



Emergency Operations & Contingencies

Operational Safety Instruction

Emergency Orders

31st March 2023

ASEO_OSI_076

v8.0

It is the responsibility of all employers to ensure that relevant OSI's 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) informs the airport community of changes and updates to the Heathrow Emergency Orders. The Heathrow Emergency Orders detail the incident alerting procedures and the initial responsibilities and actions for airport stakeholders to follow in declared emergencies.
- 1.2 January 2023 Heathrow Emergency Orders is now in circulation and is effective from 31st March 2023 at 07:00hrs. This replaces Heathrow Emergency Orders May 2021.
- 1.3 The Heathrow Emergency Orders are distributed directly to specific individuals by electronic PDF. If you require the Heathrow Emergency Orders but do not have them, please contact the Heathrow Operational Resilience team at: Operational.Resilience@heathrow.com.
- 1.4 Heathrow colleagues with Command and Control responsibility can now access the Heathrow Emergency Orders via the [Command and Control Resource Centre](#).
- 1.5 Heathrow Responders and Incident Commanders with a Heathrow login can now access a digital version of the Heathrow Emergency Orders via the [Contingency Plans Portal](#), using the QR code on the front cover of the printed version or by using this [link](#). See Appendix A for details.
- 1.6 Red bars have been added to the left-hand side of this document to draw the reader's attention to where changes or clarifications have been incorporated.



2. Definitions

Abbreviation	Description
APOC	Airport Control
COMAH	Control of Major Accident Hazards
HHOpCo	Heathrow Hydrant Operating Company

3. Parties Involved

- Air Traffic Control
- Heathrow Fire Desk
- Airport Fire and Rescue Service
- Airport Operations Manager
- Airport Control (APOC)
- Airfield Duty Manager
- Airfield Operations
- Aircraft Operations Duty Manager
- Airport Control Engineer
- Service Delivery Manager
- Heathrow Communications
- Surface Access
- Campus Security
- London Fire Brigade
- Metropolitan Police Service
- London Ambulance Service
- Airline and Handling Agents
- Heathrow Rail Control Room



4. Notice of Change

4.1 All changes have been reviewed and agreed upon by the Heathrow Emergency Operations Group with delegates from the parties listed in Section 3 above.

4.2 Key changes have been listed below; however, this list is not inclusive of all changes made:

Update	Description
Update to radio procedures	Introduction of Airwaves Radio Patching. Incident commanders from the local authority may be patched through to dedicate Airwaves Incident Radio Channel.
Alignment of Emergency Circuit	Aligned Emergency Circuit Initiation, Downgrade and Liaison throughout the document.
Additional section - COMAH Response	COMAH Response was added to align Heathrow responders with London Resilience External COMAH Plan.
Review of Act of Aggression	Act of aggression reviewed and aligned with updated national guidance.
Updated maps	Maps updated to align with the latest publication. A supplementary map in Annex 6 now includes the escape shaft and HHOpCo fuel farm locations.
Alignment of role profiles	Aligned role profiles to profile numbers throughout the document to profile number.
Update to Downgrade and Cancellation process	Introduction of Heathrow Fire Desk to Cancel or Downgrade the following upon request of the AFRS Incident Commander; Aircraft Ground Incident, Full Emergency, Local Standby, Local Standby Ground.
Added new ways to access digital versions	Heathrow colleagues can now access two different digital versions of the Emergency Orders via the Contingency Plans Portal and the Command and Control Resource Centre



5. Requirements

- 5.1 It is necessary for all parties involved to review the changes to the Heathrow Emergency Orders.
- 5.2 You are responsible for updating any local operating procedures that require changes and the cascade of that information.

6. Enquires

Any questions regarding this OSI should be addressed to Heathrow Operational Resilience Operational.Resilience@heathrow.com

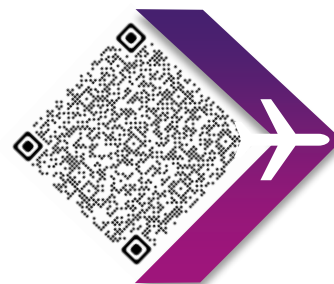


Appendix A

Use of the Contingency Plans Portal

Heathrow Colleagues will be able to access the 'Contingency Plans Portal' via PowerApps.

The App is accessible via the QR code attached to the front cover of the printed versions of the Emergency Orders or as shown here.



Using a device with a Heathrow login will then load the '[Contingency Plans Portal](#)' for Heathrow Employees.



When the Portal is loaded, users will be able to see 'Emergency Orders – Airfield'. When clicked, this will load all current Emergency Order categorisations. Users can then select the incident category from the incident list.

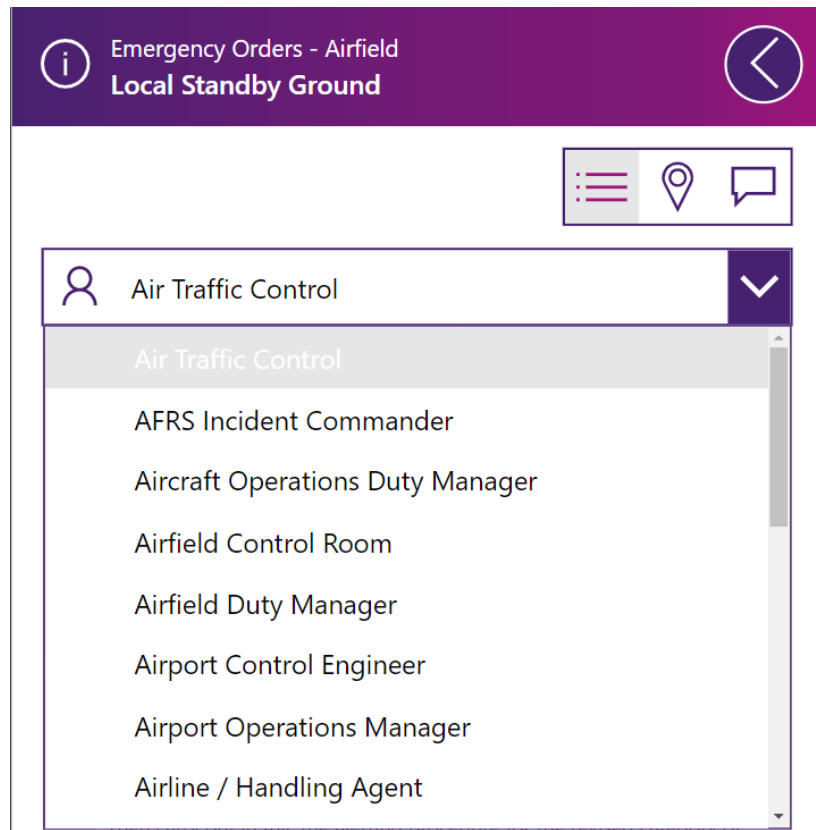
Emergency Orders - Airfield
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1	Aircraft Accident Imminent
2	Aircraft Accident Code 90
3	Aircraft Accident Code 90 Off Airport
4	Aircraft Ground Incident (AGI)
5	Full Emergency
6	Rail Evacuation Airside
7	Act of Aggression Armed Attack
8	Renegade Aircraft Code 91
9	Threat to Heathrow Airport Code 92
10	Threat to Aircraft Code 92
11	Local Standby
12	Local Standby Ground
13	Local Standby Tower Evacuation
14	Domestic Fire or Special Service
15	COMAH





Users can then filter by their role to list all actions for that incident.



Note: This app is currently for reference purposes only as it is in the development phase. Please submit any feedback to Operational.Resilience@heathrow.com.



Document Data

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Author Name Frederick Sanders	Approval Name Craig Thomson	Technical Approval Name N/A
Aerodrome Manual Reference E9	Airside Standard Reference ASEO_Standard_013	Airside Plan Reference N/A

Document History

Revision	Description of Change	Date
v1.0		October 2011
v2.0	HEX/LU section added	January 2014
v3.0	DMA/DFM move to AfDM/AFM roles and APOC terminology captured	November 2014
v4.0	AFS Watch Room transition to APOC and Reception Centre Suite move from T1 – T2 captured	December 2014
v5.0	New Version	15 th February 2018
V6.0	New Version	24 th May 2019
V7.0	New Version	May 2021
V8.0	New Version – Titled Jan 2023	31st March 2023

