

# WELCOME TO SOUTHGATE AIRPORT

Airside Security Simulation

ENTER





You'll be shadowing one of our airside crew on today's shift.



**A: Sophie**

Ramp Agent

[See duties](#)



**B: Pedro**

Catering Driver

[See duties](#)





## **Shadowing Sophie – Ramp Agent**

“Join Sophie on her morning shift at the ramp. She manages baggage handling and ground support operations. Her main priority is keeping stand areas safe and clear during aircraft turnaround.

Watch how Sophie stays alert for potential security issues — then help her decide what to do when something unusual happens”.

**Join Sophie Airside**





## **Shadowing Pedro – Catering Driver**

“Accompany Pedro as he prepares his catering vehicle for today’s flights. His job involves loading supplies, securing access points, and maintaining vigilance in restricted zones.

Follow along and support Pedro as he handles real-world airside challenges”.

**Join Pedro Airside**



Proceeding airside...

Proceeding airside...



[Bar 1 – Fade in]: The stand is almost clear for the next departure.

[Bar 2 – 1s later]: Sophie's finishing her ramp checks when she suddenly stops.

[Bar 3 – 1s later]: The load team is signalling for her to clear the area.

**A. Look inside to check for ID.**

**B. Notify security and cordon off the area.**

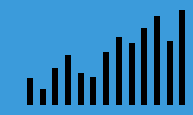
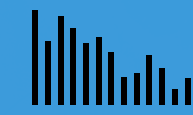
**C. Ask nearby staff if it belongs to them.**

**Confirm Decision**

"That's odd — someone's left a backpack by the trolley."

What should I do?"





## Audio transcript

“Control to Ramp — do not open or move unattended items. Step back immediately.”

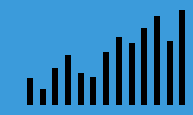
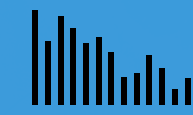
### Onscreen Feedback: Choice A

#### *Layer 2: Negative Feedback*

That breaches a security rule. Never open or move unattended items.

Try Again





### Audio transcript

“Control to Ramp — acknowledged.  
Security team dispatched. Maintain cordon  
until cleared.”

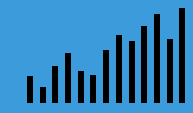
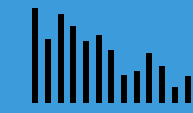
### Onscreen Feedback: Choice B

#### *Layer 1: Positive Feedback*

Good call — you followed procedure. Security has been  
notified.

**Continue**





### Audio transcript

“Control to Ramp — report logged with delay. Minor disruption recorded.”

### Onscreen Feedback: Choice C

*Layer 3: Neutral Feedback*

Delaying your report can cause operational slowdowns.

Try Again





Returning to crew area...



[Bar 1 – Fade in] It's mid-morning on the catering apron. Pedro's preparing supplies for the next flight.

[Bar 2 – 1s later] A van pulls up beside his truck — but the logo isn't one he recognises.

[Bar 3 – 1s later] The driver hands him a catering crate and says, “Just covering for someone — can you take this one straight to Flight 204?”



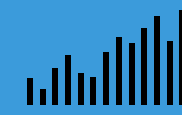
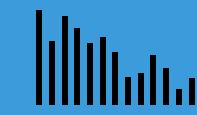
“Hmm... that's odd — the paperwork doesn't look right.

What should I do?”

- A. Accept it — catering gets chaotic sometimes.**
- B. Check the manifest and verify with supervisor.**
- C. Store it for now and sort it out later.**

**Confirm Decision**





### Audio transcript

“Control to Catering — unverified delivery reported. Do not load or distribute until source is confirmed.”

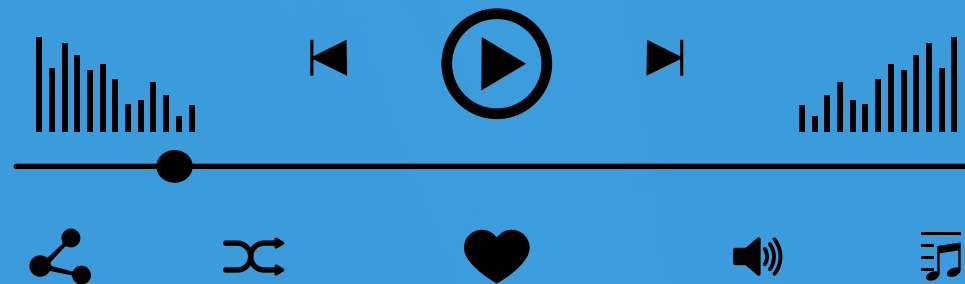
### Onscreen Feedback: Choice A

#### *Layer 1: Negative Feedback*

That breaches a security procedure. Never accept unverified or unscheduled deliveries.

Try Again





### Audio transcript

“Control to Catering — delivery confirmed.  
Thank you for verifying with your supervisor  
before acceptance.”

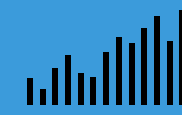
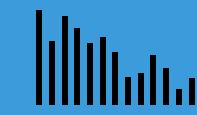
### Onscreen Feedback: Choice B

#### *Layer 1: Positive Feedback*

Good decision — confirming supplier credentials prevents  
unauthorised items entering the supply chain.

Continue





### Audio transcript

“Control to Catering — delayed verification logged. Minor hold on catering load recorded.”

### Onscreen Feedback: Choice C

#### *Layer 1: Neutral Feedback*

Delaying verification increases the risk of contamination or tampering.

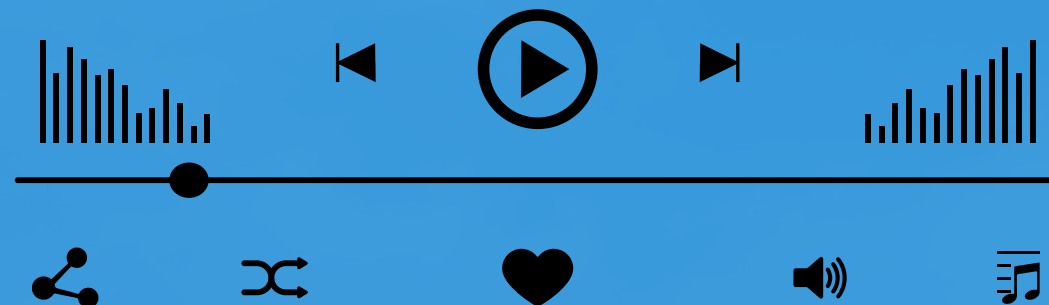
Try Again





Returning to crew area...





### Audio transcript

“Control to all staff — thank you for your cooperation and attention today.  
All airside checks complete. Normal operations may resume.”

You’ve completed your shadowing assignment.

Your actions helped maintain a safe and secure airside environment — just as they do in real operations every day.

Stay alert. Stay aware. Every decision counts.