



Roads, Vehicles & Equipment

Operational Safety Instruction

Vehicle Wash Bay Facilities - Airside

26th June 2026

ASDRVE_OSI_089

Version 3.0

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 Operational Safety Instruction (OSI) advises airside users on the rules for the use of the vehicle wash facilities.
- 1.2 The vehicle wash bays can be used by all airside partners, at their own discretion, free of charge.
- 1.3 Heathrow currently provides two wash bay facilities. The wash bay facility overview map and road maps for the available wash bays can be found in **Appendix A** of this document.
- 1.4 This OSI should be read in conjunction with the reference documents as stipulated therein, if applicable. All current OSIs can be found via the link [here](#) or via the Quick-response (QR) code below.



- 1.5 This document has been reviewed and updated; **red bars have been added to indicate change.**



2. General Rules and Procedures

- 2.1** Due to the incline of the wash bay entrance ramps, **Loading Elevators** are **prohibited from using the facilities**.
- 2.2** Colleagues should observe the height and width restriction for the facilities detailed below.

Location	Height Restriction	Width Restriction	Length Restriction
CTA	4.5 metres	4.5 metres	12.0 metres
Terminal 5	6.0 metres	4.5 metres	12.0 metres

- 2.3** Operators must be wearing a minimum of a Hi Viz (fastened) and safety shoes whilst using the facility in line with ASGrOps_OSI_042 Use of Personal Protective Equipment (PPE) Airside.
- 2.4** Drivers must follow the road markings to enter and exit the bay and the vehicle should be parked in the middle of the bay.
- 2.5** When vacating the wash bay, the driver must give way to the other vehicles on the adjoining roads.
- 2.6** To reduce congestion no queuing is permitted at any time.
- 2.7** Users must treat the site and equipment with respect and leave the bays in a clean and tidy manner ensuring that all equipment is stored away correctly after use.
- 2.8** No waste matter of any kind shall be disposed of in the wash bay, i.e.: sanitation fluids, grass cutting residue, etc.
- 2.9** It is strictly prohibited for any cleaning of the inside sanitation tanks
- 2.10** The cleaning product is integrated in the water system as such no other detergents, soap or chemicals shall be used.
- 2.11** The wash bay shall not be used for washing any other part of a vehicle or equipment except for the bodywork and glazing. Strictly no engine washing.



- 2.12** The vehicle wash bays shall only be used for light vehicle washing. Should a vehicle be heavily soiled, including grass cutting equipment, this must be taken to an off-airport facility, since the system and drains are not designed to handle such contamination.
- 2.13** If trained to do so, any spills must be cleaned up and disposed of by the user.
- 2.14** Spills should be dealt with as per ASEnv_OSI_059 Spillage and Environmental Incident Reporting Procedures and ASEnv_OSI_056 Pollution Prevention.
- 2.15** All used material must be disposed of by the users and not placed in Heathrow's waste stream.
- 2.16** Vehicles are washed at the owner's/driver's own risk.
- 2.17** To report a fault with the facility, contact the Engineering Help Centre on 0208 745 5001.

3. Facility Readiness

- 3.1** The wash bay facilities are frequently inspected, maintained and tested by Heathrow Airport Limited and their state of operational readiness is displayed on the inside wall of the facility.



- 3.2 When the facility is closed, Heathrow will place a chain at the entrance of the wash bay to indicate that it is closed. When the chain is in place, the wash bay **must not** be used.



4. Equipment Warning Lights

- 4.1 In each facility there are up to three types of warning lights to demonstrate the current state of the equipment.
- 4.2 **BLUE** = Air temperature is below 3°C, system has shut down – OUT OF USE.
- 4.3 **AMBER** = Recycling tanks are almost full. Report using the contact tel. no. 0208 745 5001
- 4.4 **RED** = Recycling tanks are full, system has shut down. Report using the number 0208 745 5001



5. Operation

- 5.1** Each vehicle wash bay facility is furnished with up to two wash lances, one on either side of the wash bay.
- 5.2** Operators should adhere to the following procedure for using the vehicle wash bay:
- 5.2.1** Prepare the wash lance
 - 5.2.2** Press the black button for soap wash
 - 5.2.3** Once ready press the green button for rinse
 - 5.2.4** After 3 minutes the vehicle wash bay will automatically shut down
 - 5.2.5** In the event of an emergency, press the emergency stop button and then report to Heathrow using the Fault Reporting procedure detailed above in 2.17
 - 5.2.6** In case of an emergency, press the emergency stop button, cease all operation, and contact APOC on 222 (internal) and 0208 759 1212 (external)



6. General Hazard Awareness

- 6.1** Users should take extra care when using the facilities as floor surfaces are likely to become slippery.



- 6.2** High-pressure lances may move suddenly, particularly on start-up or when pressurised; therefore, users must maintain a firm two-handed grip at all times.
- 6.3** Users should be aware of the trip hazard presented by trailing lance cables and keep them trailing behind them where possible.



- 6.4** Vehicle brake systems are likely to become wet during use of the facility. Users should conduct a brake test momentarily when exiting the wash bay.
- 6.5** Reflective livery on the vehicles is liable to peel off under high pressure of water, users are advised to take caution and wash the livery from a reasonable distance at their own discretion.
- 6.6** Users should be aware of additional hazards associated with wash bay operations, including:
- 6.6.1** Exposure to water spray, which may impair visibility and create slip hazards
 - 6.6.2** Elevated noise levels from equipment in operation
 - 6.6.3** Potential exposure to cleaning chemicals, which may present risks to skin, eyes, or respiratory health if not used correctly
- 6.7** Airside organisations using the wash bay facilities are responsible for undertaking their own risk assessments, ensuring that:
- 6.7.1** Colleagues are provided with adequate information, instruction, and training, where deemed necessary by internal risk assessments
 - 6.7.2** Appropriate control measures are implemented and maintained to manage identified risks

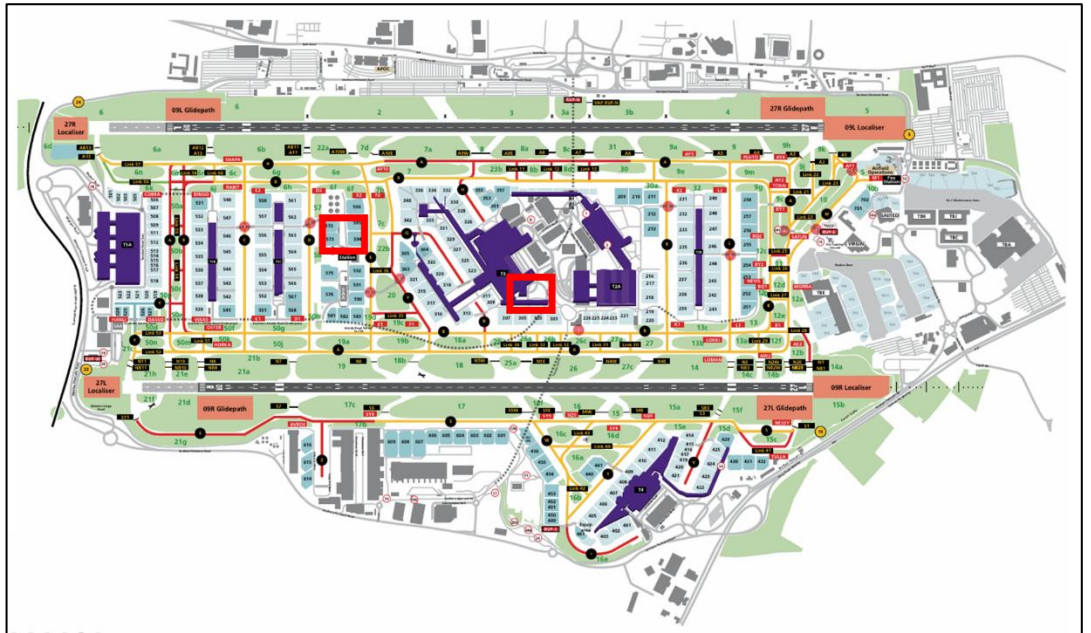
7. Enquiries

Any further questions regarding this Instruction should be directed to the Heathrow Airside Engineering team at: EngineeringAirsideDEMs@heathrow.com Tel. 020 8745 6030

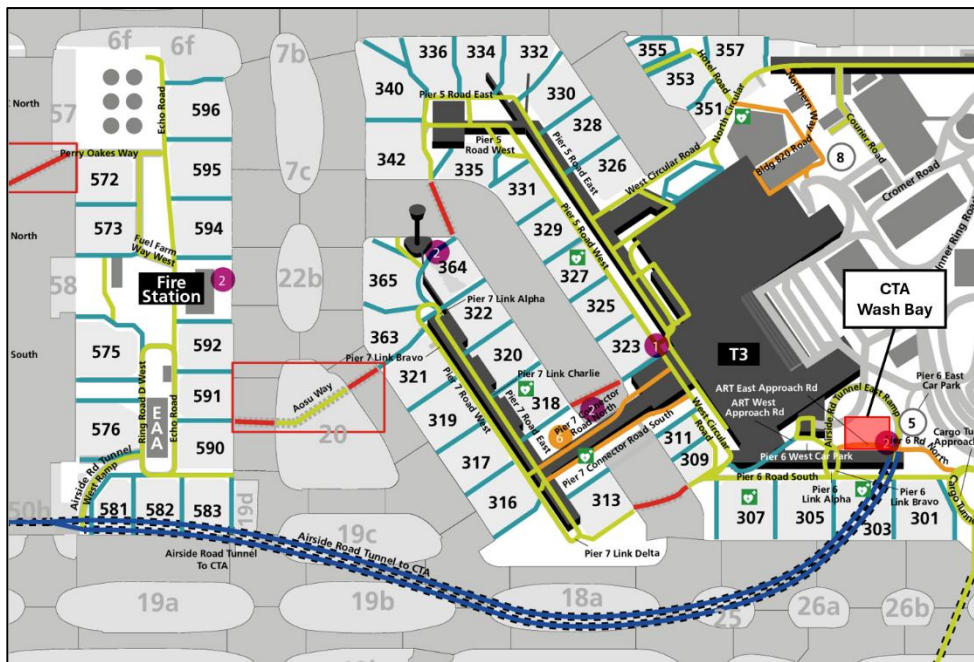


8. Appendix A

8.1 Wash Bay Facilities Overview Map



8.2 CTA Wash Bay Location



8.3 Terminal 5 Wash Bay Location

