



## Ground Operations

# Operational Safety Instruction

## Aircraft Turnaround Procedures

22<sup>nd</sup> February 2018

ASGrOps\_OSI\_022

v2.0

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** This Instruction informs Airlines and Handling Agents of the standards and/or recommended practices of Heathrow with respect to the turnaround of an aircraft on stand. The Instruction is not exhaustive, and airlines and handlers will wish to add and expand on the themes.
- 1.2** For the purpose of this Instruction, the period covered by the turnaround process is from when the aircraft shuts down engines, and the anti-collision lights are turned off, to the aircraft being ready for push-back off stand.
- 1.3** Associated Operational Safety Instructions cover the Arrival Procedure (ASGrOps\_OSI\_021 Aircraft Arrivals Procedure on Stand) and Departure Procedure (ASGrOps\_OSI\_023 Aircraft Departure Procedures off Stand).
- 1.4** Other OSIs cover the specific use of Airbridges, Fixed Electrical Ground Power (ASDRVE\_OSI\_018 Aircraft Fixed Electrical Ground Power Operating Procedures and Conditions of Use), Pre-Conditioned Air Units (ASEnv\_OSI\_055 Airside Environment - Pre-Conditioned Air Rules and Procedures) and the Fuelling of Aircraft (ASGrOps\_OSI\_019 Fuelling of Aircraft).

### 2. Definitions

| Abbreviation | Description                   |
|--------------|-------------------------------|
| ACL          | Airport Co-ordination Limited |
| AOU          | Aircraft Operations Unit      |
| GSE          | Ground Servicing Equipment    |
| HSG          | Health and Safety Guidance    |





### 3.3 Safety Cones

- 3.3.1** In the course of an average year, a substantial number of accidents occur at Heathrow in which parked aircraft are damaged by vehicles manoeuvring around them during the turnaround process. Most accidents caused by vehicles result in damage to engine cowlings and wing tips. To assist drivers, it is recommended that safety cones are placed at appropriate points around the aircraft to highlight vulnerable areas.
- 3.3.2** Heathrow and the Airline Operators Committee recognise the use of such safety cones as best practice and their deployment around the aircraft is strongly recommended.
- 3.3.3** Heathrow equips each aircraft stand with 8 'Safety Cones' which are located on a purpose-built trolley in a marked area at the head of stand.
- 3.3.4** As a minimum, the cones should be used to mark the locations of wing tips and engine pods. Airlines and Ground Handlers should develop their own procedures to achieve this, and should, if their Risk Assessment demands, cone additional positions around the aircraft. The cones should only be removed when the aircraft is ready to depart.
- 3.3.5** Airlines and Ground Handling companies will be required to train their staff in the use of the cones and ensure operating procedures include their use where appropriate.
- 3.3.6** The Airline or Ground Handler is responsible for returning the cones to the designated safe storage area after use, thereby reducing the risk of subsequent arriving aircraft 'holding off' due to obstruction caused by abandoned cones.
- 3.3.7** Safety cones and/or trolleys designed for their transportation are considered essential safety equipment. They are not to be removed from stands or used for other purposes than that for which they were provided.

### 3.4 Aircraft Cabin Doors Open Without Ground Equipment in Position

- 3.4.1** Cabin doors must not be opened or closed without suitable equipment to prevent a fall being in position.



**3.4.2** Equipment for the prevention of falls must not be removed from an open cabin door.

**3.4.3** A door strap is not an acceptable form of equipment for preventing falls.

### **3.5 Safety of Passengers on the Apron**

**3.5.1** It is the airline/handling agent's responsibility to ensure that any passengers crossing the apron (during embarking or disembarking) or are on the apron for a longer period (such as baggage reconciliation) are supervised at all times.

### **3.6 Fuel Hydrant Emergency Stop Facility**

**3.6.1** The Fuel Hydrant Emergency Stop facility is in the form of a break glass unit, located at the head of the stand. Staff should familiarise themselves with the location and signage associated with this emergency facility in order to access it promptly should the need arise. Breaking the glass will cut off fuel to the stand which has been activated and stands adjacent to it. It should be used in the event of an aircraft fire, a major hydrant leak or a fire near an aircraft. Operation of this break glass must be followed by a 222 call on the stand emergency telephone, which is usually (but not always) co-located with the Fuel Hydrant Stop break glass unit.

### **3.7 Emergency Telephones**

**3.7.1** All stands (or pair of stands) at Heathrow have an emergency telephone situated at the head of the stand. Staff should familiarise themselves with the location and signage associated with these telephones, to access them promptly should the need arise.

### **3.8 Charter Flights**

**3.8.1** As part of the process for ACL to accept a charter flight into Heathrow, there must be communications between ACL and the Ground Handler to ensure that they have access to the correct GSE for the aircraft type that they are required to handle.

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- 3.8.2** When the AOU are aware that there is a charter flight taking place, AOU must contact the nominated Ground Handler to ensure a that they have the correct GSE to handle the flight.
- 3.8.3** ACL are responsible for managing slots between Monday-Friday 09:00-17:00 local. Outside of these hours the AOU manage slots. The AOU will require confirmation in writing that the handler has access to the required equipment to handle the chartered flight (e.g. tow bar, belt loader).
- 3.8.4** It is the handling agent's responsibility to ensure that prior to accepting a charter flight they must ensure that they have the correct GSE (e.g. Tow bar, belt loader) or have access to GSE to complete a compliant turnaround and confirm this in writing.

#### 4. Refencing

ASGrOps\_OSI\_021 Aircraft Arrivals Procedure on Stand

ASGrOps\_OSI\_023 Aircraft Departure Procedures off Stand

ASDRVE\_OSI\_018 Aircraft Fixed Electrical Ground Power Operating Procedures and Conditions of Use

ASEnv\_OSI\_055 Airside Environment - Pre-Conditioned Air Rules and Procedures

ASGrOps\_OSI\_019 Fuelling of Aircraft

Health & Safety Executive document HSG209

#### 5. Enquiries

- 5.1.1** Any questions concerning this Instruction should be directed to the HAL Ramp Assurance Team at [ramp\\_team@heathrow.com](mailto:ramp_team@heathrow.com).

