

Operational Advice Notice

02 June 2020

Handling of Ad-hoc/Charter flights

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It is the responsibility of all employers to ensure that relevant OANs are brought to the attention of their staff. However, individuals remain responsible for their own actions and those who are in any doubt should consult their Supervisor or Manager.

1. Introduction

The purpose of this Operational Advice Notice (OAN) is to provide Team Heathrow partners with guidance and a reminder of their responsibilities whilst handling ad-hoc/charter flights. Please note that Appendix A - *Application for Aircraft Ad-hoc/Charter Flights Form* accompanies this document.

2. Definitions

Abbreviation	Description
ACL	Airport Coordination Limited
AHM	Airport Handling Manual
PPE	Personal Protective Equipment
GSE	Ground Support Equipment
CAA	Civil Aviation Authority
FB tag	Fall Back tag

3. Ad-hoc/Charter Flights

3.1 Approval Process

3.1.1 Once the ground handling agent has received confirmation from the airline/aircraft operator that they will be providing ground handling services for the flight, they must submit evidence to Heathrow Airport Ltd that a contract is in place (e.g. AHM30 form).

3.1.2 The ground handling agent must also submit the attached *Application for Aircraft Ad-hoc/Charter Flights Form* (Appendix A) from the airline with all the details (or so far as possible) to: LHRSTAFF@acl-uk.org and Stand.planning@heathrow.com. This form must be provided as soon as possible, but no less than 24 hours before the flight is due to arrive.



3.2 Aircraft Turnaround

- 3.2.1** It is the responsibility of the nominated Ground Handling Agent to manage safety around the aircraft during turnaround, in partnership with other service providers.
- 3.2.2** The appointed Ground Handling Agent must ensure that if any representative from the airline/aircraft operator that disembarks the aircraft during the turnaround is made aware of safety requirements in place at Heathrow. This includes:
- Ensuring that any representative from the airline/aircraft operator is in possession of the correct PPE.
 - Ensuring that any representative from the airline/aircraft operator remains within the double whites and does not enter the manoeuvring area.
- 3.2.3** The appointed person in charge of the turnaround must advise flight crew that cabin doors must not be opened without appropriate GSE in place to prevent falls from height.

3.3 Handling of Cargo in the Passenger Cabin

- 3.2.4** As a result of COVID-19, some airlines are using the aircraft cabin to transport cargo.
- 3.2.5** Ground Handling Agents must ensure that they have valid risk assessments for conducting such activity and have appropriate controls and procedures in place.
- 3.2.6** Due to the risk of manual handling injuries, and the potential for a fall from height with carrying cargo to/from passenger cabin, under no circumstance should any ground handler or service provider carry cargo down steps from the aircraft to the apron or vice versa.
- 3.2.7** Airlines and Ground Handling Agents must ensure that they have appropriate specialist high lift equipment and safe systems of work to facilitate the loading and offloading of such cargo (i.e. Ambulift, High lift vehicle, ULD elevator).
- 3.2.8** Where there are two or more Ground Handlers/service providers involved in the turnaround, there should be a level of cooperation and coordination to ensure that procedures are aligned to mitigate the risk of injury and damage.

4. Approvals

The handling agent **must** send details regarding the flight using the *Application for Aircraft Ad hoc/Charter Flights Form* (Appendix A) which is attached to this document before a slot can be allocated. The form should be sent to both: LHRSTAFF@acl-uk.org and Stand.planning@heathrow.com this information as soon as possible but no less than 24 hours before the flight is due.



5. Additional information

The airline/aircraft operator must meet and have understood the following requirements:

- The airline holds a valid CAA operational licence
- The airline or Ground Handling Agent have made suitable arrangements for the removal and recovery of a stationary or disabled aircraft.
- The airline is aware of and fully understands the night flight restrictions at Heathrow.
- If applicable, the airline is aware of and fully understands the additional security arrangements in the Cargo Terminal area.
- The airline has a process in place for passenger / crew coaching requirements should the aircraft develop technical problems.
- The airline has arranged suitable provision for PRM passengers.
- The airline is aware that self-parking (without the use of Stand Entry Guidance or an aircraft marshaller) and self-manoeuvring push backs are not permitted.
- The airline is aware that mandatory occurrence reports for safety occurrences which occur at Heathrow should be reported to the Aerodrome Safety and Assurance Team at airside_safety@heathrow.com. Heathrow also encourages voluntary safety reports and observations that may help to improve safety.

6. Privacy details

- Heathrow Airport Limited collects and stores your name, address, email, telephone number for the purpose of processing an application for Aircraft Ad-hoc or Charter flights. We may also share such information on an ad-hoc basis with ACL, UK Department for Transport and UK Border Forces.
- The processing of your personal information is necessary for the performance of a task we carry out to ensure we have a contract for all airlines that operate out of Heathrow.
- We will delete all personal information associated within this form 2 years after the flight has departed.
- You may submit an information enquiry or make a complaint about how we have processed your personal information by emailing: privacy@heathrow.com
- Please be aware that the CAA is subject to the Freedom of Information Act, which means we may need to release information you have supplied to us. However, we would never disclose your personal information without first obtaining your consent.

7. Enquires

Any questions regarding this document should be addressed to the Airside Operations Standards Team airside@heathrow.com. Additional information such as Operational Safety Instructions (OSIs), Safety Alerts and other Operational Advice Notices (OANs) can be found at heathrow.com/airside/useful-publications

