

General Notice

Licencing for Groundhandling Services and
Airside Operations Services at Heathrow Airport
(effective from 24 September 2021)

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INTRODUCTION

This General Notice (“**Notice**”) sets out Heathrow Airport Limited’s (“**Heathrow**”) policy in respect of companies wishing to carry out:

- (i) Groundhandling Services at Heathrow Airport (the “**Airport**”); and
- (ii) Airside Operations Services.

The Notice also outlines the process by which Heathrow will consider applications to provide or amend Groundhandling Services or Airside Operations Services at the Airport.

It is an offence under the Byelaws to carry out any Groundhandling Services or make any offers of service (including selling or hiring anything for reward) at the Airport without first obtaining Heathrow’s permission. The GOL is the only form of permission that will be given by Heathrow to carry out Groundhandling Services, i.e., services contracted to an Airport User (i.e., airline) or sub-contracted to one of their other groundhandlers, at the Airport. The AOL is the only form of permission that will be given to companies wishing to carry out Airside Operations Services, where vehicular access is required. Companies are authorised under the applicable GOL/AOL to carry out the activities as approved therein.

This Notice should be read in conjunction with the relevant Heathrow Operational Safety Instructions (“**OSI**”), which can be found online at www.heathrow.com/airside and it supersedes the previous general notice on groundhandling dated January 2013.

BACKGROUND

The Airports (Groundhandling) Regulations 1997 (as amended from time to time) (the “**Regulations**”) apply to the provision of Groundhandling Services at the Airport. As set out in the Annex to the Directive¹, Heathrow governs access to the Airport infrastructure for companies providing Groundhandling Services (as set out in Table A on page 7 below) via the GOL to ensure access is afforded on a relevant, objective, transparent and non-discriminatory basis, in accordance with the requirements set out in the Regulations.

In 2021, Heathrow introduced the AOL. The AOL applies to persons providing Airside Operations Services, which are Airside activities/Services not within the scope of the Regulations, of which further details are set out in Table B below.

This Notice sets out the guidance and procedure to be followed when:

- applying to become a licensed provider of Groundhandling Services or Airside Operations Services at the Airport;
- making changes to Groundhandling Services provided under a GOL; and
- making changes to Airside Operations Services provided under an AOL.

Safety, security, capacity, cost, service quality, competition, resilience, and the appropriate, efficient utilisation of space in the operational area at Heathrow are the key factors considered

¹ As it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018, and as amended from time to time.

when deciding any application for a GOL or AOL. It is Heathrow's aim to proactively manage Groundhandling Services and Airside Operations Services at the Airport.

Applicants can apply for a GOL and/or an AOL if they:

1. have been admitted to Heathrow's ID Pass Scheme;
- and**
2. have a Contract or AHM 810 to provide Services at the Airport; or
3. have a statutory right of access and/or are a UK government agency or UK enforcement agency; or
4. Heathrow has otherwise approved Airside access.

For further information on Heathrow's ID Pass Scheme, contact:

www.heathrow.com/company/team-heathrow/id-centre.

Heathrow cannot guarantee that Applicants will be admitted to the ID Pass Scheme or that approval for a GOL or AOL will be provided.

DEFINITIONS

AHM 810	means the IATA Airport Handling Manual, document number 810;
Airport	means all the land and buildings shown in Schedule 1 of the Byelaws forming London Heathrow Airport;
Airport User	means any natural or legal person responsible for the carriage of passengers, mail and/or freight by air from, or to the Airport;
Airside	means the movement area of the Airport, adjacent terrain, buildings and portions thereof to which access is restricted, and the Other Airside Areas, Security Restricted Area and Critical Part of the Security Restricted Areas;
Airside Driving Permit	means the permit issued by or on behalf of HAL and paid for by the Licensee as is required under ASDRVE_OSI_006 (as amended or replaced from time to time) in order for a person to be allowed to drive Airside;
Airside Operations Licence	means a licence issued by Heathrow permitting access Airside for persons carrying out Airside Operations Service(s) at the Airport;
Airside Operations Service	means services carried out Airside that are not services within scope of the Regulations, as set out in Table B of this Notice (see page 9);
AOC	means the Airport Operators Committee relevant for the purpose of Regulation 6 of the Regulations;
Applicant	means a person who applies for a GOL or AOL in accordance with the terms of this GN and the GOL/AOL (as applicable);

Byelaws	means The Heathrow Airport – London Byelaws, 2014 (as amended or replaced from time to time);
Contract	means a signed written agreement either: (i) with an Airport User or Primary Groundhandler (or their subcontractor) for the provision of Groundhandling Services at the Airport; or (ii) with Heathrow or a third party for Airside Operations Services at the Airport;
Critical Part of the Security Restricted Area	means: <ul style="list-style-type: none"> a) all areas of the Airport that are accessible by screened departing Passengers; b) all areas through which screened departing hold baggage may pass or in which screened unsecured hold baggage may be held; and c) any part of the Airport that has been designated for parked aircraft to be boarded or loaded, as well as areas as determined by Heathrow and notified to the Licensee from time-to-time;
Directive	means Council Directive 69/67/EC of 15 October 1996 on access to the groundhandling market at Community airports as it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018, and as amended or replaced from time to time;
Driving Licence	means any applicable government-issued driving licence (or certificate of competence equivalent) as set out under ASDRVE_OSI_006 (as amended or replaced from time to time) and that is required to lawfully drive at the Airport;
Groundhandling Approvals Board or GHAB	means the Heathrow group which is charged with reviewing applications in relation to Groundhandling Services and Airside Operations Services at the Airport, the Terms of Reference of which are set out in Appendix D;
Groundhandling Service(s)	means the services and/or categories of service set out in Table A of this Notice (see page 8 below);
Ground Operations Licence or GOL	means a licence issued by Heathrow permitting access Airside for persons carrying out Groundhandling Services at the Airport;
Health and Safety Standards	means those health and safety standards issued by Heathrow from time to time;
Heathrow Airside Standards and Assurance Manager	means the individual employed or engaged by Heathrow to manage Airside standards, quality and assurance who is contactable by: <ul style="list-style-type: none"> (a) email to: airsidelicensing@heathrow.com; or

	<p>(b) post at: Heathrow Airport Limited, Airside Operations, Airside Operations Facility, Building 16887, Heathrow Airport, Hounslow, Middlesex, TW6 2GW (or any other person as nominated by Heathrow from time to time);</p>
IATA	means the International Air Transport Association;
IATA SGHA	means the International Air Transport Association's Standard Ground Handling Agreement (as amended or replaced from time to time);
ID Centre	means the Airport unit responsible for dealing with all security passes for Heathrow Airport who are currently based at D'Albiac House, Cromer Road, Hounslow, TW6 1QS;
ID Pass Scheme	means the arrangements operated by Heathrow for the prior authorisation of persons to enter various areas of the Airport on an unescorted/escorted basis and all continuing administration and management relating thereto;
ISAGO	means IATA'S Safety Audit for Ground Operations;
Landside	means those areas of Heathrow which are not Airside;
Licensee	means a person that has entered into a GOL or an AOL with Heathrow to carry out either Groundhandling Services or Airside Operations Services at the Airport;
Licensee Personnel	means all employees, officers, contractors, subcontractors and agents engaged by or on behalf of the Licensee in connection with the provision of Services at the Airport;
Heathrow Licencing Team	means the unit responsible for airside licencing at the Airport;
Limited Duration Vehicle Apron Pass or LDVAP	means the disc issued by Heathrow for a limited duration that is affixed to vehicles and self-propelled motorised equipment windscreen that authorises access to the apron at the Airport for that vehicle;
Other Airside Areas	the movement area of the Airport, adjacent terrain and buildings or portions thereof, access to which is restricted, such as certain cargo and aircraft maintenance facilities;
Primary Groundhandler	means the main groundhandling services company who has been appointed by an Airport User;

Ramp Services	means the services described at Table A, Row 3 (see page 8 below);
Safety Management System	means a comprehensive management system designed to manage safety elements in the workplace including but not limited to objectives, plans, procedures, organisation, and responsibilities;
Security Restricted Area	means an Airside area where, in addition to access being restricted, other aviation security standards are applied;
Service(s)	means those Groundhandling Services or Airside Operations Services provided by the Licensee at the Airport under a Contract and in accordance with the terms of a GOL or AOL;
Terminal Building	means that building or buildings at the Airport used as terminals for passengers arriving at or departing from at the Airport;
Template	means the document which must be completed prior to the presentation of an application at the GHAB Either: a) 'Groundhandling Change Approval Template' - Preparation for consultation (as amended from time to time); or b) 'Service Provider Change Approval Template' - Preparation for consultation (as amended from time to time);
Vehicle Apron Pass or VAP	means the disc issued by Heathrow that is affixed to vehicles and self-propelled motorised equipment windscreen that authorises access to the apron or within the terminal at the Airport for that vehicle;
Vehicle Passes	means the Airside Driving Permit, Limited Duration Vehicle Apron Pass ("LDVAP") and VAP

WHAT IS A GROUND OPERATIONS LICENCE

The GOL is Heathrow's permission to perform certain Groundhandling Services at the Airport (as approved by the specific GOL), and sets out the conditions and standards that must be adhered to when providing those Services to Airport Users or their suppliers/subcontractors.

TABLE A – Groundhandling Services

The table below sets out the applicable categories of Groundhandling Services at Heathrow Airport. For further details about the Services under each category, see Appendix E of this Notice.

No.	Heathrow Category	Category as set out in the Annex to the Directive
1	Management functions	Ground administration and supervision
2	Passenger services	Passenger handling

3	Ramp services	Baggage handling Ramp handling Surface transport Catering services
4	Load control and flight operations	Flight operations and crew administration
5	Cargo and mail services	Cargo and mail handling
6	Support services	Aircraft services Fuel and oil handling
7	Security	Passenger and baggage screening and reconciliation Screening of non-passengers Cargo and Post Office mail Catering Ramp
8	Aircraft maintenance	Aircraft maintenance

CONDITIONS TO OBTAIN A GROUND OPERATIONS LICENCE

These conditions apply to all companies/persons providing, or seeking to provide, Groundhandling Services at the Airport.

All companies/persons providing Groundhandling Services at the Airport must:

1. Provide Heathrow with a copy of the AHM 810 from the Airport User or Primary Groundhandler (or their subcontractor), or a copy of a Contract to provide Groundhandling Services at the Airport. The documents provided must show:
 - i. Confirmation of an agreement between the Applicant and the Contract-awarding company and formal company details of each party;
 - ii. The nature of the work to be carried out at the Airport;
 - iii. The Contract start and expiry date;
 - iv. Signatures from each contracting party; and
 - v. Contract number and project number.

Contracts may be redacted to remove any commercially sensitive information, so long as the key details required as set out above and in the GOL are provided.

2. Provide evidence of three (3) years or more management experience in at least a Category

B airport and handling no fewer than one (1) million passengers in 2019 or 50,000 tonnes of freight in 2019. Contact details of the relevant airport(s) will need to be provided for validation.

3. Demonstrate that its proposed method of operating vehicle, plant, equipment and/or machinery Airside will not disrupt the overall terminal, baggage and ramp operations or have a detrimental impact on the capacity of such operations at the Airport.
4. In exceptional circumstances when a turnaround is split between two terminals, a groundhandler in one of the terminals affected may handle that turnaround in the other terminal affected.
5. Heathrow will provide each Applicant with maximum quotas for vehicles and equipment, which will be based on their application and the level of vehicles and equipment required to service their Contracts, and which can be accommodated within the operational limits of the Airport. Applicants must demonstrate to Heathrow's reasonable satisfaction that they are able to manage their operation within such quotas and hold the appropriate level of equipment for the Services they propose to provide.
6. Airside congestion is of concern at the Airport and the objective of these conditions is to ensure efficient utilisation of space for equipment and/or vehicles with a view to limiting Airside congestion and demand on very limited parking space. Heathrow is looking for high utilisation of equipment and vehicles Airside.
7. Applications for a GOL or for any changes to the scope thereafter are to be notified to Heathrow in a reasonable time frame but should not be less than ninety (90) days prior to the intended start date of the provision of Services. Following application, an evaluation will take place to review compliance with the above conditions, terms of the GOL and any other applicable requirements at the Airport.
8. Any new Applicants wishing to provide Ramp Services at the Airport (i.e., those who do not already service any Contracts at the Airport) must have their head office ISAGO accredited before they submit any application and must get their Heathrow station accredited as soon as reasonably practicable. Any new application that does not include evidence of the appropriate accreditation will be rejected.

A diagram showing the GOL application process can be found at Appendix A of this Notice.

WHAT IS AN AIRSIDE OPERATIONS LICENCE

An AOL is a licence permitting access Airside for persons providing Airside Operations Services using vehicles, plant, equipment and/or machinery, for which they must obtain a VAP or LDVAP prior to coming Airside.

The AOL sets out the conditions and standards that must be to be adhered to when performing Airside Operations Services and accessing the Airside area of the Airport with vehicles, plant, equipment and/or machinery.

TABLE B - Airside Operations Services

The table below sets out the applicable categories of Airside Operations Services at the Airport. For further details about the services under each category see Appendix F of this Notice.

No.	Category
9	Building and Maintenance
10	Cash collection
11	Computer networking and cabling
12	Delivery/collection
13	Electrical and engineering
14	Floral/garden displays
15	Laundry/ dry cleaning
16	Mobile catering
17	Newspapers
18	Office/commercial cleaning
19	Pest control
20	Photography/media
21	Telecommunications
22	Tyre, batteries and vehicles
23	Vending machines
24	Waste/drains
25	Airside training
26	Services to UK Visas and Immigration
27	HM Customs & Excise
28	HM Immigration
29	Others (as agreed with Heathrow)

A diagram showing the AOL application process can be found at Appendix B of this Notice.

WHEN TO APPLY FOR A LICENCE

Groundhandling Services

Applicants should apply for a GOL no later than 90 days prior to the proposed start date of the provision of any Groundhandling Services at the Airport.

Airside Operations Services

Applicants should apply for an AOL no later than 60 days prior to the proposed start date of provision of any Airside Operations Services at the Airport.

Licensing Process

Applicants entering into a Contract to provide Groundhandling Services and/or Airport Operations Services at the Airport do so at their own risk.

Holding a Contract to provide Groundhandling Services and/or Airport Operations Services at the Airport does not guarantee that an application for a GOL and/or an AOL will be approved by Heathrow.

If a Contract notification is not submitted at least 60/90 days (as applicable for the AOL/GOL) prior to the proposed commencement of the provision of the Services, then the Services start date may be later than requested.

HOW TO APPLY FOR A LICENCE

Licence Application Form

All eligible Applicants for a GOL and/or an AOL must complete the licence application form, which is available via Heathrow's online portal. Access to Heathrow's portal will be provided to eligible applicants by Heathrow's ID Centre upon request.

GOL and AOL applications:

Applicants must provide a copy of the documents set out in the GOL/AOL alongside their application. This should include but are not limited to the Applicant's:

- airside safety policy, including their Safety Management System;
- resilience plan, including but not limited to the Licensee's response to aircraft incidents, environmental incidents, severe weather, industrial action, supply interruptions, IT disruption, flight disruption, vehicle and/or aircraft recovery, and passenger welfare;
- organisation chart detailing roles and responsibilities of the Licensee and Licensee Personnel; and
- certificates of all insurance held by the Licensee necessary for the performance of the Services.

Applications will be reviewed by either the GHAB or the Heathrow Licencing Team. The GHAB and the Heathrow Licencing Team may request further evidence in support of an application if they consider it reasonable to do so.

If an application is approved by the Heathrow Licencing Team or the GHAB, the Applicant must sign and return the GOL or AOL to Heathrow as soon as possible, and no later than thirty (30) days from the date of notification of approval. If the Licensee does not return the signed GOL or AOL to Heathrow within thirty (30) days of the date of notification of approval, the Licensee will need to reapply for a GOL/AOL, and repeat the full application process, meaning that the Services start date will likely be later than requested.

APPROVALS PROCESS FOR GOL AND AOL

The GHAB is responsible for approving complex applications or those that require a ramp, terminal or baggage study including:

- a) new applications for a GOL;
- b) new applications for an AOL;
- c) changes to Groundhandling Services under a GOL;
- d) changes to Airside Operations Services under an AOL;
- e) the assignment of a Licensee's interest in a GOL or AOL; and
- f) a Licensee's request under a GOL or AOL to subcontract Groundhandling Services or Airside Operations Services respectively.

The Heathrow Licencing *Team may review and grant approval outside of the GHAB process where the Heathrow Licencing Team has deemed the risk to the operation and community low once an internal assessment of the application has been completed.*

Approval process

The GHAB meets monthly to consider applications.

The GHAB will not consider any application for existing or new licence applications unless they are compliant with the conditions of this Notice and the GOL and/or AOL.

The GHAB will consider valid applications in accordance with the requirements of this Notice, the GOL/AOL (as applicable), and additionally in the case of applications for a GOL, in accordance with the Regulations. The GHAB may request further evidence in support of any application if it considers it reasonable to do so.

Decisions by the GHAB will be communicated as soon as practicable, and in any event, no later than five (5) working days following the GHAB meeting where the application is reviewed.

Where the Heathrow Licencing Team has granted approval outside of the GHAB process (as set out above), they will inform the GHAB that approval has been granted prior to the monthly GHAB meeting.

Approving an application to change a GOL or AOL

As set out in their GOL or AOL, Licensees must obtain approval from Heathrow to make any changes that affect or vary the nature and/or performance of Services at the Airport under a GOL

or an AOL.

Requests should be submitted in accordance with the terms of the relevant GOL or AOL.

Appeals

Any Applicant and/or Licensee may appeal any decision made by the GHAB/Heathrow Licencing Team relating to its application. Appeals must be made in writing and submitted by email to the standardsandassurance@heathrow.com within seven (7) working days of the Heathrow Licencing Team or GHAB decision. Any application for appeal must include detailed reasons of the grounds for appeal and the outcome sought by the Applicant/Licensee.

Appeals to a decision of the Heathrow Licencing Team are reviewed by the GHAB. Appeals to decisions of the GHAB are reviewed by the GHAB Appeals Committee.

Appeals will be reviewed by the GHAB or GHAB Appeals Committee (as applicable) no later than twenty-eight (28) days following receipt and decisions will be communicated as soon as reasonably practicable.

Decisions made by the GHAB Appeals Committee are final and cannot be appealed further.

EXISTING LICENSEES: ENTERING INTO NEW AND LOSS OF EXISTING CONTRACTS

Licensees must follow the procedure set out in their respective licence before any contract awarded for new work can be performed at the Airport. Failure to do so is a breach of the applicable licence.

Licensees must notify Heathrow within ten (10) working days of losing any Contract to perform Groundhandling Services or Airside Operations Services at the Airport.

MANAGING VEHICLES AND VEHICLE PASSES

All vehicle, plant, equipment and/or machinery must have a VAP or LDVAP to access the Airside area of the Airport and all drivers must hold an Airside Driving Permit as well as a Driving Licence (where applicable). Licensees can apply for VAP's, LDVAP's and Airside Driving Permits in accordance with the applicable OSIs at www.heathrow.com/airside.

Note that Heathrow's decision on the number of passes allocated is final.

Vehicle and buggy quotas will be strictly managed to allow Heathrow and the Airport community to work safely and effectively.

This section sets out the procedure a Licensee must follow where any change to the number of vehicles, VAPs or LDVAP's occurs in connection with a GOL or an AOL.

Vehicle Passes

Heathrow strongly encourages innovation in vehicle and equipment design, use and operation. For example, through the sharing of equipment, off-site parking, and car-pooling and use of telematic tracking devices to manage quotas and operations generally at the Airport.

Vehicle Pass increases

To obtain an increase in vehicle quotas and Vehicle Passes a Licensee must request consent from Heathrow's Airside licence department at: AirsideLicencing@heathrow.com.

Requests must include sufficient information to explain the proposed increase and to enable Heathrow to fully consider the Licensee's request. Heathrow may require the Licensee to submit additional information. This information may include but is not limited to vehicle telematics data and any plans required under their GOL and/or AOL to reflect any approved operational increases relating to vehicles, VAP's and/or LDVAP's.

Heathrow will consider requests objectively but (subject to Clauses 21.6 of the GOL and 20.6 of the AOL), will have no liability whatsoever or howsoever arising towards any Licensee or other party for delaying or withholding consent in response to any request for change.

Vehicle Pass reductions

A Licensee must notify Heathrow of any change which means the Licensee can reduce its number of vehicles, VAPs or LDVAPs so that Heathrow can ensure capacity at the Airport is utilised effectively and safely.

If Heathrow suspects that changes have taken place that reduce requirement for vehicles, VAPs or LDVAPs, Heathrow will notify the Licensee of its intention to withdraw these consents and reduce the vehicle quota for the Licensee in question. In the event the Licensee disagrees, the Licensee must demonstrate to Heathrow that it still requires its current allowances. Heathrow's decision in that respect shall be final.

Heathrow may require a Licensee to resubmit any plan required under or in connection with their GOL or AOL to reflect any operational decreases in respect of the above.

COST OF A LICENCE

The GOL costs are set out in Heathrow General Notice of Tariffs which is available on the Heathrow website: <https://www.heathrow.com/company/doing-business-with-heathrow/regulated-charges>. This is an annual charge per company, per GOL.

The AOL costs are currently the same as the GOL costs and is an annual charge per company, per AOL.

INSURANCE REQUIREMENTS

All organisations operating at the Airport including (but not limited to) those operating Airside on the roads, aprons and manoeuvring area must hold an insurance policy which conforms to the minimum standard specified by Heathrow. These minimum standards ensure that insurance (to cover all actions, claims, costs and demands in respect of any loss, damage or injury to property or persons (including fatal injuries) for which liability arises in connection with their operation) is effective during the length of validity of their GOL/AOL. If the Licensee is working for Heathrow on a capital construction project, Heathrow may provide the relevant insurance

cover (for details, see the principal contract).

All organisations operating at Heathrow Airport

All organisations operating at the Airport are required to have adequate insurance to cover their activities at the airport, for the duration of their Licence, which should include but need not be limited to:

- a third-party liability policy, covering the relevant activities, with an indemnity limit of at least £10,000,000 (ten million pounds) for any one occurrence or series of occurrences arising from any one event;
- if providing any products, a product liability policy with an indemnity limit of at least £10,000,000 (ten million pounds) for any one occurrence or series of occurrences arising from any one event and in any one year; and
- if carrying out activities Airside, an aviation general liability policy, which includes coverage for airside driving and aviation war/terrorism, with an indemnity limit of at least £50,000,000 (fifty million pounds) per occurrence or series of occurrences arising from any one event and with a sub-limit of USD50,000,000 (fifty million dollars) for war/terrorism risks.

In addition to the required insurances above, it is recommended that licence holders carry the following insurance (if relevant to their activities) and that the relevant Airport User or person contracting with the licensee in question, consider requiring the following insurances in their contracts with groundhandlers/airside operators:

- for Licensees engaging in landside critical activities: a third-party liability policy with an indemnity of at least £150,000,000 (one hundred and fifty million pounds) for any one occurrence or series of occurrences arising from any one event;
- for Licensees providing catering services: a third-party liability policy with an indemnity limit of at least £15,000,000 (fifteen million pounds) for any one occurrence or series of occurrences arising from any one event;
- for Licensees engaging in Airside outside critical activities: aviation general liability policy which includes coverage for aviation war/terrorism, with an indemnity limit of £150,000,000 (one hundred and fifty million pounds) per occurrence or series of occurrences arising from a single event with a sub-limit of USD150,000,000 (one hundred and fifty million dollars) for war/terrorism risks;
- for Licensees supplying professional services: a professional indemnity policy with an indemnity limit of £5,000,000 (five million pounds) per occurrence or series of occurrences arising from a single event, and in the annual aggregate.

AD-HOC CHARTERS & AIRCRAFT DIVERSIONS

A Licensee wishing to provide Services at the Airport under a GOL for ad-hoc flights must do so in accordance with Operational Advice Notice (“**OAN**”) 046 (as amended or replaced from time to time).

A Licensee providing Services at the Airport under a GOL may make arrangements with non-Heathrow operating airlines to provide those services in the event of diversion of flights into Heathrow. These arrangements are subject to the agreement of the Heathrow Aircraft Operations

Duty Manager (“**AODM**”) who should be notified of such arrangements and who is responsible for confirming which Terminal shall be used for the diversion, in line with OSI 048.

The Heathrow Aircraft Operations Duty Manager is available twenty-four (24) hours a day and can be contacted on 020 8757 3501 or on 07525 825 585.

The OSI and OAN can be located at www.heathrow.com/airside along with other useful publications.

REVIEW OF NOTICE

This Notice will be reviewed in consultation with the AOC at least every five (5) years, noting that there may be circumstances where amendments may be required sooner.

Review of Operational Safety Instruction (OSI)

HAL will consult on relevant OSI’s in the appropriate forum. OSI consultation periods will last for twenty-eight (28) days. HAL reserves the right to publish an OSI without consultation where it is deemed operationally necessary or required as a result of legislative changes.

A diagram showing the OSI process can be found at Appendix G of this Notice.

ENQUIRES

Enquiries concerning this Notice should be directed to the Heathrow Airside Standards & Assurance Manager.

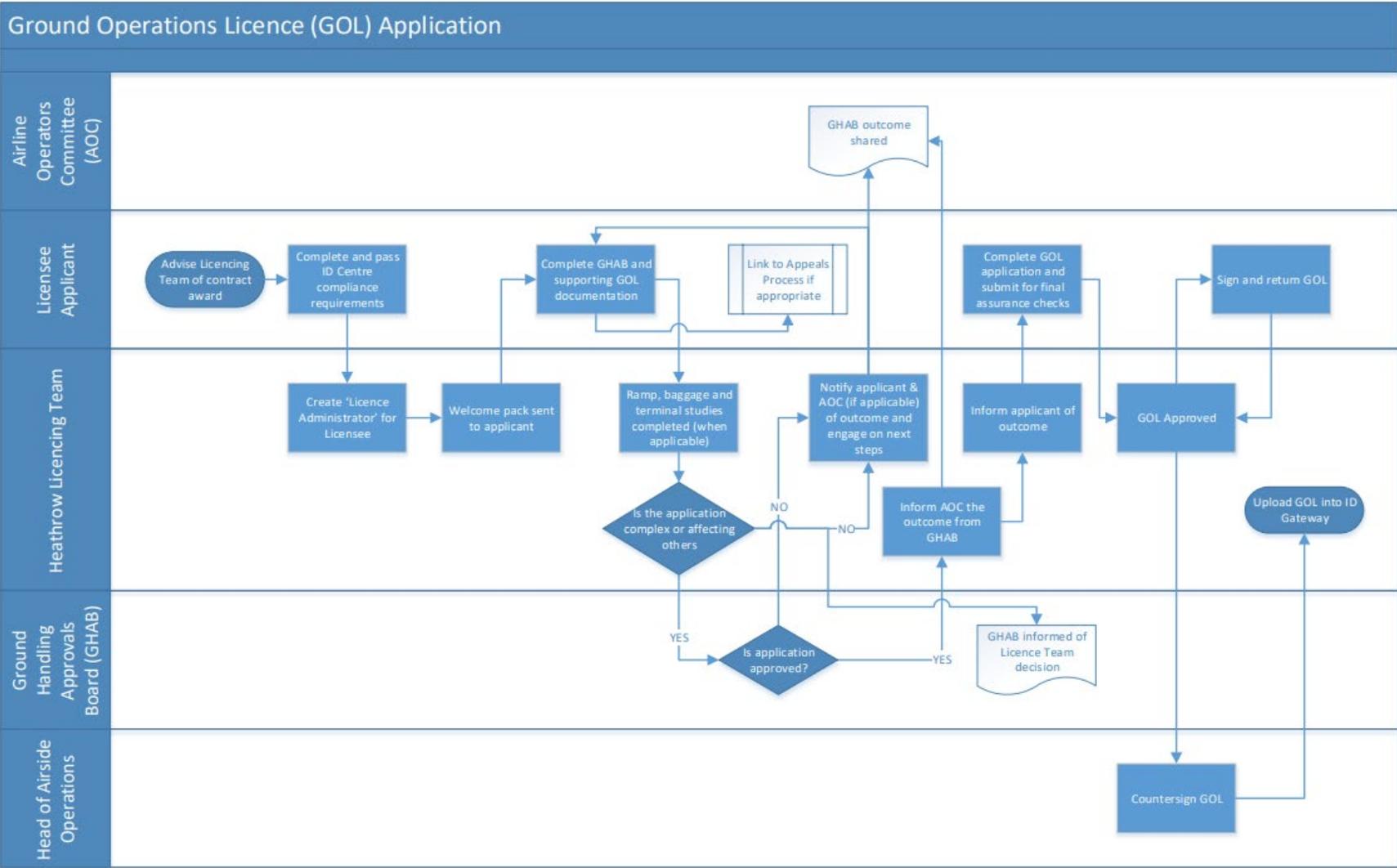
APPROVAL

Kathryn Leahy

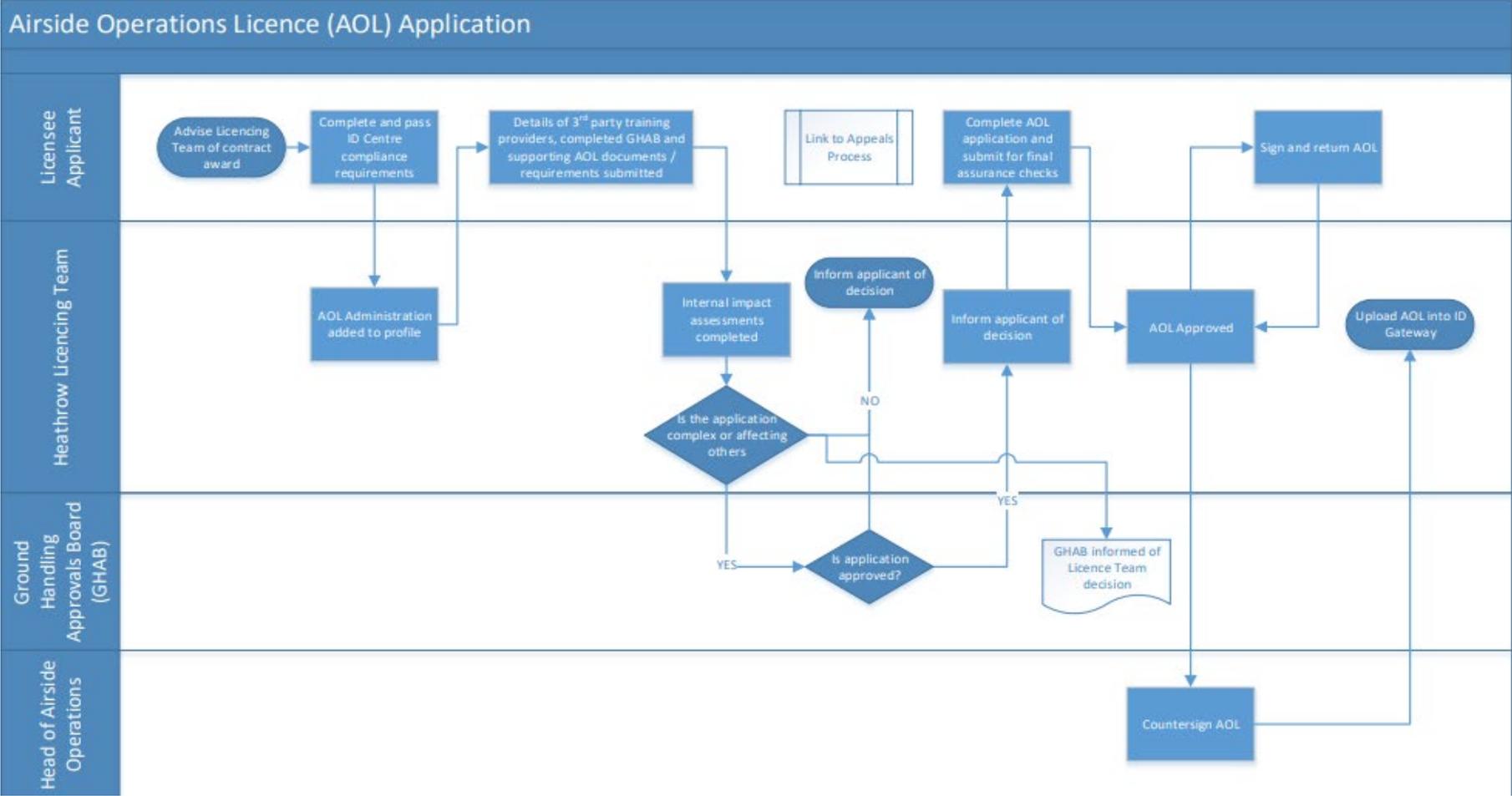
Director of Operations

For and on behalf of Heathrow Airport Limited

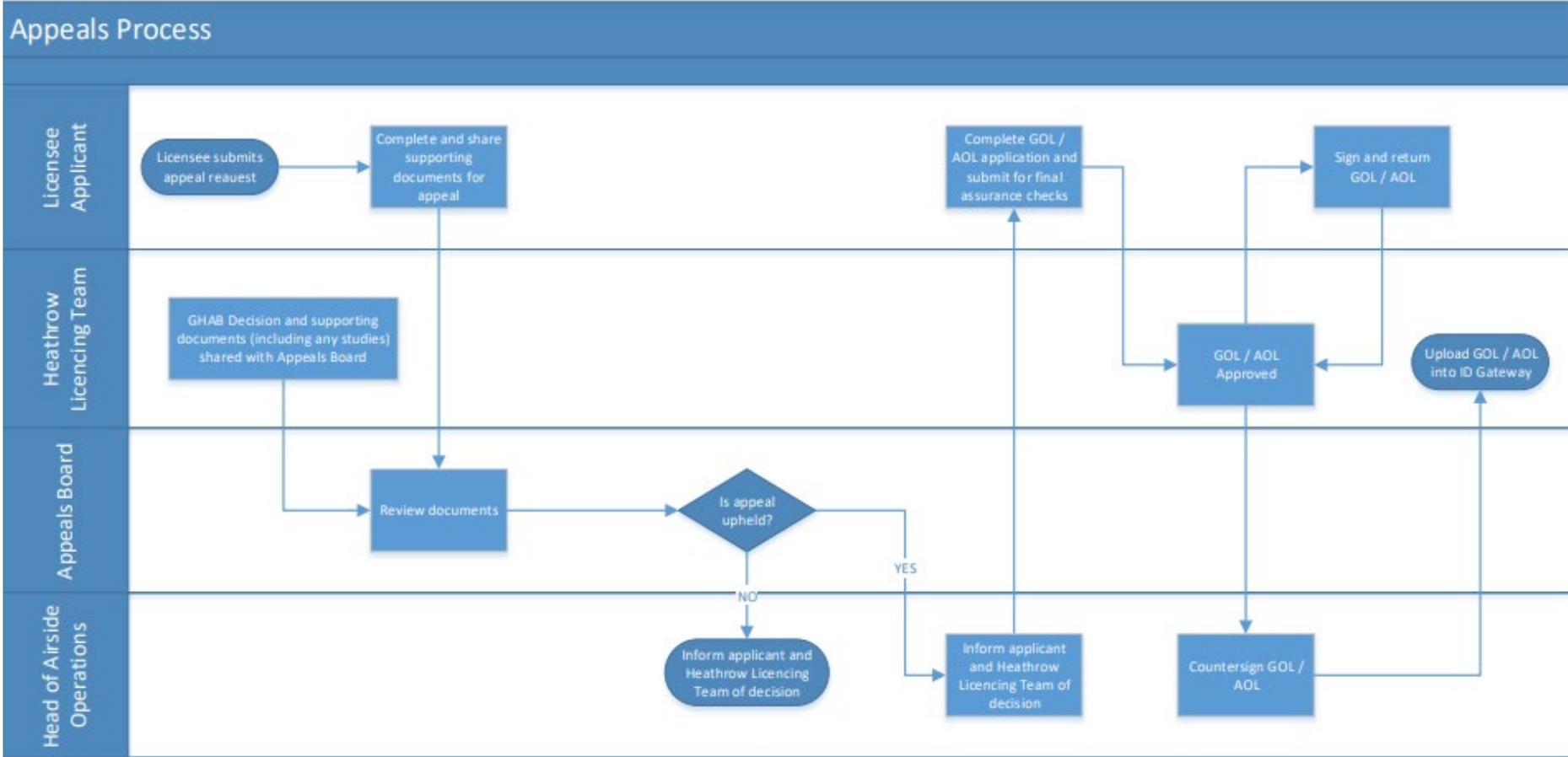
Appendix A – Application to Provide Groundhandling Services



Appendix B – Application to Provide Airside Operations Services



Appendix C – Appeals Process



Appendix D: GHAB Terms of Reference

Classification: Public	
Ground Handling Approval Board (SGHA)-Terms of Reference	
S Aerodrome Safety	
<p>The remit of the Approval Board is to comply with The Airports (Ground Handling) Regulations 1997; and the requirements laid down in Heathrow Airport Limited's Ground Operations Licence (GOL) and Airside Operators Licence (AOL).</p> <p>The Approval Board will consider an organisation's application in meeting the Licence Standard Conditions. It must be noted that HAL as the airport managing body is ultimately responsible for decision making in respect of any application as required under the regulations.</p> <p>For the GOL, the Airports (Ground Handling) Regulations 1997 apply to ground handling operations at Heathrow and Heathrow Airport Limited (HAL) regulate access to the infrastructure via a Licences to ensure access is afforded on a relevant, objective, transparent and <u>non-</u> discriminatory basis in accordance with the requirements set out in regulation 16. The standard license terms were introduced through a consultative process and future review will follow a similar process.</p> <p>The Group will meet either face to face, via conference call or TEAMS. The invite will come from the Chair/ Deputy to get a quorum of members.</p> <p>FREQUENCY: Monthly</p> <p>At least annually the group will evaluate the terms of reference.</p>	<p>MEMBERS:</p> <p>Ground Handling & Aviation Fuel Manager (Chair): Airside Standards & Assurance Manager (Deputy): Airfield Operations Manager Safety Improvement & Investigation Manager Services Manager Terminals Services Manager - Airline Engagement Manager Airline Network & Business Development Manager Baggage Product Development Manager Capacity Planning Manager Terminal Business Baggage Operations Manager(s) Security Operations Manager</p> <p>Delegates may be proposed to the Chair in advance of the meeting if the main members are unable to attend the meeting:</p> <p>A Quorum of 6 members <u>are</u> required for decisions to be made.</p>
<p>OBJECTIVES:</p> <ul style="list-style-type: none"> • Identify any risks that could affect the operation • Does the application meet all the requirements within either the GOL or <u>AOL</u>. • Under the GOL/AOL does this application affect any of the following: <p style="margin-left: 40px;">Capacity Safety Security Service quality Competition and resilience Cost Environment</p>	<p>GROUND RULES:</p> <ul style="list-style-type: none"> ▪ Meeting starts on time and finishes on time ▪ Right information, in the right quantities at the right time ▪ Participants come prepared to discuss topics on the agenda ▪ Don't <u>interrupt</u>: except on point of clarification or point of process ▪ Stay on subject ▪ Be concise don't repeat others ▪ Be respectful ▪ Be polite <p>Draft agenda/tracker for incident see below:</p>

Appendix E – Groundhandling Services

1. Management Functions

- 1.1 representation and liaison services with local authorities or any other entity, disbursements on behalf of the Airport User and provision of office space for its representatives;
- 1.2 load control, messaging, and telecommunications;
- 1.3 handling, storage, and administration of unit load devices; and
- 1.4 any other supervision services before, during or after the flight and any other administrative service requested by the Airport User.

2. Passenger Services

- 2.1 comprises any kind of assistance to arriving, departing, transfer or transit passengers, including checking tickets and travel documents, registering baggage, and carrying it to the sorting area.

3. Ramp Services

- 3.1 Baggage handling comprises:
 - 3.1.1 handling baggage in the sorting area, sorting it, preparing it for departure, loading it on to and unloading it from the devices designed to move it from the aircraft to the sorting area and vice versa, as well as transporting baggage from the sorting area to the reclaim area.
- 3.2 Ramp handling comprises:
 - 3.2.1 assistance to aircraft parking and provision of suitable devices;
 - 3.2.2 communication between the aircraft and the air-side supplier of services;
 - 3.2.3 the loading and unloading of the aircraft, including the provision and operation of suitable means, as well as the transport of crew and passengers between the aircraft and the terminal, and baggage transport between the aircraft and the terminal;
 - 3.2.4 the provision and operation of appropriate units for engine starting;
 - 3.2.5 the moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices;
 - 3.2.6 the transport, loading on to and unloading from the aircraft of food and beverages.
- 3.3 Surface transport comprises:
 - 3.3.1 the organisation and execution of crew, passenger, baggage, cargo and mail transport between different terminals of the same airport, but excluding the same transport between the aircraft and any other point within the perimeter of the same airport;
 - 3.3.2 any special transport requested by the airport user.

3.4 Catering services comprise:

- 3.4.1 liaison with suppliers and administrative management;
- 3.4.2 storage of food and beverages and of the equipment needed for their preparation;
- 3.4.3 cleaning of this equipment;
- 3.4.4 preparation and delivery of equipment as well as of bar and food supplies.

4. Load Control and Flight Operations

4.1 Flight operations and crew administration comprise:

- 4.1.1 preparation of the flight at the departure airport or at any other point;
- 4.1.2 in-flight assistance, including re-dispatching if needed;
- 4.1.3 post-flight activities;
- 4.1.4 crew administration.

5. Cargo and Mail Services

5.1 Cargo and mail handling comprises:

- 5.1.1 for cargo: physical handling of export, transfer and import cargo, handling of related documents, customs procedures and implementation of any security procedure agreed between the parties or required by the circumstances;
- 5.1.2 for mail: physical handling of incoming and outgoing mail, handling of related documents and implementation of any security procedure agreed between the parties or required by the circumstances.

6. Support Services

6.1 Aircraft services comprise:

- 6.1.1 the external and internal cleaning of the aircraft, and the toilet and water services;
- 6.1.2 the cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft;
- 6.1.3 the rearrangement of the cabin with suitable cabin equipment, the storage of this equipment.

6.2 Fuel and oil handling comprises:

- 6.2.1 the organisation and execution of fuelling and defuelling operations, including the storage of fuel and the control of the quality and quantity of fuel deliveries;
- 6.2.2 the replenishing of oil and other fluids.

7. Security

- 7.1 Passenger and Baggage Screening and Reconciliation;
- 7.2 Screening of non-passengers;

- 7.3 Cargo and Post Office Mail;
- 7.4 Catering; and
- 7.5 Ramp.

8. **Aircraft maintenance**

- 8.1 Aircraft maintenance comprises:
 - 8.1.1 routine services performed before flight;
 - 8.1.2 non-routine services requested by the airport user;
 - 8.1.3 the provision and administration of spare parts and suitable equipment;
 - 8.1.4 the request for or reservation of a suitable parking and/or hangar space.

Appendix F – Airside Operations Services

9. Building and Maintenance

- 9.1 Responsible for a property's upkeep, including structural, electrical, and plumbing systems.
- 9.2 Authorisation by Heathrow will be required for services other than those listed above which require access to airside. Heathrow may require further documentation on the role of the handler, the activities they will be undertaking and risk assessments and may be required before authorisation is granted.
- 9.3 Responsibilities will vary from building to building and may include major repairs, and:
 - 9.3.1 additional responsibilities, such as lawn maintenance, sprinkler repair, fixing electrical problems and disposal of litter; and
 - 9.3.2 maintenance, including functional checks, servicing, repairing or replacing of necessary devices, Equipment, machinery, building infrastructure, and supporting utilities. Maintenance will include inspections, testing, servicing, classification as to serviceability, repair, rebuilding, and reclamation.

10. Cash collection/cash in transit

- 10.1 Provide/arrange for the physical transfer of banknotes, coins, credit cards and items of value from one location to another.

11. Computer networking and cabling

- 11.1 Provide/arrange for the physical installation of wireless or hard-line networks, including those for computer communications and telecommunications.
- 11.2 Maintain the network performance. This includes but is not limited to managing the electronic equipment that is linked to networks and troubleshooting network problems.
- 11.3 Provide/arrange for the installation or removal of cables used for ethernet cabling, internet, and other types of telecommunication and networking.

12. Delivery/collection

- 12.1 Collect from source and transport goods to destinations.

13. Electrical and engineering

- 13.1 Electrical wiring of buildings, transmission lines, stationary machines, and related equipment.
- 13.2 Companies may be contracted to install new electrical components or to repair/maintain existing electrical infrastructure. This includes wiring airplanes, other mobile platforms, and data and cable lines.

13.3 Design, analyse, build and test machines, complex systems, structures, and materials to fulfil functional objectives and requirements.

14. **Floral/garden displays**

14.1 Florists are responsible for arranging live, dried, and silk flowers and greenery to make decorative displays on request.

14.2 Florists also help customers select flowers, containers, ribbons, and other accessories and access may be required to enable florists to fulfil this role.

15. **Laundry/dry cleaning**

15.1 Provide/arrange for laundering of clothing and other textiles.

15.2 Laundering includes washing (usually with water containing detergents or other chemicals), agitation, rinsing, drying, ironing, and folding.

16. **Mobile catering**

16.1 Sell prepared food from a vehicle that has a mobile kitchen with a built-in barbecue grill, deep fryer, or other cooking equipment.

17. **Newspaper carrier**

17.1 Daily newspaper delivery to customers, including retailers, institutions, and individuals.

17.2 A newspaper carrier may also be tasked with stocking newspaper boxes for the day.

17.3 A newspaper carrier is also responsible for loading and unloading their vehicle at agreed locations.

17.4 Some newspaper carriers will collect payment from retail store customers.

17.5 Responsible for collecting unsold papers from customers and returning them to the distribution centre.

18. **Office/commercial cleaning**

18.1 Cleaning of telephones and IT equipment.

18.2 Other periodic cleaning as required, including of carpets.

18.3 External cleaning, litter picking, and removal of graffiti may also be required.

18.4 Cleaning contracts often require cleaning companies to provide consumables such as paper towels, toilet rolls, liquid soap and bin liners.

18.5 Window cleaning.

18.6 Deep cleans of:

18.6.1 sanitary conveniences;

- 18.6.2 washing facilities;
- 18.6.3 kitchens and dining areas; and
- 18.6.4 hygiene facilities.
- 18.7 All internal, general and routine cleaning, including:
 - 18.7.1 floors;
 - 18.7.2 tiles;
 - 18.7.3 partition walls;
 - 18.7.4 internal walls;
 - 18.7.5 suspended ceilings;
 - 18.7.6 lighting; and
 - 18.7.7 furniture.
- 19. **Pest control**
 - 19.1 Pest control through exclusion, repulsion, physical removal or chemical means.
 - 19.2 Guidelines and applicable legislation must be observed.
- 20. **Photography/media**
 - 20.1 Conducting any aspect of media communications, such as print media and broadcasting (radio and television).
- 21. **Telecommunications**
 - 21.1 Transmission of signs, signals, messages, words, images, sounds or information of any nature by wire, radio, optical or other electromagnetic systems.
 - 21.2 Enabling exchange of information between communication participants using technology.
- 22. **Tyre, batteries and vehicles**
 - 22.1 Provide/repair and/or replace car tyres and batteries. This may include wheel alignment servicing.
 - 22.2 Vehicle and Equipment rehabilitation, mechanical repairs, painting, fuelling, lubrication and other maintenance tasks commonly carried out during a motor vehicle service.
 - 22.3 Preventive maintenance tasks.
- 23. **Vending machines**
 - 23.1 Fill, clean and maintain vending machines (automatic retailing).
 - 23.2 Operators' duties are likely to include:

- 23.2.1 refilling machines;
- 23.2.2 collecting money that has been deposited;
- 23.2.3 cleaning vending machines; and
- 23.2.4 making sure all machines are in good working order, fixing minor faults and reporting faults to the office to be logged for the service engineers.

24. **Waste/drains**

- 24.1 Collection, transport, treatment and disposal of waste (including industrial, biological and household waste).
- 24.2 Monitoring and regulation of the waste management process.
- 24.3 Range of services associated with the cleaning, clearing, repair and maintenance of drains.

25. **Airside training**

- 25.1 Provision of impartial, Airside training solutions that may include but are not limited to:
 - 25.1.1 driving Airside in accordance with the 'A','M' licences;
 - 25.1.2 vehicle marshalling signals;
 - 25.1.3 specialist vehicles;
 - 25.1.4 airbridge operations;
 - 25.1.5 certificate of competence for vehicles over 5 tons;
 - 25.1.6 manual handling;
 - 25.1.7 fire prevention;
 - 25.1.8 aircraft push back procedures;
 - 25.1.9 Airside ramp safety;
 - 25.1.10 radio telephony;
 - 25.1.11 dangerous goods; and
 - 25.1.12 other training.

26. **Services to UK Visas and Immigration**

- 26.1 Deportation is carried out by Home Office recognised contractors providing border control and immigration services. Their services include but are not limited to integrated services across facilities management, accommodation, catering, welfare, engagement, security, transport, and escorting.

27. H.M. Revenue and Customs

- 27.1 Responsible for the administration and collection of direct, indirect taxes including Value Added Tax, excise duties and Stamp Duty Land Tax, and environmental taxes such as Air Passenger Duty and the Climate Change Levy.

28. UK Visas and Immigration

- 28.1 Operate the UK visa system.
- 28.2 Manage applications from foreign nationals seeking to visit or work in the UK and considers applications from businesses and educational institutions seeking to become sponsors for foreign nationals.
- 28.3 Construction work means the carrying out of any building, civil engineering or engineering construction work and includes the construction, alteration, conversion, fitting out, commissioning, renovation, repair, upkeep, redecoration or other maintenance (including cleaning which involves the use of water or an abrasive at high pressure, or the use of corrosive or toxic substances), de-commissioning, demolition or dismantling of a structure.

29. Others

- 29.1 Any company providing services not listed above will be required to submit details on why they will require access to Airside.
- 29.2 Heathrow may require further documentation on the role and obligations they will be undertaking and may require provision of associated risk assessments and procedures before any authorisation request is considered further.

Appendix G – Operational Safety Instruction Process

