

# AOP for you

Making information clear

## 4. AOP and DSPs

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## Introduction

This document is aimed at providing guidance for De-icing Service Providers (DSPs), their customers and HAL Power users on Winter Operations procedures relating to aircraft anti-icing and database management. It should be read in conjunction with the Heathrow Airport De-Icing Plan (HADIP) which is available from [www.heathrow.com/airside/useful-publications/winter-operations](http://www.heathrow.com/airside/useful-publications/winter-operations)

The Heathrow Snow Plan Airside may also be of interest should aircraft de-icing be undertaken whilst there is a risk of snow at the airport.

It is recommended that this document is used as a familiarisation tool prior to the commencement of the Heathrow Airport Winter Period as specified in the HADIP to allow for any further training or systems issues that it may uncover.

For the purpose of this document “De-icing” refers to both anti-icing and de-icing of aircraft.

New DSPs will need to be set up on AOP prior to any AOP accounts or visibility of airline request can be made visible. The Chair of the Heathrow De-icing Working Group should inform the Aircraft Operations Duty Manager (AODM) if a new DSP is to operate. The new DSP must inform the AODM of any de-icing contracts. The AODM must ensure that both the new DSP and any de-icing contracts are set up in AOP prior to any AOP accounts being authorised.

DSPs can access AOP through <https://heathrow-aop-prod1.pegacloud.io/>

## Establishing your account

HAL colleagues – request AOP access via the HUB+ IT Portal. For Power user access you will need a current Power User to request these rights via a separate request on the IT Portal once your AOP account is set up. Power User access is normally restricted to the SOC, AODM and AOU Senior Management Team.

External users. Please call HAL IT on **0208 745 5355** and ask for a new external AOP account. You will need to request de-icing rights and rig scheduling rights if your role requires this.

- Airline operators may request access to their airline only
- Ground Handlers will receive access to all the airlines that they have contracted de-icing services to.

If you already have an AOP account and require de-icing and/or rig scheduling rights you can retain your current account details. Please call HAL IT **0208 745 5355** with your AOP ID and/or corporate email account and these can be added on.

# De-icing Service Providers – Maintaining your organisation’s assets and contracts

AOP needs an up to date list of the assets that your organisation has (rigs) and an accurate reference table of the contracts that you have agreed with airlines to undertake de-icing activity.

The screen shot below shows the information required for each de-icing rig (Rig ID, Rig name, Rig Plate). This can be the same information for all three requirements or different identifiers, it is the DSPs choice. If a rig becomes unavailable for more than one day or is permanently removed from the airport the AODM must be advised as they will reflect this in AOP and as such the rig will not be shown in the Rig Schedule tool. The AODM should also be advised when the rig is made available. New rigs must be advised to the AODM so they can be added to the system and allocated correctly to the relevant DSP.

Select	Rig ID	Rig Name	Plate	Status
<input checked="" type="checkbox"/>	8060	8060	8060	Active
<input type="checkbox"/>	8061	8061	8061	Active
<input type="checkbox"/>	8062	8062	8062	Active
<input type="checkbox"/>	8063	8063	8063	Active
<input type="checkbox"/>	8066	8066	8066	Active
<input type="checkbox"/>	8067	8067	8067	Active
<input type="checkbox"/>	8068	8068	8068	Active
<input type="checkbox"/>	8069	8069	8069	Active
<input type="checkbox"/>	AER001	ICE 1	D28	Active
<input type="checkbox"/>	AER002	ICE 2	D30	Active
<input type="checkbox"/>	AIR001	AS130	AS130	Active
<input type="checkbox"/>	AIR002	AS131	AS131	Active
<input type="checkbox"/>	AIR003	AS132	AS132	Inactive
<input type="checkbox"/>	AIR004	AS133	AS133	Active
<input type="checkbox"/>	AIR005	AS134	AS134	Inactive
<input type="checkbox"/>	AIR006	AS178	AS178	Active
<input type="checkbox"/>	AIR007	AS179	AS179	Active
<input type="checkbox"/>	AS174			Inactive

Before the commencement of the Heathrow Airport Winter Period all DSPs are recommended to ensure that all their airlines are shown in their de-icing request screen. Particular care should be taken for those airlines that do not operate daily, and as such the checks may span several days.

### Good to know

AOP will carry forward rig details, rig status and airline contracts from one season to the next, only exceptions need to be advised.



# AOP in "Winter Operations/Snow" module

De-icing can only be requested when AOP is in "Winter operations" or "Snow" mode. When this is the case, the de-icing columns are visible on the departure page and the red snow warning icon is visible on the landing page. If you need to process de-icing requests but the system is not in "Snow" mode please call the AODM.



## Requesting de-icing – Stand and remote pad

LHR has four remote de-icing pads:

**JEDI Delta** – South of Stand 576 on Delta taxiway

**JEDI South** – Bravo (South) between Delta and Echo

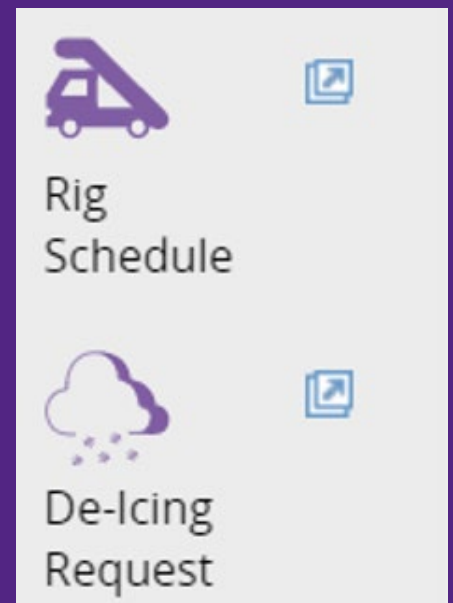
**VADER North** – between Link 21 and Link 25 with the "Delta" crossing unavailable

**VADER South** – between Link 25 and Link 27 with Link 26 unavailable.

If remote pads are in operation this will be promulgated via the ticker tape on the bottom of every AOP screen. Should a DSP wish to activate, suspend or close the use of a pad the AODM and AfDM must be contacted.

Use the burger menu on the right hand side of the AOP landing page to select the de-icing request page. Clicking on the popup to the right of the main icon will open the screen in a new window, allowing you to toggle between screens on your computer task bar.

When the Remote Pads are being used or are promulgated as suspended, free-ranging through the pads is suspended for ALL vehicles.



You can apply filters on the de-icing request page to focus your search. Click on the add/update icon to select the aircraft you wish to de-ice. The information will automatically populate into the request box and will automatically default to stand de-icing, (use the drop down menu to change to pad if required). Should the aircraft require fan blade or under wing de-icing these must be selected as additional actions using the tick request box. Select proceed to confirm the request. All de-icing requests must be in the system prior to taxi.

Delcing Request ✕

Stand	247	Carrier Code	Air India
ATC Call Sign	AIC162	Flight Number	AI162
Aircraft Type	B788		
Scheduled Off Block Time	08:45	Target Off Block Time	17:45

DeIcing Mode Stand ▾

SELECT AREA FOR DE-ICING

- Tail
- Wing
- Fuselage
- Under Wing
- Fan Blades

PROCEED
Close

### Good to know

If the request has been successful the delete column on the de-icing request page will populate with a bin icon. This can be used to delete a request made in error or if the request is no longer required.

### Good to know

Fan blade and under wing de-icing CANNOT be completed on remote pad requests.

All de-icing requests will appear on the departures screen once they have been successfully inputted into AOP (refresh the page is necessary). The screen grab below shows an example of this:

Alert	Flt	Typ	Std	Status	SOBT	COBT	EOBT	TOBT	Strt	TSAT	Std/Pd	De- Ice	RZT	CZ	EZT	AOE	TOT	Lnk Flt	Des	SID
	BA580	A321	501	Expected	17:00	16:33	17:00	17:00 D										BA1453	MXP	
	BA1420	A319	502	Expected	17:05	16:29	17:05	17:05 D			STAND	Requested	17:05 E					BA1399	BHD	
	BA179	B772	537	Expected	17:05	16:11	17:05	17:05 D										BA082	JFK	
	BE2126	DH8D	253R	Scheduled	17:05	16:24	17:05	17:05 E										BE2125	ABZ	
	KC942	B752	414	Gate Open	17:05	16:38	17:05	17:05 E										KC941	TSE	
	BA418	A320	328	Expected	17:05	16:20	17:05	17:05 D									17:24 C	BA701	LUX	
	EI175	A320	221R	Scheduled	17:10	16:47	17:10	17:10 E										EI174	DUB	
	LO280	B738	217	Scheduled	17:10	16:40	17:10	17:10 E			STAND	Requested	17:10 E					LO279	WAW	
007a	AT801	B738	401	Scheduled	17:10	17:16	17:10	17:10 E										AT800	CMN	
	BA1336	A321		Expected	17:10	17:21	17:10	17:17 D										BA953	NCL	
	AY1338	A333	330	Scheduled	17:10	17:09	17:10	17:10 E										AY1337	HEL	
	EI723	A320	221L	Scheduled	17:15	16:52	17:15	17:15 E										EI722	ORK	
	SK528	A20N	224	Scheduled	17:15	16:45	17:15	17:15 E										SK527	ARN	
	BA1402	A319	533	Expected	17:15	16:44	17:15	17:15 D										BA345	MAN	
	BA328	A320		Expected	17:20	16:58	17:20	17:20 D										BA817	CDG	
	CX250	B77W	342	Gate Open	17:20	06:50	17:20	17:20 E										CX255	HKG	
	BA103	B788	532	Expected	17:20	15:49	17:20	17:20 D										BA018	YYC	
	TK1972	B77W	232	Gate Open	17:20	17:02	17:20	17:20 E										TK1971	IST	
008	BE2108	DH8D	253L	Estimated	17:20	17:03	17:40	17:20 D										BE2107	EDI	
005	PK786	B77W	321	Scheduled	17:25	16:35	17:25	17:25 E										PK757	ISB	
	KQ101	B788	408	Scheduled	17:25	16:52	17:25	17:25 E										KQ100	NBO	
	BA806	A320		Expected	17:25	17:29	17:25	17:25 D										BA641	BLL	
	BA1492	A20N		Expected	17:30	17:20	17:30	17:30 D			PAD	Requested	17:30 E					BA655	GLA	
	BA215	B772	545	Expected	17:30	09:37	17:30	17:30 D										BA142	BOS	
	SK1516	A20N	225	Scheduled	17:30	17:27	17:30	17:30 E										SK1517	CPH	



# Rig schedule and tracking rigs

Once a de-icing request has been requested, the DSP must allocate a rig(s) to undertake the task. Select the Rig Schedule option from the burger menu and the list of aircraft awaiting rigs to be allocated is shown as below:

**Add Schedule**

Rig	Type	Role	Flight No	Scheduled Start	Duration (min)	De-Ice Fluid Usage	Anti-Icing duration (min)	Anti-Ice Fluid Usage
DU455 1	De-icing	Select...	Select...	08:04:00		75/25		Select...

[Add Schedule](#)

Manage Request   RIG Schedules   RIG Overview

Carriers All   Terminals All     [Auto-Refresh Off](#)

Terminal	Carrier	ATC Call Sig	Flight No	Stand	Aircraft Typ	SOBT	TOBT	CTOT	Deicing Mod	Request Stat		
3	Emirates Airline	UAE7CN	EK008	307	A388	08:05	08:05	08:35	Stand	Requested	RIG DETAILS	Add to Schedule
3	American Airlines	AAL47	AA047	322	B789	08:15	08:10		Stand	Requested	RIG DETAILS	Add to Schedule
5	Iberia	IBE31YC	IB3163	522	A20N	08:15	08:15		Stand	Requested	RIG DETAILS	Add to Schedule
2	Flybe	BEE4PW	BE2182	253L	DH8D	08:15	08:15		Stand	Requested	RIG DETAILS	Add to Schedule
3	Virgin Atlantic Airways	VIR7B	VS007	318	B789	08:20	08:20		Stand	Requested	RIG DETAILS	Add to Schedule
3	British Airways	BAW484C	BA484	311	A320	08:25	08:25	08:49	Stand	Requested	RIG DETAILS	Add to Schedule
5	British Airways	BAW878	BA878	564	A20N	08:20	08:20		Pad	Requested	RIG DETAILS	Add to Schedule
5	British Airways	BAW576V	BA576	513	A321	08:20	08:20		Pad	Requested	RIG DETAILS	Add to Schedule
5	British Airways	SHT12H	BA1326	511	A319	08:20	08:29		Pad	Requested	RIG DETAILS	Add to Schedule

From the Manage Request tab click on the “add to schedule” icon on the row of the aircraft you wish to de-ice. The aircraft details will be loaded in the selection box at the top of the screen. AOP will automatically suggest a reference de-icing duration based on the severity of the weather and the type of precipitation forecast. You can amend the anticipated duration of the anti-icing by overwriting the suggested time (e.g. a driver on training may require some additional time).

DSPs should carefully check the TOBT and TSAT for the flight and amend the de-icing commencement time if a TSAT has been applied to a flight. This will maximise the Hold Over Time (HOT) of the de-icing media and minimise the risk of the need for another treatment.

All de-icing activity must have a Primary Rig allocated to it. Select the rig from the drop down menu and use the role drop down menu to publish this as the Primary rig for this task. Should more than one rig be required repeat the process but make the second rig a subsidiary rig. Once you have selected the fluid you are using press the “add schedule” button to confirm the task. Refresh the page and the task will move from requested to allocated. This will also be reflected on the departures page with all times being Estimated.

To update AOP with the actual commencement and completion of a de-icing activity click on the Rig Schedule tab. Click the green tick and you can enter the actual start time. Only enter the completion time when the task has ended, otherwise the TSAT will become unstable and the aircraft could lose its runway slot.

**Update Rig Actuals** ✕

Rig	Type	Rig Role	Flight No	Scheduled Start	Actual Start	Actual End	Scheduled End
BAR001	De-icing	Primary	BA714	11:10	10:42:00		11:25

Cancel
OK

Once the completion time has been entered and saved the task is marked as completed.

If you wish to mark a de-icing rig as unavailable, from the rig schedule page select the rig affected and from the “type” drop down menu select the relevant reason.

The rig overview tab will show all the scheduled activity allocated to the rigs across the day. The schedule tool will allow a rig to be booked out to more than one task at once so the overview tab should be used to identify available rigs prior to scheduling tasks to rigs.

## Good to know

Once a rig has been allocated to a de-icing task the task cannot be cancelled until the rig is reassigned. Use the Rig Schedules tab to delete the rig allocation and then delete the e-icing request from the de-icing request page.



# Trouble shooting and other resources

**Problem:** An aircraft has called for de-icing after taxiing.

**Answer:** If the aircraft can use a remote pad and they are in use the aircraft may use the pad (unless the flight has a TSAT). ATC must be consulted as they will need to reroute the taxi. Alternatively action a Return to Stand and de-ice the aircraft on stand. This request will not be able to be processed via AOP.

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**Problem:** The system is not providing a suggested de-icing duration for an aircraft.

**Answer:** It's likely that this aircraft type has not been added to the system. You can manually input a time into the duration box to avoid delaying the aircraft. Contact the AODM with the details of the aircraft and they will update the system.

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**Problem:** A rig has broken down en route to or during a de-icing task. I need to allocate another rig.

**Answer:** Add a new subsidiary rig to the request and then swap the rigs using the swap icon on the rig schedules tab. Once your initial primary rig has become the subsidiary rig you can delete it from the task.

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To contact the AODM please call **07525 825585**

For general AOP enquiries please contact **[aop@heathrow.com](mailto:aop@heathrow.com)**

For hints, tips and supporting documentation please visit **[www.heathrow.com/aop](http://www.heathrow.com/aop)**

