<u>Heathrow Access to Site Guidance Notes</u>

For a Service Impacting Fault on common infrastructure requiring emergency access, please contact the IT Helpdesk on Tel: 020 8745 5355

For a Service Impacting Fault which is non-common infrastructure, requiring emergency access, please contact the Airport Control Engineer on duty at APOC on 020 8738 0036

Please ensure a WAN has been raised before contacting any of the above. For out of hours WAN approval please contact eng_works_notifications@heathrow.com

For planned work at Heathrow, please follow the processes outlined below:

The following is what is required in order to gain access/request a permit

For each of these requirements further details are listed below

1. Heathrow ID pass
2. Commercial Contractor Induction
3. Roof top inductions T3 & T4
4. Check if ECAP is required
5. ESR1 training is required if accessing a switch room
6. Check if change control is required
7. Requesting a permit

1. Heathrow ID pass

If you do not hold a Heathrow ID pass, you will need to be escorted to the location that you are carrying out the work in. This is a chargeable service depending on the duration of the work.

Please note, a request for an escort provision needs to be submitted before requesting a permit as up to 10 days notice is required in order to ensure a resource is available. Please log on to the portal in order to raise a request and receive a quote:

https://eu1.salesforce.com/secur/login_portal.jsp?orgId=00DD0000000DEZy&portalId=060D0000000DWC8

If you do not have any log in details, please contact heathrow@sita.aero

If you would like to apply for a Heathrow ID pass, please contact the ID centre on the below contact details:

Email – idcentresurgery@heathrow.com
Tel – 020 8757 0990

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If you hold a landside pass and need access airside, you can apply for a temporary airside pass which can be arranged by your authorised signatory. If being escorted, temporary passes can be arranged but must be requested as part of the scope when raising an escort provision request.

2. Commercial Contractor Induction

The Commercial Contractor induction must be attended by any individual who plans to carry out **any** work at Heathrow**.** Commercial Contractor Induction passes are valid for one year from date of issue. Commercial To book an induction your request must go through your company / client or principal contractor's training co-ordinator. To set up a training co-ordinator please email: musa.adelakun@heathrow.com

3. Rooftop inductions / access

Terminals 3 and 4 have specific requirements for training prior to access being granted for roof locations. This is to manage the safety of those requiring access and to safeguard the condition of the roof itself.

T3 rooftop induction

All operatives requiring access must attend a half hour presentation for the induction. Details of individuals' airport IDs will be registered for future access. Once the induction has been completed individuals will be required to have their passes updated by T3 Engineering. RAMS for works on T3 roof shall confirm individuals have completed the induction and detail how the roof surface is to be protected during works. Please contact heathrow@sita.aero to request information on the induction. The induction must be carried out by a responsible individual who will ensure that the names submitted to be added to the database are only those who have understood and will adhere to the guidance provided.

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T4 rooftop induction

All operatives requiring access must receive a tool box talk prior to access being granted. Contractor makes a request to T4 Engineering on 020 8745 0336 and provide the below information:

• Number of persons requiring access to roof (Min 2).

• Confirmation of CP (ESR) status including reference #s for all operatives or escorts through plant rooms.

• Confirmation that all operatives have been given the roof Tool Box Talk Prior to entry to roof area.

• Copies of method statements and Risk Assessments for required works.

The Maintenance Manager or D/E review documents and approve access by return email to the project manager with contact details for duty engineer/team leader who will be on shift at time of works.

On date of works contractor to contact Duty Engineer or team leader to arrange collection of relevant key from engineering accommodation and clarify exact time of entry to the roof.

Roof Entry Log to be updated and key form signed by contractor taking key.

4. Electronic Communications Approval Process - ECAP

Heathrow Airport operates a common infrastructure policy. The policy implements ECAP, which mandates that all transmitting equipment on Heathrow property, or where Heathrow is the tenant of the location, must receive ECAP Radio Approval before it can be switched on. If this is required for your request, please contact radioapprovals@heathrow.com

5. ESR1 training

This course is intended for Persons not actively engaging electrical work but who require access to Switch rooms. Training includes the Heathrow Fire Safety and ESR training, to the required level. If you do not have this training and is required for the work that needs to be carried out, please contact engineering_academy@heathrow.com to arrange this.

6. Change control

Change control is required if there is alteration to or a new installation of building services or equipment. If this required, please contact the email address below:
HAL.Change@computacenter.com

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7. Requesting a permit

Please follow the relevant process below depending on where you are working on Heathrow premises. For all planned work Heathrow require a minimum of 7 days' notice. If your permit relates to any of the following: fire alarm isolation, roof access, work outside of the retail unit demise or external to the terminal building, you must ensure this is sent well in advance as terminal teams will need to review and approve. Please ensure you have read and agreed your work specific documentation (risk assessment & method statement)

Terminals 2, 3, 4 & 5, non-terminal buildings / car parks

When applying to work in any of the above locations, please follow the WAN process. Please contact heathrow@sita.aero for log-in details to raise your own WAN via CMO https://hal.cmo-compliance.com/Login.aspx For locations on the perimeter of the airport, the street works tab must be selected when raising the WAN. Please allow up to 7 days for WAN approval. If a WAN has been raised relating to a service impacting fault, please contact eng_works_notifications@heathrow.com for out of hours' approval.

Baggage areas

If the work is to be carried out in a baggage area, please email –

ATP.Request@babcockinternational.com

Please allow a minimum of 12 days' notice to process the application.

Version 2020

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