

Heathrow responses to observations in NAP 2016 audit

05 July 2017

| Action | Short Title | Agreed On Track | Observation / Recommendation | Action Required / HAL Response | Status (5 July 2017) |
|--------|--|--------------------|---|--|---|
| 1.04 | Voluntary 8 hr QC target | Yes | Outcome of government consultation on NQP should clarify situation. | Review after Government decision | Awaiting Government decision |
| 1.06 | Audit of noise certification data | Yes | Legal issue has slowed the item. Keep in focus to proceed with audit. | CAA audit has been commissioned. HAL reviewing how to overcome data sharing issue. | |
| 2.03 | From FQ, develop Min Performance Standard (MPS) | Yes | | | |
| 2.05 | Analyse and reduce late runners | No | Work only covered late departures, not late arrivals. | Fly Quiet and Clean (FQC) has been amended so that any (non-dispensed) operation, arrival or departure, between 2330 and 0430 is a violation. This puts airlines under additional pressure to avoid arrivals in that period. | FQC in place since Jan 2017. |
| 2.07 | With HSNAG and NESG, continued trials and activities for developing procedures | Yes | | | |
| 2.10 | Ground Noise and OSI implementation | No, Behind at risk | Good HAL including GNMP in NAP. May need more work on APU. | GNMP is expanding to cover APU usage, engine ground run recording and monitoring, taxiing measurements and reverse thrust monitoring. | GNMP under development for incorporation in new NAP |
| 3.05 | Annual Survey of NIS Recipients | Yes | Pity results not public and small sample. Consider publishing results. | Noted, no action. | |
| 3.08 | Monitor residential and CB development in noise contours | Yes | Good to have regular EHO meetings. Consider using national datasets on housing developments to track within contours. | Keep focus and consider better reporting. | |
| 4.01 | Implement night restriction regime | Yes | Only one discrepancy in 2 weeks of data examined (which is acceptable). Watch terminology re Night, NQ and shoulder periods. | Noted, no action. | |
| 4.03 | Monitor voluntary pre-0430 zero target | Yes | | | |

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| 5.02 | Website update (2014) and social media launch | Yes Complete | Website is impressive, but can be time consuming to find specific things. Could we make most popular items more accessible? Consider Twitter feed to announce report etc. publications. Need process to ensure noise reports published within time requirements. Text modification re arrival animation (?) | Improve website access. Have a noise link on the home page. | |
| 5.03 | Establish HCNF | Yes | | | |
| 5.07 | Benchmarking process and workshop on coms tools | Yes | Important to regularly check that information is understood. | Noted - no further action | |
| 5.08 | Direct infringement fines to Heathrow Community Fund | Yes | | | |
| 5.15 | Enhance noise metrics for describing noise impact | Yes | Maybe merge this item with 5.07. | Noted - no further action | |