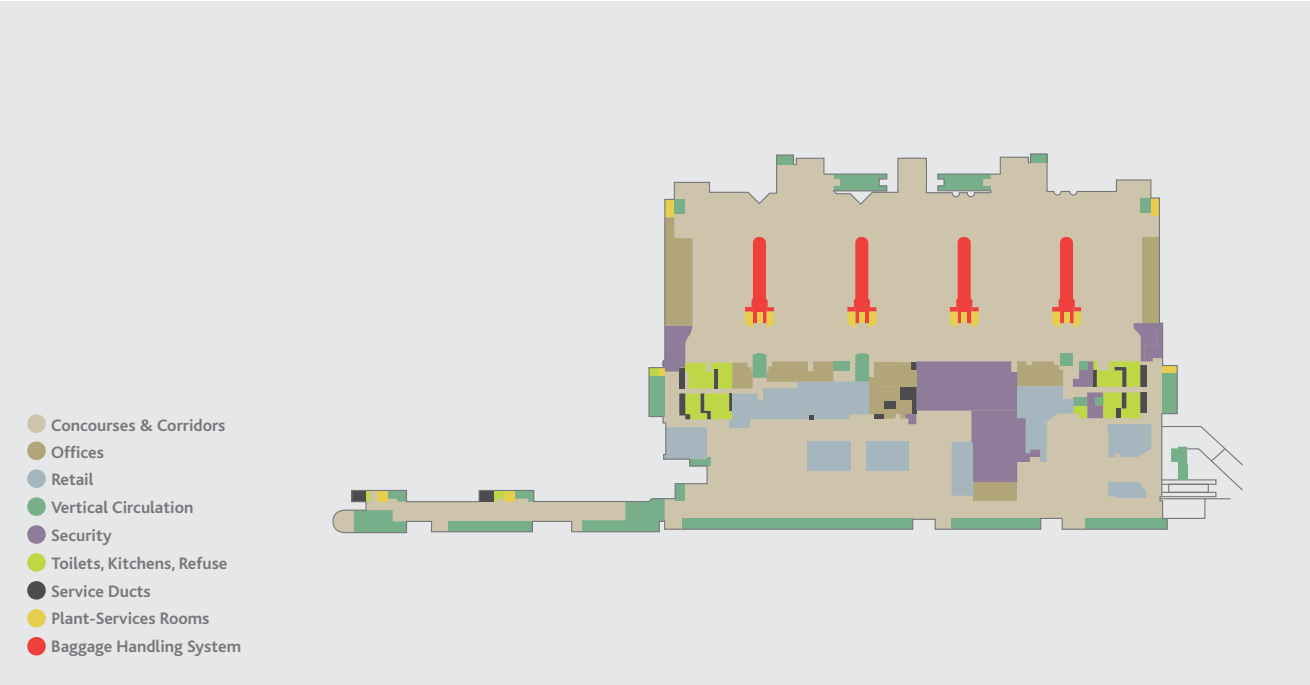
Arrivals level



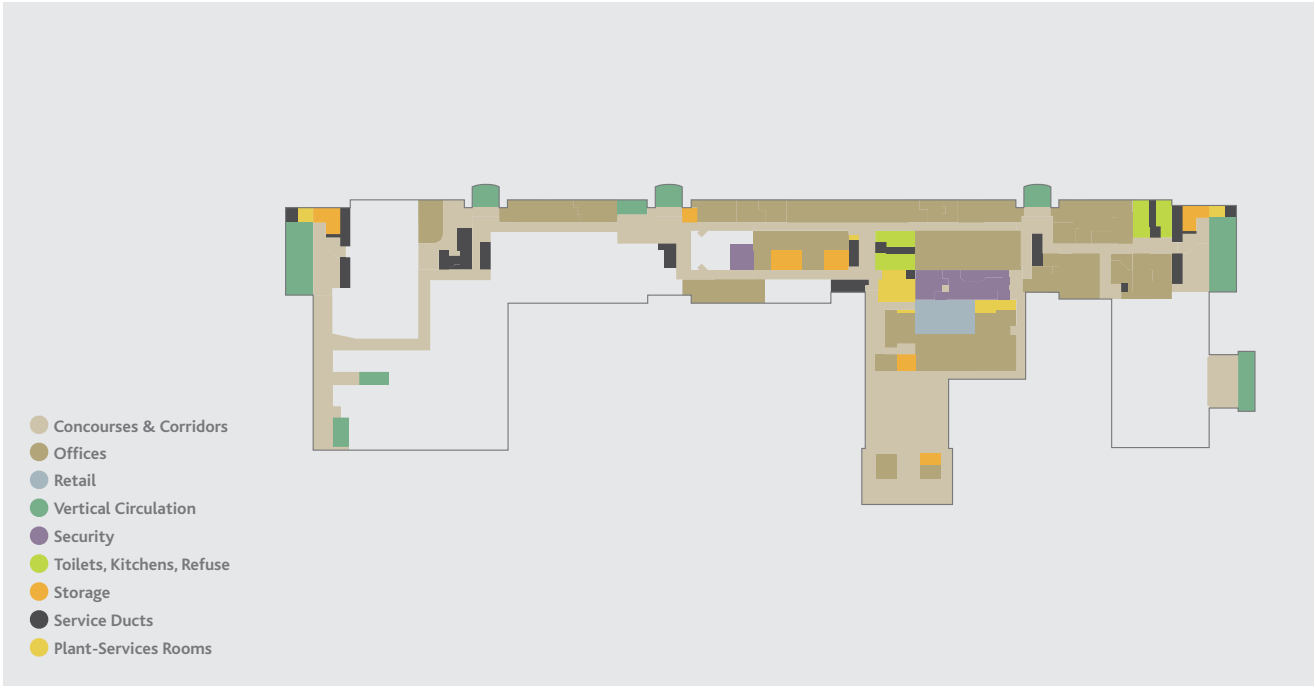
THE NEW INTERNATIONAL AIRPORT AT LA MERCY: PASSENGER TERMINAL BUILDING
Arrivals mezzanine level



THE NEW INTERNATIONAL AIRPORT AT LA MERCY: PASSENGER TERMINAL BUILDING
Departures level



THE NEW INTERNATIONAL AIRPORT AT LA MERCY: PASSENGER TERMINAL BUILDING
Airlines offices level



RETAIL OUTLETS/CONCESSIONS

Surveys at airports show that passengers want and expect to see retail and food concession facilities where they can shop and dine. There is a wide selection of retail concessions at the new international airport at La Mercy from which to choose. The accessibility and accommodation of these facilities has been arranged so that maximum exposure to the passenger and visitor is accomplished, without interfering with the flow of passenger traffic in the passenger terminal building.

Concessions can be categorised into six groups, namely: Duty Free, Food & Beverage, Speciality Retail, Foreign Exchange and Banks, Books and Services.

LANDSIDE PIAZZA

A unique feature at the new international airport at La Mercy is the Landside Piazza, which is situated outside the passenger terminal building Arrivals Hall. This area is characterised by large open spaces that have panoramic views of the verdant, landscaped boulevard, with a statue of King Shaka. The rolling hills of KwaZulu-Natal can be seen a few kilometres away. The atmosphere of this area lends itself to a relaxed visit.

The retail offerings in this area are mostly food and beverage, namely:

- Spur • News Café • Mugg & Bean • Cape Town Fish Market

FOOD COURT

There is a food court on the ground floor of the passenger terminal building, where varied food and beverage offerings are available, namely:

- Milky Lane • RJ's Express • Kauai Health Bar • Kentucky Fried Chicken • Sandwich? (sandwich bar)

FOREIGN EXCHANGE, BANKING SERVICES AND AUTOMATIC TELLER MACHINES (ATMs)

Situated on the ground floor of the passenger terminal building are:

- Bidvest Bank (Rennies foreign exchange) • Standard Bank • A Nedbank ATM • An ABSA ATM • A Standard Bank ATM • Landside Retail

At any airport, availing space to concessions that serve arriving passengers and greeters is important. At the new international airport at La Mercy, the following Landside retail concessions are to be found on the ground floor in the Arrivals Hall, namely:

- Express Shades (sunglasses) • The Image Studio (hair and beauty salon) • MTN Rent-a-Mobile • Vodacom • Sweet Treat • Nike • Jeep • Quicksilver (clothing) • Moda Leather and Luggage • South African Post Office • Natal Wholesale Jewellers • The Stables Wine Estate • Exclusive Books • Link Pharmacy • Electronics & Music • Gift Store

DOMESTIC DEPARTURES

The retail offering at domestic departures is a combination of gift shops, and food and beverage outlets. The retail offering and the trade mix in this part of the passenger terminal building is geared towards passengers who would like to shop for gifts before they depart, to buy newspapers, books and magazines, to have a quick bite to eat, or who wish to have a drink.

The retail outlets available at domestic departures, on the first floor of the passenger terminal building, are:

- Exclusive Books • Cosmic Candy • Sneakers (sports wear) • Yes We Can (proudly South African gifts) • EM Native Collection (curio store) • Tie Stop
- Fego Caffé • Rhapsody's Pub & Grill (with a smoking lounge) • Wimpy

INTERNATIONAL DEPARTURES

At international departures, there is a well-illuminated, heated and ventilated retail facility, providing a wide spectrum of product sales. The retail offerings in this area are:

- Big Five Duty Free • Cosmic Candy

Food and beverages are represented by:

- Rhapsody's Pub & Grill (with a smoking lounge) • Fego Caffé

INTERNATIONAL ARRIVALS

- Big Five Duty Free

Outlet Operating Hours

Open - 60 minutes before the first flight

Close - 30 minutes after the last departing/arriving flight

RETAIL CONSULTANT

In its customer-centric approach, ACSA has ensured that a Retail Consultant is always available during normal office hours to ensure efficiency in retail operations and the maintenance of high service levels.

Operating Hours

08h00 - 16h30, Monday to Friday

Telephone number: 032-436-6666



AIRSIDE

The Airside infrastructure consists of:

- 29 x Code C aircraft parking stands
(some linked to 12 passenger loading bridges)
- 4 x Code F aircraft parking stands
(linked to 4 passenger loading bridges)
- 4 x Aprons (Alpha, Bravo, Charlie and Delta)
- 3,7km runway
- 2 x rapid exit taxiways (RETs)
- Parallel taxiway

PASSENGER LOADING BRIDGES (PLBs)

The airport has two types of passenger loading bridges, known as Nose Drive and Apron Drive.

The Nose Drive passenger loading bridges are installed on the Alpha Apron, whilst the Apron Drive PLBs are installed on the Charlie Apron.

The twelve passenger loading bridges servicing and compatible with Code C aircraft are the Nose Drive type, whilst the four passenger loading bridges servicing and compatible with Code F aircraft are the Apron Drive type.

The Apron Drive Bridge is the cutting-edge design for passenger loading bridges. It has free movement in three axes, namely:

- Telescope
- Elevation and
- Rotation, allowing for maximum flexibility in docking manoeuvres, while taking up the minimum amount of apron space

What are the benefits of passenger loading bridges to passengers?

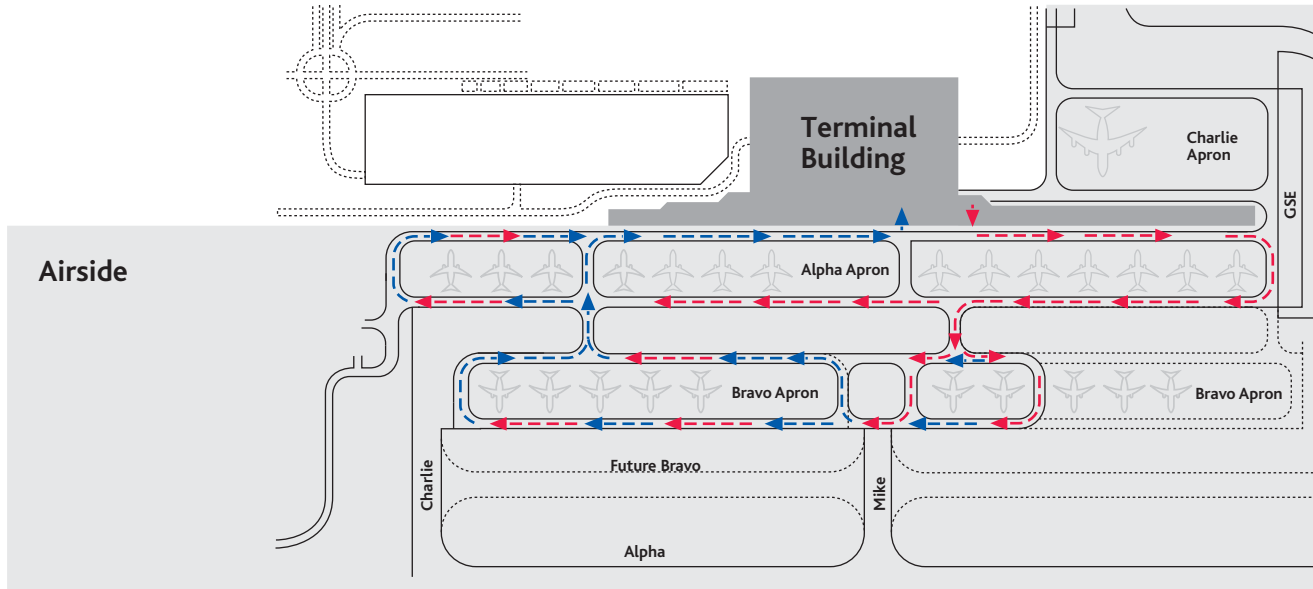
- They allow for reduced movement of passengers and vehicles on the apron
- Provide an added security measure as passengers move from their terminal seats in the passenger holding lounge to the aircraft seats through a controlled and secured area
- Passenger comfort is enhanced as passengers are not exposed to the weather
- An added safety measure that allows for passengers' safe movement
- Alleviate conflict between passengers and vehicles, and the need to cross aprons and airside service roads

BUSSING OPERATIONS

The remote boarding gates for passenger pick-up are situated on the ground floor and the staging area for buses is situated south of the Apron next to parking bay Alpha 1. Buses will operate in a clockwise direction, from south to north. The route for arriving bussing passenger will follow the same direction as that of the departing bussing passengers.

THE NEW INTERNATIONAL AIRPORT AT LA MERCY

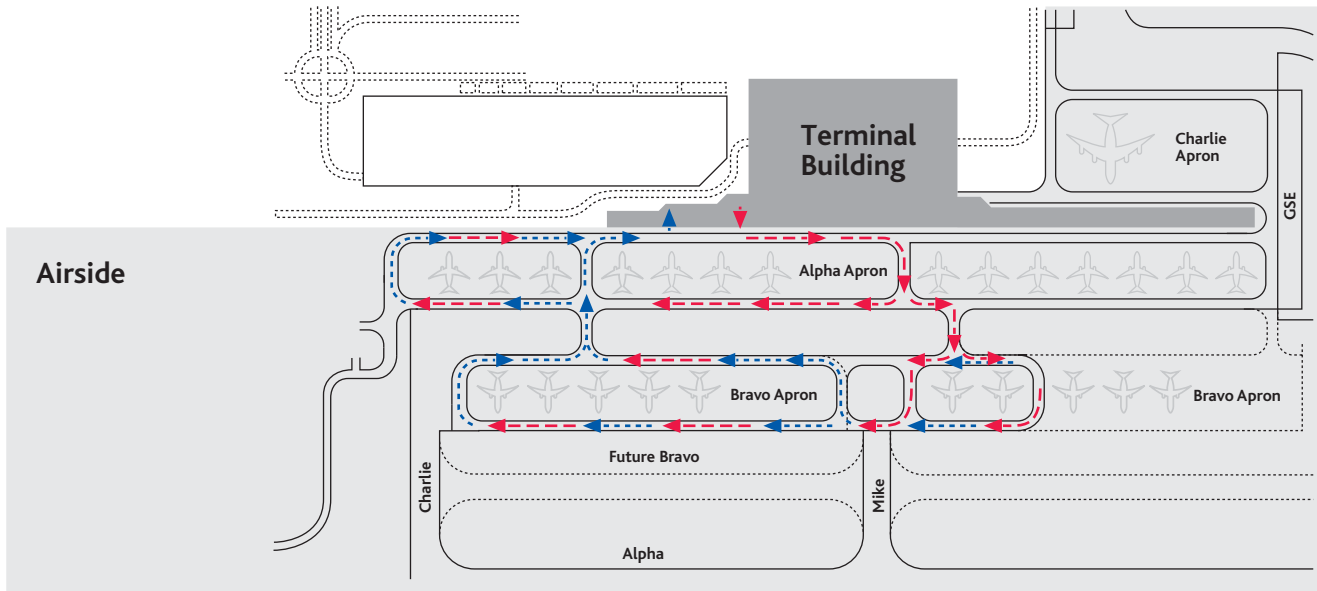
International arrivals and departures bus flows



- - - -> Departures Bus Flows
- - - -> Arrivals Bus Flows

THE NEW INTERNATIONAL AIRPORT AT LA MERCY

Domestic arrivals and departures bus flows



- - - -> Departures Bus Flows
- - - -> Arrivals Bus Flows

MAINTENANCE, ENGINEERING AND SUPPORT

BULK WATER SERVICE

The airport is equipped with a 3 000 000 litre bulk water storage tank, which is fed from eThekweni Municipality.

LIFTS

There are 25 lifts installed at the airport:

- 5 x concrete-type service lifts
- 14 x glass observation passenger lifts
- 1 x concrete-type passenger lift
- 2 x trolley lifts
- 2 x service goods for goods and maintenance personnel
- 1 x oversized baggage lift

POWER SUPPLIES

Normal Power

This is the power supplied by the eThekweni Municipality. The distribution boards supplying this power are painted orange. The voltage is usually 11kV, 380V or 220V.

Essential Power

This is back-up power (also known as stand-by power) to critical equipment, brought on-line when 'normal power' fails. Supplied by diesel-powered generators, the distribution boards for this power are painted red.

Uninterrupted Power Supply (UPS)

This is also a form of back-up power supply, suitable for short periods of normal power interruptions, with the power being supplied from a bank of batteries. Distribution boards for this supply are painted blue and the earth pins in the plug sockets are D-shaped to prevent unintentional or unauthorised use, as the capacity of the batteries is limited. Electronic equipment is usually supplied via UPS.

Types of power supplies for different categories of equipment

Equipment	Normal Power	Essential Power	UPS
Check-in counter	Yes	Yes	Yes
Lighting	Yes	Yes	Yes
Airfield lighting	Yes	Yes	Yes
AGL controls	Yes	Yes	Yes
AWOS	Yes	Yes	Yes
Apron high mast	Yes	Yes	No
GPU – 400Hz	Yes	Yes	No
ADS	Yes	Yes	Yes
HBS	Yes	Yes	Yes
X-ray machines	Yes	Yes	Yes
BMS - all areas	Yes	Yes	Yes
HVAC	Yes	Yes	Yes (controls only)
PA system	Yes	Yes	Yes

EMERGENCY EVACUATION PROCEDURE

1. On the sound of an alarm and/or an announcement over the public address system, react by doing the following:

- Discontinue all business conversations and activities. Inform people around you that everyone is required to evacuate immediately
- If possible and applicable, close any fireproof safes in your area
- If possible, switch off electrical power
- The tasks of assigned evacuation teams should be initiated and personnel should report to their designated posts or assigned areas
- When the order to evacuate is issued, employees should assist the public by escorting them to the nearest available exit

2. Employees should set an example by walking in an orderly manner and calmly give verbal instructions to the general public.

3. Evacuating personnel should proceed to the closest Designated Assembly Area and stay there until directed by emergency response personnel to relocate.

Assembly points:

Airside

- South - Adjacent to the south gatehouse
- North - Charlie apron, between external fire escapes two and three

Landside

- Arrivals - Ground floor south: Assemble adjacent to the passenger underpass
- Arrivals - Ground floor north: Assemble adjacent to the passenger underpass
- Departures - Upper level north: Move to the base of the elevated road to the north. Maintain access for emergency vehicles
- Departures - Upper level south: Move to the base of the elevated road to the south. Maintain access for emergency vehicles

Maintenance Area

- The open area between the maintenance and refuse buildings

4. Remain calm and comply with all instructions from response personnel and the South African Police Service.

5. In the event of a fire: close windows and doors in your area.

6. In the event of a bomb threat: open windows and doors in your area.

7. Proceed with visitors/clients/contractors (if any) to the nearest emergency exit, avoiding the location of the hazard, and proceed to the assembly point. Take personal belongings with you (if time allows).

8. Do not use lifts.

9. At the assembly point, report immediately to your Evacuation Warden and furnish your name and that of any visitors, clients or contractors.

10. Await instructions from Emergency Controllers as to further action required.

AIRPORT EMERGENCY MANAGEMENT SYSTEM (AEMS)

A full set of the emergency policies and procedures is available on the Airports Company South Africa intranet. These procedures are approved by the South African Civil Aviation Authority and give overviews of roles and responsibilities of all agencies responding to aircraft accidents and incidents on and off airport. They are available after registering on the ACSA website.

Important response points in an aircraft accident or incident:

- Survivor Reception Areas: International and Domestic arrivals
- Meeters and Greeters Areas: International and Domestic
- Reconciliation Area: Lost Property Offices, International arrivals



SECURITY PERMIT SYSTEM

1. Who requires a colour-coded security permit?

In accordance with ACSA permit policy, permit issuance is a necessity. It helps to delineate various areas within which staff working at the airport are either restricted or allowed to gain access.

The colour-coded security permits are issued to full-time airport employees and visitors or contractors working on special projects. A security permit enables the carrier to access the required, permitted areas without hindrance.

Permits are for all persons requiring access to the various areas of the airport. This includes all airport employees, as well as visitors who come to the airport for the purpose of business and who require access to controlled and restricted areas.

2. What is a colour-coded security permit?

The colour-coded security permit is issued by the ACSA permit office and is a means of identifying the person carrying it when in a restricted or controlled area. The permit is a card with the individual's photograph and identity.

3. Types of security permits

- Temporary permit (visitor's permit, valid for one to five days)
- Permanent permit (valid for one to two years)
- Airside vehicle operator's permit (AVOP)
- Airside vehicle permit
- Staff vehicle permit
- Cell/camera permit
- Diplomatic permit

4. How does the colour-coded security permit work?

- The airport is zoned into different areas, which are colour coded
- The permit is set to allow access to the zones (specific colours) where the permit holder is required to work
- The description at the back of the permit indicates the airport precinct (landside, terminal and airside) to which the permit allows access

5. How must the permit be worn?

- On an outer garment, where it is clearly visible

6. How does one apply for a permanent colour-coded security permit?

Airport-based staff:

- Obtain an AVSEC permanent permit application form from the permit office
- The nominee/applicant must complete the AVSEC application, which must be signed by an authorised signatory from the sponsoring company
- The permit office requires an original identity document to be submitted with the application form to the ACSA permit office
- If the permit is required for airside access, 'Airside Induction Training' will have to take place in advance, as a copy of the certificate is required to be attached to the permit application form
- The permit application form will be sent for a criminal check with the SAPS; this process takes five working days
- The nominee/applicant permit will only be issued after the criminal checking process, and subject to ID verification

7. How does one apply for a temporary security permit

Visitors:

- The applicant completes a visitor's permit application form (same day allowed)
- The applicant must have their original ID document on application

- An authorised signatory of the company visited must sign the application form
- A permanent permit holder must be specified on the application form as a dedicated escort. This dedicated escort must accompany the visitor at all times whilst moving through the airport
- The permit must be returned within 24 hours

8. Where is the permit office?

The permit office is located on the northern 'landside' of the passenger terminal building, adjacent to the bus terminus.

9. What must be done when a permit is lost?

- Report the lost permit to the police station within 24 hours and to the permit office as soon as possible
- Obtain an affidavit from the SAPS to confirm reporting the loss of the permit
- Re-apply for a new permit at the permit office
- The affidavit and original ID must be attached to the new application
- The waiting period for re-issue is three days

10. What is the cost of replacing a lost permit?

- R232,00 for the first lost permit
- R276,00 for the second lost permit
- A permit will not be re-issued after a third loss

11. Penalties for outstanding permits

Penalties are levied for:

- Failing to cancel and return a permit no longer in use
- Failing to return a visitor's permit upon expiry

12. General

- All companies should register on the airport permit issuing system (APIS)
- R100 million insurance liability cover is required for an operator on the airside
- No person is allowed to be in possession of more than one permit
- No ACSA permit will be issued to an applicant with a conviction for a schedule 1 offence

Airport Permit Office telephone number: 032-436-6505



SAFETY, HEALTH AND ENVIRONMENT

AIRPORT MEDICAL CLINIC

Q *Where is the clinic situated?*

A *On the ground floor, south, of the Arrivals Hall in the passenger terminal building.*

Q *What services are offered?*

A *Travel vaccinations, primary health care, emergency treatment, blood pressure checks, cholesterol checks, ECG, eye tests, hearing tests and blood sugar checks.*

Q *What are the operating hours of the clinic?*

A *08h00 – 17h00*

Emergency treatment is available 24 hours

Contact number: 032-436-6509

FOREIGN OBJECT DEBRIS (FOD)

Definition: A foreign object such as chippings, stones, oil pans, bottles, nuts, wood, metal tie bands, plastic sheeting, etc. found airside.

Damage to aircraft, equipment and property, and injury to personnel caused by foreign object debris is not only a serious threat to safety, but results in direct losses through aircraft and equipment out of service and disruption of schedules.

- Do not drop rubbish – use bins on airside to dispose of all FOD items
- Always close FOD with a net when on an open vehicle on airside
- Always pick up rubbish and dispose of it in the FOD bins supplied on airside
- Be aware that FOD attracts birds, which can be a threat to aircraft
- Please do not throw oil tins in the FOD bins – use the hazardous material (HazMat) bins instead

SAFETY RULES FOR DRIVING ON THE AIRSIDE

- The speed limits indicated by signage for the various movement areas must be strictly complied with
- The following speed limits are of importance:
 - a. On an airside road – 30kph
 - b. On an aircraft parking stand – 5 to 8kph (walking pace)
 - c. On an apron service road behind aircraft – 15kph
 - d. Elsewhere on the apron or movement area – 30kph
 - e. Perimeter service roads – 60kph (unless otherwise indicated)
- Only park in designated areas
- Never park on the hatched area under an air bridge
- Remember that aircraft always have the right of way
- Do not hinder a taxiing aircraft by stopping in aircraft areas
- Never obstruct the path of a fuelling bowser

USEFUL TELEPHONE NUMBERS

ACSA Information	032-436-6584
ACSA Switchboard	032-436-6000
ACSA Fire & Rescue	032-436-6569
South African Police Service	032-436-6868
ACSA Security	032-436-6630
ACSA Parking	032-436-6626
Airport Clinic	032-436-6509



