



# e-Mobby Safe Operating Procedures

29 APRIL 2026



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# Foreword

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In June 2023 ADG recognised that people with restricted mobility that were entering the DIA terminal from the aerobridges needed to have an improved customer experience. This situation was created by the steepness of the aerobridges & their length making it difficult for people with restricted mobility.

Not all airlines had access to electric wheelchairs, and it is very difficult for airline staff to push a manual wheelchair up the aerobridge carrying an adult pax.

In July 2024 after extensive research and discussion with the airlines ADG purchased 5 x e-Mobby electric wheelchairs.

This manual has been produced to provide some simple guidance on the safe use, storage, maintenance & reporting of the e-Mobby wheelchairs by DIA stakeholders.

This manual should be read in conjunction with the e-Mobby Technical Manual.

# Preamble

## Responsibilities

<b>Document Owner</b>	ADG Head of Safety
<b>Who needs to be consulted</b> before changes are made to the document	ADG Head of Terminal Operations
<b>Who needs to be informed</b> of changes to this document	All stakeholders who are involved in the use or maintenance of the e-Mobby wheelchairs

## Record of Issue

Version	Issue Date	Nature of Amendment
0	4 July 2024	Draft
0.1	27 <sup>th</sup> Nov 2024	Update by HSM after handover
0.2	1 <sup>st</sup> May 2025	e-Mobby storage locations allocated
0.3	6 <sup>th</sup> June 2025	e-Mobby use form added
0.4	18 <sup>th</sup> July 2025	e-Mobby key lockers added
0.5	29 <sup>h</sup> April 2026	Reinforcing the requirement that the footboard is not to be used on aerobridges. Include note and picture of cable storage area. Inclusion of a copy of the revised e-Mobby Use Log form.

# Roles & responsibilities

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The use of the e-Mobby electric wheelchairs is restricted to airport stakeholders that have been instructed & deemed competent in the safe use, storage, maintenance and reporting of these units as outlined in this procedure.

Training in the safe handling of passengers is the responsibility of users who will need to comply with their company's policy in this area.

ADG accepts no responsibility for the safe handling of passengers.

The following outlines the additional responsibilities:

## Operator

- Responsible for the safe operation of the wheelchair including passenger & public safety.
- Must be instructed & deemed competent in the use of the wheelchair prior to use
- Must log each use of the wheelchair using the QR code
- Must report any maintenance issues, damages and/ or incidents to the ADG Senior Operations Coordinator, and tag out.
- Ensure they have read and understood the content of this procedure.

## Airlines and Ground Handlers

- Ensure sufficient operators are trained in the use of the wheelchair
- Provide a person of responsibility to coordinate approved wheelchair users & be a point of contact. This person must be competent in wheelchair use.
- Maintain a register of trained operators.

## ADG Terminal Airside Operations Officer (TAOO)

- Report any wheelchair defects to ADG Senior Operations Coordinator and ADG Technical team.
- Report any wheelchair related incidents/accident through the HSE Events App

## ADG Security

Coordinate daily inspections on all electrical wheelchairs to ensure that:

- wheelchairs are returned to their storage location
- wheelchairs are recharged once they reach low level
- wheelchair defects are reported to ADG Senior Operation Coordinator & taken out of service as required.

## ADG Safety team

To provide support for the safe use, maintenance, training and investigation of any safety incidents relating to the e-Mobby units.

# Safe use of wheelchairs

## Operator competency

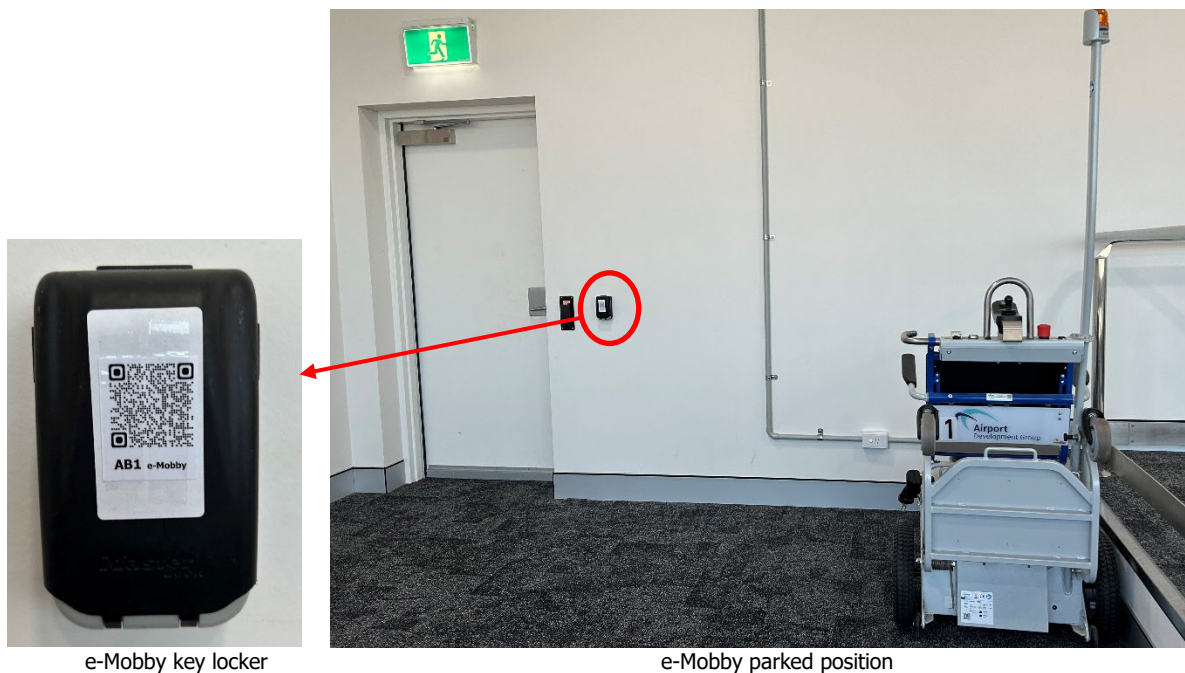
- All operators of the ADG supplied e-Mobby electric wheelchairs must be instructed in the safe use of the chairs and deemed competent to transport passengers in accordance with their respective company policy on passenger handling.
- All operators must have fully read & understood these procedures & deemed competent to operate the wheelchairs, by an approved person.
- Operator training records must be kept by their employer & be made available for scrutiny by ADG as required.
- All operators should review the e-Mobby instruction video: [e-Mobby](#)

## Wheelchair storage

All ADG supplied electric wheelchairs are allocated to a certain aerobridge (AB 1,2,3,4 or 5) & it is important that they are stored in their allocated position.

This is to ensure they are readily available for the next user & are able to be checked for charging purposes and are fit for use at all times.

### Aerobridge 1 (via Gate 11)



e-Mobby key locker

e-Mobby parked position

**Photo 1** - e-Mobby #1 located near access ramp through Gate 11

## Aerobridge 2 (near Gate 10)



e-Mobby key locker



e-Mobby parked position

**Photo 2** – e-Mobby #2 located near Gate 10

## Aerobridge 3 (via Gate 7or 9)



e-Mobby parked position



e-Mobby key locker

**Photo 3** – e-Mobby #3 located in aerobridge 3

### Aerobridge 4 (via Gate 5)



e-Mobby parked position



e-Mobby key locker

**Photo 4** – e-Mobby #4 located in aerobridge 4

### Aerobridge 5 (near Gate 3)



e-Mobby parked position



e-Mobby key locker

**Photo 5** – e-Mobby #5 located near Gate 3

**Note:** When the wheelchairs are stored, the operator foot board should be in the up position

Foot board in up position



## Wheelchair Use

### General

The operator will pick up the wheelchair from its designated storage area and will:

- Log on to the e-Mobby User form using the QR code on the machine or key locker.



e-Mobby control panel showing QR code location

- Enter e-Mobby number, Company name, select staff name (only registered names can operate wheelchairs)
- Conduct quick visual check to ensure no visible damages to the unit

**Note:** Do not operate the wheelchair if noting a damage or a malfunction, note on the user form & contact ADG Senior Airport Operations Coordinator or TAOO (ADM) on duty.

- If safe to use press submit

- Ensure wheelchair is only used to transport pax from or to the aerobridge

**Note:** When collecting passenger, the wheelchair is to remain in the aerobridge and is not to enter the plane.

- Operator is to assist passenger to seat in the wheelchair as per airline’s procedure.
- Once pax is secured in the wheelchair (with the seatbelt), the operator can proceed.
- When clear of the aerobridge, pax are to be transferred to a standard wheelchair,
- The e-Mobby wheelchair is returned to its storage location immediately after use.
- Wheelchair is not to be left unattended in any other location than its designated storage area.
- **Wheelchairs must remain inside the terminal at all times (not safe to use on uneven ground or gutter crossings).**

## QR Code / e-Mobby Inspection Form

The following is a step-through guide on how to complete the e-Mobby Use form. The checklist is a mandatory step prior using the e-Mobby.

This is to ensure that the e-Mobby is safe to use, and any defect is identified and addressed.

**Darwin International Airport**

### E-Mobby Use Log

This log sheet must be filled mandatorily prior to using the E-Mobby wheelchairs at Darwin International Airport.

**Details**

Date Time \* 06/05/2026 11:17 am E-Mobby No. \*

Company \*

**Wheelchair Inspection Checklist \***

- Frame and Structure Checked
- Wheels and Tyres Checked
- Brakes and Wheel Locks Checked
- Seating and Upholstery Checked
- Footplates Checked
- Electronics Checked
- Charging cable stored in allocated area

Has an inspection been undertaken?  
 Yes  No

Is the battery at critical level (orange or red indicator)? \*  
 Yes  No

Is the wheelchair safe to use? \*  
 Yes  No

I'm not a robot

**Submit**

**Step 1** – enter E-Mobby #, Company, name, conduct inspection

Wheelchair Inspection Checklist \*

- Frame and Structure Checked
- Wheels and Tyres Checked
- Brakes and Wheel Locks Checked
- Seating and Upholstery Checked
- Footplates Checked
- Electronics Checked
- Charging cable stored in allocated area

Has an inspection been undertaken?

- Yes  No

Is the battery at critical level (orange or red indicator)? \*


- Yes  No

**Note:** E- Mobby should not be used when the battery is at a critical level. Please list any other problems in the field below (if any) and submit them to notify us. The form will then reload for you to book another wheelchair.

Please list the problems \*

Low battery level, other (if any, as applicable)

CAPTCHA \*

I'm not a robot 

Submit

### Step 1a – If battery not fully charged

#### Note

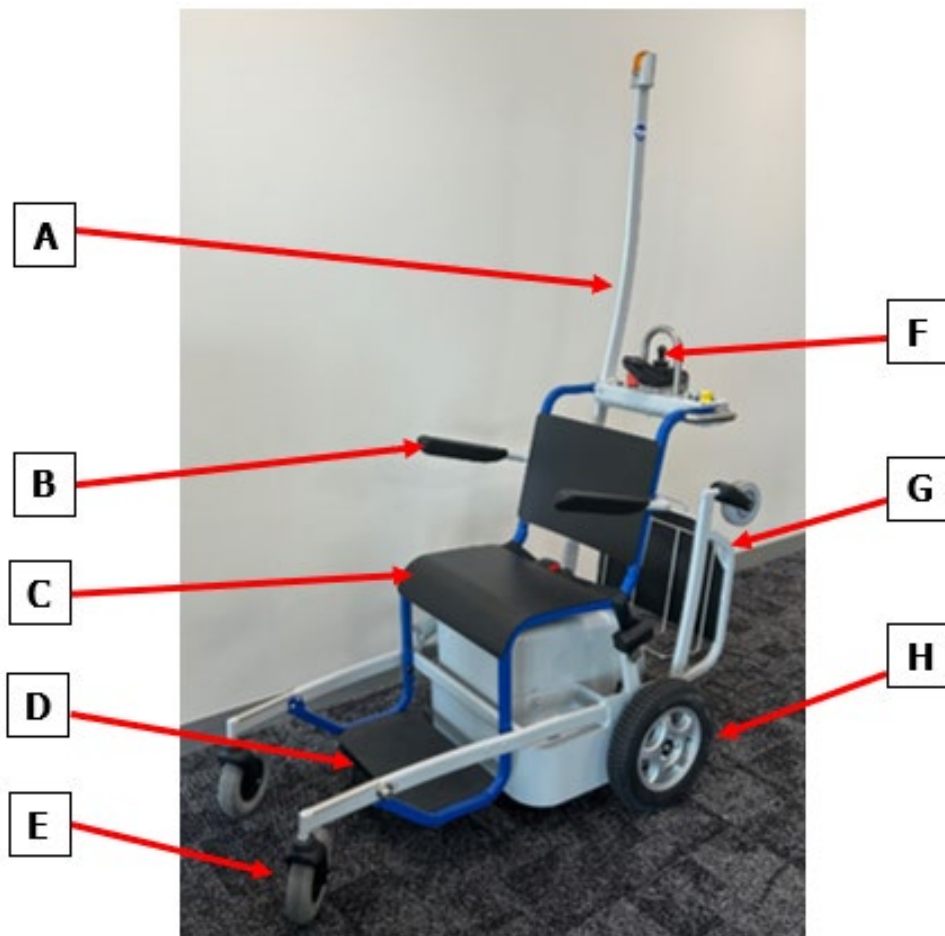
When using the wheelchair, the operator must ensure that the charging cable is properly placed inside the allocated storage area and not left loose or at risk of becoming tangled with other parts of the e-Mobby (refer to the picture below).



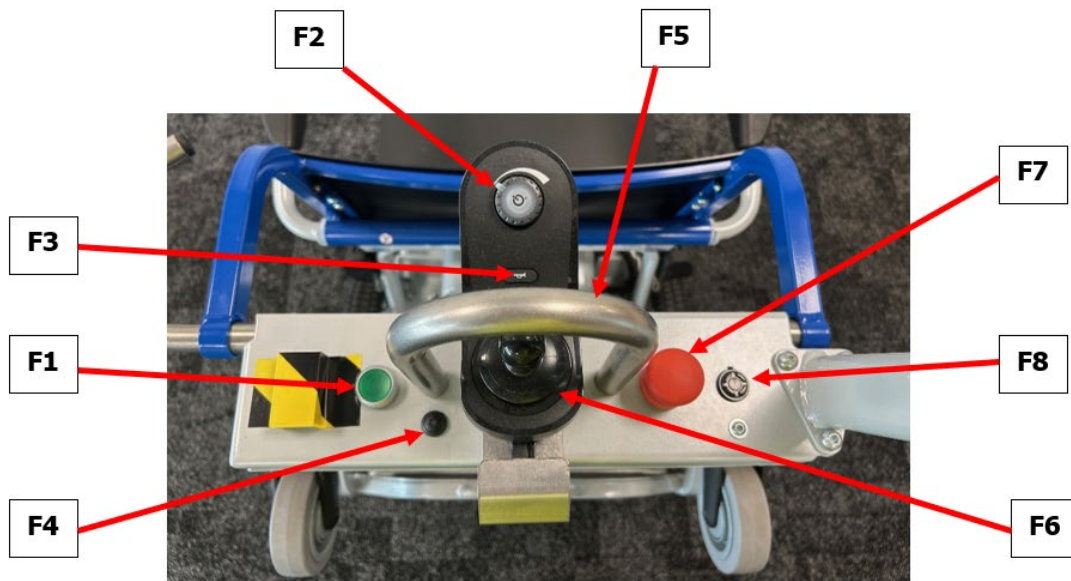
Cable storage area

## Wheelchair features

The e-Mobby wheelchair has a number of key features depicted below:



Ref	Description
A	Signal pole – with flashing light & horn
B	Passenger armrests - moveable up /down
C	Passenger seat – with seat belt
D	Passenger footrest – moveable up /down
E	Front swivel wheels - steering
F	Control Panel (see below)
G	Operator foot board - moveable up /down
H	Electric driven wheels








**F – Control Panel**

Ref	Description	Notes
<b>F1</b>	Power Button - <b>green</b>	To start machine press F1 & F2 simultaneously
<b>F2</b>	Power Button – control panel	To start machine press F1 & F2 simultaneously
<b>F3</b>	Horn – short range	To warn anybody in the path of the wheelchair
<b>F4</b>	Horn – long range	Warning from signal pole
<b>F5</b>	Stainless steel grip	For extra support while driving
<b>F6</b>	Joystick	For driving & steering the machine
<b>F7</b>	Emergency Stop - <b>red</b>	For shutting down machine
<b>F8</b>	Magnetic Fob terminal	Accepts fob to start machine

## Starting Wheelchair





To start the e-Mobby electric wheelchairs follow the steps outlined below:



Step	Description	Photo
1	Pull out Emergency Stop button (F7)	
2	Place magnetic fob on fob terminal (F8)	
3	Simultaneously press Power buttons (F1 & F2)	
4	Keep holding until Power button (F2) turns green, then release.	
5	The wheelchair is ready to drive when power button & battery gauge lights are lit.	

## Driving the wheelchair

Only people that have been instructed in the safe use of the wheelchair & deemed competent by an authorised person can operate these wheelchairs.

The following steps outline the basic operational requirements of the wheelchair:

Step	Description	Photo
1	Select the desired speed by turning Power Button – Control Panel (it is recommended to use a low speed when carrying pax)	
2	Move the joystick in the desired direction & the wheelchair will move. (the joystick is spring-loaded & returns to the home position when released) Hold the stainless-steel grip whilst driving.	
3	When operating the wheelchair, you can walk/ stand behind or stand on the Operator foot board. To lower the foot board, pull the spring-return knob & gently lower the foot board. <b>The foot board is to be used on flat ground level only</b> <b>Note:</b> No stand on the operator foot board to be used when in the aerobridges, due to low headroom and the slope in the aerobridges.	
4	When positioning pax on the wheelchair follow your airlines procedure. To assist in this process, you can raise & lower the pax foot board.	

	<p>To further assist you can raise and lower the armrests &amp; utilise seatbelts</p>	
<p>5</p>	<p>To turn off the wheelchair press the Emergency Stop button (F7) &amp; remove magnetic fob</p> <p><b>(Note:</b> never leave magnetic fob in unattended wheelchair)</p>	

## Charging the Wheelchair

- The wheelchairs are only to be charged by an authorised person.
- Do not operate if wheelchair is low on charge (One orange light indicator on the battery gauge indicator), tag out & contact ADG Senior Operation Coordinator or TAOO (ADM) on duty.

## De-activating park brake

Normally the park brake is in the locked position (Photo below refers) which will prevent the machine from being manually pushed. This is released automatically when the wheelchair is started allowing it to operate.

The brake on the operating wheelchair automatically operates in a dead man control (ie; the brake automatically activates when the joystick is released).

If the machine has to be manually pushed the park brake will need to be in the unlocked position (Photo below refers).



**Park brake - Locked position** (normal)



**Park brake - Unlocked position** (manual operation only)

**NOTE:** Always return the Park Brake to the Locked Position