

## Safety Information for Flight Crew

Procedure for aircraft if Stand Entry Guidance (SEG) is not activated



### Introduction

There has been an increase in the number of aircraft entering stands without Stand Entry Guidance (SEG) activated. This practice is not permitted, for the reasons explained below. The purpose of this Safety Alert, issued jointly by Heathrow Airport and NATS (ATC), is to highlight the correct process.

The majority of stands at Heathrow are equipped with 'Safedock' - a type of Stand Entry Guidance (SEG) / Visual Docking Guidance System (VDGS). A marshalling service is provided for the minority of the remaining stands that do not have this installed.

**Flight crew must not attempt to self-park if SEG/VDGS is not activated or calibrated for their aircraft type**

### Correct Process

**In the event of there being no activated SEG/VDGS displayed upon approach to the stand, flight crews should:**

- Hold position on the taxiway centreline
- Inform Ground Movement Control (GMC) they are awaiting stand entry guidance
- Contact company to arrange activation



In the event of a failure of the SEG/VDGS during parking, flight crews should:

- Inform Ground Movement Control (GMC) of a stand entry guidance failure.
- Contact company to arrange a marshaller.

Note: GMC may request aircraft to 'report parked' – this is not an instruction to self-park.

## Safety Considerations

Ground staff activate the SEG/VDGS only if the stand is safe and ready to accept an aircraft. Aircraft entering stands without stand entry guidance or a marshaller may endanger ground staff, who are not expecting an aircraft to enter the stand. Aircraft may be at risk by airbridges being moved into position or obstructions/vehicles on stand that ground staff have identified as a hazard.

Aircraft that are not fully parked on stand are likely to be infringing the taxiway behind. This reduces wingtip clearance for aircraft manoeuvring behind, possibly unaware that an aircraft has not fully parked and is infringing the taxiway.

## Operational Considerations

The Safedock system verifies that the aircraft type approaching the stand is the same type that has been programmed by profiling parameters such as wingspan. If the SEG/VDGS is activated with the aircraft already partly on the stand, it is unable to perform this verification and will not function. A 'STOP' instruction followed by an error message such as 'ID FAIL' will appear, and a marshaller will be required.

Remaining on the taxiway centreline (unless otherwise instructed) enables ATC to re-route aircraft in the event of a late stand change or other operational reason. If an aircraft has already committed to a stand (without SEG/VDGS activated), and there is a problem with the stand preventing it from being used (i.e. airbridge failure, broken down vehicle/equipment, spillage/contamination) it is likely that a tug will be required to re-position the aircraft.

## Additional Information

Further information can be found in the London Heathrow Airport Aeronautical Information Publication (AIP) entry. This is available on the NATS Aeronautical Information website

## Enquiries

Enquires relating to the content of this document should be addressed to the Heathrow Airport Aerodrome Safety & Assurance Team, who can be contacted via [airside\\_safety@heathrow.com](mailto:airside_safety@heathrow.com). Additional information such as Operational Safety Instructions (OSIs), Safety Alerts and Operational Advice Notices (OANs) can be found at [heathrow.com/airside/useful-publications](http://heathrow.com/airside/useful-publications).

Reference: GrOps\_SA\_019

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Effective date: 11<sup>th</sup> June 2019

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