



## Ground Operations

# Operational Safety Instruction

## Allocation of Aircraft Parking Stands

30<sup>th</sup> January 2020

ASGrOps\_OSI\_047

v2.0

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 OSI defines the stands allocation procedures, operation 'Full House' and aircraft excess parking charge at Heathrow.
- 1.2 AsGrOps\_OSI\_047 v1.0 is hereby cancelled.

### 2. Definitions

Abbreviation	Description
AOP	Airport Operating Plan (formerly A-CDM)
AOU	Aircraft Operations Unit
APOC	Airport Operations Control Centre
ATC	Air Traffic Control
BA	British Airways

### 3. Safety Procedure

#### 3.1 APOC – Aircraft Operations Unit

- 3.1.1 AOU has the overriding authority for stand allocation at Heathrow.
- 3.1.2 Stand planning and allocation for Terminal 2, Terminal 3, Terminal 4, Cargo and General Aviation is conducted solely by AOU with reference to airline preferences and agreed polices.
- 3.1.3 Due to the extensive use by BA of Terminal 5, the stand planning is conducted by BA for this terminal.
- 3.1.4 AOP is used to display a variety of operational information, including arriving and departing aircraft details, times, and stand information to airport users.



- 3.1.5** It is recommended that one point of contact is used within the airline operators/handlers operation to communicate with the AOU regarding stand allocation information. This will ensure that multiple enquiries regarding the same subject are kept to a minimum, allowing better service to all customers.
- 3.1.6** Airlines are to advise the AOU of any aircraft that has undergone any modifications resulting in a change in size. For example, winglet extensions added to an aircraft may increase the wingspan and therefore may require a larger stand to be allocated for parking.

## 3.2 Operation Full House

- 3.2.1** When the majority of pier served stands in a terminal are occupied and the AOU anticipates that suitable stands will not be immediately available for arriving aircraft, they will promulgate 'Pier Served Stands Full House' procedures. If all of the stands in a terminal (pier served and remote) are affected, then 'All Stands Full House' will be promulgated. Promulgation will be via AOP for airport stakeholders, ATC will be advised by telephone. In the case of Terminal 5, BA will request the AOU to promulgate on their behalf.
- 3.2.2** When a 'Full House' situation in a terminal is promulgated, the allocation of aircraft will be published on AOP as stands become available. During this period it is essential that calls to the AOU regarding aircraft allocation are kept to a minimum and AOP is closely monitored to see which stands are allocated.
- 3.2.3** When an arriving aircraft is allocated to an occupied stand, AOP will display 'H' to show the aircraft is holding for an occupied stand. When an occupied stand is cleared the 'H' will change to '\*' to show the hold is cancelled.

## 3.3 Excess Parking Charge

- 3.3.1** To achieve the best use of pier served stands, it may be necessary for certain aircraft to be repositioned to remote parking locations.
- 3.3.2** In accordance with Heathrow Airport Conditions of Use, an excess parking charge may be levied against an aircraft operator if they fail to comply with a request to reposition the aircraft to another location. This excess charge is



equivalent to eight times the standard charges set out in the Schedule of Charges.

### 3.4 Aircraft Operations Unit Contacts

#### 3.4.1 For Stand & Coaching Gate Information;

**3.4.1.1** TERMINAL 2 Controller: 020 8745 7649 or ext. 657649

**3.4.1.2** TERMINAL 3 Controller: 020 8745 6149 or ext. 656149

**3.4.1.3** TERMINAL 4 Controller: 020 8745 6564 or ext. 656564

#### 3.4.2 Aircraft Operations should be contacted on 020 8745 6033 or ext. 656033 for information regarding the following;

**3.4.2.1** Time and aircraft registrations updates

**3.4.2.2** Aircraft flight detail changes

**3.4.2.3** Information on tow strips

**3.4.2.4** Out of hours slot requests

#### 3.4.3 The Senior Operations Controller can be contacted on 020 8745 0077.

### 3.5 Enquiries

#### 3.5.1 Any questions relating to this instruction should be addressed to the Aircraft Operations Manager – Telephone 0208 757 5229

