S Aerodrome Safety

Ground Operations

Operational Safety Instruction
Aircraft Arrival Procedure on Stand

18th June 2020

ASGrOps_OSI_021

V 3.0

> It is the responsibility of all employers to ensure that relevant OSIs 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

1.1   This instruction informs the airport community of the requirements with respect to the arrival of an aircraft onto stand.

1.2   For the purposes of this instruction, the arrival phase is from when the aircraft manoeuvres onto the stand from the taxiway, to the engines being shut down and the anti-collision lights being switched off.

1.3   For instructions on aircraft turn around procedures please see ASGrOps_OSI_022 Aircraft Turn Round Procedures.

1.4   For instructions on aircraft departing procedures please see ASGrOps_OSI_023 Aircraft Departure Procedures Off Stand.

2. Definitions

Abbreviation	Description
ASD	Airside Safety Department
FEGP	Fixed Electrical Ground Power
FOD	Foreign Object Debris
GPU	Ground Power Unit
IDAHO	Information Database for Airlines and Handling Organisations
SEGS	Stand Entry Guidance System (also known as Visual Docking Guidance System VDGS)

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3. Pre-Arrival Inspection

3.1 The airline/ground handler or marshaller must conduct an inspection of the stand prior to an aircraft entering it. This check should be made on foot, covering the full length and width of the stand. The following checks must be made during this inspection;

3.1.1 Area clear of vehicles and equipment i.e. chocks, cones, FEGP extensions, GPUs, dollies etc.

3.1.2 Airbridge(s) are fully retracted and parked in the marked positions

3.1.3 The area is clear FOD

3.1.4 The stand is free from spills, contaminants and hazardous surface conditions i.e. ice, snow, standing water.

3.1.5 There are no unsafe unsafe conditions which may present a hazard to staff or passengers

3.2 Any issues identified during the stand inspection which cannot be dealt with at the time (picking up FOD, moving vehicles), must be referred to ASD for support. Under no circumstances must the SEGS be activated until all unsafe conditions have been resolved.

3.3 If the safety check is completed satisfactorily, the SEGS can then be activated. Switching on the SEGS signifies to the flight crew that the stand is safe to receive the aircraft.

3.4 If the SEGS is unserviceable or there is no SEGS, the airline/handling agent should contact Airfield Operations to request a marshaller. The SEGS must remain switched off.

3.5 Flight Crew must not taxi onto stand (cross the double white lines at the back of the stand) unless the SEGS is illuminated or a marshaller has signalled clearance to proceed. (UK AIP, EGLL AD 2.9 refers).

4. Use of the Stand Entry Guidance Systems (SEGS)

4.1 General

4.1.1 The vast majority of stands are equipped with SEGS (see picture below). They are displayed on plates affixed to the front of the terminal or other structures within the pilots' forward line of sight. All SEGS have a timing device that switches the system off after a set period (usually 20 minutes).

4.1.2 The operating panel for the SEGS is located at apron level of the head of stand (see picture below). The system is activated one of two ways; locally or via the networked IDAHO, both require input from the aircraft dispatcher.
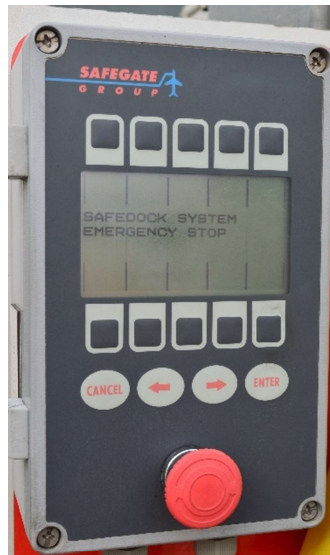
4.2 Operating the SEGS

4.2.1 Only appropriately trained staff should operate the SEGS. Training is delivered by approved Airline and Ground Handling staff.

4.2.2 When the SEGS is not networked the control panel requires the aircraft dispatcher to select the inbound aircraft type, confirm the information displayed is correct and then activate the SEGS.

4.2.3 When the SEGS is networked through IDAHO the flight number and aircraft type are sent to the operating panel in advance of aircraft arrival. The flight dispatcher should confirm the information displayed on the operator panel is correct and then press 'Confirm'.

4.2.4   The SEGS will carry out a self-test prior to aircraft arrival on stand, if successful the selected aircraft type will be displayed (see picture below). If the self-test fails, an error message will be displayed. The aircraft will need to be marshalled onto its stopping point.

4.2.5   If an aircraft is present on stand, or partially on stand, prior to the activation of the SEGS the aircraft may be recognised/identified by the system as an obstruction and guidance will not start. In these circumstances the aircraft will need to be marshalled onto its stopping point.

4.3   Emergency Stop Procedures

4.3.1   All staff must remain vigilant to the possibility of stand infringements during this critical parking phase.

4.3.2   SEGS 'Emergency Stop' buttons are installed at the head of every aircraft stand. Stands that are served with an airbridge/jetty will have an additional SEGS Emergency Stop button at every bridgehead.

4.3.3   There must always be a member of staff positioned next to the Emergency Stop button of the SEGS during the aircraft arrival on stand. They have the responsibility to monitor the aircraft arrival on stand, they must have visual contact with the aircraft at all times to ensure aircraft safety

4.3.4   All staff involved in the aircraft turnaround should not hesitate to activate either of the Emergency Stop buttons if there is any doubt about aircraft safety.

4.3.5   Activation of either of these buttons will display a flashing 'STOP' message at the head of the stand within the pilot's line of sight (see picture below).

5. Marshalling and Leader Service

5.1 A marshalling service is provided by the ASD for those stands that are not equipped with SEGS or where the guidance system is unserviceable. This service is available on request by calling 0208 745 6024. Please note a charge may be levied where the SEGS is found to be serviceable.

5.2 Only trained ASD personnel are authorised to marshal aircraft.

6. Use of Ground Power Prior to Engine Shutdown

6.1 In certain circumstances, such as APU failure, the aircraft may require ground power prior to engine shutdown. Under these conditions appropriately trained ground staff may approach the aircraft to attach ground power, refer ASDRVE_OSI_018 Aircraft Fixed Electrical Ground Power.

6.2 Under normal operating conditions the Aircraft Auxiliary Power Hierarchy states that FEGP should be used, refer ASEnv_OSI_078 Use of Aircraft Auxiliary Power Units. Some stands, such as MARS stands, the FEGP coil is underslung from the jetty. Stands with underslung FEGP coils should use GPUs to supply power to the aircraft in event of APU failure.

7. Completion of the Arrival Procedure

7.1 The arrivals procedure is concluded with the aircraft safely parked by means of either the SEGS or with the assistance of a marshaller.

7.2 With exception of the above condition (setion 6) only when the aircraft has come to a complete stop, the aircraft engines shut down and anti-collision lights turned off may staff approach the aircraft to chock it and commence turnaround procedure, refer Aircraft Turnaround Procedures ASGrOps_OSI_022.

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8. Aircraft Towed Onto Stand

8.1   For operational instructions on Aircraft Tugs Push Back and Towing please refer to ASGrOps_OSI_026.

8.2   In respect of this instruction, The Tug Driver has the same obligations as the Ground Handling staff to receive an aircraft and should conduct a visual inspection of the stand to ensure it is safe to receive the aircraft.

9. Aircraft Blast and Fumes

9.1   (UK AIP, EGLL AD 2.20 Local Traffic Rules) requests that flight crew use minimum power at all times when manoeuvring on the taxi-ways and apron. This is of importance when manoeuvring near works areas, and in the apron cul-de-sacs where jet blast can affect adjacent stands.

10. Emergency Telephones

10.1   All stands, (or a pair of stands) at Heathrow have an emergency telephone situated at the head of stand. Staff should familiarise themselves with the location and signage associated with these telephones, in order to access them promptly in the event of an emergency.

10.2   Emergencies must be reported as follows: -

10.2.1   Emergency Telephones – Lift the handset and wait for the Heathrow Operator
10.2.2   Heathrow Telephone/Mobiles – Dial 222
10.2.3   British Airways Extensions – Dial 2222
10.2.4   External Telephone/Mobiles – Dial 020 8759 1212

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11. References

ASGrOps_OSI_023 Aircraft Departure Procedures Off Stand

ASGrOps_OSI_022 Aircraft Turn Round Procedures

ASGrOps_OSI_026 Aircraft Tugs Push Back and Towing

ASDRVE_OSI_018 Aircraft Fixed Electrical Ground Power Operating Procedures and Conditions of Use

ASGrOps_OSI_081 Airside Cleanliness and FOD Management

UK AIP, EGLL AD 2.9

UK AIP, EGLL AD 2.20 Local Traffic Rules

12. Enquires

12.1 Any enquires relating to this instruction should contact Airside Operations on 0208 745 6459