



Operational Safety Instruction

Ice Fall and Vortex Reporting and Management

13th December 2018

ASOther_OSI_084

v1.0

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 On occasion, reports or complaints are received of events related to the possibility of a Vortex Strike, or an Ice Fall or other object associated with an overflying aircraft. Whilst ice falls are assumed to be aviation related, they are considered rare. In comparison to the 2.5 million flights a year in UK airspace approximately 25 events are reported to the CAA per year.
- 1.2 Vortex Strikes however can occur more frequently although it is homes and buildings located under a flight path with pitched roofs and loose-laid tiles that are prone to vortex damage. Heathrow has made a commitment to local communities regards the impact of aircraft operations on their communities, and the CAA maintains a record of such incidents.
- 1.3 The purpose of this instruction is to provide guidance for those colleagues who fall into categories at paragraph 4 a - d below on what actions to take should a report be received of an Ice Fall (or other object) or Vortex Strike from a member of the public.
- 1.4 For those colleagues referenced at 4 a and b only further detail can be found in the ASOP Ice Fall and Vortex Reporting.
- 1.5 Colleagues who may take a call regarding any of the above potential events must take care not to directly or indirectly accept liability for the event.



2. Definitions

Abbreviation	Description
CAA	Civil Aviation Authority
APOC	Airport Operations Centre
AODM	Airport Operations Duty Manager
OLC	Operations Lead Controller
AOM	Aircraft Operations Manager
AfDM	Airfield Duty Manager
ASD	Airfield Safety Manager

3. Reporting Procedure

3.1 Should an event occur there are a number of possible routes for the householder, or other member of the public, to take in making enquiries or reporting the event in response to damage or other concern. Whilst the preferred (assumed) method for reporting an incident is direct to the 24hour Claims Assessor via details available on the Heathrow Noise website, other most likely potential options might be:

- 3.1.1** Contact Heathrow Airport via the APOC (AODM/OLC/AOM)
- 3.1.2** Contact AfDM/ASD
- 3.1.3** Contact Heathrow Airport via Community Relations/Complaints.
- 3.1.4** Contact Heathrow other department
- 3.1.5** Direct contact to the Emergency Services (Fire Service/Police)

4. Report of an Ice Fall (or other object), or Vortex Strike

4.1 The person making the report must be re-directed to the Claims Assessor advising that:

Heathrow operates a 24-hour telephone service for the reporting of both Ice Falls and Vortex Damage and should contact the airports nominated Claims Assessor on 07860 323816 direct.

4.2 The caller may also be directed to the following websites for further guidance:

<https://www.heathrow.com/noise/what-you-can-do/ice-falls-from-aircraft>

<https://www.heathrow.com/noise/what-you-can-do/repair-vortex-damage>

4.3 Should the caller advise that they do not have access to the internet, they can be advised that:



4.3.1 In the event of a **Vortex Strike**, the actions of the Claims Assessor will be as follows:

- Coordinate a visit to the property/location concerned.
- Confirm if the damage has been caused by a vortex strike.
- Arrange for remedial repairs.
- Advise or inform relevant Heathrow department of the claim.

4.3.2 In the event of **an Ice Fall or other object** the following guidance should be followed:

- If possible photograph the ice or object.
- If possible, and safe to do so, photograph damage caused.
- Avoid touching the ice or object with bare hands.
- Be prepared to provide a description of the ice (or object), such as approximate mass/size/weight, colour and any odour.
- Where practicable bag the ice.
- If practicable, place the bagged ice in a freezer.
- Do not dispose of an object suspected of having fallen from an aircraft.
- If practicable, do not move an object until they have spoken with the Claims Assessor.
- Do not undertake repairs before an inspection. (Homes are only eligible for repair under the Heathrow scheme if the damage has been verified by the official claims assessor.)

4.4 If contact details are provided by the individual making the report, or it is deemed necessary to take contact details these can be forward to: dd-flightperformance@heathrow.com

5. Liability

5.1 Heathrow Airport Ltd is not legally liable for ice fall or vortex damage. The liability for such damage lies with the operator of the aircraft concerned, and this is governed by Section 75 (2) of the 1982 Civil Aviation Act. However, in recognition of the fact that identification of a specific aircraft is not always possible, Heathrow Airport has introduced a vortex repair scheme as part of its commitment to the local community.

6. Annual Review

6.1 HAL is responsible for providing clear information on what to do in the event of an Ice Fall and Vortex Strike. This information should be easy to find and simple to follow with clear direction and contact details on the Heathrow.com/Noise website. Information made available on this website, along with the information provided to the emergency



services should be reviewed on an annual basis by the Airspace Performance Manager ANPT.

7. Website and Contact Details

Ice Fall Website: <http://www.heathrow.com/noise/what-you-can-do/ice-falls-from-aircraft>

Vortex Website: <http://www.heathrow.com/noise/what-you-can-do/repair-vortex-damage>

Claims Assessor 24 hour contact: 07860 323816 or 020 8745 5590

For more information: dd-flightperformance@heathrow.com

8. References

ASOther_ASOP_013 Ice Fall and Vortex Reporting and Management

The Vortex Protection Scheme (PDF)

Emergency Services Guidance (Trifold)

CAA [https://www.caa.co.uk/Our-work/Make-a-report-or-complaint/Ice-falls/
www.heathrow.com/noise](https://www.caa.co.uk/Our-work/Make-a-report-or-complaint/Ice-falls/www.heathrow.com/noise)

9. Enquiries

- 9.1** Any enquires regarding this instruction should be made to the Aircraft Operations Improvement Manager at Paula.Abbott@heathrow.com

