



Ground Operations

10th February 2023

ASGrOps_OSI_045

V2.0

Operational Safety Instruction

Handling of Electric Mobility Aids

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 To ensure flight safety, when loaded into an aircraft hold, electric mobility aids (such as powered wheelchairs and scooters) **must** be protected from inadvertent operation, short circuit or damage caused by the movement of baggage or cargo.
- 1.2 This Operational Safety Instruction (OSI) sets out the expectation from Heathrow Airport Limited (HAL) in relation to ensuring the safe carriage of electric mobility aids by aircraft operating through Heathrow Airport.
- 1.3 This OSI should be read in conjunction with:
 - 1.3.1 The UK Civil Aviation Authority (CAA) SN-2012/003
 - 1.3.2 ICAO Technical Instructions: ICAO Doc 9284 AN/905
 - 1.3.3 IATA Dangerous Goods Regulations
 - 1.3.4 EC Regulation 1107/2006 (concerning the rights of disabled persons and persons with reduced mobility), in particular Annex I.
- 1.4 Red bars have been added at the side of the document to draw the reader's attention to where changes have been made.
- 1.5 This document supersedes and replaces OSI/29/12.



2. Definitions

Abbreviation	Description
CAA	Civil Aviation Authority
HAL	Heathrow Airport Limited
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
PRS	Passengers Requiring Support
SN	Safety Notice (CAA)
SOP	Standard Operating Procedure

3. Background

- 3.1** The UK CAA SN-2012/003 makes a number of recommendations concerning safety requirements and responsibilities applicable to the carriage of electric mobility aids.
- 3.2** The UK CAA SN-2012/003 recommends specific actions for airport and aircraft operators stating that whilst EC Regulation 1107/2006 and the ICAO Technical Instructions (ICAO Doc 9284 AN/905) allow for tasks of providing assistance to be delegated to a contractor, the airport operator or aircraft operator (as applicable) retains responsibility for meeting the required standards.
- 3.3** HAL recognises that aircraft operators and ground handling service providers must follow the correct procedures required to ensure that electric mobility aids are handled correctly.

4. Legislation

- 4.1** EC Regulation 1107/2006 establishes rules for the protection of and provision of assistance to disabled persons and persons with reduced mobility travelling by air.
- 4.2** The IATA Dangerous Goods Regulations which are based on the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air, ICAO Doc AN/905 are the legal source of regulation for the carriage of hazardous items by air. These regulations must be referenced when establishing procedures for the safe transportation of mobility aid batteries.



5. Responsibilities of Aircraft Operators

- 5.1 HAL requires aircraft operators to be fully compliant with their obligations as prescribed in EC Regulation 1107/2006, ICAO Doc 9284 AN/905, IATA Dangerous Goods Regulations and UK CAA SN-2012/003.
- 5.2 Aircraft operators are to ensure they or their contracted agent make all electric mobility aids safe for flight and are loaded as prescribed in UK CAA SN-2012/003.
- 5.3 Aircraft operators are to ensure they receive or obtain instructions on how the electric mobility aids batteries will be isolated and made safe for flight. Aircraft operators are to provide HAL with the details of their process for doing this upon request.
- 5.4 Aircraft operators are to ensure their turnaround plan includes the activity of electric mobility aids being made safe for flight and loading onto the aircraft.
- 5.5 Aircraft operators and/or any other 3rd parties are to gain that any electric mobility aids have been:
 - 5.5.1 Checked by their staff or nominated agents; and
 - 5.5.2 Deactivated prior to being loaded onto the aircraft.

This written confirmation is to be retained for a period of 3 months and made available to HAL on request as part of ongoing assurance checks.

6. Assurance Process

- 6.1 HAL may undertake assurance activities including reviewing:
 - 6.1.1 The turnaround plan and/or SOP to ensure the activity is included.
 - 6.1.2 Training records to ensure staff are appropriately trained.
 - 6.1.3 Loading paperwork on applicable departures loaded with electric mobility aids.
 - 6.1.4 The loading activity at the aircraft side to ensure compliance with the documented process.
- 6.2 The assurance activity of the loading of electronic mobility aids may be undertaken by Airside Operations.
- 6.3 Documentation may be audited to ensure compliance. Should a non-conformity take place HAL will require a Corrective Action Plan **within 14 days** of notice of the failure. This must detail what actions will be taken to prevent a reoccurrence.



7. Enquiries

Any questions relating to this OSI should be addressed to Heathrow Aerodrome Procedures Team at aerodrome.procedures@heathrow.com.

8. References

- 8.1 EC Regulation 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.
- 8.2 Equality Act 2010
- 8.3 The UK CAA SN-2012/003
- 8.4 ICAO Technical Instructions: ICAO Doc 9284 AN/905
- 8.5 IATA Dangerous Goods Regulations



Document Data

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