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*International Civil Aviation Organization***Eighth Meeting of the Aerodromes Operations and Planning Sub-Group (AOP/SG/8)***Bangkok, Thailand, 15 to 19 July 2024***Agenda Item 7: Airport Innovation and Technology****PENALTY POINT SYSTEM FOR VEHICLE & EQUIPMENT**

(Presented by India)

**SUMMARY**

BIAL, as an organization, prioritizes a culture of safety and learning. Rather than profiting from errors or violations through monetary penalties, BIAL has established a penalty points system to encourage and ensure strict adherence to safe practices while giving the individual an option to improve. Issuing penalty points to vehicles and equipment on the airside is necessary when specific situations or violations occur.

**1. INTRODUCTION**

1.1 In recent days there were many incidents involving aircraft and ground service equipment across the globe leading to damage. In addition, due to the continuous usage, the GSEs tend to be aged very fast leading to frequent unserviceability causing disruptions to aircraft operations. Hence, Kempegowda International Airport Bengaluru has introduced a penalty point system for ground service vehicles and equipment. This system enables tracking similar defects with type of vehicle and implementing discipline among ground service equipment which supports longevity of GSEs and safe aircraft operations. The penalty system is derived out of point system and on accumulation of certain number of points, the vehicle/equipment permit is cancelled. Thus, the system prompts the maintenance team to assess the issues and forces them to keep the GSE serviceability index high.

**2. DISCUSSION**Penalty Points for Vehicle & Equipment.

2.1 KIAB has already implemented non-monetary penalty system based on points for the operators. This system is considered to be a success as it has forced the operators to change their behavior towards driving, which helps them to retain their career. This has prompted the proposal to introduce penalty point system for GSEs.

2.2 In the airside driver permit (ADP) penalty point system, the points are issued for the driving related violations and while the operator accumulates certain number of points his ADP is suspended. The suspension is planned in accruing various number of points till the ADP is ceased. The operators are given a chance for improvement by awarding Bonus Points. The Bonus Point system considers the track record of the operator and in case the operator has not committed any violation for a period of four months, the operator is awarded 2 bonus points leading to a reduction of accumulated points. This helps in defining the accountability of the actions of the individual and promotion behaviour-based safety.

2.3 The GSE penalty point system is also designed on similar lines. Duty Safety Auditor (DSA) conducts routine mandatory inspections based on allocation for the GSEs. As a DSA, one shall systematically examine vehicles and equipment based on a checklist for any visible issues or defects causing adverse impact to safety and operational standards. The checklists for vehicles and equipment are created in accordance with IATA Airport Handling Manual (AHM) and if issues are observed, the DSA shall initiate the Vehicle/Equipment Penalty Points in Aviator SMS portal. The penalty points are also issued for incidents for which the root cause is pertaining to maintenance aspects.

2.4 The GSD head of the respective organization is automatically notified by the Aviator SMS application in real time. The Penalty Point is approved in by Senior Manager Aviation Safety after due investigation and in consultation with the respective GSD heads, which helps in two-way communication and bolstering of trust between Airport Operator and Stakeholders.

2.5 The validation process during the awarding of penalty point involves a comprehensive review and assessment to ensure accuracy and fairness. This includes a thorough examination of the collected data, incident reports, maintenance issues, and other relevant information.

2.6 BIAL, as an organization, prioritizes a culture of safety and learning. Hence if the vehicle is found without any defect for a period of four months, two bonus points are rewarded.

## 2.7 Violation & Penalty Points Matrix

Sl No.	Type of Violation	Penalty point
1	Fire/smoke in vehicle.	4
2	Fire and smoke from equipment.	4
3	Fuel spillage more than 4 Sq. mts.	4
4	Oil spillage more than 4 Sq. mts.	4
5	Vehicle Brakes not functional.	4
6	Fuel spillage less than 4 Sq. mts (minor).	2
7	Oil spillage less than 4 Sq. mts (minor).	2
8	Hand Brakes not functional.	2
9	Vehicle / Equipment Broke down on Airside.	2
10	Emitting excessive smoke through exhaust.	2
11	Light not working (Head light, OBS, Parking, Indicator).	2
12	Bald Tyre.	2
13	Equipment brakes/Stop buttons not functional.	2
14	In-valid Fire extinguisher.	2
15	Wind Shield crack.	2
16	Chequered flag not available (For MOWP related vehicle/equipment).	2
17	Over speeding due speed governor not installed/disconnected/unserviceable.	2
18	OBS light not fitted/working.	2
19	Seat belt not installed/working.	2
20	Jack Base Plate missing/welded/non-standard.	2
21	Jack jammed/not lowering/missing.	2
22	Without Company Logo.	2
23	Safety Buffer missing/damaged.	2
24	Intact Curtain torn out/missing.	2

25	Brake linkage broken.	2
26	Brake Ineffective.	2
27	Tow hitch locking mechanism not working/not installed.	2
28	AEP/AVP not displayed on Equipment/Vehicle.	2
29	Emergency “Stop switch” not working.	2

**Pass/Permit Suspension Matrix**

Points Accumulated	Suspension Duration	Actions
10 Points	7 days	Re-issue after inspection
12 Points	15 days	Re-issue after inspection Action Taken Report (ATR) from SPOC
14 Points	30 days	Re-issue after inspection Action Taken Report (ATR) from SPOC

**Zero Tolerance:**

2.8 Certain violations as listed below are considered to be ‘Zero Tolerance’ items due its potential increased severity and shall mandate immediate withdrawal of AVP/AEQP:

Sl. No.	Type of Violation
1	Fire /smoke in vehicle
2	Fire and smoke from equipment
3	Fuel spillage more than 4 Sq. mts
4	Tow hitch locking mechanism unserviceable
5	Breaks not functional.

2.9 Since the implementation of the GSE penalty system in January 2024, the serviceability standards of the vehicles & equipment operating in the airside are showing improving trend. While it was not an easy task to introduce the new system, BIAL has implemented effective change management to ensure adaptability of all the stakeholders. This included extensive discussions, soft launch in Jan 2023, confidence-building measures and demonstration of possible advantages which can be derived out of the system.

**3. ACTION BY THE MEETING**

3.1 The meeting is invited to:

- a) note the information contained in this paper; and
- b) discuss any relevant matters as appropriate.

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