



Emergency Operations & Contingencies

13th April 2023

ASEO_OSI_069

Version 2.0

Operational Safety Instruction

Aircraft Recovery Plan

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 The purpose of this Operational Safety Instruction (OSI) is to advise on the responsibilities and management of aircraft recovery which resides with the airlines or aircraft owners. It also provides the information which must be in place prior to operating an aircraft at Heathrow Airport regarding aircraft recovery arrangements.
- 1.2 With the aim of minimising disruption to all airport users, it is essential that an aircraft which becomes immobilised on the airfield, particularly on the runways, is recovered as quickly as possible.
- 1.3 These requirements are derived from ICAO Annex 14 Aerodromes, CAA 139/2014 Aerodromes AMC GM, GM5 ADR.OPS.B.005(a) Aerodrome emergency planning Requirements require aerodromes to establish a plan for the removal of a disabled aircraft on or adjacent to the movement area. HAL does this by placing a requirement on airlines and aircraft owners to have adequate procedures in place to comply with the Airport Emergency Procedures.
- 1.4 This OSI forms part of the Heathrow Airport Aerodrome Manual.
- 1.5 ASEO_OSI_069 v1.0 is hereby cancelled.



2. Definitions

Abbreviation	Description
AAIB	Air Accidents Investigation Branch
AfDM	Airfield Duty Manager
AFRS	Airport Fire & Rescue Service
AOPS	Airfield Operations
ANSP	Air Navigation Service Provider
HAL	Heathrow Airport Limited
IATA	International Air Transport Association
ICAO	International Civil Aviation Organisation
LFB	London Fire Brigade
MPS	Metropolitan Police Service
PIC	Police Incident Commander

3. Responsibilities of Airline & Aircraft Owners

- 3.1** Airlines/aircraft owners using the airport must have adequate facilities to conduct their own recovery operations (including disabled aircraft) or contractual arrangements in place with another airline or organisation capable of expeditiously removing their aircraft/wreckage.
- 3.2** Details of these arrangements must be provided to HAL AfDM by email to airfield.duty.manager@heathrow.com together with 24-hour emergency contact numbers for accountable persons, or those responsible for the recovery operation. In order for HAL Airside Operations to keep records up to date, any subsequent changes must keep HAL informed immediately as per section 5.5 of the Airside Operations Licence (AOL) and Ground Operations Licence (GOL) and section 2.1 (M) of Conditions of Use.
(See Appendix A – Disabled Aircraft Removal – Questionnaire which is required to be completed by Airlines when applying to operate at Heathrow Airport and when any changes to contact details occur.)
- 3.3** The airline/aircraft owner, with the approval and under the control of the AAIB, is responsible for funding the removal of the aircraft/wreckage as quickly as possible.



- 3.4** Where the airline/aircraft owner has aircraft recovery arrangements in place with another airline or organisation, the airline/aircraft owner remains responsible for ensuring their appointed aircraft recovery agent liaises with the AAIB and HAL for the removal of the aircraft/wreckage as quickly as possible.
- 3.5** The airline/aircraft owner is responsible for the provision of technical advice supervision, and any equipment, materials and personnel, to facilitate the aircraft/wreckage removal.
- 3.6** The airline may wish to speak to their insurer to understand any insurer's requirements for the removal of any wreckage.
- 3.7** The airline/aircraft owner or designated aircraft recovery agent is responsible for making any arrangements with Border Force regarding the removal of baggage and cargo.
- 3.8** In accordance with the Heathrow Conditions of Use (as amended or replaced from time to time), the airline/aircraft owner or designated aircraft recovery agent is required to defray any charges for work involved in making good damage to HAL property. This includes charges to meet the cost of their recovery operation and any charges for the use of HAL equipment and personnel.
- 3.9** If the airline/aircraft owner or designated aircraft recovery agent should refuse to remove a damaged aircraft/wreckage or fail or neglect to do so within a reasonable time, and the aircraft/wreckage is creating either an obstruction or a service disruption to HAL in fulfilment of its responsibilities as a certificated Aerodrome, HAL, its servants or agents, will not accept responsibility for any loss or damage of any kind resulting from this action and the airline/aircraft owner shall be responsible for all costs incurred.
- 3.10** A general indemnity must be signed by the airline/aircraft owner or designated aircraft recovery agent before the HAL appointed recovery personnel or equipment can be brought into operation and undertake independent action to remove the aircraft/wreckage.

4. Responsibilities of HAL

- 4.1** The AfDM will liaise with the AAIB and the MPS and under their direction coordinate with all interested parties at the scene as soon as is practicable. HAL may invite specialist engineers from other airlines to meet as required. This group is expected to be able to offer advice and assistance on the formulation and implementation of a recovery plan.



- 4.2** Responsibility for reporting an accident that occurs at or adjacent to an aerodrome rests with HAL and therefore the AfDM will be responsible for notifying the AAIB of any reportable incidents.
- 4.3** The AfDM will liaise with the MPS Scene Commander to arrange for the area around the aircraft or wreckage to be cordoned to endeavour to prevent access by any unauthorised persons which could hamper recovery operations.
- 4.4** The AfDM, in consultation with the AAIB and the MPS, will be responsible for defining the area in use for recovery operations. This will include the arrangements for personnel and equipment to proceed through Airside Security to and from the area access points, and for promulgating any limitations which may exist. Designated access and egress routes for plant and equipment will be identified and communicated via the AfDM.
- 4.5** In the event of additional resources from an outside organisation being needed for the recovery operation, HAL will, where possible, suggest where this might be obtained, however, it is the responsibility of the airline/recovery agents to source the appropriate staff and equipment.

5. Responsibilities of the ANSP

NATS are responsible for providing advice regarding any degradation of protected areas of radio and air navigational aids for aircraft, in respect of any recovery operations.

6. Recovery

- 6.1** No recovery may be undertaken until the declared emergency (under the Emergency Orders) has been cancelled and the AAIB and the MPS have agreed on the cancellation following the necessary initial investigation process. Once this has occurred, the Fire Incident Commander will hand over control of the incident site to the AAIB/MPS in consultation with the AfDM. The Fire Incident Commander will advise them of all known damage to the aircraft and whether it was caused through the accident or through rescue work. The Fire Incident Commander may provide further support during the recovery phase, this will be at their discretion.
- 6.2** In the case of a reportable accident, the aircraft or wreckage will not be permitted to be moved or interfered with until the AAIB has been consulted with; and the MPS in partnership with the AAIB where there are fatalities.



- 6.3** To ensure any investigation is not hampered, the wreckage should immediately be placed under the guard of the MPS (or HAL if appropriate) to stop unauthorised removal.
- 6.4** Removal of wreckage prior to the AAIB investigation may be required to alleviate any immediate danger or obstruction to the public, air navigation or other transport. It will only be removed from the authority of the AAIB. The AfDM will request authority from the AAIB and await approval from the AAIB to remove it as soon as possible. The HAL AfDM will ensure that every effort is made to mark and photograph the position of components before removal.
- 6.5** The AfDM will record all actions taken and (in consultation with the AAIB and/or the MPS) arrange the following:
- 6.5.1** The cordoning off of the site to endeavour to prevent unauthorised access.
 - 6.5.2** Access to the site for authorised personnel, ensuring personal health and safety is taken into account. Any authorisation will be given by the HAL AfDM in consultation with the AFRS/PIC/LFB
- Note:** It is crucial that a focal point for a joint AFRS/Airfield Operations approach is identified and maintained throughout the incident.
- 6.5.3** The promulgation of changes to facilities as a result of the incident and/or the recovery operation.

7. Post-Event Discussion

At a suitable date after the completion of the recovery operation, the Head of Airside Operations will convene a meeting of all interested parties to consider what lessons may be learned from it. Photographs, video records and logs of events will, if possible, be made available for discussion. (It is critical that all parties involved in an incident attend this meeting).

8. Enquiries

Any questions on this instruction should be directed to the HAL AfDM on 020 8745 7373 or ext. 657373.



9. References

- ICAO Annex 14 Aerodromes
- CAA 139/2014 Aerodromes AMC GM
- Heathrow Airport Aerodrome Manual
- Civil Aviation (Investigation of Air Accidents & Incidents) Regulations 1996
- Heathrow Airport Ground Operations Licence
- Heathrow Airport Conditions of Use



10. Appendices

Appendix A – Disabled Aircraft Removal – Questionnaire

To be completed by Airlines / Aircraft owners using Heathrow Airport		
Airline / Aircraft Owner Please include airport address and contact details		
Appointed Removal Agent Confirm agent is capable of removing a disabled aircraft at Heathrow		
Type of Removal Agreement 1. Contract 2. Memorandum of Understanding 3. Other (please specify)		
Date agreement made		
Date agreement expires		
Emergency Contact Details Please provide contact details of person to be contacted in the event of an emergency at Heathrow (24-hour coverage required)	Name:	
	Work Contact:	
	Home Contact:	
	Mobile Contact:	
Authorised Person Please provide details of company representative that is empowered to complete form of indemnity (24-hour coverage required)	Name:	
	Work Contact:	
	Home Contact:	
	Mobile Contact:	
Equipment and Staff Please provide details of any equipment by the company which is readily available at Heathrow to be used in a disabled aircraft removal. Please also provide details of staff trained and competent to use this equipment.		
Form completed by:	Name:	
	Position in Company:	
	Email Address:	
	Mobile Contact:	
Please return the completed questionnaire to: Airfield Duty Manager, Airside Operations, Airside Operations Facility, Building 16887, Heathrow Airport Ltd. Email: airfield.duty.manager@heathrow.com		



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