

# Operational Advice Notice

## Turnaround Management Cameras

20<sup>th</sup> March 2025

ASGrOps\_OAN\_371

Version 2.0

It is the responsibility of all employers to ensure that relevant OANs 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.

**This is an updated version. Red bars have been added at the side of the document to draw the reader's attention to where changes have been made.**

### 1. Introduction

As part of the Efficient Airport Programme, Heathrow Airport will be deploying a new Turnaround Management (TM) solution which requires the installation of multiple cameras around the airfield environment.

The TM solution being deployed will typically require three cameras to be installed on each aircraft stand at Heathrow. The function of these cameras will be to monitor aircraft turnarounds to enable subsequent analysis to allow:

- Improved efficiency and transparency of ground handling operations,
- Improved safety and security on the apron,
- Reduced pollutants from aircraft caused by inefficient ground ops,
- Improved passenger and airline experience.

These cameras will provide a real-time video feed of the aircraft turnaround activities. Typically, one camera will be mounted on the lighting mast on the stand itself, and one on the lighting mast for the adjacent stand, to provide images of both starboard and port sides of the aircraft. In addition, one camera will be installed within the Passenger Boarding Bridge. In the examples below, **Figure 1** shows the camera located inside a Passenger Boarding Bridge, and **Figure 2** shows cameras on lighting masts on stand to provide full external coverage of the aircraft.

**NB: All required GDPR and data privacy procedures have been implemented and will be followed, and any personal identifiable information (PII) collected will be immediately obfuscated before it is saved into the system to minimise risk.**

All Heathrow airside operational teams, and Ground Handling teams (including 3<sup>rd</sup> party suppliers) should be made aware of these installations but are not required to change any process or procedure because of its implementation.





**Figure 1:** Example Internal Passenger Boarding Bridge camera installation & view



**Figure 2:** Example External port & starboard camera installation & view



## 2. Timeline

Current camera installation plans are displayed below, please note these are subject to change:

Activity	Start	Finish
Camera Installation & Commissioning T5A	Underway	31 May 2025
Camera Installation & Commissioning T5B,T5C	May 2025	Oct 2025
Camera Survey & Design Installation & Commissioning T2/T3/T4	Underway	Aug 2026

## 3. Escalation

In the event of an emergency, please call **222 (Heathrow landline)** or **0208 759 1212 (mobile)**.

## 4. Enquiries

Any questions regarding this notice should be directed to Heathrow Business Change Manager Kevin Wilkins at [kevin.wilkins1@heathrow.com](mailto:kevin.wilkins1@heathrow.com).

