

**60th CONFERENCE OF
DIRECTORS GENERAL OF CIVIL AVIATION
ASIA AND PACIFIC REGIONS**

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**AGENDA ITEM 8: CAPACITY DEVELOPMENT AND
IMPLEMENTATION**

**IMPROVING WORKING CONDITIONS FOR OUTDOOR
RAMP STAFF AND PROMOTING THE CONSTRUCTION AND
MANAGEMENT OF SHARED RAMP STAFF LOUNGES**

(Presented by the People's Republic of China)

INFORMATION PAPER

SUMMARY

Given the relatively harsh working conditions for outdoor operational staff in airport ramp areas, China's civil aviation industry has been exploring and implementing the construction and management of shared ramp staff lounges since 2019. This initiative aims to promote decent work by improving both working and rest conditions for outdoor staff. By making better use of the limited space and resources available on the ramp, the initiative benefits a greater number of civil aviation staff. It not only safeguards the health and labor rights of frontline staff but also fosters a safer and more harmonious ramp environment, contributing to the safe operation of civil aviation.

IMPROVING WORKING CONDITIONS FOR OUTDOOR RAMP STAFF AND PROMOTING THE CONSTRUCTION AND MANAGEMENT OF SHARED RAMP STAFF LOUNGES

1. INTRODUCTION

1.1 Background

1.1.1 Outdoor staff in airport ramp areas (including aircraft maintenance technicians, ramp-based aircraft security personnel, special vehicle operators, ground service personnel, cabin cleaners, ramp cleaners, and cargo handling personnel) form the frontline workforce ensuring aviation safety. They are indispensable in safeguarding civil aviation operational safety and delivering passenger services with genuine care.

1.1.2 China's vast territory features significant regional climate variations, with some airports experiencing extreme winter cold or summer heat. For instance, at Chongqing Jiangbei Airport in the southwest, ramp temperatures can soar to 60°C in summer, while Hulunbuir Hailar Airport in the north sees winter ramp temperatures plummet to -45°C. These harsh conditions pose challenges to outdoor staff' health and operational performance, particularly at airports with multiple remote stands and annual passenger throughput exceeding 1 million.

1.1.3 Ramp outdoor staff are employed by various civil aviation entities including airport operators, airlines, and aviation fuel companies. While their demand for rest facilities is substantial, available space for constructing such facilities within ramp areas remains limited, resulting in a longstanding situation where supply falls short of demand for employee rest facilities.

1.2 Concept of Shared Ramp Staff Lounges

Shared Ramp Staff Lounges are facilities funded, managed, and maintained by airport operators within ramp areas. These lounges serve as cross-organizational and cross-departmental rest areas for employees from airlines, aviation fuel companies, and other on-site aviation service providers. Typically, they provide essential amenities including rest areas, drinking water, dining spaces, and charging ports.

2. DISCUSSION

2.1 **Innovation in Concept.** In 2019, based on comprehensive research, China's civil aviation sector innovatively proposed the initiative of establishing shared rest facility systems at major airports. This initiative aims to promote collaboration across the industry to improve working and rest conditions for outdoor ramp staff.

2.2 **Standard-based Guidance.** In 2021, the *Implementation Plan for Promoting the Establishment and Improvement of a Shared Rest Facility Mechanism for Outdoor Ramp Staff* was issued, introducing the "6+N" standards. The "6" refers to mandatory provision of facilities including a row of seats, an air conditioner, a refrigerator, a microwave oven, a water dispenser, and a row of sockets. The "N" refers to optional facilities, such as televisions, vending machines, book corners, environmental-friendly washrooms, etc., which are configured as needed. This approach balances standardization, customization, and practicality of shared rest places in ramp areas, proactively addressing and meeting frontline staff' needs for cooling in summer, heating in winter, dining, drinking water, safe shelters during thunderstorms and other requirements.

2.3 **Financial Support.** From 2019 to 2023 and in 2025, funds were allocated multiple times to improve the working conditions and rest environment for outdoor staff in ramp areas, with key support provided to airport operators for strengthening the construction of shared staff lounges in ramp areas.

2.4 Experience Promotion. In 2022 and 2023, a total of 99 "Demonstration Sites for Shared Ramp Staff Lounges" were established in two phases. These demonstration sites are encouraged to ensure services for all staff in the ramp area, continue to bring about new service functions, and improve staff satisfaction with the demonstration sites.

2.5 Institutional Support. In 2024, the Civil Aviation Administration of China issued the *Guidelines for the Planning and Design of On-Shift Staff Rest Areas at Transport Airports* in the form of an Advisory Circular. The guidelines provide guidance on the planning and layout, architectural design, facility and equipment configuration, as well as operational management and maintenance of the rest areas to help airports improve the scientific and well-structured planning and design of staff rest areas, and address the issue of inadequate rest facilities.

2.6 Construction of Shared Staff Lounge in Ramp Areas. As of now, based on the statistical data of 2024, shared ramp staff lounges have achieved 100% coverage at airports with an annual passenger throughput of over 10 million and 85% coverage at airports with over 1 million passenger throughput annually. These lounges are open to employees of all on-site units free of charge.

2.7 Achievements. Strengthening the construction and management of shared ramp staff lounges has not only addressed pressing issues faced by outdoor staff, such as "difficulty in resting, eating, accessing drinking water, and using washrooms", effectively safeguarding their health and labor rights, but also improved the efficiency of limited ramp space utilization, reducing economic costs. Moreover, it has built a platform for coordination among on-site units and the communication among frontline staff from different organizations and positions, promoted the construction of "humanistic airports", fostered a safe and harmonious ramp environment, and made a positive contribution to ensuring the safe operation of civil aviation.

3. ACTION BY THE CONFERENCE

3.1 The Conference is invited to note the information contained in this Paper.

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