

# Operational Safety Instruction

## Aircraft Turnround Procedures

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 Airlines and Handling Agents of the standards and/or recommended practices of Heathrow with respect to the turnround of an aircraft on stand. The Instruction is not exhaustive, and airlines and handlers will wish to add and expand on the themes.
- 1.2 For the purpose of this Instruction, the period covered by the turnround process is considered to be from when the aircraft shuts down its engines, and the anti-collision lights are turned off, to the aircraft being ready for push-back off stand.
- 1.3 Associated Operational Safety Instructions cover the Arrival Procedure (ASGrOps\_OSI\_021 Aircraft Arrivals Procedure on Stand) and Departure Procedure (ASGrOps\_OSI\_023 Aircraft Departure Procedures off Stand).
- 1.4 Other OSIs cover the specific use of Airbridges, Fixed Electrical Ground Power (ASDRVE\_OSI\_018 Aircraft Fixed Electrical Ground Power Operating Procedures and Conditions of Use), Pre-Conditioned Air Units (ASEnv\_OSI\_055 Airside Environment - Pre Conditioned Air Rules and Procedures) and the Fuelling of Aircraft (ASGrOps\_OSI\_019 Fuelling of Aircraft).
- 1.5 ASGrOps\_OSI\_022 V1 is hereby cancelled.



## 2. Definitions

| Abbreviation | Description                   |
|--------------|-------------------------------|
| ACL          | Airport Co-ordination Limited |
| AOU          | Aircraft Operations Unit      |
| CAA          | Civil Aviation Authority      |
| CAP          | Civil Aviation Publication    |
| GSE          | Ground Servicing Equipment    |
| HSG          | Health and Safety Guidance    |
| MARS         | Multiple Aircraft Ramp System |
| TBL          | Towbar-less Pushback Tractor  |

## 3. Safety Procedure

### 3.1 The Turnround Plan

**3.1.1** 'The Aircraft Turnround Plan (Heathrow Airport)' was developed in conjunction with Heathrow and the Airport Users Committee. This provides a common framework and guidance for all airlines and ramp service providers operating at Heathrow. In creating this plan the CAA publication CAP 642 "Airside Safety Management", which incorporates the previous Health & Safety Executive document HSG 209 'Aircraft Turnround', was referenced.

**3.1.2** While CAP 642 stresses individual responsibilities of airlines, service providers and the airport operator it also recognises that effective, safe operations can only be provided through co-operation and co-ordination of all the companies involved during the turnround process. Therefore, the need to identify a supervisor (Turnround Coordinator) to be in control is essential.

**3.1.3** Heathrow recommends that each airline operating at Heathrow should establish a formalised Turnround Plan, with a Turnround Co-ordinator identified, to ensure consistent compliance with industry best practice.

**3.1.4** Heathrow Airside Operations will monitor turnround activity at the aircraft side, to ensure compliance with minimum safety standards.

### 3.2 Chocking of Aircraft

**3.2.1** Heathrow mandates that aircraft should be appropriately chocked as soon as possible. Chocking should be undertaken in accordance with airline procedures, but staff should not approach the nose gear until:

- i) the anti-collision lights are turned off
- ii) the engines have shutdown, are spooling down and idle



**3.2.2** In any event, when the flight crew have left the cockpit after the arrival on stand, the aircraft must be appropriately chocked. Ultimately it is the airline/handling agent's responsibility to ensure the aircraft is safely chocked.

**3.2.3** Unattended chocks close to the stand centreline can present a safety hazard. They can also cause arriving aircraft 'holding off' due to obstruction. Heathrow supplies chocks on each stand:

- i) 10 For a wide body stand
- ii) 6 For a narrow body stand
- iii) 12 For a MARS (Multiple Aircraft Ramp System) stand

These should be returned to the head of stand equipment storage area when not in use. Heathrow recommends that airlines and handlers who have their own additional chocks have procedures to safely store them when not needed.

**3.2.4** Heathrow chocks are considered essential safety equipment. They are not to be removed from stands or used for other purposes than that for which they were provided.

**3.2.5** If the correct number of chocks are not available on the stand replacements can be requested from Airfield Operations on 020 8745 6459.

### 3.3 Safety Cones

**3.3.1** Over an average year, a substantial number of accidents occur at Heathrow in which parked aircraft are damaged by vehicles manoeuvring around them during the turnround process. Some accidents caused by vehicles result in damage to engine cowlings and wing tips. To aid drivers, it is required that safety cones are placed at appropriate points around the aircraft to highlight vulnerable areas.

**3.3.2** Heathrow and the Airline Operators Committee recognise the use of such safety cones as best practice and their deployment around the aircraft is mandated.

**3.3.3** Heathrow equips each aircraft stand with 8 'Safety Cones' which are located on a purpose built trolley in a marked area at the head of stand.

**3.3.4** As a minimum, cones should be used to mark the locations of wing tips and engine pods. Airlines and Ground Handlers should develop their own procedures to achieve this. Should their risk assessment demand additional cones positioned around the aircraft these will need to be provided by the ground handler or airline. The cones must only be removed when the aircraft is ready to depart.

**3.3.5** Airlines and Ground Handling companies will be required to train their staff in the use of the cones and ensure operating procedures include their use where appropriate. This includes the requirement to remove any cones in use during a strong wind warning.



**3.3.6** The Airline or Ground Handler is responsible for returning the cones to the designated safe storage area after use, thereby reducing the risk of subsequent arriving aircraft 'holding off' due to obstruction caused by abandoned cones.

**3.3.7** Safety cones and/or trolleys designed for their transportation are considered essential safety equipment. They are not to be removed from stands or used for other purposes than that for which they were provided.

**3.3.8** If the correct number of cones are not available on the stand replacements can be requested from Airfield Operations on 020 8745 6459.

### **3.4 Aircraft Cabin Doors Open Without Ground Equipment in Position**

**3.4.1** Cabin doors must not be opened or closed without suitable equipment to prevent a fall being in position.

**3.4.2** Equipment for the prevention of falls must not be removed from an open cabin door.

**3.4.3** A door strap is not an acceptable form of equipment for preventing falls. Passenger door engineering nets are considered a safe alternative but can only be attached whilst there is additional equipment positioned to protect the personnel from a fall.

### **3.5 Safety of Passengers on the Apron**

**3.5.1** It is the airline/handling agent's responsibility to ensure that any passengers crossing the apron (during embarking or disembarking) or are on the apron for a longer period (such as baggage reconciliation) are supervised.

**3.5.2** Ground staff must always remain vigilant to ensure passengers do not deviate from the intended safe walking route. It is essential that there are enough personnel to safely monitor passengers whilst on the apron at all times.

### **3.6 Fuel Hydrant Emergency Stop Facility**

**3.6.1** The Fuel Hydrant Emergency Stop facility is in the form of a break glass unit, located at the head of the stand. Staff should familiarise themselves with the location and signage associated with this emergency facility in order to access it promptly should the need arise. Breaking the glass will cut off fuel to the stand which has been activated and stands adjacent to it. It should be used in the event of an aircraft fire, a major hydrant leak or a fire near an aircraft. Operation of this break glass must be followed by a 222 call on the stand emergency telephone, which is usually (but not always) co-located with the Fuel Hydrant Stop break glass unit.



### 3.7 Emergency Telephones

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

### 3.8 Charter Flights

**3.8.1** As part of the process for ACL to accept a charter flight into Heathrow, there must be communications between ACL and the Ground Handler to ensure that they have access to the correct GSE for the aircraft type that they are required to handle. Consideration for pushback capability including correct tow bars or TBL availability must be made.

### 3.9 Enquiries

**3.9.1** It is important that the contents of this Instruction are given the widest circulation amongst ground staff associated with the turnround of aircraft.

**3.9.2** Any questions concerning this Instruction should be addressed to the Heathrow Duty Manager Airside, telephone 020 8745 7373.

## 4. References

ASGrOps\_OSI\_021 Aircraft Arrivals Procedure on Stand

ASGrOps\_OSI\_023 Aircraft Departure Procedures off Stand

ASDRVE\_OSI\_018 Aircraft Fixed Electrical Ground Power Operating Procedures and Conditions of Use

ASEnv\_OSI\_055 Airside Environment - Pre Conditioned Air Rules and Procedures

ASGrOps\_OSI\_019 Fuelling of Aircraft

Health & Safety Executive document HSG209

CAP 642 Airside Safety Management

