

**Date:** 20<sup>th</sup> August 2012

**OSI/29/12**

**Subject:** HANDLING OF ELECTRIC MOBILITY AIDS

**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 The UK Civil Aviation Authority (CAA) issued SN-2012/003 on 23 March 2012 which contained a number of recommendations concerning safety requirements applicable to the carriage of electric mobility aids.
- 1.2 SN-2012/003 recommends specific actions for airport operators and aircraft operators and states that whilst EC Regulation 1107/2006 and the ICAO Technical Instructions (ICAO Doc 9284 AN/905) allow for tasks to be delegated to a contractor, the airport operator or aircraft operator (as applicable) retains responsibility for meeting the required 1.3 standards.
- 1.3 SN-2012/003 states that the Airport Operator is responsible for providing assistance but that it can contract with one or more other parties (eg a ground handler or an aircraft operator) for the supply of the assistance.
- 1.4 Heathrow Airport Limited (HAL) recognises that aircraft operators and ground handling providers have always undertaken the task of handling equipment and ensuring that electric mobility aids are safe for flight and have the skills and experience to do so.
- 1.5 This Instruction sets out HAL's expectations in relation to the making safe of electric mobility aids for carriage by aircraft operating through LHR.

## **2. RESPONSIBILITIES OF AIRCRAFT OPERATORS**

- 2.1 HAL requires aircraft operators to be fully compliant with their obligations as prescribed in EC 1107/2006, ICAO Doc 9284 AN/905 and UK CAA SN-2012/003.
- 2.2 Aircraft Operators are to ensure they receive or obtain instructions on how the electric mobility aid can be made safe for flight. Aircraft Operators are to provide HAL with the details of their process for doing this.
- 2.3 Aircraft Operators are to ensure they or their contracted agent makes all electric mobility aids safe for flight prior to loading.
- 2.4 Aircraft Operators are to include in their turnaround plan, the activity associated with electric mobility aids being made safe for flight and loading on the aircraft.

- 2.5 Aircraft Operators are to record in writing, confirmation that the electric mobility aid has been checked by their staff or nominated agent and confirmed as deactivated prior to loading on the aircraft. This written confirmation is to be retained for a period of 12 months and made available to HAL on request.
- 2.6 Aircraft Operators are to supply HAL with a copy of their written instructions to staff that addresses this activity for review. Such instructions may include a turnaround plan, SOP or training document. HAL may require additional actions to those proposed and will notify the aircraft operator in writing of any such additional actions.

### **3. RESPONSIBILITIES OF HEATHROW AIRPORT LIMITED (HAL)**

- 3.1 HAL will undertake assurance activities including reviewing:
- a. The turnaround plan and/or SOP to ensure the activity is included;
  - b. Training records to ensure staff are appropriately trained;
  - c. The activity to ensure compliance with the published plan.
- 3.2 The cost of this assurance activity would be recovered via the PRM charge on a cost recovery basis.
- 3.3 Compliance will be monitored and should a failure occur, HAL will require a Corrective Action Plan within 14 days of notice of the failure, detailing what actions will be taken to prevent reoccurrence.

### **4. EFFECTIVE DATE**

- 4.1 This OSI is effective upon issue. HAL will commence the activities listed in paragraph 0.1 not before 1<sup>st</sup> November 2012.

### **5. QUESTIONS**

- 5.1 Any questions on this Instruction should be directed to the HAL Head of Ground Handling (0208 745 5326 or HAL Extension 655 326).

**Issued on behalf of  
Airside Operations Director**