

Operational Advice Notice

Fault Reporting – Engineering Assets on stands

5th October 2026

ASPROM_OAN_551

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

This Operational Advice Notice (OAN) informs the community that from the **13th October 2026** the background process for fault reporting of stand equipment is changing. The refreshed process applies to **Fixed Electrical Ground Power (FEGP)**, **Pre-Conditioned Air (PCA)**, and **Passenger Boarding Bridges (PBBs)** only.

Colleagues will see no change to the actions they are required to take and should continue to report faults using the published phone numbers as normal.

2. Details

Currently, colleagues receive limited feedback once they have reported a fault and often remain unaware whether the asset is back in service. Colleagues will now receive a fault reference and feedback on the reported fault. The refreshed process will also ensure engineers are dispatched quickly to attend stand asset faults by routing calls directly to the correct team.

- 2.1** When reporting a fault, the call will now be answered and triaged by an Engineering Help Centre (EHC) colleague instead of being routed directly to an Aircraft Operations Unit (AOU) colleague.
- 2.2** The EHC will record the details of the fault: affected asset, location, and fault type. They will provide the caller with a fault reference.
- 2.3** An Engineer will then be dispatched.
- 2.4** Updates will be reflected in the iAirport/AOP system.

The new process will be implemented on the **13th October**. The project team will monitor use while it embeds and will track feedback provided by end users.

Faults on Stand Entry Guidance System (SEGS), Stand Number Indicator Board (SNIB), Ramp Information Display (RID), Head of Stand Emergency phone, and fuel assets, will **continue to be handled by the Airfield Control Room (AfCR)**.

In some cases, e.g. aircraft on stand, asset out of service etc., details will be shared directly with the AOU who will manage the situation as per the existing process.





3. Emergency

In the event of an emergency, please call **222 (Heathrow landline)** or **0208 759 1212 (mobile)**.

4. Enquiries

Any questions regarding this notice should be directed to kate.procter1@heathrow.com or harry.kannemeyer@heathrow.com

