Aerodrome Safety

Adverse Weather

Airside Operational Plan

Heathrow Snow Plan Airside

Winter 2025/26

Heathrow
Making every journey better

Table of Contents

1. Introduction

The Heathrow Snow Plan Airside describes the Heathrow Airport response to a snow event.

The aim of the Heathrow Snow Plan Airside is to provide a synopsis of the activity that Heathrow will undertake as a result of forecasted snowfall.

The objectives of the Heathrow Snow Plan Airside are to:

- Provide adequate response (personnel, equipment and materials) to enable the continued safe operation of the airfield, even if conditions require this to be at a reduced capacity
- Minimise disruption to the operation
- Optimise the available resourcing to support in the delivery of the plan
- Promulgate information on the responsibilities of Heathrow Airport and stakeholders during a winter event
- Meet regulatory requirements

This Heathrow Snow Plan Airside supersedes all previous versions. It is effective from 1st October 2025 to 30th April 2026. The Heathrow Snow Plan Airside is issued with the agreement of NATS and other key stakeholders through the Below Wing Airport Users Committee.

This document will be reviewed annually prior to each winter season. It may also be reviewed on an ‘as needed’ basis throughout the year subject to fundamental impacts for which a review is necessary.

Any enquiries concerning the Heathrow Snow Plan Airside should be addressed to the Airfield Operations Manager, contactable through airsidewinter_operations@heathrow.com

1.1 Regulatory Requirements

This document is published in accordance with the requirements of Regulation (EU) No 139/2014 as retained and amended in UK domestic law (UK Reg (EU) No 139/2014 (the UK Aerodromes Regulation)) under European Union (Withdrawal) Act 2018. All snow clearance procedures will comply with the Acceptable Means of Compliance (AMC) for Operations in Winter Conditions.

2. Definitions

Abbreviation	Description
AfCR	Airfield Control Room
AfDM	Airfield Duty Manager
AIRT	Airside Incident Response Team
AOM	Airport Operations Manager
AODM	Aircraft Operations Duty Manager
AOP	Airport Operations Plan
AOU	Aircraft Operations Unit
APOC	Airport Operations Centre
ATC	Air Traffic Control
BA	British Airways
BAU	Business As Usual
DvC	Demand versus Capacity Balancing Tool
DSP	De-icing Service Provider
HADACAB	Heathrow Airport Demand and Capacity Balancing Group
HADIP	Heathrow Aircraft De-icing Plan
HAL	Heathrow Airport Limited
HOCC	Heathrow Operational Conference Call
HOEC	NATS Heathrow Operational Efficiency Cell
HSPA	Heathrow Snow Plan Airside
HSRF	Heathrow Snow Response Forecast
HTC	NATS Heathrow Traffic Coordinator
IRT	HAL Incident Response Team
IT	Information Technology
MET	Weather data (meteorology)
NATS	NATS Holdings
OC	AOU Operations Controller
RAG	Red, Amber, Green
SMS	Short Message Service (text message)

3. Command and Control

Operationally disruptive events of any nature will require an activation of Heathrow's Command and Control response, whether this response is in a localised or airport wide capacity, is dependent on the nature of the event. The format that is adhered to is a recognised standard of Bronze, Silver and Gold command and control structure.

During winter events, the Heathrow Command and Control structure has a defined remit to ensure that its responsibilities complement that of the Airfield Operations Teams.

3.1 Airport Wide Command and Control

3.1.1 Gold Command

Provides strategic direction and support. The objective of Gold Command is to maintain a strategic overview of the impact on the wider airport operation and, where necessary, engage with airport stakeholders at a senior level. It is led by the Gold Commander and is based at the Heathrow Compass Centre.

3.1.2 Silver Command

Provides tactical coordination, reporting to Gold Command, if activated. It is led by the Silver Commander and is based in the Silver Command Room at the Heathrow Compass Centre.

3.1.3 Bronze Command

Provides operational direction, reporting to Silver Command, if activated. Bronze Command is led by the Airport Operations Manager (AOM) and is based in the Bronze Command Room at the Heathrow Compass Centre.

3.1.4 Incident Response Teams

To support the Airport Wide Command and Control structure, business units have Incident Response Teams that may be activated during an operationally disruptive event.

3.1.5 Airside Tactical Team

The Airside Tactical Team comprises of the AOM, AfDM and the AODM with a purpose of providing tactical guidance on the implementation of the Heathrow Snow Plan Airside.

The Airside Tactical Team are responsible for managing communications throughout and providing the Airport's Incident Response Teams with the relevant information to disseminate to the airport stakeholders. It is not a mandatory requirement for a full stand-up of the airport incident management structure during every snow event – the snow plan can be instigated with support from the Airside Operations management structure. It is important that all stakeholders (external and internal) link, at the appropriate level, into the Command and Control structure.

4. Key Roles within the Heathrow Snow Plan Airside

4.1 Head of Airside Operations

Accountable for Winter Operations Airside and will provide instruction and support during a winter event.

4.2 Airfield Operations Manager

Responsible for ensuring readiness for a winter event and will provide instruction and support during a winter event.

4.3 AfDM (Airfield Duty Manager)

The AfDM is based Airside during a Winter event, and works in conjunction with the Snow Lead, Aircraft Operations Duty Manager, Apron Clearance Manager and appropriate contractor resource to ensure that issues are escalated and managed appropriately in order to achieve the aim and objectives of the Heathrow Snow Plan Airside. The AfDM will ensure that information regarding the progress of the plan is passed through the Heathrow Command and Control structure via the duty Airport Operations Manager.

A support AfDM (known as 'SNOCO1') is also based Airside during an event and focusses upon co-ordinating the clearance of the manoeuvring area (runways and taxiways). SNOCO1 is responsible for ensuring regular runway condition reports are promulgated, in line with the requirements of the ICAO Global Reporting Format.

4.4 Snow Lead

The Snow Lead is based Airside during an event and is responsible for co-ordinating the overall progress of the Airfield clearance, including overseeing aprons, roads, tunnels and other Airside pedestrian areas. The Snow Lead will co-ordinate the delivery of the plan through regular scheduled meetings/conference calls with responsible supervisors/co-ordinators and contracted resource management. The Snow Lead will provide updates on progress, risks and opportunities to the Airfield Duty Manager for onward communication to the Heathrow Command and Control structure.

4.5 Airport Operations Manager (AOM)

The AOM is based in APOC during a winter event and provides support to the operational teams within the airside, terminal, security and passenger experience sectors. They collate and disseminate winter event information to relevant teams and/or stakeholders.

4.6 Aircraft Operations Duty Manager (AODM)

The AODM is based in the APOC during an event and is responsible (in conjunction with the Apron Clearance Manager) for reporting information regarding the status of Apron Clearance to the AfDM and Airport Operations Manager.

The Aircraft Operations Duty Manager works in conjunction with the Airfield Duty Manager and the Snow Lead to ensure that issues are escalated and managed appropriately in order to achieve the aims and objectives of the Heathrow Snow Plan Airside.

4.7 AIRT

During events that will affect normal operations, the Airside Incident Response Team (AIRT) may be activated by the AOM. The AIRT will provide support to the operational teams, where deemed necessary, or when support is requested.

5. Activation

The weather forecast will determine Heathrow Airport's response to a winter event. Throughout the season, if a winter event is shown on the forecast this information is promulgated daily to Airline Operators and Ground Handlers at the HOCC to discuss the latest weather forecast and Heathrow Airport's planned response to the forecast event.

If the risk of snow occurring at Heathrow is deemed to be 30% or more, the Heathrow Snow Response Forecast (HSRF) is created. The HSRF will provide the following;

- Estimated time of onset and cessation
- Probability of Snow falling in %
- Probability of Snow accumulation in cm
- Type of Snow (Wet/Dry)
- Wind Direction
- Temperature and timing of Ice risk, if applicable
- Summary

6. Response Levels

There are four response levels that can be initiated, providing the operation with flexibility, delivering resource levels that are commensurate to the weather forecast. The likely onset, accumulation and duration of the forecasted event will be considered when a decision is made on which response level is to be instigated. The Airside Tactical Team will review the weather forecasts in conjunction with the Airfield Operations Manager and/or the Head of Airside Operations before an agreed response level will be initiated.

Timely activation is important to ensure that the Winter Operations Teams are mobilised to prepare, in readiness for a winter event. It is intended that Winter Operations Teams will be activated and in place prior to the start of a winter event; nevertheless, it should be recognised that the actual weather on the day may differ from that forecasted.

It is Heathrow's objective to always err on the side of caution regarding a winter event and resource may be stood up and stood down without any snowfall.

Once a decision has been made to activate the Heathrow Snow Plan Airside and dependant on the severity of the forecast event, either 'Demand vs Capacity' or HADACAB procedures may be employed.

7. Heathrow Procedures for Temporarily Reduced Capacity

The Heathrow Capacity Constraints Policy contains 3 stages of intervention designed to constrain demand during periods of reduced capacity, such as those caused by adverse weather. The aim of a demand reduction is to restrict air traffic or passenger flows to ensure a deliverable schedule for all airlines that falls within the normal operating constraints of the Airport.

Snowfall with expected accumulations falling within a 24 hour period are likely to trigger a 'Stage 2' capacity intervention; where typically a schedule reduction of 10% or less is required. In the event of snowfall expected to last longer than 24 hours and requiring a schedule reduction of more than 10%, a 'Stage 3' capacity intervention is likely to be required. A more detailed matrix is included below to indicate which stage is likely to be invoked.

Incident Recovery Matrix

Capacity Reduction ↓

Impact / Approx. Duration	0 – 4 hours	4 – 10 hours	10 – 24 hours	> 24 hours
<3%	Stage 1	Stage 1	Stage 1	Stage 1/2
<=10%	Stage 2	Stage 2	Stage 2	Stage 3
10 – 25%	Stage 2	Stage 2	Stage 2/3	Stage 3
25 – 50%	Stage 2	Stage 2/3	Stage 3	Stage 3
>=50%	Stage 3	Stage 3	Stage 3	Stage 3

Event Duration →

A 'Stage 2' intervention will be in addition to a Stage 1 intervention. It will require an Enhanced HOCC call to be held and the Capacity Intervention Cell (CIC) to be convened to communicate the event details. An output from the HOCC and the CIC may be that a demand reduction is mandated by Heathrow, alongside other measures to assure that capacity and demand are balanced.

A 'Stage 3' intervention will usually be taken in addition to Stage 1 and 2 interventions. It will require the 'Capacity Planning Cell' to convene and agree the capacity reductions for the event, and an Enhanced HOCC/Capacity Intervention Cell to be held to communicate Stage 3 capacity reduction measures.

Further information on Capacity Management can be found in the Heathrow Capacity Contracts Policy (September 2025) and in Local Rule 4 (Heathrow Procedures for Temporarily Reduced Capacity)

8. Information Management and Communication

Information is designed to flow up and down the Heathrow organisational structure, as set out in the Command and Control section. All decisions will pass through the Heathrow organisational structure until it reaches a role that has the relevant authority to provide guidance or take action.

9. Communication Tools

The Heathrow Snow Plan Airside communication plan will utilise the existing airport telephone and radio system. Airside's response to a winter event will be managed through the airside management radio system using five talk groups that are dedicated to Winter Operations. These talk groups will become operational and utilised on the activation of the Winter Operations Teams.

10. Conference Calls

10.1 Internal Conference Calls Prior to and During Events

To facilitate the flow of information and situational awareness, conference calls will take place at planned intervals. Internal conference calls will be chaired by the AOM or nominated responsible role and will require the following in attendance:

- Airfield Duty Manager
- Aircraft Operations Duty Manager and/or Apron Clearance Manager (if activated)
- Airside Incident Response Team (if activated)
- Head of Airside Operations, or…
- Airfield Operations Manager

The internal conference call (or Microsoft Teams) schedule and dial/log in details will be promulgated at the start of each event and can be adjusted accordingly should the operational commitments dictate.

At Snowfall T-4 hours, a conference call will be held by the Airside Tactical Team. This call should follow a prescriptive format but will include, at a minimum weather, resource capacity and operational updates. The Aircraft Operations Duty Manager will provide the necessary information relating to impact on operations.

A further conference call should be held by the Airside Tactical Team prior to the onset of snowfall to provide an update on their ability to deliver the Heathrow Snow Plan Airside. This call must take place once resources have been confirmed or it has become apparent that there is a risk to the resourcing of the plan.

It is the responsibility of the Airside Tactical Team to establish an appropriate call schedule in the preparation and throughout the delivery stages of a winter event.

10.2 External Conference Calls

During winter events, Heathrow Operations Conference Call (HOCC) schedule will continue throughout. However, the Aircraft Operations Duty Manager may schedule additional conference calls to update the airlines and ground handlers on the snow clearance progress.

10.3 Promulgation of Information

The Airport Operations Manager is responsible for providing information to the Heathrow Communications department who will cascade via the appropriate channels.

11. Personnel

The amount of personnel that are stood up in response to a winter event is dictated by the potential impact. This support is made up of Heathrow direct employees and third-party contractors.

12. Facilities

Facilities are stood up in support of the winter event and are commensurate to the number of responding personnel. These are a combination of Welfare and Standby areas and are located strategically around the airfield.

13. Vehicles

All of the equipment utilised in the plan shall be serviced and maintained in accordance with manufacturer requirements.

Vehicles are prepositioned at Plant Call Forward Points where the operational teams conduct duty inspections. All snow equipment is a priority fault when reported during a winter event. Any defects throughout an event will be tracked by the Vehicle Coordinator who will report deficiencies to the Logistics Team..

13.1 Snow Vehicles

The vehicles listed within this index are to be used at the discretion of the Airside Tactical Team and whilst every measure will be taken to maximise efficiency, all vehicles may not be deployed at the same time.

Type of Vehicle	Quantity available
Manoeuvring Area	
Plough Sweep Blow (Primary Snow Clearing Vehicle)	23
Liquid Anti-Icing Vehicles	7
Snow Cutter	2
Apron Area	
Large Tractor (c/w blade or blade/brush combination))	40
Small Stand Tractor	22
Combi De-icer (Liquid/Solid)	13
Large Tractor (c/w blade and liquid anti-icing product sprayer)	12
Cat Hog (Large Blade)	2
Baggage Tractor (Small Plough)	4
Gritter	4

14. Winter Operations Teams

All personnel activated to facilitate the Heathrow Snow Plan Airside, both Heathrow and contractors, receive the necessary training to meet their role requirements. Training records will be held by Heathrow and the relevant contractors.

At an operational level there are four teams that are defined within a response to a winter event:

- Winter Operations Event Team
- Manoeuvring Area Clearance Team
- Apron Clearance Team, including Ancillary Areas Teams (roads, walkways, tunnels etc)
- Logistics Team, including Snow Stockpiling Team

14.1 Winter Operations Event Team

The Winter Operations Event Team plan Airside's response to winter events and communicate this through the publication and implementation of the Heathrow Snow Plan Airside and supporting documentation.

The Airfield Operations Manager will work closely with the Airside Tactical Team to ensure that an appropriate response has been deployed with updates on resource and applications from third parties.

The Winter Operations Event Team consists of the Head of Airside Operations, Airfield Operations Manager, Airfield Operations Support Manager, Airfield Operations Training Assurance & Operational Projects Manager and Airfield Operations Support Specialists.

14.2 Manoeuvring Area Clearance Team

The Manoeuvring Area Team is led by an Airfield Duty Manager (callsign SNOCO1), who will manage and coordinate the clearance and treatment of the manoeuvring area. SNOCO1 will plan and implement the best approach for the clearance of the manoeuvring area. In doing so, they will take into account the current operation and other influencing factors.

The Manoeuvring Area Clearance Teams consists of:

14.2.1 Runway Team

In order to maintain aircraft operations and to maximise operational effectiveness during a winter event, each runway will be suspended in succession to facilitate clearance and treatment. After receiving clearance from Air Traffic Control, SNOCO1 will instruct the team to start the procedure of clearing Runway 09L/27R (Northern Runway) first, unless the operation determines otherwise.

Once 09L/27R (Northern Runway) has been cleared and anti-icing media applied, it is envisaged that the Runway Team, will move to clear 09R/27L (Southern Runway), clearing a number of connecting taxiways whilst transiting to the relevant threshold. After clearing runway 09R/27L the Runway Team will proceed

back to their reporting point for 09L/27R, clearing the connecting taxiways along their way in readiness for further instruction from SNOCO1.

An alternative deployment plan for the Runway Team allows the team to split into two and become additional Taxiway Teams (with de-icer) in the event that the second runway does not require immediate clearance (or the airport is operating with a single runway). SNOCO1 will direct the team whether to assume this plan at the appropriate time.

The systematic clearance of each runway will be maintained until contamination levels are acceptable (as close to nil contamination as reasonably possible). It must be recognised that continuous operation over a prolonged period will become more restrictive due to the refuelling and replenishment process and the welfare of the individuals operating the plant. Heathrow will endeavour to provide resilience, however there will be a point in which Heathrow will have to succumb to force majeure when all operational options have been exhausted.

14.2.2 Taxiway Teams

The taxiway clearance procedure is similar to the runway; however, to minimise clearing times and operational disruption, there can be up to four teams that are dedicated to the task. Each Taxiway Team is responsible for clearing and anti-icing a specified route. Each route includes a number of control points, at which the Team Leaders must request permission from Air Traffic Control before proceeding into the next area.

Where possible, the convoys plough the snow to both sides of the taxiways during taxiway clearance. If there are stands on only one side of the taxiway, the snow is ploughed to the opposite side. If there are stands on both sides, the snow is ploughed to one of the sides or to both sides, and then removed with a dedicated vehicle.

14.2.3 Snow Cutters

Snow Cutters are used to remove or manage snow stockpiles to ensure compliance with the snow bank profiles. They may also be used to load snow into trucks for removal from the manoeuvring area.

14.3 Apron Clearance Team

The Apron Clearance Team strategy is set by the Apron Clearance Manager, who will maintain an overview of the clearance and treatment of the apron area.

The Apron Clearance Team consists of:

14.3.1 Stand Teams

Up to 22 Stand Teams can clear snow from vacant or occupied stands (including inter-stand clearways), if clearing snow from a vacant stand the stand will be shown as closed in the Airport Operating Plan system. They also clear the tug area, and the hand workers will clear the head of stand area if they are not required to clear under aircraft.

14.3.2 Blade Teams

Up to eight Blade Teams can clear snow from vacant stands only, there is no need for the stand to be closed – although during the clearance the stand will not be available to aircraft. Blade teams are also responsible for clearing any ridges at the back of stands left by the taxiway teams, and ensuring that the double white lines at the back of stands are visible.

14.3.3 Combi De-Icers

Up to nine Combi De-Icers treat either vacant or closed stands with liquid anti-icer or solid de-icer.

14.3.4 Head of Stand Teams

Up to six Head of Stand Teams clear and treat the head of stand areas.

14.3.5 Baggage Teams

Up to four Baggage Teams are responsible for ensuring that baggage facilities and external routes are kept clear of snow and ice.

14.3.6 Road Teams

Up to three Road Teams clear and treat the airside roadways.

14.3.7 Footpath Teams

Up to six Footpath Teams are responsible for clearing snow and ice from footpaths.

14.3.8 Rapid Response Teams

Up to three ‘rapid response’ teams are deployed to clear and treat ancillary areas, tunnel inclines, and areas of priority which may require additional treatment from time-to-time.

14.3.9 Media Replenishment Teams

Up to six teams are responsible for ensuring that ‘self help’ stations and head of stand areas are fully stocked with media and equipment during a snow event.

14.4 Logistics Team

The Logistics Team is led by the Logistics Support and is responsible for ensuring that adequate resource levels are available in order to deliver the Heathrow Snow Plan Airside.

The Logistics Team consists of:

14.4.1 Welfare Team

The Welfare Team check individuals in, issue equipment and are responsible for overseeing the welfare of all persons involved in an event. They implement the welfare strategy to ensure that all Heathrow and contractor staff have breaks.

14.4.2 Vehicle Team

The Vehicle Team ensure that vehicles and plant are available for operation. They are responsible for having an oversight of the current serviceability levels of all vehicles.

14.4.3 Snow Stockpiling Team

Snow stockpiling teams collect snow and transport it to either a Temporary or Permanent Snow stockpile.

All activities involved in the removal of snow from the different parts of the airfield will be compliant with the provisions of GM2 ADR.OPS.B.035 as published in CAP 1168 regarding snow bank profiles.

15. Priority Areas

The priority of the HSPA is to provide a facility in which Airlines and Ground handlers can operate in a safe manner. Due to the nature of a winter event, not all areas can be cleared of snow and/or ice simultaneously, so there must be priority areas. These priority areas are;

15.1 Runways and Turnoffs/Entry points

The aim is to provide a manoeuvring area team to clear the Northern and Southern Runways in succession. However dependent on the amount of precipitation this may not be possible, and the Airfield Duty Manager will make an operational decision on which runway (if any) is to be maintained. Runway entrance/exit points will be cleared as required for the direction and mode of operation on that runway, and NOTAM/SNOWTAMs issued accordingly. Users of Heathrow should be aware that heavy snowfall will likely lead to the suspension of one or both runways in order to ensure aircraft safety and to facilitate an effective clearance.

15.2 Taxiways

The priority will be to keep the taxiways adjacent to the runways available at all times whilst the runway/s are in operation. Taxiways for stand access will be maintained by manoeuvring area teams and will either be cleared via set routes or on a dynamic basis. In some cases, the Airfield Duty Manager may take a decision to clear less than a full taxiway-width; if this is the case, information will be communicated via SNOWTAM.

15.3 Apron areas

These will be cleared in a methodical manner or on an ‘as when available’ basis. Stand availability is determined by a number of factors, with the more in demand stands being prioritised to maintain an efficient operation. Terminal co-ordinators will work closely with the Aircraft Operations Unit to select priority stands and deploy the most appropriate resource to clear and treat the stands.

15.4 All other areas

Other areas will be serviced by teams on a route basis. Teams will follow prescribed routes, enabling the clearance of footpath, roads, access and service areas.

16. De-icing Media

Consumable product levels will be monitored. It is Heathrow's policy to hold as close to 100% stock levels as possible at all times. During a winter event, deliveries will be scheduled to coincide with anticipated usage in order to maximise stock levels. Mechanisms are in place to report usage and these will provide the necessary information on the requirement to re-stock.

The following products will be used to anti-ice/de-ice/pre-treat when necessary:

16.1 Liquid Anti-icing Media

Liquid Anti-Icing is commonly referred to as 'Glycol' or 'Konsin' and is an Ethylene Glycol based product. Liquid Anti-Icer is a water-soluble anti-icing fluid, with a comprehensive corrosion inhibitor package. It is used as the primary anti-icing product in Airside areas.

Liquid Anti-Icer is particularly suited to runway anti/de-icing and will prevent the settling of ice or snow or will quickly remove any ice that has formed by converting it into a Liquid Anti-Icer/water solution with a markedly lower freezing point.

16.2 Solid De-icing Media

Solid De-Icer is commonly referred to as 'Prill' or 'Clearway 6S' and is a sodium acetate. Solid De-Icer melts ice by depressing the freezing point of water and is active at temperatures to -15° C.

Due to its irregular granular shape, it will remain where spread. It can be used pre-wetted in combination with corresponding liquid de-icers to obtain a rapid initial de-icing effect. It can also be applied to snow and ice with a liquid additive to give a long residual de-icing effect under extreme weather conditions.

Note: This product must not be considered as a pre-event preparation anti icing product unless it is pre-wetted.

16.3 Aviation Grade Grit

Aviation Grade Grit is commonly referred to as 'Grit'. It is a product that is considered to be safe to use in an airside environment. Grit is sometimes dispensed onto the airside road network to provide traction. It may also be put down on footpaths and other areas by hand or spreader barrow.

16.4 Marine salt

Marine Salt is a sodium chloride and is used to treat water points, areas of standing water, critical areas of high footfall or parts of the road network away from aircraft movement areas. It is not used on aircraft stands or head of stand areas.

17. Environmental and Energy Policy

The Environment and Energy Policy is available on the Heathrow Airport website.

https://www.heathrow.com/file_source/Company/Static/PDF/Communityandenvironment/Environment%20_and_Energy_Policy.pdf

18. Anti-Icing of Airfield Surfaces

Anti-icing of surfaces may occur at any time throughout the winter period to counter hoar-frost and/or ice. Anti-icing may not necessarily be linked to a forecast of snow. In these circumstances, the anti-icing treatment of operating surfaces will be carried out using Heathrow operational teams with additional contractor resource allocated if applicable.

18.1 Anti-Icing of the Manoeuvring Area

Up to five anti-icing teams will be deployed to pre-treat the manoeuvring area along dedicated routes.

18.2 Treatment of Airside Roads and Tunnels

Pre-treatment will be carried out on the airside road network along pre-defined routes which is inclusive of ramps to the Airside Road Tunnel (ART), Cargo Tunnel, Eastern Apron Access Road Tunnel (EAART), Northern Apron Access Road (NAAR) and the Southern Apron Road (SAR). Fire station forecourts will also be treated.

18.3 Anti-Icing of Rendezvous Points

Rendezvous points will be anti-iced to ensure safe access and egress points for the emergency services.

18.4 Anti-Icing of Aircraft Stands

Pre-treatment of all available aircraft stands will be carried out using a number of dedicated anti-icing vehicles.

18.5 Anti-Icing of Footpaths, Control Posts, Head of Stand Areas, Safe Walking Routes and Equipment Areas

Pre-treatment of selected airside footpaths, head of stand areas, selected safe walking routes, areas in and around control posts will be carried out prior to a winter event and when there is a significant risk of ice formation during periods of cold weather.

19. Remote Aircraft De-Icing

Dedicated areas are available at Heathrow for the remote de-icing of aircraft. This is a collaborative process that involves Heathrow, Airlines (with associated support functions), and De-icing Service Providers. It is important that the relevant disciplines are engaged in providing the necessary resource for aircraft anti/de-icing to take place.

The procedures and processes relating to Aircraft De-Icing are detailed in the Heathrow Aircraft De-icing Plan (HADIP).

20. Aerodrome State and Conditions of Movement Area

20.1 Runway State Assessment

Information on the runway surface conditions and operational availability will be gathered by Airfield Operations during their normal activities. Runway friction measurements will not be attempted on a contaminated runway. Runway condition assessments on all runways will be managed accordingly during snowfall. The results of the condition assessment will be reported by the Airfield Duty Manager for the issuing of a SNOWTAM.

Runway state reporting is carried out in accordance with the requirements of CAP2173 ('Assessment, measurement and reporting of runway surface conditions for certified aerodromes') – the ICAO 'Global Reporting Format'.

Runway Condition Assessments (inspections) will be carried out regularly during snow clearance operations, with a Runway Condition Code (RWYCC) being calculated when runways are wet or contaminated. The condition code will reflect the type of contaminant observed on the runway and will form part of a Runway Condition Report (RCR), which will be promulgated to operating companies via SNOWTAM and/or ATIS as appropriate. SNOCO1 is responsible for ensuring that operational teams generate a RCR and passed to ATC for promulgation during a Winter event. Airfield Operations teams will use an electronic recording system for condition assessments which will generate the appropriate RCR automatically.

The RCR will be re-issued whenever conditions change, or when flight crew reports indicate a braking action materially different from that indicated by the current RCR.

Runway Condition Assessments will always cover the promulgated runway length and width. In the event of the cleared width/length of the runway being less than the normally promulgated distances, the revised distances will be promulgated via SNOWTAM and ATIS. Runway Condition Reports will also contain supplemental information such as the presence of snow banks, and taxiway/apron status.

20.2 Taxiway State Assessment

Information on the taxiway surface conditions and operational availability will be gathered by Airfield Operations during operational activities.

20.3 Stand State Assessment

Following clearance of a stand a Terminal Supervisor, member of Airfield Operations or a Blade Team Leader will attend the stand and conduct a stand status assessment against the RAG Matrix. The stand status will be updated on the Situational Awareness Map (SAM).

The RAG Matrix attributes one of the following colours to a stand status;

Colour	Description
Green	Stand available for use with caution
Amber	Stand available for use with caution; however further clearance/treatment is required.
Blue	Stand Clearance / De-Icing in Progress
Purple	Pre-Treatment Applied
Red	Stand unsuitable for use / Stand Closed

20.4 Other Areas State Assessment

Terminal Leads and Airfield Operations will monitor all other areas and will ensure that operational effectiveness is maintained. Changes in stand conditions which will require intervention are reported by colleagues on the Airfield to the Apron Clearance co-ordination team (Terminal Co-Ordinators).

21. Dissemination of Information

Internally; the information on surface conditions will be provided by request from the AIRT. The AIRT will be informed by the Airside Tactical Team on the current state of progress of a winter event.

Externally; information on current surface conditions at Heathrow Airport will be disseminated by SNOWTAM in accordance with the rules contained in UK AIP GEN 3.1 Aeronautical Information Services and the Eurocontrol SNOWTAM Harmonisation Guidelines.

22. Memorandum of Understanding and Self Help

It is the responsibility of Airlines, Ground Handlers and other Airside Operators under the Heathrow Ground Operations Licence to consolidate and minimise their equipment on stands prior to a winter event commencing. To assist with efficient clearance activities, Airside Operators will be requested to carry out this function prior to the onset of the event.

Airlines and Ground Handlers are also required to co-operate with pushing back aircraft off stand if requested by Heathrow, in order that the stands may be properly cleared; this may include providing resource for pushback and brake riding responsibilities.

Airlines should liaise with the Aircraft Operations Unit regarding the tactical and commercial importance of each stand. For example, an occupied stand with an immediate requirement will take priority over any other occupied stand. Operations Controllers in the AOU will endeavour to take these preferences into account when generating the stand clearance plan.

22.1 Self Help

To support a safe and efficient operation, Heathrow will provide anti/de-icing media and tools for stakeholders to use, enabling them to self-help with clearing equipment, equipment parking areas, pedestrian areas and an aircraft's immediate footprint. This will enable safer working areas for stakeholders and provide safe passage for passengers.

Leased areas are the responsibility of the relevant lease holder.

Heathrow has strategically placed modular units for the use of stakeholders. These units contain equipment including shovels, brooms, manual ploughs, hand scoops to aid clearance of snow, and one anti-icing hand delivery trolley for the prevention of the build-up of ice and snow.

The modular units also provide solid de-icer to be used where there is snow or ice present.

Stakeholders should use the equipment and media provided throughout the winter event as necessary. Each bin or modular unit is marked with the product(s) contained within and a brief description of their suitable uses. As a minimum, gloves should be worn when handling solid de-icer.

Modular units are easily identifiable and are strategically placed around the airfield: Note the placements of these units are dynamic and locations/number of units will change. A list of locations will be published in the relevant Operational Safety Instruction (OSI). Each Modular Unit should contain the following:

Equipment	Quantity available
SnoDozer (Manual Plough)	**2**
Ergonomic Shovel	**2**
Large Shovel	**2**
Wide Brush	**1**
Ice Scraper	**1**
Scoop	**1**
Bucket	**2**

Each Modular Unit is flanked by a dispenser/s that are there to provide solid anti/de-icing media. Airfield Operations must be notified if these units are unserviceable.

NOTE: Every individual is responsible for maintaining the required Health and Safety standards whenever working airside during a winter event. OSI_053 (Winter Hazards and the Aerodrome Snow Plan) sets out more details of these responsibilities – however the over-riding principle is that all colleagues have responsibility for safeguarding their work area for themselves and others, using the Heathrow-provided facilities if safe to do so, or by reporting unsafe situations by an appropriate route (line management, company control room or Airfield Operations / Airport Operations Centre)

23. Deactivation

Following the completion of clearance operations and the cessation of snowfall, and in consultation with the Met Office and Airside Tactical Team, the Airfield Operations Manager will take the decision to cease the Airside Snow Response plan.

Heathrow contingency teams and equipment will remain on shift until the airfield is: fully operational; all snow is clear from operating surfaces; the snow dumps operation has been concluded, equipment and resources are checked and made ready in preparation for any subsequent event. Colleagues will not be released until authorised by the Airside Tactical Team, Airfield Operations Manager and/or Head of Airside Operations.

Dependent on the amount and volume of snow on the airfield, snow removal activities may continue for some days after the cessation and may involve areas being temporarily unavailable, enabling the safety of those clearing the remainder of the snow.