

LOCAL RULE 2

HEATHROW PROCEDURES FOR AD HOC OPERATIONS

1. The procedures for administering ad hoc operations at Heathrow Airport are set out in Appendix 1 of this Local Rule.
2. The Heathrow Ad Hoc Working Group is responsible for the ongoing development of these procedures. The Working Group shall consist of representatives of Airport Coordination Ltd, Heathrow Airport Ltd, National Air Traffic Services, airline operators, and General/Business Aviation operators and handling agents.
3. The Heathrow Ad Hoc Working Group may agree amendments to the Appendix 1 Procedures from time to time to take immediate effect. Any such amendments will be presented to the Heathrow Coordination Committee for endorsement at its next full meeting.

APPENDIX 1: HEATHROW PROCEDURES FOR AD HOC OPERATIONS

1. Introduction

- 1.1 This document sets out the procedures for controlling ad hoc operations at Heathrow Airport.
- 1.2 The objective is to make full use of available capacity for the benefit of all types of traffic in accordance with prevailing rules and regulations. It is designed to ensure that ad hoc operations are administered in a neutral, non-discriminatory and transparent way. It also seeks to prevent ad hoc operations from increasing congestion and impacting upon the efficient operation of airport.
- 1.3 ACL, as the duly appointed Coordinator, is responsible for the approval of all ad hoc operations at Heathrow Airport. Outside normal office hours, ACL delegates its responsibilities to the Stand Allocation Unit (SAU), a department of HAL – **see Annex 1: Contact Details.**

2. Ad Hoc Availability

- 2.1 The runway capacity available for ad hoc operations consists of Pool Slots and Tactical Availability (see para 12 – Definitions).
- 2.2 **Pool Slots** are allocated according to **Annex 2: Traffic Type Priorities**. Where requests have equal priority, the Request Date is used as a secondary criterion.
- 2.3 **Tactical Availability** is allocated on a first-come-first-served basis as per the Request Date, regardless of the Traffic Type Priorities.
- 2.4 The allocation of Pool Slots for ad hoc operations commences in mid-January (summer season) and mid-August (winter season). Operators should not request ad hoc slots prior to these dates. Early applications will be assigned the same request date for Waitlist purposes.
- 2.5 Tactical Availability, if available, will be declared by HAL Airside Director or a delegated representative. Additional on-the-day Tactical Availability may also be declared by HAL if available.
- 2.6 Tactical Availability is for use by ad hoc operations on a non-historic basis only. It is not permissible to attempt to operate a series of planned commercial services using Tactical Availability.
- 2.7 Slot availability is published and dynamically updated on the ACL's Online Coordination website www.online-coordination.com. All operators are encouraged to consult the Slot Availability prior to making an application and target requests at times where slots are available whenever possible.
- 2.8 Slots for ad hoc operations may be suspended by the HAL Airside Director or a delegated representative. HAL may also declare a reduced capacity for the following season to take effect at the slot return deadline (summer 31st January and winter 31st

August) in the capacity declaration letter.(the capacity declaration can be downloaded from www.acl-uk.org).

2.9 The following conditions may result in the suspension of the allocation of ad hoc slots: adverse operating conditions (e.g. severe weather), a special event (e.g. major sporting event or state occasion), or a temporary loss of airport infrastructure (e.g. a runway closure) is likely to lead to significant and prolonged disruption or delay. The HAL Director Airside or a delegated representative in cooperation with NATS will declare to ACL if such conditions exist. The allocation of ad hoc availability may be suspended and any allocated ad hoc slots may be withdrawn upon reasonable notice to the operator. In such circumstances the exemption rules described in section 3 and Annex 3 of this Local Rule will still apply.

2.10 If the disruption described in 2.9 is expected to continue for a prolonged period HAL may invoke procedures described in Local Rule 4 or implement Demand vs. Capacity Procedures. Annex 3 will be suspended during this period.

3. Exempt Flight Types

3.1 A limited set of flights types are Exempt Flights and will be permitted to operate when slots are not available. Details of Exempt Flight types are provided in **Annex 3: Exempt Flight Types**.

3.2 With the exception of Emergency Operations and Operational Delays, operators must notify ACL in advance of any Exempt Flights and provide the information necessary to verify the their status. Emergency Operations must be notified to ACL as soon as possible for monitoring purposes.

3.3 ACL will allocate an available slot for Exempt Flights where possible. Operators should accept an available slot time when they have the flexibility to do so.

3.4 When an Exempt Flight is planned at a time when no slots are available, ACL may block an adjacent available slot to minimise any adverse impact on airport operations.

4. Requests for Ad Hoc Operations

4.1 All requests for ad hoc operations must be submitted **in writing**. Submissions to ACL should be made as SSIM-format EMAIL message. Subscribers to ACL's Online Coordination System should make requests via this website.

4.2 Urgent requests outside ACL office hours should be made by e-mail to SAU giving the required information in **ANNEX 4**: A fax may be sent instead of an e-mail if necessary in which case the Out of Hours Slot Request Form attached to this Local Rule should be used. **Out of Hours Slot Request Form ANNEX 4**. Subscribers to ACL's Online Coordination System should make requests via this website. All Out of Hours requests must be followed up with a telephone call to SAU. All requests in writing will get a reply either from SAU.

- 4.3 Telephone requests will be accepted provided they are followed up in writing for audit purposes. Telephone requests should be limited to urgent situations, eg, for operations on that day.
- 4.4 Requests should be made as soon in advance of the day of operation as possible, and out-of-hours requests should be kept to a minimum. Speculative bidding without a firm intention to operate is considered an abuse of the system, however (see para 11 – Monitoring).
- 4.5 Requests may be made by the aircraft operator or their authorised handling agent. ACL may limit those operators authorised to make requests directly. Air Taxi and General/Business Aviation operators that do not use Heathrow regularly should make requests via their handling agent.
- 4.6 With the exception of Heathrow-based airlines, all requests should be in turnaround format. ACL will not normally allocate an arrival slot without a corresponding departure slot due to the shortage of apron space at Heathrow.
- 4.7 Turnaround format requests are mandatory for all Air Taxi and General/Business Aviation flights.
- 4.8 Requests should also indicate any timing flexibility for acceptable offers. On SSIM-format messages, this should be included as Supplementary Information (SI) text.
- 4.9 For details of request data requirements, please see **Annex 4: Request Data Requirements** and **Annex 5: Use of Service Types**.

5. Responses to Requests

- 5.1 ACL will reply to requests as soon as possible. ACL endeavours to respond to most requests within 24 hours and all within **3 business days**. Workload is prioritised for urgent requests, i.e., operations for today or tomorrow.
- 5.2 Responses will be in writing by EMAIL. Offers made by telephone will be followed up in writing. Out of hours a FAX or EMAIL may be used for slot requests to SAU.
- 5.3 Operators must accept or Decline offers made as soon as possible, and at the latest within 3 business days or the offer will be withdrawn. Operators may accept an offer and remain on the Waitlist for an improved time, ie, Pend.

6. Waitlist

- 6.1 A Waitlist is maintained of all outstanding ad hoc requests, including those seeking improvements to an allocated slot. The Waitlist information includes the assigned Traffic Type Priority (Annex 2) and Request Date.
- 6.2 The Waitlist is regularly reviewed and new/revised offers are made as Pool Slots or Tactical Availability become available, e.g., through cancellations or upon the declaration of Tactical Availability.

- 6.3 All operators must inform ACL of any changes to Waitlist requirements and of requests that should be removed from the Waitlist either due to acceptance of an offer or cancellation of the request.
- 6.4 Handling agents may **not** re-assign slots between customer operators. The slots offered must be deleted and a new request made.

7. Return of Pool Slots and Tactical Availability

- 7.1 All operators must return any unwanted Pool Slots and Tactical Availability as soon as possible for re-allocation to those on the Waitlist. Often slots can be recycled even at short notice.
- 7.2 ACL regularly monitors slot use to ensure that slots are returned when not required. Any regular failures to do so are reported to the Heathrow Slot Performance Committee to take appropriate action (see para 11 – Monitoring).

8. Helicopters

- 8.1 All helicopter movements require prior approval in accordance with these procedures.
- 8.2 During daylight hours (which vary by time of year), helicopters do not require a runway slot for a maximum of 2 helicopter movements per 60-minute period with a minimum of 10-minute separation between each movement. Otherwise, and at other times, a runway Pool Slot or Tactical Availability is required.
- 8.3 This exemption from runway slots is available for ad hoc operations only. Regularly planned helicopter services require the allocation of Pool Slots.

9. GA Parking Constraints

- 9.1 Due to the shortage of apron space at Heathrow the airport declares available GA parking in the capacity declaration for each season. Exempt Flight Types are counted in determining whether the parking limit is reached.
- 9.2 If the departure date/time is not known precisely, a reasonable estimate must be requested. It is not permitted to overstay the allocated departure date/time without prior approval.
- 9.3 Any Requests above the GA Declared Capacity should be referred to the SAU Senior Operations Controller

10. Noise Exempt Aircraft

- 10.1 Ad hoc operations by noise exempt aircraft types during the Night Quota Period (2330 – 0600 local time) require prior approval in accordance with these procedures. If the flight is unable to achieve its allocated time, the operator must notify SAU immediately for reasons of safety and security and to allow the information to be distributed to all affected parties.

11. Monitoring

11.1 ACL regularly monitors the use of Pool Slots and Tactical Availability. All operators are expected to operate as closely as possible to the allocated times to minimise congestion and delays. Exempt Flights are also monitored. **Note: the times allocated are on/off block times – not runway times.**

11.2 The following are examples of potential abuses:

- Operating without prior approval, except Emergency Operations
- Regularly or intentionally failing to adhere to an allocated slot for reasons that are not beyond an operator's control.
Note: Obtaining a CFMU slot time or pushback clearance from ATC does not override the airport slot time allocated.
- Failure to return unwanted slots where it is practical to do so
- The provision of false or misleading information in a slot request for the purposes of gaining higher priority or Exempt Flight status
- Regularly making speculative requests for ad hoc operations without a firm intention to operate
- Attempts to re-assign slots between operators and bypass the Waitlist

11.3 Instances of potential abuse will be investigated by ACL under the Misuse of Slots Enforcement Code, and the operator may be liable for sanctions under the enforcement code and/or the Heathrow Conditions of use. **(See Annex 6 which contains a link to the Conditions of Use on the Heathrow Airport web site).**

11.4 Alternatively, ACL may take action by giving the operator lower priority when considering future requests for ad hoc operations if the operator is guilty of regular and/or intentional abuse.

12. Definitions

In these procedures the following words shall have the following meanings:

- a) **ACL** – Airport Coordination Limited, the Coordinator.
- b) **HAL** – Heathrow Airport Limited, the airport operator.
- c) **NATS** – National Air traffic Services, the provider of air traffic services.
- d) **SAU** – Stand Allocation Unit, a department of HAL and the provider of slot allocation services outside ACL's office hours.
- e) **Slot** – the scheduled time of arrival or departure available or allocated to an aircraft movement on a specific date at a fully coordinated airport.

- f) **Series of slots** – at least four slots distributed regularly in a scheduling season at the same time on the same day of the week.
- g) **Ad Hoc Operation** – any operation that is not part of a series of slots.
- h) **Pool Slot** – a slot within the seasonal runway scheduling limits declared by HAL in mid-October for a summer season and mid-May for a winter season.
- i) **Tactical Availability** – additional runway capacity declared by NATS on a tactical basis for a specific date and time, and available for ad hoc operations.
- j) **General/Business Aviation** – any air traffic not falling into one of the following categories: scheduled air services; Air Taxi services; Official Flights; positioning flights; training flights.
- k) **Air Taxi** – non-scheduled air transport operations for hire or reward and in the case of passenger air transport operations where the seating capacity of the aircraft used exceeds 10.
- l) **Official Flights** – any air traffic engaged on the Queen’s Flight or on flights operated primarily for the purposes of the transport of Government Ministers or visiting Heads of State or dignitaries from abroad.
- m) **SSIM** – Schedule Standards Information Manual, an IATA document that defines the schedule coordination request message formats (SSIM Chapter 6).

ANNEX 1: CONTACT DETAILS

Airport Coordination Limited

Watermans Business Park
The Causeway
Staines-Upon-Thames
TW18 3BA
United Kingdom

Office Hours: Monday-Friday (excl. Bank Holidays)
0900 – 1700 local time

Note: Between 1645-1700, ACL is in the process of handing over to SAU.
Requests should be avoided at this time.

Telephone: +44(0)20 8564 0613

Email: LONACXH@acl-uk.org

Website: www.online-coordination.com (for Slot Availability)

HAL Stand Allocation Unit

For requests outside ACL office hours to operate on the same or next day of the out-of-hours period (eg, for weekends, including flights on the Monday):

Telephone: +44(0)20 8745 6033

Fax: +44(0)20 8745 7229

Email: OCS@heathrow.com

Senior Operations Controller: Tel: +44(0)20 8745 0077

ANNEX 2: TRAFFIC TYPE PRIORITIES

The priorities used for the allocation of Pool Slots to ad hoc operations are:

Priority	Description	Service Types
1	VIP flights other than Official Flights*	I
2	Commercial passenger flights	J, C, Q, G, E
3	Commercial all-cargo flights	F, H, M, A
4	Positioning flights to operate a planned commercial service or to undergo essential maintenance	P
5	Ambulance flights**	U
6	Air Taxi or General/Business Aviation flights ****	N, D, W
7	Other non-commercial flights, eg, air tests***, positioning flights, training flights, technical stops	P, T, K, X

Notes:

* Includes support aircraft for Official Flights – eligibility to be determined in consultation with the Foreign and Commonwealth Office.

** Urgent ambulance flights may be exempt where no feasible slots are available and use of alternative airfields is not possible. Use N for positioning flights without the medical crew.

*** Air tests that must occur in daylight hours for technical reasons may be exempt where no feasible slots are available. Due to the unpredictability of the time required to conduct the test, operators will not be penalised for off-slot arrivals, subject to monitoring.

**** Positioning Air Taxi's use D (from 2016). Air Taxi's with passengers use N (from 2016)

ANNEX 3: EXEMPT FLIGHT TYPES

1. Emergency Operations

Diversions/Quick Returns, Police Emergencies, Search and Rescue Operations

Note

- All Emergency Operations must be notified to ACL as soon as possible for monitoring purposes.
- Departures to continue the planned service following a Diversion or Quick Return on the same day do not require the prior approval of ACL; departures delayed to the following day or positioning flights (ie, after the passengers/freight are off-loaded) require prior approval.

2. Medical Emergencies

Donor Flights, Flights where safety of life is involved, Humanitarian Flights

Note – Ambulance flights are not Exempt Flight Types

Ambulance flights may be exempt where the need to move the patient by air transport is urgent, and:

- The use of an alternative airfield (eg, Northolt) is not possible; and/or
- The patient is connecting to/from a commercial Heathrow service

A positioning leg associated with an exempt ambulance flight may also be exempt where the medical crew is aboard and are required for other emergency services.

The operator/handling agent is responsible for obtaining as information on the patient's condition, use of alternative airfields, and any connecting commercial flights.

The patient's condition should be indicated using the NACA international scoring system to give an overall description of the patient's condition. This is the same system used by CFMU for ATFM slot exemption. The NACA categories are:

NACA I -	minor health disturbance
NACA II -	out-patient check up needed
NACA III -	hospital treatment needed
NACA IV -	possible health threatening
NACA V -	acute critical condition
NACA VI -	resuscitation
NACA VII -	death

NACA categories V or VI qualify for slot exemption. NACA category IV qualifies where the patient is connecting to/from a commercial Heathrow service.

The NACA category should be included as SI text in the slot request. For organ donor transports, the word DONOR should be included as SI text.

3. Official Flights

The Queen's Flight and flights carrying Government Ministers or visiting Heads of State or dignitaries from abroad

4. Technical Flights

Radar and ILS calibration flights, Air Tests limited to daylight hours for technical reasons and no feasible slots are available

5. Recovery Flights

Positioning to replace an unserviceable aircraft or other unforeseeable schedule disruption (eg, severe weather) and resume a planned commercial service

Note

The exemption applies only to:

- An inbound positioning flight to recover a planned Heathrow departure service
- An outbound positioning flight of an away-based airline's aircraft following unplanned essential maintenance at Heathrow, where the aircraft is urgently required to resume planned commercial operations
- An outbound positioning flight to recover a Heathrow-based airline's own service.(e.g. a base operator requires a aircraft to position to LGW to recover a flight at LGW)
- The return of a Heathrow-based recovery aircraft to resume planned commercial operations

It does not apply to circumstances such as:

- Outbound positioning to recover another airline's service (eg, sub-charter)
Positioning to replace an aircraft undergoing planned maintenance, including instances of a maintenance overrun
- Any planned positioning of an aircraft to operate a commercial service

6. Operational Delays

The unplanned delay of a scheduled service with a commercial load within 24 hours of the originally scheduled time. The operator is responsible for ensuring that terminal and ground handling facilities are available at the revised time.

7. Passenger Repatriation flights

Passenger repatriation flights to recover passengers will be accepted if directed and confirmed by the Government.

8. Heathrow – Base Operators Essential Maintenance and Essential Positioning Flights

In periods of reduced capacity when section 2.8 and 2.9 applies, base operators may be permitted to operate essential maintenance and essential positioning flights in excess of the reduced capacity, but within declared seasonal scheduling limits before any slot return deadline capacity reduction is applied subject to prior authorisation from ACL.

9. Heathrow Schedule passenger flight delayed more than 24 hours

In periods of reduced capacity when section 2.8 and 2.9 applies, Heathrow scheduled airlines flights with a delay in excess of 24 hours may be permitted to operate a passenger service to recover a Heathrow scheduled flight in excess of the reduced capacity, but within declared seasonal runway schedule limits before any slot return deadline capacity reduction is applied subject to prior authorisation from ACL

10. Compassionate Flights

In periods of reduced capacity when section 2.8 and 2.9 applies compassionate flights (Comp A only) may be allowed to operate above the reduced capacity but within declared seasonal schedule limits before any slot return deadline capacity reduction is applied subject to prior authorisation from ACL.

The compassionate categories are:

- Comp A - Critically ill, life threatening condition
- Comp B - Death or non critical illness
- Comp C - Discounted Ticket on Commercial Airlines

11. Operational Retimes for Scheduled Flights In periods of reduced capacity when section 2.8 is applied at the slot return deadline, airline operations may require a series flight to be retimed (re scheduled) for a adhoc period due to adverse weather conditions, civil unrest airport closures or strikes. Airlines may be permitted to operate above the reduced capacity but within the declared seasonal capacity before any slot return deadline capacity reduction is applied subject to prior authorisation from ACL. When section 2.8 is applied and Ad-Hoc capacity is withdrawn by the airport due to disruption caused by weather or airport facilities. Retimes will not be allowed unless they are deemed to be a benefit to the airport operational environment. Any retimes must fit within the declared capacity.

12. General Operational Retimes

In periods of reduced capacity when section 2.8 is applied at the slot return deadline, airline operations may require an ad hoc retime to avoid night time operations or impacting the following day operations. Airlines may be permitted to operate above the reduced capacity but within the declared seasonal capacity before any slot return deadline capacity reduction is applied subject to prior approval from ACL

13. Commercial Retimes

In periods of reduced capacity when section 2.8 is applied at the slot return deadline airline scheduling may request a retime for commercial reasons on a one for one basis. The airline would be allowed to operate within the declared capacity and above the reduced capacity. E.g. an airline decides to operate a series or single charter flight(s) instead of the schedule service and requests retimes on these slots to facilitate the charter. Another example would be an airline requests an adhoc retime on a one for one basis to improve the commercial timing of a schedule flight.

ANNEX 4: REQUEST DATA REQUIREMENTS

14. Requests for ad hoc operations must include the following data:

Basic Information:

- Arrival/Departure Flight Number
- Date of operation (arrival if an overnight stay)
- Number of seats (use 0 if no passengers on board)
- Aircraft type
- Origin/Last station
- Arrival/Departure time requested
- Turnaround days (if the departure is 1 or more days after arrival)
- Next station/Destination
- Arrival/Departure Service Type

Supplementary Information:

- Aircraft Registration – mandatory for non-airline requests
- Timing flexibility

Special Supplementary Information:

Air Ambulance (if seeking an exemption)

- Condition of the patient – NACA scale I to VII
- Patient connecting with a Heathrow service – Flight Number
- Reason use of an alternative airfield is not possible

* Out of Hours, use the Air Ambulance Exemption Request form attached

Recovery Flight

- Service requiring recovery
- Reason normal aircraft is unserviceable

VIP/Official Flight

- Dignitary aboard

Example Ad Hoc Request – SSIM format message:

```
SCR
/ATTN
W02
20FEB
LHR
NMVI600 MVI601 01MAR 014GS4 LTN2000 07001NCL DN
SI //REG N66SG//
SI DEP BEFORE 0730 IF POSS
GI BRGDS
```

ANNEX 5: USE OF SERVICE TYPE CODES

Commercial Passenger Service

J	Scheduled passenger
G	Additional passenger
Q	Scheduled passenger/cargo combi
C	Charter passenger

Commercial All-Cargo Service

F	Scheduled cargo
M	Mail only
H	Charter cargo
A	Additional freight/mail

Air Taxi and General/Business Aviation

D	General/Business Aviation/ Positioning Air Taxi
N	Air Taxi – with passengers/Otherwise for a position leg use D
I	VIP/Official Flight
E	Government charter
U	Air Ambulance (use N for positioning leg unless Medical Crew aboard)
W	Military
P	Empty positioning
T	Air Test
K	Training
X	Technical stop

ANNEX 6: HEATHROW CONDITIONS OF USE

<http://www.heathrowairport.com/about-us/doing-business-with-us/airline-conditions-of-use>

URGENT FAX – HEATHROW OUT OF HOURS SLOT REQUEST

FROM:

FAX NO:

TO/FROM: STAND ALLOCATION UNIT
 FAX: +44 (0)20 8745 7229
 TEL: +44 (0)20 8745 6016/6033
 E-mail: OCS@Heathrow.com
 COPY TO: AIRPORT COORDINATION LTD
 E-mail: LHRSTAFF@acl-uk.org
 TEL: +44 (0)20 8564 0613

ALL TIMES UTC

	ARRIVAL	DEPARTURE	REMARKS	SAU USE ONLY
Flight Number	<input type="text"/>	<input type="text"/>		Actioned by SAU Name: Date: Replied to Originator: Yes/No Copied to ACL: Yes/No Entered in USIS: Yes/No
A/C Registration	<input type="text"/>			
Date	<input type="text"/>	<input type="text"/>		
Time Requested	<input type="text"/>	<input type="text"/>		
Flexibility Range	-	-		
Time Offered	<input type="text"/>	<input type="text"/>		
Aircraft Type	<input type="text"/>			
No of Seats	<input type="text"/>	Enter 0 if no pax		
Origin / Dest	<input type="text"/>	<input type="text"/>		
Service Type	<input type="text"/>	<input type="text"/>		
Previous Slot	<input type="text"/>	<input type="text"/>		

URGENT FAX – HEATHROW OUT OF HOURS AIR AMBULANCE EXEMPTION REQUEST

FROM:

TO/FROM: STAND ALLOCATION UNIT
 FAX: +44 (0)20 8745 7229
 FAX NO:
 TEL: +44 (0)20 8745 6016/6033
 E-mail: OCS@Heathrow.com

TEL NO:

COPY TO: AIRPORT COORDINATION LTD
 E-Mail: LHRSTAFF@acl-uk.org
 TEL: +44 (0)20 8564 0613

ALL TIMES UTC

	Arrival	Departure	DETAILS	SAU USE ONLY
Flight Number	<input style="width: 80%;" type="text"/>	<input style="width: 20%;" type="text"/>	Patient's condition: NACA scale I to VII or DONOR Connecting to/from LHR service: Flight No: Reason alternative airfield not possible: Other Information:	Actioned by SAU Name: Date: Replied to Originator: Yes/No Copied to ACL: Yes/No Entered in USIS: Yes/No
A/C Registration	<input style="width: 100%;" type="text"/>			
Date	<input style="width: 80%;" type="text"/>	<input style="width: 20%;" type="text"/>		
Time Requested	<input style="width: 80%;" type="text"/>	<input style="width: 20%;" type="text"/>		
Flexibility Range	-	-		
Time Offered	<input style="width: 80%;" type="text"/>	<input style="width: 20%;" type="text"/>		
Aircraft Type	<input style="width: 100%;" type="text"/>			
Origin / Dest	<input style="width: 80%;" type="text"/>	<input style="width: 20%;" type="text"/>		
Service Type	<input style="width: 80%;" type="text"/>	<input style="width: 20%;" type="text"/>		
Use N for positioning leg unless Medical Crew aboard				
Patient Aboard	ARR / DEP			
Previous Slot	<input style="width: 80%;" type="text"/>	<input style="width: 20%;" type="text"/>		

