

# Operational Advice Notice

## Trial – Emergency Response to Aircraft Damage Events

16<sup>th</sup> April 2024

ASEO\_OAN\_256

Version 1.0

It is the responsibility of all employers to ensure that relevant OANs 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

Following consultation with Heathrow's Emergency Operations Group, from **29<sup>th</sup> April 2024 for an initial period of 1 month**, Heathrow will be trialling a change to its response to minor aircraft damage events reported via Heathrow's APOC emergency line (222 or 0208 759 1212).

The purpose of the trial is to reduce the deployment of the Airport Fire and Rescue Service to minor incidences of aircraft damage which do not require their attendance. During the trial, APOC will triage any reports of aircraft damage, and based on the results may elect not to deploy the Airport Fire and Rescue Service to attend. However, Airfield Operations will always attend to complete the initial investigation and incident reports, along with the Metropolitan Police where appropriate.

### 2. Change to Process

There are **no changes** to the requirement to report **all** incidents of aircraft damage to Heathrow, as per ASSMS\_OSI\_067\_Airside Incident Reporting and Investigation.

However, during the trial, callers to the APOC emergency line will be asked a series of simple questions when reporting aircraft damage to identify the appropriate response, for example whether there are any injuries, whether there are any signs of smoke/fire, or whether there are any fuels or other fluids leaking.

Heathrow's Airfield Operations team will always attend any reports of aircraft damage, and may elect to request an immediate Airport Fire and Rescue response once they have arrived on scene and carried out an initial assessment of the incident.

### 3. Conclusion of the Trial

Towards the end of the trial, Heathrow will review the data from the over the period and make a decision on whether to continue with the revised process. If the new process is to continue, this will be communicated via an updated OAN.

### 4. Enquiries

Any enquiries regarding this notice should be directed to the Heathrow Airfield Duty Manager on 0208 745 7373.

