

## Foreword

Annex 14, in addition to specifying certain facilities to be provided at airports, identifies a number of duties to be carried out by airports. The purpose of this manual is to bring under one cover a compilation of various technical functions that are required to be fulfilled by an airport. Most airports will be required to fulfil all of the duties reviewed in this manual. What will vary between individual airports is the size and character of the organization that will be required to fulfil them and the amount of time that each duty will occupy.

The title of the manual refers to airport operational services. This title has been selected to discriminate between those services which relate to the safety and efficiency of aircraft operations and those which relate to such matters as the administration of airport finances and servicing of passengers. Examination of the table of contents will show that the manual treats two aspects of providing airport services. The first two chapters relate to the overall organization and staffing of the operational services. The remaining chapters discuss particular services to be provided by the airport without detailing the responsibilities of individual departments.

In developing the manual, an attempt has been made to describe all operational services provided by the airport. In certain instances, such as for rescue and firefighting, other manuals cover the subjects in greater detail. In these instances, this manual only highlights the requirements of the airport and provides a reference to specific ICAO documents. For other aspects, such as flight checking of visual aids, detailed material is provided.

This manual was prepared by the ICAO Secretariat, which received assistance from the British Airports Authority. It is important to note that the material contained in the manual may reflect neither the views of the British Airports Authority nor an official ICAO position since it is intended to consist of general guidance on many subjects. It deals with several subjects which are not precisely defined in ICAO regulatory documents. However, it is believed that the manual will be of assistance to States as all airports are required to provide most of the services outlined in this manual.

It is intended that the manual will be kept up-to-date. Future editions will be improved on the basis of experience gained and of comments and suggestions received from the users of this manual. Therefore, readers are invited to give their views, comments and suggestions on this edition. These should be directed to the Secretary General of ICAO.