

GROUND HANDLING APPROVAL BOARD				
LICENCE APPLICATION FORM/AMMENDMENT TO LICENCE FOR GROUND OPERATIONS LICENCE OR AIRSIDE OPERATIONS LICENCE.				
BACKGROUND				
Please find below a list of questions that are needed as part of the application for a licence in relation to the Approvals Process as per the General Notice.				
All relevant sections to be completed by company who is submitting the application.				
Proposed Company Name: Head Office Address: UK Contact name and telephone number: Position within the company:				
Do you currently have a licence to operate at Heathrow? If yes which licence do you have?		Ground Operations Licence:	Airside Operations Licence:	
Proposed start date and contract duration:		Proposed start date	Contract duration (Years)	
Is this a Direct Contract or a Sub Contract:		Direct Contract		Sub Contract
If a Sub Contract, who holds the primary contract?				
Proposed service(s) to be provided:				
If this is a new service, you are providing, what skills and experience do you have to take on this new service?				
Current company providing the service?				
Is the company currently providing the service aware of the change?				
Can this application be openly discussed:				
Operating Airline (Including Airline Code)		CODE		Airline
What Terminal/Airside facility will you be operating from?				
Name and contact details of company you will be providing services to:		Name:		
		Email:		
		Telephone (mobile)		
AIRLINE SCHEDULE				
Arrival Time	Departure Time	Aircraft Type	Days – Operational	
ACCOMMODATION				

	<p>Will you require any accommodation or additional accommodation included but not limited to: Baggage Halls / Ramp Areas</p>	
VEHICLES & EQUIPMENT		
	<p>What are your vehicle requirements (Dollies, Tractors, High Loaders, van, car, terminal buggy) to service the proposed contract:</p>	
	<p>How many additional vehicles are required for this contract</p>	
	<p>Where will the vehicle(s) and equipment be parked during the day?</p>	
	<p>Where will the vehicle(s) be parked at night?</p>	
	<p>If additional parking space is required, has an airside space request form been submitted to HAL</p>	
	<p>Will equipment be split between more than one terminal?</p>	
	<p>If your answer was YES what movement will there be between terminals and what impact will there be on the roads and control posts.</p>	
	<p>Are additional electrical charging points required.</p>	
	<p>If your answer was YES. How many additional electrical charging points are required?</p>	
	<p>What Type of charging points are required?</p>	
	<p>Proposed locations for additional charging points</p>	
ULDs and ULD STILLAGE		

	What is the agreed station stock level (by type) for empty ULDs to service this contract	<u>ULD Type</u>	<u>Number on station</u>	<u>By Terminal (if applicable)</u>	
	As the proposed Handler how much front line operational stillage space do you have at LHR	<u>ULD Type</u>	<u>No of Spaces</u>	<u>By Terminal</u>	
	What is your current demand for front line operational stillage at Heathrow (by terminal) and as an overall total	<u>ULD Type</u>	<u>No of Spaces</u>	<u>By Terminal</u>	<u>Overall</u>
	Based upon the information above do you as the proposed handler, have capacity to store this increase in ULDs				
	If No, has a stillage request been submitted to HAL?	Please delete	Additional Comments		
	Do you have storage for Cargo ULDs, if yes what is the location?		If YES please state Location: -		
	Where would you store excess ULDs if your Stillage Facilities became full?				
	Who will manage and control the station stock of ULDs? Please provide name and contact details:				
ENVIRONMENTAL					
	Supply evidence of environmental incident procedures and training (for example: Spillages, emission tests etc)				
	What environmental impact will your operation have to Heathrow? (Including but not limited to vehicle emissions)				
	You must be ISO14001 Environmental Standards (or equivalent) and Applicable Law, what evidence have you supplied with this application?				
	What environmental contractual arrangements do you have in place?				
	Will you be using/carrying any Dangerous Substances inline with Dangerous Substances and				

	Explosive Atmosphere Regulations 2002 (“DSEAR”)?	
	Will you be handling any international catering waste? If yes, how are you disposing of the waste?	
HEALTH AND SAFETY		
	All Accidents, incidents and unsafe acts, practices or conditions are to be notified to the Company, who in your company will manage this?	
	Who will manage the turnround activity and act as the Turnround Manager.	
	Has a written Turnround Plan, that has been agreed and signed off by the airline and been submitted with this application	
	How are staff informed of OSI and any changes made?	
	How will you minimise safety and fire risks so you operation does not effect HAL or other airside users?	
	What evidence do you have to show good safety performance?	
BAGGAGE HALLS		
	Do you currently operate in the Baggage Hall this airline operates from	
	If NO, how will you familiarise staff in the baggage area	
	If NO, and proposing to operate in T3IB have they completed the T3IB Handler Readiness Scorecard and have they been deemed ‘ready to operate’?	
	New Handler Only: Overview of your operation in baggage hall in terms of chute clearance, supervisor base, dock usage and driving	Submit on separate sheet if required
	How will handler manage and control baggage bin rotation within baggage facilities	
	How will “Reflighting” and “no” bags regime be operated	
	What is your contingency for loss of BRS	Please provide written SOP.
	Ability to print fall back tags	
	Minimum threshold for label quality, how is this monitored and how is poor quality addressed?	

	Planned delay before going to manual check in	
	Procedures for Out of Gauge	
	Procedures for Super Out of Gauge	
	How does this operation differ compared to current operation?	
	Can this additional product be absorbed within current designated area	
CONNECTIONS – SEE BAGGAGE HALL		
	What transfer baggage facilities will be used	Current
		Proposed
	What % of overall product will be transfers	
	What impacts will there be on existing accommodation	
	Are labels IATA Standard	
	What is your minimum connection time.	
	How does this operation differ compared to current operation?	
STAFF Please provide details on:-		
	What manpower is needed for this contract and broken down to numbers per role.	
	How many extra staff will be required per role.	
	Is there sufficient time to obtain staff ID's (if required)	
	Is this a potential TUPE scenario?	
	If TUPE what transition date has been agreed with the ID Centre?	
	If No, what interim or contingency actions will be implemented to ensure service standards are maintained during the transition period?	

Please confirm who will deliver ADP training: The Name of In House Trainer/Trainers or The Name of the External Training Company.	
Other known contracts or Sub-contracts:	
Who will be doing freight and mail/freight?	
Who will be doing Aircraft de-icing	
Who will be doing the push back and tow	
Who will be providing the catering contract	
Who will be providing the cleaning contract	
Who will be providing the into plane refuelling?	
Who will be updating TOBT within AOP	
Who will be providing aircraft/gate security?	
Does this contract include Meet & Assist services?	
If YES, who will provide these services.	
What other sub-contractor will you be using and for how long?	
CHECK IN	
Who is currently providing Flight Check In and from where?	
Who will be providing Flight Check In and from where	
Current location of check in desks/product	
Current number or type of check in desks	
Ticket desk location or an addition to current operation	
Additional back of house offices or change to current location	

CONTACT DETAILS IF HAL HAS ANY FURTHER QUESTIONS REGARDING THIS APPLICATION	
Name	
Position in company:	
Contact phone number:	
Contact email address:	
Signed:	Date: