



Ground Operations

Operational Safety Instruction

Aircraft Diversion Procedures

19th January 2019

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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** Inbound diversions into Heathrow Airport normally occur when aircraft cannot use their planned destination airport. A significant amount of inbound diversions may have an effect on the operation at Heathrow Airport and therefore it is important that the Airlines, Handlers and Heathrow work closely together to minimise any disruption. This Instruction outlines the procedures and communication channels that should be used to reduce the operational impacts.
- 1.2** Reference is also made to the UK Aeronautical Information Publication AIP, EGLL AD 2.20 – Local Traffic Regulation, paragraph h, with respect to Diversion Procedures at Heathrow.

2. Definitions

Abbreviation	Description
AfDM	Airfield Duty Manager
AOU	Aircraft Operations Unit
APOC	Airport Operations Centre
ATC	Air Traffic Control
AODM	Aircraft Operations Duty Manager
SOC	Senior Operations Controller

3. Safety Procedure

3.1 Heathrow Roles and Responsibilities



3.1.1 Aircraft Operations Duty Manager

- 3.1.1.1** The AODM, acting on behalf of the Operations Director, is responsible for monitoring diversion situations at the airfield and taking any necessary action. In conjunction with the SOC, the AODM is responsible for setting the diversion status of the airport, and will inform ATC of the number of diversions possible by aircraft size. This number is dynamic and will reflect operational conditions.

3.1.2 APOC Aircraft Operations Unit

- 3.1.2.1** The APOC AOU is the designated point for receiving and communicating information regarding the ability of the airport to accept diversions. These calls may come via the AODM or the SOC.

3.1.3 Airfield Duty Manager

- 3.1.3.1** The AfDM is advised by the APOC AOU, either the AODM or SOC, when inbound diversions arise and is kept informed on both the current situation and likely developments. The AfDM is responsible for co-ordinating and managing the airfield response as per the Heathrow Emergency Orders for any diversion that may declare an emergency or where ATC have elected to treat as an emergency.

3.2 Diversion Procedures

- 3.2.1** An aircraft that has declared an emergency shall not be prevented from landing. However, if that aircraft is likely to block a runway for several hours because of mechanical or other problems, the Airline or Handling Agent may be requested by Heathrow to consider an alternative airport.
- 3.2.2** The ability of Heathrow to accept diversions will depend on a number of factors, including stand availability and terminal capacity. If airfield, stand or terminal capacity is not available, a diversion will be refused (subject to 3.2.1)
- 3.2.3** Airlines and Handling Agents must keep the APOC AOU advised of all likely inbound diversions, either by their own company aircraft or aircraft that they handle.
- 3.2.4** Airline and other aircraft operators are advised that prior to landing, arrangements for ground handling must have been agreed with an approved Handling Agent from the appropriate terminal.



3.2.5 Airlines and Handling Agents must agree only to handle diversions that can be accommodated within their resources.

3.2.6 Diverted aircraft which are in the air will be accepted in the order presented to Air Traffic Control.

3.2.7 Diverted aircraft are likely to be allocated to a remote stand, in order to minimise the impact on the scheduled operation.

3.3 Key Contacts

3.3.1 Heathrow APOC Aircraft Operations Unit -

3.3.1.1 AODM – 020 8757 3501

3.3.1.2 SOC - 020 8745 0077.

4. Enquiries

4.1 Any enquiries regarding this Instruction should be addressed to the Aircraft Operations Duty Manager, Telephone 020 8757 3501.

5. References

UK Aeronautical Information Publication AIP, EGLL AD 2.20 – Local Traffic Regulation, Paragraph H

