



Ground Operations

10th January 2025

ASGrOps_OSI_034

Version 3.0

Operational Safety Instruction

Operation of Royal Suite Apron

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 promulgate the layout and operating procedures for the Royal Suite Apron at Heathrow Airport.
- 1.2 Individual companies must strictly follow the aircraft turnaround procedures as per OSI "ASGrOps_OSI_093 Aircraft Arrival, Turnaround Procedures and Departure" unless specific instruction is given in this OSI.
- 1.3 For any airside vehicle escort, reference should be made to OSI "ASDRVE_OSI_009 Escort of Vehicle Airside".
- 1.4 The older version of this OSI "ASGrOps_OSI_034 Operation of Royal Suite Apron (Version 2.0)" is hereby cancelled.
- 1.5 Red bars have been added to the side of the document to draw the reader's attention to where changes have been made.
- 1.6 All current OSIs can be found via the link [here](#) or via the Quick-response (QR) code below.



2. Definitions

Abbreviation	Description
AfDM	Airfield Duty Manager
AOO	Airfield Operations Officer
AOU	Aircraft Operations Unit
ATC	Air Traffic Control
HAL	Heathrow Airport Limited
OSI	Operational Safety Instruction
PPE	Personal Protective Equipment
VHF	Very High Frequency



3. Centreline Designation and Operation

3.1 The Royal Suite Apron are designated as Stands 457 (including 457L and 457R) and 458. A drawing of the apron is included in Appendix A of this OSI.

3.2 The following table outlines the maximum size of aircraft and any specific operating procedures for each stand:

Centreline Designation	Aircraft Operation
457R	Maximum Wingspan: 36.0m. Maximum Length: 37.6m. Maximum aircraft size: Up to A320 family with sharklets (excluding A321) and B737 up to B737-700.
457L	Maximum Wingspan: 36.0m. Maximum Length: 44.5m. Maximum aircraft size: A321 with sharklets
457	Maximum Wingspan: 61.0m Maximum Length: 64.0m. Maximum aircraft size: Up to B777-200 (including the ER version but excluding the LR versions) and A330 family (excluding A330-900).
458	Maximum Wingspan: 65.0m Maximum Length: 75.3m Maximum aircraft size: Up to B747(excluding 747-8), B777-8 when wingtip is folded (excluding B777-9) and A340-600. With the approval of the AfDM, larger aircraft can be parked in the adjacent area between the Royal Suite Stand 458 and taxiway Whiskey to accommodate larger Code E and F aircraft. All movements on or adjacent to Stand 458 require prior approval by the Airfield Duty Manager (AfDM).



4. Apron Infrastructure

- 4.1 The Royal Suite Apron does not have a stand number indicator board, Fixed Electrical Ground Power (FEGP), Pre-conditioned Air (PCA), Passenger Boarding Bridge (PBB), ground fuel hydrant points, or a Stand Entry Guidance System (SEGS).
- 4.2 An emergency telephone is available at the head of stand.

5. Aircraft Movement Safety Precautions

- 5.1 HAL AOU shall ensure that Airfield Operations Team are aware of any self-powered and towed aircraft movement onto the Royal Suite Apron.
- 5.2 The HAL Airfield Operations Team will provide marshalling and/or leader services for all self-powered aircraft movements onto the Royal Suite Apron.
- 5.3 ATC will direct arriving aircraft to the Royal Suite Apron and to await marshalling instructions. Once the aircraft has parked, the marshaller shall contact ATC via VHF to confirm if a restriction on Taxiway WHISKEY operations is required.
- 5.4 Aircraft movement safety precautions for Stand 457 (excluding Stands 457L and 457R):
- 5.4.1 **Aircraft Parking:** Stand 456 must be clear of aircraft. Ground vehicles, equipment and any other obstacles must be cleared of the adjacent hatched areas (see Appendix B).
- 5.4.2 **Aircraft Pushback:** A non-standard pushback must be executed with a protocol in place to turn the aircraft away from Stand 456 immediately after pushback begins, eliminating the need for Stand 456 to be clear of aircraft. Wing-walkers must be present to ensure wingtips clearance.
- 5.5 Aircraft movement safety precautions for Stand 458:
- 5.5.1 **Prior to any aircraft movement**, Stand 456 must be clear of aircraft. Ground vehicles, equipment and any other obstacles must also be cleared of the adjacent hatched areas (see Appendix B). Any vehicles or equipment in support of the 'red carpet' movement must be parked within the equipment parking area at Stand 456.
- 5.5.2 **Aircraft Towing Movements:** The ground handling company must first contact Airfield Operations Team by telephone 0208 745 6024 (option 2) who will ensure an Airfield Operations Officer (AOO) is present to monitor for the movement. After the aircraft has parked on stand, the AOO will contact ATC via VHF to confirm a restriction on Taxiway WHISKEY operations is required.



5.5.3 For aircraft with a wingspan up to 36m (for example an A321), Taxiway WHISKEY will not be impacted.

5.5.4 For aircraft with a wingspan above 36m and up to 65m (for example a B767-400 or a B747-400), Taxiway WHISKEY abeam the Royal Suite Apron will be restricted to Code D aircraft operations only (max wingspan 52m, e.g. B767-400) or will have to be closed.

5.5.5 The AfDM will advise ATC of any planned taxiway restrictions or closures in advance.

5.6 Airfield Operations Team, the aircraft operator and its ground handling agent must plan in advance a process to manage aircraft movement on a case-by-case basis which will include the operational status of Taxiway WHISKEY.

5.7 The AfDM is responsible for executing the aircraft movement plan and retains the authority to make the final decision.

6. Apron Safety

6.1 Individual companies must ensure that **no equipment of any kind** is left on the Royal Suite Apron beyond the time it is reasonably required. Long term parking of ground service equipment **is not permitted** on these stands.

6.2 As there are no airbridge facilities on these stands, flight crew and passengers are required to walk across the ramp area. It is therefore essential that sufficient ground colleagues are present to monitor flight crew/passengers' movements and ensure they do not deviate from the intended safe walking route.

6.3 Due to the nature of the aircraft types using these stands, there may be occasions when flight crew/passengers are present on both sides of the aircraft during turnarounds. Ground colleagues must remain vigilant to the additional hazards this presents whilst monitoring passenger movement on the apron area.

6.4 All personnels must strictly comply with the PPE requirements as per OSI "ASGrOps_OSI_042 Use of Personal Protective Equipment Airside", including safety footwear and high visibility clothing requirements.

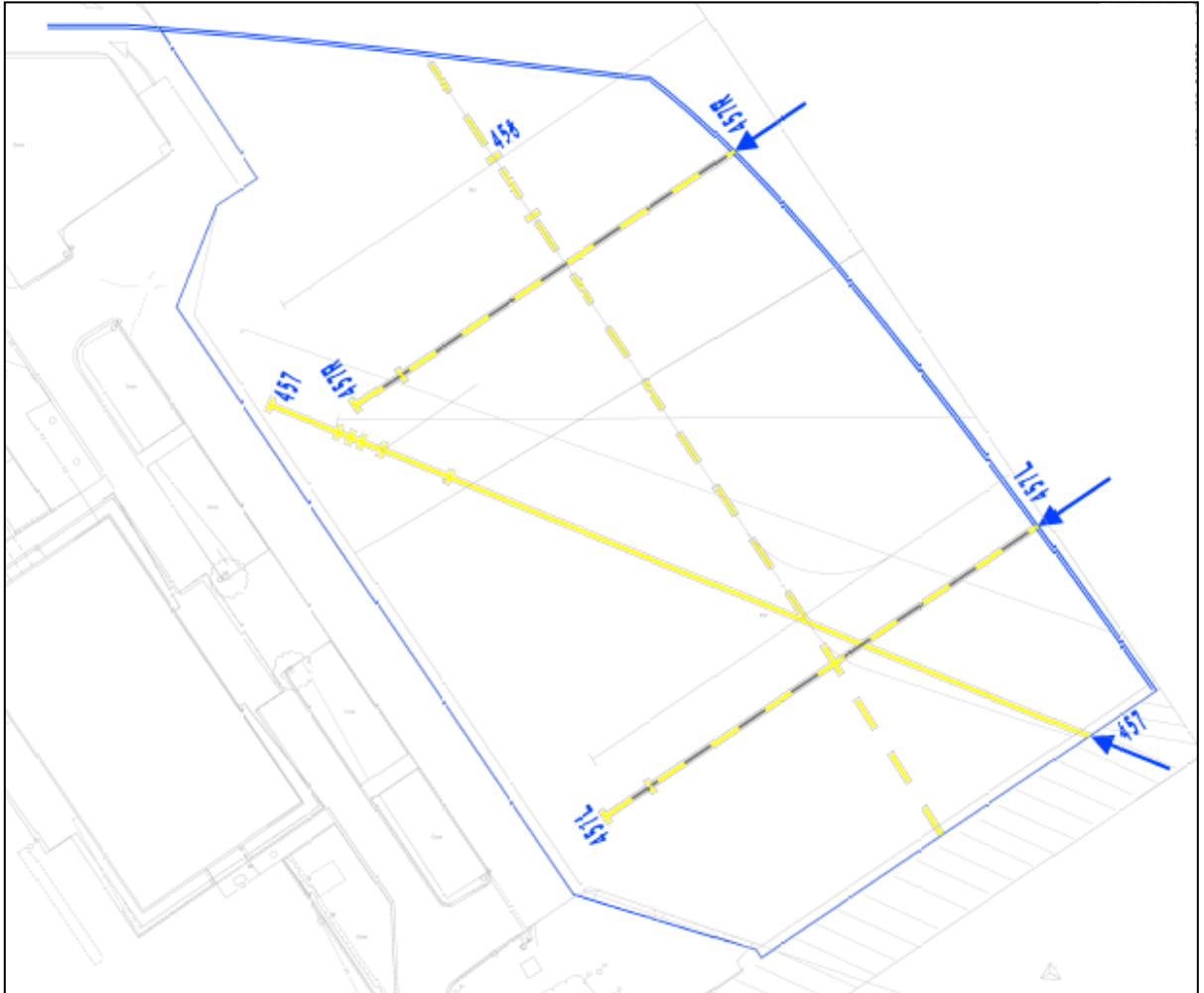
6.5 Hold passenger baggage **must not** be handled by passengers on the apron at any time.

7. Enquiries

Any questions concerning this OSI should be addressed to Airfield Duty Manager (AfDM) by email at airfield.duty.manager@heathrow.com or by telephone at 0208 745 7373.



Appendix A: Royal Suite Apron Layout



Appendix B: Hatched Area adjacent to Stand 457



Document Data

Document Name Operation of Royal Suite Apron	Document Reference Number ASGrOps_OSI_034	Issue Date 6 th July 2017
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Author Name Vincent Chan	Approval Name Alpesh Patel	Technical Approval Name Andreea Batrinu/Mike McKee
Aerodrome Manual Reference E.6.2	Airside Standard Reference N/A	Airside Plan Reference N/A

Document History

Revision	Description of Change	Date
V1.0	Transferred to new template	6 th July 2017
V2.0	Added new aircraft types & Ramp safety requirements	4 th July 2021
V3.0	This OSI has been fully reviewed to include the following areas: <ul style="list-style-type: none"> • Document title change. • Updated references to other OSIs. • Updates on centreline designation, operation and apron infrastructure, aircraft movement safety precautions sections. • New section on apron safety and a new Appendix B. 	10 th January 2025

