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 Instruction sets out the policies and procedures to be followed by all who drive or operate any wheeled vehicle or item of equipment airside.

1.2 Heathrow Airport Limited (HAL) will expect vehicles to be operated in accordance with the relevant legal guidance (such as the Health & Safety at Work Act, Provision & Use of Working Equipment Regulations [PUWER], Work Place Transport, Working at Height, etc,) as appropriate.

1.3 Following a ruling in the Court of Appeal, the Road Traffic Act 1988 may, under certain circumstances, apply airside. Wherever a member of the public legitimately enters an airside area that area in turn becomes a ‘Public Place’ and the Road Traffic Act applies while the member of the public remains.

Therefore, any accident involving a passenger, or a vehicle carrying a passenger, may result in a Road Traffic Act prosecution in addition to any HAL Byelaw and Health and Safety at Work prosecution.

1.4 This OSI is to be read in conjunction with the criteria laid down in the OSI ‘Vehicles & Equipment Airside – Requirements’.

1.5 This OSI cancels:

OSI/10/96 – Safety of ULD Containers and Secure Loads
OSI/15/98 – Airside Red Route
OSI/25/98 – Terminal 3 – Introduction of a New Airside Route for High-Lift Vehicles and Addendum
OSI/16/00 - Helicopter Aiming Point
OSI/23/00 – Safe and Efficient Management of Ramp Activities to Facilitate the Overall Operation
OSI/24/00 – The Operation of Vehicles and Equipment Airside
OSI/03/01 – Airside Parking Policy
OSI/30/01 – British Airways Tug Road – No1 Maintenance Area to Terminal 4
OSI/08/04 – Use of Mobile Phones & Radio Telephony Equipment Airside
2. **SUMMARY OF CONTENTS**

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**Appendix B** – Parking Policy
**Appendix C** – Removal of Obstructions and Redundant or Unsuitable Equipment on Stands

3. **GENERAL RULES OF OPERATION**

3.1 Aircraft have right of way. Vehicles must give way to aircraft.

3.2 The driver of a vehicle must be appropriately trained and hold the appropriate Airside Driving Permit (ADP)

3.3 Obey the traffic rules promulgated in Operational Safety Instructions, and taught in Airside Driver Training

3.4 Obey the directions given by signs and markings.

3.5 The vehicle must be driven within the speed limits.

3.6 The vehicle must be in a roadworthy condition.

3.7 The vehicle must be driven with dipped headlights at all times.

3.8 The vehicle must be parked within designated area(s)

3.9 Unattended vehicles must have the engine switched off, the parking brake applied and where possible the ignition key removed or the immobiliser engaged.

3.10 Exercise caution when manoeuvring a vehicle near to, or engaging with, an aircraft.
3.11 No seat, no ride.

3.12 Do not drive whilst using a hand held mobile phone.

3.13 The vehicle or trailer must be secured, including doors, couplings, side flaps and any load on the vehicle/trailer.

3.14 Vehicles that do not give the driver all round vision (360 degrees) can only be reversed on aircraft stands with the aid of a banksman.

3.15 The height of the vehicle, and any load, with respect to the overhead obstructions likely to be encountered on the airside road system, must be known to the driver/operator.

4. SPECIALIST VEHICLES AND EQUIPMENT

4.1 The operation of all vehicles and equipment must, where applicable, follow the General Rules of Operation.

4.2 Vehicles with Variable Height

Vehicles and trailers able to vary in height, such as mobile steps and hi-lift catering trucks, must always be lowered fully before being moved. Driving vehicles or towing trailers which are not fully lowered may result in action being taken against the driver.

Raising steps or the bodies of such vehicles makes them unstable unless the steadying jacks have been lowered.

5. VEHICLE / TRAILER - DOORS & SHUTTERS

5.1 Drivers are responsible for ensuring that all vehicle doors and shutters are closed and secured before moving off, and that they remain closed throughout the journey. Drivers of baggage / dolly trains are to ensure that ULD flaps are secure and Wessex trailer webbing straps are correctly attached before moving off.

6. VEHICLE / TRAILER – ATTACHMENT & LOADS

6.1 All trailers are to be securely attached to the prime mover/tug or trailer in front.

6.2 Over run brakes and parking brake systems must be serviceable.

6.3 Vehicles and trailers are not to be overloaded.

6.4 Drivers are to ensure that loads are secure before moving off so that nothing can fall from a vehicle or trailer in transit.

6.5 The prime mover/tug is capable of moving and stopping the vehicle and any attached trailers safely.

7. AIRSIDE SERVICE ROADS & TUNNELS
The operation of all vehicles and equipment must, where applicable, follow the General Rules of Operation.

7.1 Airside Service Roads (Signs and Markings) - General

Where practicable, signs and paint markings used on the airside service roads follow the DfT system used on the public roads. This includes speed limit signs/markings, double yellow lines, red routes lines, and overhead obstruction signs at bridges and under crofts.

Temporary signs/markings may be installed as a result of development work or to control traffic around an incident site. Such signs carry the same authority as permanent signs.

It is a requirement to obey the instructions/restrictions conveyed by any sign or marking, and to follow the instructions of an Airport Official.

7.1.1 Speed Limit

The general speed limit on the airside roads is 20 mph. There are some variations which are sign posted. Additional speed restrictions may be imposed from time to time.

7.1.2 Red Route

Any ‘Red Route’ will be marked and signed by the installation of two parallel red painted lines on either side of the road. No parking, waiting or loading will be permitted on a Red Route, except in locations clearly designated for such purpose. Restrictions are effective between the hours of 0530-2300.

7.1.3 Parking

Incorrectly parked vehicles can cause obstruction to other airside users. Action will be taken against the driver/owners of incorrectly parked vehicles which obstruct operations.

7.1.4 Overhead Obstructions

All overhead obstructions, link bridges and undercroft areas are marked with DfT standard height signs. It is the responsibility of individual drivers to ensure that the vehicle/trailer combination they are driving does not exceed the indicated height.

7.1.5 Marshalling/Leader vehicles

When parking an aircraft on a stand, the HAL Marshaller may need to walk back into the airside road to maintain eye contact with the pilot. Where this is an operational requirement, the Marshaller will park the Leader vehicle across the airside road to form a ‘road block’. Action will be taken against drivers who drive around the vehicle road block and by this action endanger the safety of the Marshaller.
7.2 **Cargo Tunnel – Rules of Operation**

The operation of all vehicles and equipment must, where applicable, follow the General Rules of Operation. In addition;

7.2.1 The maximum speed limit is 30MPH. The minimum speed limit is 15 MPH between 06:00 and 22:00 hours. Outside these hours there is no minimum speed limit.

7.2.2 The maximum height for any vehicle using either the cargo or the approach roads is 16ft (4.87 meters)

7.2.3 The maximum width permitted for any vehicle, trailer or loads is 12ft (3.65 meters).

7.2.4 Drivers must NOT enter the cargo tunnel when the RED carriageway closed cross is illuminated. When the carriageway is closed, drivers should ensure that access for the emergency services is maintained.

7.2.5 Obstruction lights are to be switched off whilst in the tunnel.

7.2.6 Overtaking in the tunnel and on the approach roads is prohibited except in an emergency.

7.2.7 Only one trailer per vehicle may be towed in the cargo tunnel.

7.2.8 Only trailers fitted with rear lights are permitted to use the cargo tunnel and these must be switched on and serviceable.

7.2.9 In the event of a breakdown in the tunnel or on the approach roads drivers will :-

   a) Switch on the vehicle hazard lights.

   b) Report the breakdown on Ext. 222 using the nearest emergency telephone.

   c) Remain with the vehicle until assistance arrives.

7.2.10 In the event of the cargo tunnel being closed to traffic, drivers of vehicles legally able to do so must use the landside road system. Those vehicles unable to use the landside roads will be diverted to an appropriate point and escorted across the manoeuvring area by Airside Operations Safety Unit.

7.3 **The Airside Road Tunnel (ART) connecting the Central Terminal Area with Terminal 5**

See Appendix A

8. **APRONS – Aircraft Stand & Clearways**

The operation of all vehicles and equipment must, where applicable, follow the General Rules of Operation.

8.1 **General**
8.1.1 Aircraft have right of way over vehicles at all times, including when under tow.

8.1.2 Vehicles are not permitted to drive across or onto an aircraft stand while an aircraft is positioning on stand either live or under tow, or is in the process of pushing back.

8.1.3 Vehicles operating on an aircraft stand must have the yellow obstruction light illuminated.

8.1.4 Vehicles and equipment operating on the apron must never pass behind an aircraft if it has its engines running or its anti-collision lights are switched on.

8.1.5 Vehicles must not be driven under an airbridge. Vehicles must not be parked under an airbridge unless there are HAL approved parking bays.

8.1.6 Drivers must not drive across empty aircraft stands unless the nature of their vehicle makes it impossible to use airside roads (eg. loading elevators). Stands are not a short cut for the airside road system.

8.1.7 Vehicles that do not give the driver all round vision (360 degrees) can only be reversed on aircraft stands and clearways with the aid of a banksman.

8.1.8 Vehicles manoeuvring on aircraft stands must be particularly cautious near aircraft refuelling vehicles to avoid colliding with the hose connecting the vehicle to the fuel hydrant. The hose may run for up to 15 metres from the vehicle.

8.1.9 As a safety consideration, refuelling bowser (tanker, not hydrant dispensing vehicles) must always have a clear escape route to use in case of emergency. Drivers engaged in aircraft turnarounds must ensure that they park with care when arriving on stand so as not to obstruct any escape route for refuelling bowser vehicles.

8.2 Marshalling of Aircraft

It is strictly prohibited to drive or move equipment between a Marshaller and an aircraft when the Marshaller is positioning an aircraft on stand.

8.3 Speed Limit(s)

- Aircraft stands - 5 mph.
- Stand clearway – 5 mph

8.4 Parking & Waiting

8.4.1 Vehicles must be parked in the marked areas at the head of the stand or in specific equipment areas.

8.4.2 Incorrectly parked vehicles can cause obstruction to aircraft operations and other airside users. Action will be taken against the driver/owners of incorrectly parked vehicles which obstruct operations (see OSI ‘Handling of Airside Infringements).

8.4.3 Parking is prohibited in the following areas:-
• On empty aircraft stands.
• Within aircraft tug lanes.
• Within any hatched area.
• When stated by sign or notice.
• Within inter-stand clearways

8.4.4 Vehicles are said to be waiting when the driver is present in the vehicle and the vehicle can be manoeuvred immediately. (Eg. vehicles can wait in the clearway prior to the immediate arrival of the aircraft).

8.5 Servicing/Maintenance of vehicles

The apron parking areas are not a maintenance facility for vehicles and equipment. Companies must make appropriate arrangements for the maintenance of vehicles & equipment in appropriate facilities.

However, it is acknowledged that companies may need to execute emergency or minor running repairs on the apron to ensure serviceability or to achieve vehicle removal.

9. TAXIWAY CROSSINGS ROUTES

The operation of all vehicles and equipment must, where applicable, follow the General Rules of Operation.

9.1 Vehicles are not permitted to cross taxiways except at specified crossing points. Taxiway crossings are marked by black and white checker board markings. Some crossings have amber lights and signs at the junction of the stand/taxiway.

Vehicles must remain within the markings and keep to the left of approaching vehicles.

(Note:- Pedestrians are not permitted to use taxiway crossings under any circumstances).

9.2 All vehicles intending to use a taxiway crossing must have an obstruction light fitted and illuminated.

9.3 Vehicles approaching a taxiway crossing must check that there are no aircraft(s) under power, on tow, or pushing back from adjacent stands before entering the taxiway crossing.

9.4 Vehicles must cross behind aircraft only at a distance where they will not be affected by jet blast.

9.5 Once on the crossing, the vehicle must be driven directly across without stopping.

9.6 The maximum speed limit on a taxiway crossings is 20 mph.

9.7 The taxiway crossings are closed if snow, slush, or ice covers the surface paint markings or if visibility is 150 metres or less and drivers are unable to see clearly
buildings on the other side of the crossing. However, in such circumstances, some taxiway crossings will be provided with Leader vehicle escort. Driver must wait to be escorted across the crossing.

9.8 The following vehicles are prohibited from using taxiway crossings:

All construction vehicles, unless approval has been granted by HAL Airside Operations.

All un liveried vehicles, except those of HM Customs or the Police.

10. **MANOEUVRING AREA – Taxiways**

The operation of all vehicles and equipment must, where applicable, follow the General Rules of Operation.

10.1 Suitable equipped vehicles with appropriately trained personnel are allowed to operate on the taxiways in good visibility without a positive radio call to Air Traffic Control. Such vehicles are said to be ‘free ranging’. In poor visibility (dictated by either cloud base or horizontal visibility) vehicles must vacate the taxiway under rules laid down for Low Visibility Procedures (see paragraph 14). Drivers must therefore check the weather status of the airfield with their Company or with the HAL Airside Operations Safety Unit (0208 745 6459) before entering the taxiway system.

10.2 Aircraft have right of way over vehicles at all times, including when under tow.

10.3 All vehicles intended to be driven on the taxiways must have an obstruction light fitted and illuminated.

10.4 Vehicles that are driven on the taxiways must be equipped with radio(s) capable of transmitting and receiving all relevant Heathrow ATC frequencies and channels (see OSI ‘ATC Radio Frequencies. Control of Vehicles on the Manoeuvring Area’).

10.5 A current Airfield Map must be carried in the vehicle.

10.6 Vehicles are to enter the taxiways from an airside road or interstand clearway. Vehicles must not cross an aircraft stand to obtain access to the taxiways.

10.7 Before entering the taxiways, drivers must stop prior to the double white lines, check that the vehicle obstacle light is operating, that dipped headlights are switched on, that the vehicle radio is working and tuned to the appropriate frequency, that a current Airfield Map is available, and that no aircraft is approaching or pushing back from an adjacent stand.

10.8 The speed limit on the taxiways is 40mph.
10.9 Emergency Services vehicles responding to a declared emergency may exceed the speed limit. Vehicles fitted with blue lights and two-tone sirens are to use them to warn other vehicles of their approach.

10.10 Emergency Services vehicles using blue lights and sirens have priority over other vehicles. Nevertheless, **aircraft** have right of way at all times.

10.11 Vehicles on the taxiways (unless they are Emergency Services vehicles responding on blue lights & sirens), must give way to vehicles using taxiway crossings.

10.12 Vehicles must not be driven on the grass areas unless it is part of the driver’s duties, or it is the only means to avoid an aircraft.

10.13 If the driver of a vehicle becomes aware of a fault on that vehicle, the driver must vacate the manoeuvring area by the shortest safe route. If a vehicle breaks down and becomes immobile, ATC must be contacted by radio giving the vehicle’s location. ATC will advise HAL Airside Operations who will arrange recovery of the vehicle.

10.14 **Helicopter Aiming Point – Link 43**

Drivers are to be aware that there is a Helicopter Aiming Point located on Link 43. The aiming point is indicated by a white equilateral triangle, which can be lit at night. Helicopters will be directed to this Aiming Point and will hover or ground taxi to their setting down or parking area.

Warning that a helicopter movement is imminent will be indicated by the presence of an Airside Operations vehicle in the immediate vicinity of the Helicopter Aiming Point.

Approaching helicopters may not be controlled on any GMC frequency/channel and therefore vehicles may not receive any radio warning of their approach. Therefore, free ranging vehicles must maintain a good lookout for approaching helicopters when in the vicinity of the Aiming Point.

Free ranging through Link 43 will be temporarily suspended throughout the duration of any helicopter movement.

If drivers of vehicles are unsure for any reason that a helicopter movement is about to take place they should select an alternative route that avoids infringing Link 43.

11. **MANOEUVRING AREA - Runways**

The operation of all vehicles and equipment must, where applicable, follow the General Rules of Operation.

11.1 Vehicles can only be driven onto the runways with the **specific** approval of Air Traffic Control (ATC).

**Note:** An unapproved entry to a runway is a ‘runway incursion’ and will be treated
extremely seriously. A Mandatory Occurrence Report (MOR) will be submitted to the Civil Aviation Authority, with a subsequent investigation by HAL or ATC.

11.2 All vehicles intended to be driven on the runways must have an obstruction light fitted and illuminated.

11.3 Vehicles that are driven on the runways must be equipped with radio(s) capable of transmitting and receiving all relevant Heathrow ATC frequencies and channels (see OSI ‘ATC Radio Frequencies. Control of Vehicles on the Manoeuvring Area’).

11.4 A current Airfield Map must be carried in the vehicle.

12. MANOEUVRING AREA - The Tug Road from the CTA to Terminal 4

12.1 A Tug Road runs from taxiway November, through Grass Areas 14a & 15b to Link 41. The road passes behind the Instrument Landing System localiser for runway 09R.

12.2 The road is restricted to use by the following vehicles;

- Aircraft tugs
- HAL vehicles
- HM Revenue & Customs vehicles
- Metropolitan Police vehicles
- NATS vehicles
- Other vehicles specifically authorised in writing by HAL

12.3 The speed limit on the Tug Road is 30mph.

12.4 To avoid infringing the safeguarded surfaces, no vehicle over 2.9m in height is allowed to use the road without prior permission from HAL. Requests to use vehicles over this height must be made to the HAL Airside Operations Safety Unit on 0208 745 6459.

12.5 The road is closed during low visibility (see OSI ‘Low Visibility Operations’).

13. LOW VISIBILITY

Free ranging of vehicles on the manoeuvring area will be suspended during low visibility conditions. For further information refer to OSI ‘Low Visibility Operations’.

14. GENERAL

Any questions concerning this Instruction should be addressed to HAL Duty Manager Airside (0208 745 7373) or the HAL Ramp Assurance Manager (07771 978092).

Issued on behalf of the
Airside Operations Director

Attachments.
Appendix A - Operations in the Airside Road Tunnel (ART)
Appendix B - Parking Policy
Appendix D - Removal of Obstructions and Redundant or Unserviceable Equipment from Stand.
1. Introduction

The Airside Road Tunnel (ART) is an airside traffic road consisting of twin 1.3 km long tunnels that provide a single lane vehicle route, in both directions, between Heathrow Central Terminal Area (CTA) at Pier 6 and the remote stands on the Western Apron. (see illustration).

The ART connects with the Terminal 5 (T5) Southern Airside Road (SAR) and forms the primary vehicular route between the CTA and T5.

The ART does not provide a pedestrian route between the CTA and the remote stands on the Western Apron/T5.

2. Operation & Management

The ART is managed by the HAL Airside Operations Department. The ART is monitored remotely by the HAL STAR Centre (STAR). All ART traffic controls and services are normally controlled automatically and back indicated to STAR. However STAR is able to manually override and control the systems.

3. Safety Policy - Driver Training

Only drivers that have received the HAL approved training are permitted to use the ART. Companies must develop and deliver a suitable training package to ensure their drivers are aware of, and fully understand, the required behaviour and responsibilities when driving under normal conditions and what to do during emergency situations, (i.e. vehicle breakdown, accident, spillage or vehicle fire) and evacuations.

Training material is available from the HAL Safety Practices Team. Tel 0208 757 3075/6
4. Rules of Operation - ART

The operation of all vehicles and equipment must, where applicable, follow the General Rules of Operation. In addition;

4.1 Drivers must not use the ART unless they have been appropriately trained.

4.2 Drivers must obey the dynamic signage at the approach to the tunnel and at the portals.

4.3 Obstruction lights are to be switched off whilst in the tunnel.

4.4 Maximum speed limits 20MPH on the approach ramps and 30MPH in the tunnel. There is also a minimum speed of 15MPH.

4.5 Vehicles should be driven within the defined carriageway, unless passing a stopped vehicle. When passing a stopped vehicle drivers should slow down and exercise extreme caution.

4.6 If a driver detects a problem with their vehicle once in the tunnel, they should attempt to drive the vehicle out of the tunnel **if it is safe to do so**.

4.7 If it is necessary to stop within the tunnel, vehicles should pull over and stop on the *right* hand side of the carriageway to allow space for other vehicles to pass safely.

4.8 Drivers of stopped vehicles should use the emergency telephones within the ‘Emergency Points’ (EP’s) to notify STAR of the nature of the problem.

4.9 Drivers of stationary vehicles should switch off engines and activate the vehicle hazard warning lights.

4.10 Drivers and Passengers should remain in the vehicles, except when there is a vehicle fire, until rescued/recovered from the incident situation.

4.11 Should vehicles need to be abandoned, the ignition keys must be left in the ignition switch to aid vehicle recovery.

4.12 In emergency evacuation situations, drivers should help direct others to safe areas.
5. Vehicles Permitted to Use the ART

The maximum permissible weights and dimensions of vehicles allowed to use the tunnel are as follows.

- Maximum width 2.6m excluding wing mirrors,
- Maximum height 4.45m,
- Maximum Gross Vehicle Weight (Laden) 32000kg,
- Maximum axle weight 11500kgs (Authorised Weight) on any one axle.

Non-compliant vehicles may be granted a dispensation to use the tunnel. Dispensations where appropriate will be issued by the HAL Tunnel Manager or the Tunnel Manager’s Representative.

A list of specific vehicles eligible to use the ART is available from the HAL Safety Practices Team on 0208 757 3075/6.

6. Vehicles Prohibited from Using the ART

The categories of vehicles prohibited from using the ART are:

- Vehicles that are too wide, too high, too heavy or unable to safely maintain the minimum speed of 15MPH.
- Vehicles carrying dangerous goods, especially those which pose unacceptable risk in the event of fire.
- Aircraft tugs, baggage tugs, baggage dollies.

Non-compliant vehicles may be granted a dispensation to use the tunnel. Dispensations where appropriate will be issued by the HAL Tunnel Manager or the Tunnel Managers representative.
APPENDIX B (OSI ‘Vehicles & Equipment Airside – Operation’)

Airside Parking Policy.

1. HAL believe the best use of available parking space can be achieved by companies adhering to the policy contained in this OSI. Airside companies will ensure their teams understand the parking policy and monitor their performance to ensure compliance. Managers and supervisors have a duty, in conjunction with HAL, to work with their counterparts in other organisations to take action in support of this policy and been seen to promote high levels of performance and behaviour.

2. Working with the Ramp and Baggage AOC and Terminal User Groups, HAL introduced a system of preferred parking. This system was introduced to facilitate parking by company rather than on a first come first served basis. HAL Airside maintains a plan of the preferred parking areas and is responsible for managing any change.

3. HAL reserves the right to review existing airside parking arrangements in conjunction with Ground Handling Licences.

4. Parking must be within designated painted areas, and any vehicle or equipment overhanging the marked area, and consequently causing a hazard, will be subject to the Infringement or Penalty Points Scheme.

5. Head of stand parking is restricted to Ground Handlers only, for the essential front line vehicles and equipment to facilitate a turnaround.

6. Private cars must not be parked on head of stand areas unless actively involved in the turnaround of the aircraft on that stand. Private cars that do not comply will be subject to the Infringement or Penalty Points Scheme.

7. Damaged vehicles or equipment must not be maintained or repaired on the head of stands or other parking areas except if required is to achieve vehicle removal. UnsERVICEABLE equipment should be notified to the Airside Operations Safety Unit (AOSU) otherwise it will be removed as stated in Appendix D.

8. Each Ground Handling Company has a duty to park within its designated areas. If other companies’ vehicles are incorrectly parked, contact should be made with the company concerned via the telephone on the vehicle. If this fails or there is an urgent safety need, contact should be via the Airside Operations Safety Unit on extension 656024 or 020 8745 6024.

9. The management of parking within leased areas is the responsibility of the tenants. However, tenants should ensure that parking activity within leased areas does not have a negative impact on the airside roads or other operational areas.

10. Each company should endeavour to maintain the correct level of equipment airside to minimise congestion on the ramp.

11. No contractors’ vehicles are to be parked on head of stand areas unless the area has been dedicated a working site. Failure to comply will be subject to the Infringement or Penalty Points Scheme.
12. Contractors vehicles involved in infrastructure maintenance should not normally be parked airside. It is the responsibility of those arranging such works to ensure appropriate parking arrangements are made prior to work commencing.

13. Ground Markings

- Hatched areas - No parking
- Preferred Parking - Outlined bays identified by abbreviated company name
- Common user Areas - Outlined bays without any company identifier
APPENDIX C (OSI ‘Vehicles & Equipment Airside – Operation’)

REMOVAL OF OBSTRUCTIONS & REDUNDANT OR UNSERVICABLE EQUIPMENT ON AIRSIDE

1. Introduction

This Appendix covers:-

The removal of obstructions on aircraft parking stands.
The removal of unserviceable and redundant equipment on airside.

It is a vital part of airside safety to ensure that aircraft stands remain free of obstruction. Accidents can and have occurred when aircraft have struck obstructions left on stands. Obstructed aircraft stands must be closed until the obstruction is removed, which may result in diverting aircraft to other stands at short notice, with the associated disruption to aircraft operations and passenger service.

The risk of obstruction is increased when vehicles are prevented from parking correctly by items of abandoned equipment left in parking bays and other areas. Unnecessary congestion is caused by abandoned and infrequently used equipment being left in inappropriate areas.

2. Removal of an Obstruction from a Stand

2.1 The process for dealing with the removal of obstructions from stands is shown at 4. below. When an Airport Official or a Constable observes an obstructed stand, the person causing the obstruction will be requested to remove the obstruction to a safe place. Depending on a satisfactory resolution no further action will be taken, however, failure to remove the obstruction within the requested timescale will result in a verbal warning or issue of an Airside Caution Notice (ACN) under the Handling of Airside Infringements System (HAIS). A Constable may report the offender with a view to initiating a prosecution under the Heathrow Airport - London Byelaws, 1996.

2.2 If the person causing the obstruction cannot be identified, the company in charge of the items causing the obstruction will be informed and given 20 minutes to remove them. Assuming the items are removed within this time, no further action will be taken, unless an aircraft has been delayed or diverted to another stand as a result of the obstruction, in which case the company in charge of the item causing the obstruction (the Company) will currently be fined £50 under the HAIS.

2.3 If an aircraft is waiting to park on the stand or has landed and is taxiing to the stand, the obstruction may be removed by HAL or a Constable if it is possible to do so. The Company may be fined under the HAIS and the driver issued an Airside Caution Notice under the Penalty Points Scheme.

2.4 Obstructions which are not removed within the 20 minute warning period will be cleared by HAL or a Constable if it is possible to do so. The items will be removed and stored. The Company will be fined £50 per item removed under HAIS.
2.5 The owners of the equipment will be advised that it has been removed to storage and that items which are not claimed within 28 days will be identified for disposal. The Airline Operators Committee (AOC) Terminal Representative will be advised and will be given 14 days to arrange for the owner to collect their property. If after this period the items are still not collected they will be sold. If the items cannot be sold because it is not practicable items will be scrapped. All costs involved whether the items are sold or scrapped will be charged to the Company.

2.6 Where HAL or a Constable are unable to remove large vehicles or items of equipment which have not been removed by the Company within the 20 minutes warning period and where the presence of which prohibits the stand from being used safely and/or commercially an Infringement Notice will be issued and the Company will be informed a second time. The Company will be advised that they will be invoiced for the full parking charge appropriate to that stand while the obstruction continues beyond the time the second warning was given. Full parking charges will apply 24 hours per day and any waiver of charges will not apply.

2.7 HAL Airside Operations are responsible for managing the Airside environment and will maintain a full record of each event in which stands are closed and full parking charges are levied, all items that have been removed and their subsequent storage and, where appropriate, their disposal. Requests for information should be made to the Duty Manager Airside (DMA) on 020 8745 7373

3. Removal of Redundant or Unserviceable Equipment

3.1 Unserviceable Equipment means any vehicle or equipment that is so defective as to prevent it from being used as intended. Unserviceable Equipment should be removed from head of stand and other parking areas and taken to HAL approved holding areas, or removed from airside, to await repair.

3.2 Redundant Equipment means vehicles or items of equipment that are clearly not used and have been left in parking bays or equipment areas for at least seven days. Redundant Equipment must be removed from airside at once. If circumstances prevent this, discussions should be held with HAL Airside Operations to arrange removal of the items to a safe alternative location.

3.3 Redundant Equipment or Unserviceable Equipment found parked in stand equipment areas will be liable for removal. The owner/operator of the items will be contacted by letter and given 7 days notice to remove the items. If the notice period is exceeded, a £50 fine will be levied under HAIS and the items will be removed following the procedure set out in paragraphs 2.4, 2.5 and 2.6 (above).

3.4 Certain items of ground equipment are little used, but are nevertheless required to be located at head of stand near the operation. These items may be stored in especially marked parking bays arranged by agreement with HAL. Equipment parked in an allocated parking bay will not be moved even though it may not be used for extended periods of time.
4. Diagram of process

**Process To be Followed On Discovering An Obstructed Stand**

- **Item Observed**: 
  - Ask that it be removed
  - Is the person who left it present?
  - Is it legally parked?
  - Is it serviceable?
    - No: Call user and give 20 min warning
    - Yes: 1. Tag Item 2. Inform User
      - Has it gone within 7 days?
        - Yes: 1. Remove to Grass Area 20 2. Inform user
        - No: Collected within 28 days?
          - Yes: 1. Item sold 2. Costs passed onto owner
          - No: 1. Item Scraped. 2. Costs passed onto owner

- **Issue Infringement Notice**
  - Can it be moved easily?
    - Yes: 1. Remove to Grass Area 20 2. Inform user
    - No: Collected within 14 days?
      - Yes: 1. Item sold 2. Costs passed onto owner
      - No: 1. Item Scraped. 2. Costs passed onto owner

- **Check after 30 minutes**
  - Was it removed?
    - Yes: 1. Open Stand 2. Invoice user for parking charge

- **Was it removed?**
  - Yes: 1. Open Stand 2. Invoice user for parking charge