



# Operational Advice Notice

## Terminal 4 Catering Vehicle Remote Hold Fourth Avenue (Lay-by)

30<sup>th</sup> August 2024

ASGrOps\_OAN\_310

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

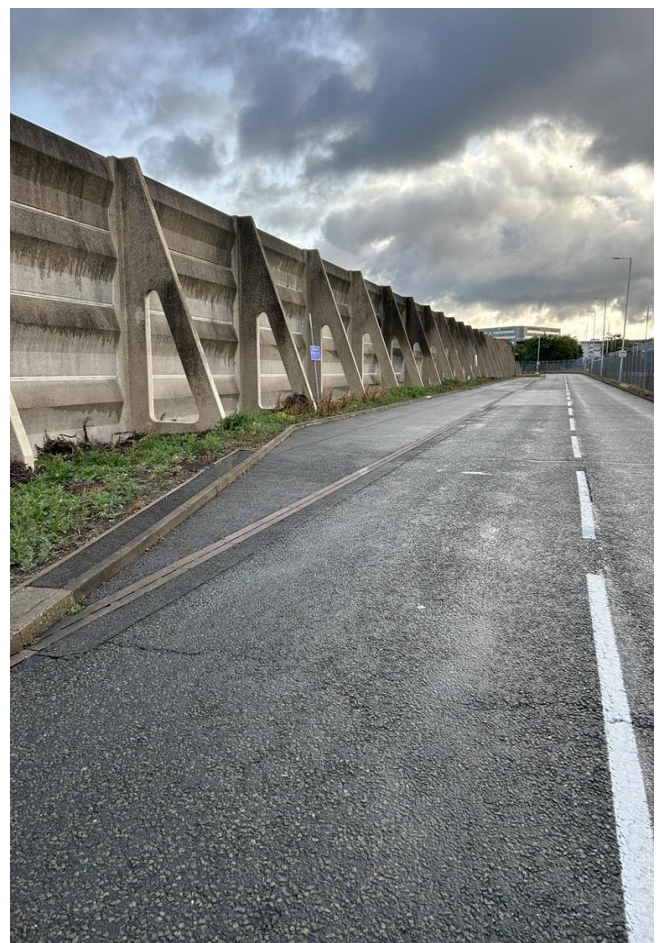
Effective from **06<sup>th</sup> September 2024**.

The layby on Fourth Avenue in Terminal 4 will be used as a remote hold for catering vehicles that are servicing aircraft on stands within Terminal 4 only. This is to ease congestion within stands and interstand clearways.

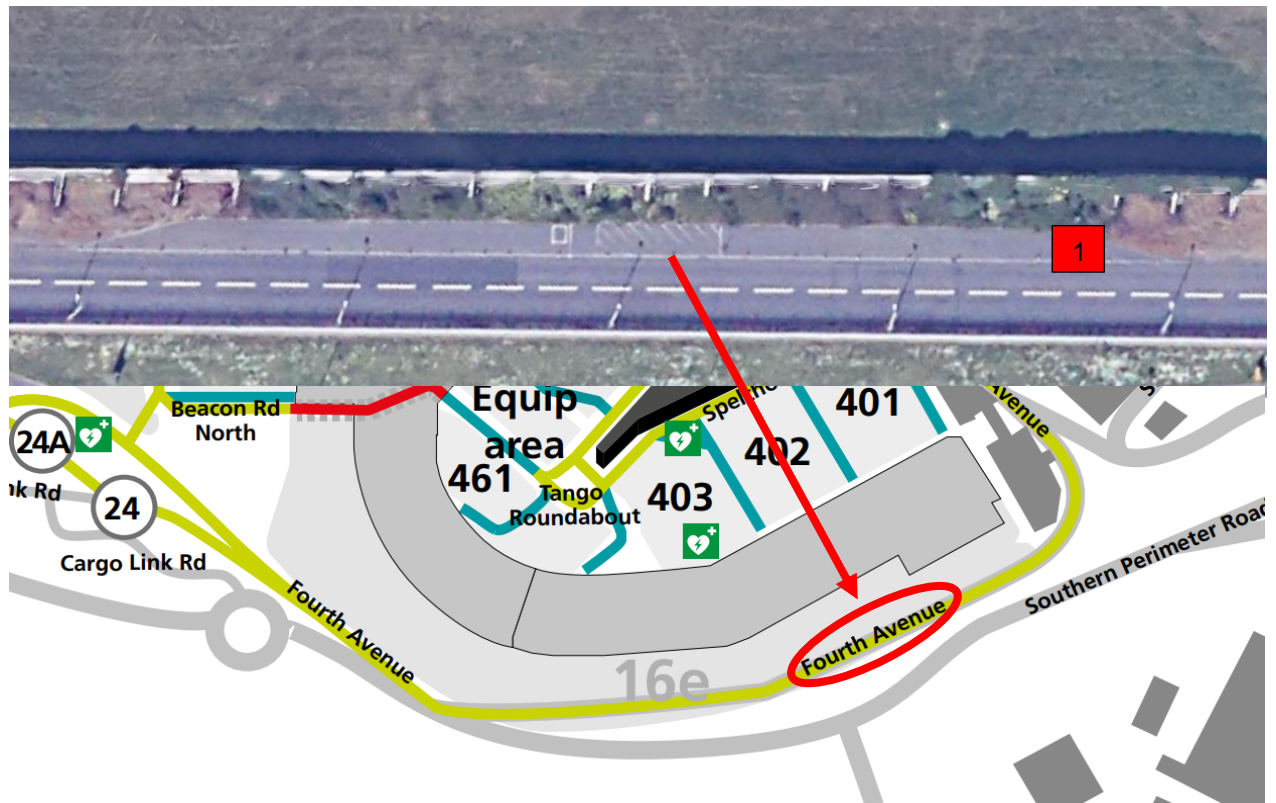
The layby is signposted for catering vehicles only and drivers are asked to utilise space within the layby effectively. This layby can hold up to 7 catering vehicles. If the layby is empty, drivers should begin to park at point number 1 (As shown in the site map below), with other vehicles parking behind. Please ensure that you leave enough space between your vehicle and the vehicle in front to allow vehicles to manoeuvre and exit freely.

**Arrivals:** If the aircraft has not arrived on the stand, all catering vehicles are to proceed to the remote hold and wait. Drivers should utilise their own internal communications system or the airport community app to monitor either the arrival of the aircraft on the stand or the AIBT (Actual In Block Time). Once the arrival time on the stand or AIBT is displayed, drivers should wait 2 minutes before proceeding to the stand.

**Departures:** Please proceed to the remote hold and wait until the off-load of arriving aircraft has been completed. Once the off-load has been completed, proceed to stand.



The layby is only to be used by catering vehicles that are servicing aircraft within Terminal 4. Any vehicle found to be contravening these instructions will be liable to an Airside Occurrence Ticket (AOT).



## 2. Emergencies

In the event of an emergency, please call **222 (internal)** or **0208 759 1212 (external)**

## 3. Enquiries

Any questions regarding this notice should be directed to [jake.balcombe@heathrow.com](mailto:jake.balcombe@heathrow.com).

