

Acronyms

A-CDM

Airport - Collaborative Decision Making

AO

Aircraft Operator

CTOT

Calculated Take Off Time

EEZT

Estimated End De-icing

EOBT

Estimated Off Blocks Time

GH

Ground Handler

HAL

Heathrow Airport Ltd

NMOC

Network Manager Operations Centre

SEGS

Stand Entry Guidance System

TOBT

Target Off Blocks Time

TSAT

Target Start Approval Time

TTOT

Target Take Off Time

VTT

Variable Taxi Time

Pilot and ATC interface

TOBT / TSAT

- › Pilot should ensure that their flight is ready to be de-iced at **TOBT (+/-5 mins)**.
- › If the flight is not ready within this window then your Airline or Ground Handler must update the TOBT.
- › **TOBT** and **TSAT** are displayed on SEGS.

Start Request – Heathrow Delivery

- › Pilots must report 'ready to de-ice' to Heathrow Delivery at **TOBT (window of -5 to +5 minutes)**.

It is vital that Pilots still call Delivery at TOBT +/- 5 minutes even if the TSAT is outside this window and de-icing hasn't commenced.

- › Heathrow Delivery will acknowledge aircraft is ready to be de-iced and advise TSAT.
- › Pilot will be asked to report when de-icing complete or if cannot be completed by TSAT.

If at **TOBT + 5 minutes** Delivery has not received a ready to de-ice call, the aircraft will lose its TSAT.

- › If pilot calls without update, Heathrow Delivery will advise Pilots to 'contact company'.
- › Once a new TOBT and de-ice time is entered the flight will be re-sequenced with a new TSAT.
- › Best planned is best served and updating current status of TOBT or EEZT prevents delays in pushback and re-de-icing of aircraft .

Pushback Request – Heathrow Ground

- › Pilot must report ready to pushback de-icing complete.

If de-icing cannot meet TSAT and pilot does not inform ground the pushback may not be allowed.

- › A valid TOBT must then be updated by the AO/GH and Delivery will then issue a revised TSAT, this may mean aircraft requires second de-ice.



Important **information** about **Aircraft De-icing** at Heathrow

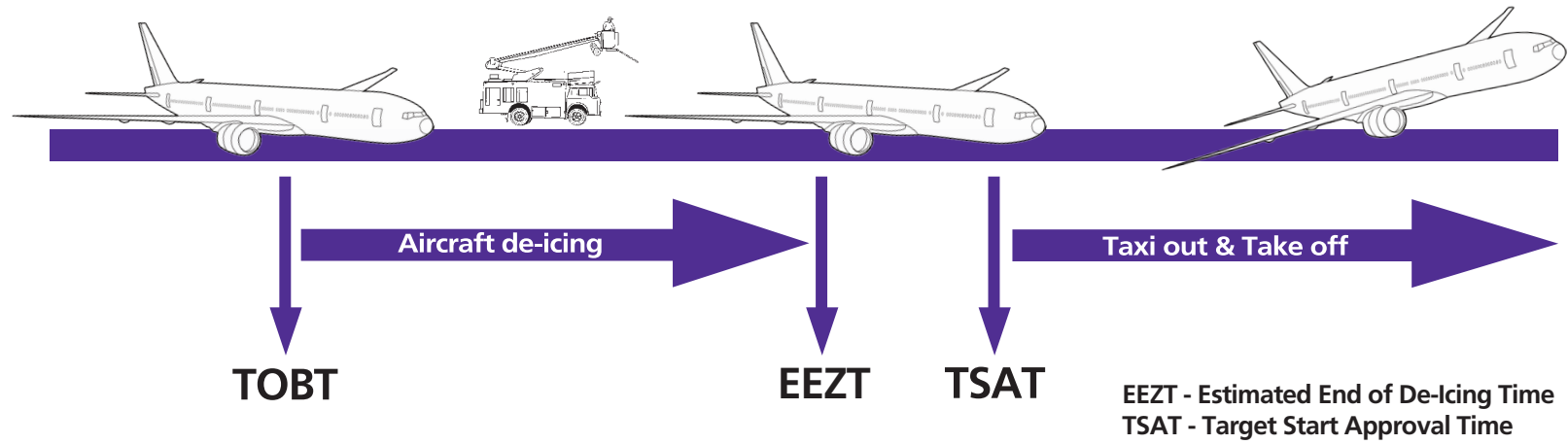
Heathrow
Making every journey better

Target Off Blocks Time (TOBT)

- The time an aircraft is ready to be de-iced to an accuracy of +/- 5 minutes.
- Pilot must call after doors closed, ready to de-ice.

Target Start Up Approval Time (TSAT)

- Is the time ATC provided that an aircraft can expect to receive start approval.
- TSAT is created at 30 minutes prior to TOBT and displayed in A-CDM and on SEGs
- Calculated taking into account TOBT, de-icing times, CTOT, wave vortex, SID routing, VTT, and any other capacity constraint e.g. single runway operations.
- In snow the TSAT stability is key to maintain departure rates and allow de-icing to be planned.



- › Call Heathrow Delivery at TOBT per normal A-CDM process to confirm ready to de-ice.
- › NOTE: De-Icing may not start immediately.

- › TSAT will be driven by the de-icing time, as provided by the de-icing service provider.
- › Call delivery on completion of de-icing to request push approval.

- › If de-icing cannot be completed by TSAT, call ATC to advise.