



Ground Operations

06th July 2026

ASGrOps_OSI_045

Version 3.0

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 (as defined and recognised by the documents listed in section 1.3 of this OSI) **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 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
- 1.4 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 In this document, Heathrow Airport Limited/HAL has been changed to Heathrow. To avoid repeated red bars, none are added for this change in this document.
- 1.6 ASGrOps_OSI_045 Version 2.0 is hereby cancelled from date of publication of this OSI.



2. Definitions

Abbreviation	Description
CAA	Civil Aviation Authority
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
SN	Safety Notice (CAA)
SOP	Standard Operating Procedure

3. Background

- 3.1** The UK CAA Safety Notice [SN-2012/003](#) (currently in force) recommends specific actions for airport and aircraft operators. Further details are provided in Section 3 of this Notice and should be read in conjunction with the latest ICAO Technical Instructions and IATA Dangerous Goods Regulations.
- 3.2** Whilst [EC Regulation 1107/2006](#) and the ICAO Technical Instructions ([ICAO Doc 9284 AN/905](#)) allow for tasks related to the provision of assistance to be delegated to a contractor, Heathrow retains overall responsibility and oversight for the ground handling of mobility equipment, ensuring that all applicable safety and regulatory requirements are consistently met.
- 3.3** Heathrow 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** The requirements for the carriage of dangerous goods by air are established by the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air ([ICAO Doc 9284 AN/905](#)), which form the basis of the regulatory framework, and are supported by UK [CAA Dangerous Goods](#) guidance and applicable aviation regulations.
- 4.2** The [IATA Dangerous Goods Regulations](#), derived from the ICAO Technical Instructions, provide industry-accepted operational guidance. These documents must be referenced when establishing procedures for the safe transportation of mobility aid batteries.



5. Delegated Responsibilities of Aircraft Operators and Ground Handling Agents

- 5.1** Heathrow requires aircraft operators to be fully compliant with their obligations as prescribed in [ICAO Doc 9284 AN/905](#), [IATA Dangerous Goods Regulations](#) (DGR) and [UK CAA SN-2012/003](#).
- 5.2** Aircraft operators and ground handling agents are to ensure their turnaround plan includes the activity of electric mobility aids being made safe for flight and loading onto the aircraft.
- 5.3** Aircraft operators are to ensure they or their contracted agent(s) make all electric mobility aids safe for flight and are loaded as prescribed in [UK CAA SN-2012/003](#).
 - 5.3.1** They must receive or obtain instructions on how the electric mobility aid's batteries will be isolated/disconnected and made safe for flight.
 - 5.3.2** They must provide Heathrow with the details of their process for doing this upon request.
- 5.4** A written confirmation of these activities and checks is to be retained for a period of 3 months and made available to Heathrow on request as part of ongoing assurance checks.

6. Assurance Process

- 6.1** Heathrow 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 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** Assurance activity of the loading of electric mobility aids may be undertaken by Airside Operations.
- 6.3** Heathrow may audit relevant documentation to verify compliance with applicable procedures and regulatory requirements.
- 6.4** Operators and their contracted ground handling agents are responsible for:
 - 6.4.1** Ensuring that robust procedures are in place for the safe handling and loading of electric mobility aids
 - 6.4.2** Maintaining accurate and up-to-date documentation and training records
 - 6.4.3** Cooperating with Heathrow assurance and audit activities



6.4.4 Promptly address any findings identified during assurance activities

- 6.5 Where a non-conformity is identified, the operator shall provide a Corrective Action Plan **within 14 days** of notification. This plan must clearly detail the root cause, corrective actions, and measures to prevent recurrence, and be implemented within agreed timescales.

7. Enquiries

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

8. References

- 8.1 [EC Regulation 1107/2006](#)
- 8.2 [The UK CAA SN-2012/003](#)
- 8.3 [ICAO Technical Instructions: ICAO Doc 9284 AN/905](#)
- 8.4 [IATA Dangerous Goods Regulations \(DGR\)](#)
- 8.5 [ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air](#)
- 8.6 [Battery-Powered Wheelchairs and Mobility Aids - Guidance Document](#)

