



Emergency Operations & Contingencies

Operational Safety Instruction

Emergency Orders

01st June 2019

ASEO_OSI_076

V6.0

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 Heathrow Airport's Emergency Orders detail the incident alerting procedures, initial responsibilities and actions for airport stakeholders to follow in declared emergency situations
- 1.2 A new version is in circulation, and will be effective from **1st June 2019**. Version 6.0. This replaces Version 5. March 2018.
- 1.3 These will be distributed electronically directly to specific individuals. If you believe you should be in receipt of the Emergency Orders, but do not have them, please contact Heathrow's Emergency Planning Manager, Juliet Luff, email: Juliet.luff@heathrow.com.

2. Definitions

Abbreviation	Description
APOC	Airport Operations Control
CRS	Customer Relations and Services
PDF	Portable Document Format
NATS	National Air Traffic Services
AAIB	Air Accident Investigation Branch
UAV	Unmanned Aviation Vehicle
CBRN	Chemical, Biological, Radiological, Nuclear

3. Parties Involved

Air Traffic Control

Heathrow Fire Desk





Emergency Operations & Contingencies

- Airport Fire and Rescue Service
- Airport Operations Manager
- Airport Control (APOC)
- Airfield Duty Manager
- Airfield Operations including Airport Leader Vehicle Duties
- Aircraft Operations Duty Manager including Aircraft Operations Unit
- Airport Control Engineer
- Passenger Service Manager - Operations (CRS)
- Heathrow Communications
- Surface Access
- London Fire Brigade – and Local Authority Fire & Rescue Services
- Metropolitan Police Service & British Transport Police
- London Ambulance Service – and Local Authority Ambulance Services
- Airline and Handling Agents
- Campus Security
- Heathrow Express and London Underground

4. Notice of Change

Update	Description
Amendments to Radio References	The introduction of the Digital Radio system at Heathrow has led to some radio terminology changes
Additional agencies	Roles and responsibilities added for; NATS, Environment Agency and AAIB
Additional reference to UAV and CBRN	Reference to additional risks
Addition of maps	Various additional maps for Drones and 8km area map of Heathrow
Additional role for Campus Security	Campus Security added for Aircraft Accident and Aircraft Ground Incident



5. Safety Procedure

- 5.1 It will be necessary to review the changes to the Emergency Orders in time for the effective date of Saturday 1st June 2019.
- 5.2 You are responsible for updating any local operating procedures that require changes and the cascade of that information.

6. References

- 6.1 The Emergency Orders will be distributed by electronic PDF to those responsible for the cascade of information. Some hard copies will be available to those specifically contacted

7. Enquires

- 7.1 Any questions regarding this instruction should be addressed to the Emergency Planning Manager Juliet Luff at Juliet.luff@heathrow.com

