



IFR Operators Briefing Pack

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Contents

Introduction	4
Runways And Operation Modes	4
ATC Control Procedures	5
Arriving IFR Aircraft	5
Speed Control	10
Preferential Runway	10
Approaches To Non Duty Runway	10
Landing Clearance Procedures	10
Inbound Aircraft And Ground Movement Control	11
Noise Abatement	13
Outbound Aircraft And Clearance Delivery	13
Flow Control	14
Outbound Aircraft Ground Movement	15
Departure Frequency Changes	16
ATC Low Visibility Procedures	17
Strong Winds	18
Runway Contamination	18

Emergency Procedures	18
Sick Passengers	19
Disruptive Passengers	20
Continuous Improvement	20





Introduction

This document is intended as a supplement to the [Uk AIP](#) and should be read in conjunction with that document. If a procedure is adequately described in the AIP it will be referenced, rather than reproduced. This document includes information describing how the ATC function at Leeds Bradford Airport is carried out, as well as outlining the general operating procedures in various configurations and weather conditions.

With the onset of low cost air travel Leeds Bradford has rapidly expanded over the last decade with commercial IFR movement rates often topping 100 on a daily basis. Due to the taxiway configuration requiring a partial runway backtrack, runway occupancy is at times almost 100% during peak summer periods.

The pressure on movement rates is further increased due to the activities of the South Side based flying school (fixed wing and helicopter), along with frequent executive movements to the based FBO on the Southside of the airfield.

Runways And Operating Modes

Leeds Bradford Airport has one Runway, aligned 32/14. Due to the prevailing winds Runway 32 is generally the Runway in use between 60-70% of the time. Runway 32 is the preferred departure runway for noise abatement, although Runway 14 is often requested for longer haul flights due to the greater TODA.

In order to meet regulatory requirements small delays may be incurred due to essential runway inspections or bird control activities. A thorough runway inspection regime takes place weekly for approximately two hours, during this time circuit training may be curtailed and training flights may encounter delays. It has been found that during this period it is best practice to try to “bunch” movements to allow as much uninterrupted inspection time as possible.





ATC Control Positions

Leeds Bradford Airport has three dedicated ATC functions. The table below summarises each function. If you receive no response from a transmission please wait for around 10 seconds prior to trying again as the controller may be coordinating on the telephone or responding to vehicles on another frequency

Call Sign	Frequency	Function
Leeds Delivery	121.800	Passing of Standard aircraft departure clearances (promulgated IFR SID's and VFR outbound traffic routing via promulgated VRP's). The position is normally manned 0600-2100, but be sure to carefully listen to the ATIS message prior to calling as this will advise the correct frequency to call for clearance.
Leeds Tower	120.300	Control of all aircraft and vehicles using the Runway. Control of aircraft within the Leeds Bradford Aerodrome Traffic Zone. Issue of non standard departure clearances. Issue of push, start and taxi clearance. Control of all aircraft and vehicles on taxiways(note, approved vehicles may freerange on the maneuvering area maintaining their own separation from aircraft). Although vehicles can hear all aircraft transmissions, pilots may not hear vehicles AIP AD-2 EGNM-1-7 2.20 1L Refers.
Leeds Radar	133.125	Sequencing of IFR arrivals. Vectoring of outbound IFR aircraft if in conflict with other traffic. Providing a radar control service to aircraft transiting Leeds airspace. Providing ATSOCAS to traffic outside of Controlled Airspace (note a basic service will be automatically assigned to traffic outside of controlled airspace unless a radar service is asked for)

Arriving IFR Aircraft Procedures

*Arriving IFR traffic working the Airways system are controlled initially by Scottish Control. Standing Agreements have been introduced between Prestwick Area Control Centre and Leeds Radar in order to reduce coordination and standardize inbound routings. These are described in each section.



Traffic is vectored with the aim of an ILS intercept at 8 miles. If a longer or shorter pattern is required, please advise us in good time and we will try to accommodate you subject to other traffic.

Inbound spacing on Runway 32 is 6 miles, although this may be reduced to 3-4 miles in busy periods with an associated late landing clearance. Due to backtracking departing aircraft on Runway 32, inbound spacing is increased to 8-10 miles to accommodate departures during busy periods. Spacing on Runway 14 is between 6-10 miles depending on the preceding traffic as a gap is created to mitigate against the possibility of preceding traffic missing Taxiway Delta and requiring a back track.

Radar vectored approaches to the NDB\DME final approach, or the full procedure will be accommodated provided that other commercial flights are not delayed.

Practice CAT2/3 approaches will be accommodated however there will be no protection of the localiser sensitive area, lighting or generator protection given.

Visual approaches will be accommodated subject to traffic. Descent will be issued by radar in order to ensure that you remain 500 feet above the base of Controlled Airspace at all times. Once within the Leeds Control Zone a clearance to "descent further visually, not below altitude 2000 feet until turning onto final approach" is given in order to comply with noise abatement procedures.

Runway 14 has a 3.5% glide path. In order to remain 500 feet above controlled airspace traffic is vectored onto a 8 mile final at 3500 feet QNH. Descent below this altitude cannot be given until 8 DME.

Assistance that aircrew can give ATC

On first contact with Leeds Radar state callsign, aircraft type, ATIS letter and cleared level. Please note that by stating we that "we have the latest ATIS" isn't sufficient as we require the correct letter to ensure that you have the latest met condition's, Nav aid status etc.

There will be occasions due to conflicting traffic when your approach profile is too high for the number of track miles remaining. Please do not feel obliged to try to meet the track mileage, simply advise us that you require more distance (an approx figure is useful) and we will accommodate.

What we do ask however is that you give us as much notice as possible if you are likely to require additional track miles. As you can see from the radar picture below there is very little controlled airspace to the east of the 32 ILS, if we are about to give you a closing heading and you request additional miles at this point we have no choice but to vector you through the ILS which may result in a period of flight outside of controlled airspace in a very busy segment of class G airspace. If in doubt please ask for

additional mileage early in the approach so that we can widen you out, we can easily tighten up the approach in the event that you manage to lose the height.



During busy periods we may need to enforce speed control in order to provide accurate, tight spacing on final approach. We generally use the UK standard speed control of 210-220kts on initial contact, 180 knots between 10-15 miles and 160 knots to 4 DME once on the localiser. If you are unable to meet these speed constraints please let us know as soon as possible and we will accommodate, an early warning is appreciated as we can then slow down (or widen out) subsequent inbounds.

During quiet periods (eg IMC conditions or night time), we may be able to accommodate more direct routings, or continuous descents outside of Controlled Airspace to expedite your approach. Our regulations prohibit us from asking you if you would like to do this, you must make the initial request to us. Please note that unit instructions preclude us from offering a deconfliction service therefore a traffic service is the best that we can give.



Revised Optimised Procedures

The new optimised procedures aim to increase the possibility of obtaining continuous climb and descents as well as reducing track mileage on a number of inbound routes. All SIDS will now climb to FL70 allow the Leeds Aerodrome Controller to hand off traffic to Scottish Controller without the potential for leveling off at 4000 feet as we found with the previous POL SIDS.

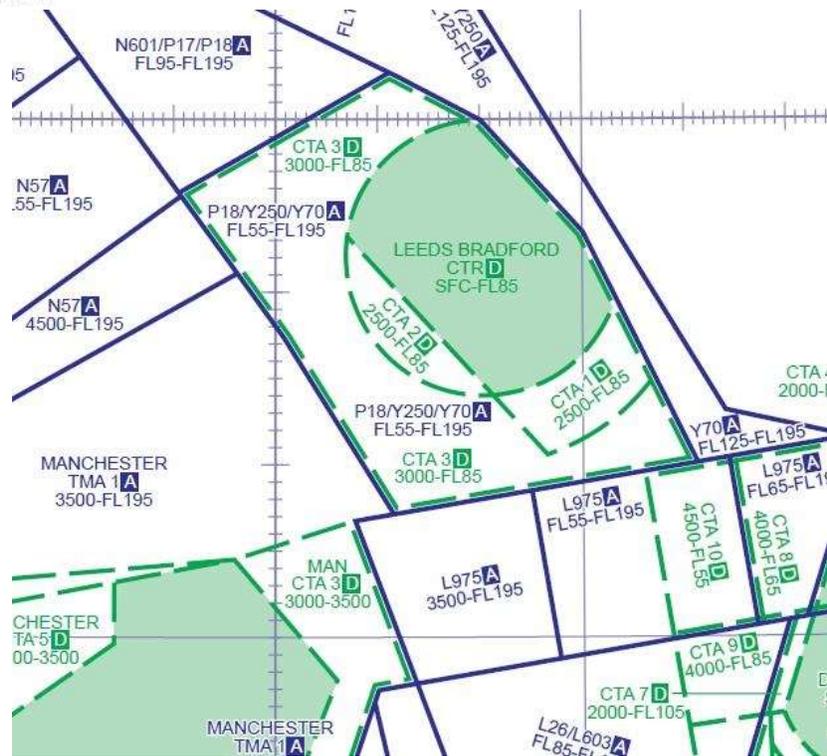
Whilst all South West bound departures will initially route westbound towards NELSA, the higher SID level will in most cases help Scottish Control to give a continuous climb in order to get you above Manchester inbound traffic, thus resulting in an earlier turn to the South once clear of conflicts.

Inbound initial allocated levels will be either FL80/FL90 or FL100 depending on the Runway in use and direction of approach. The procedures are designed to begin descent beneath these levels at the optimal point to allow a continuous descent operations for those operators who wish to do so.

Due to the relatively high bases of controlled airspace, and the many airports in the vicinity of Leeds there are often inbound restrictions which are summarised below:

Runway 32 Arrivals via Trent, Denby

In an ideal world we would offer a “direct 10 mile final” routing to traffic inbound from Denby. However to do this involves a period of level flight at FL60 due to the base of L975 of FL55. This results in further descent at 15DME from FL60 resulting in a profile above a 3 degree glide. In busy situations due RT loading it is often not possible to issue descent at 15DME thus leaving inbounds too high. There are numerous occasions where aircraft are required to orbit, or take extended vectors in order to lose height.



The standard routing is now direct the LBA with an initial cleared level of Flight Level 80 which in most cases allows a descent to 4000 feet followed by a turn onto left base in the vicinity of the Emley Moor TV mast. This allows a more continuous descent, you can expect further clearance to 3500 feet on the base leg heading, and further to 3000 feet when about 12 South of Leeds (descent defined due to the base of CAS).

If you wish to take a short cut direct to a centrefix, with a descent profile beneath the base of Controlled Airspace we may be able to accommodate (subject to traffic at the time) under a Traffic service. Note that due to our ATC regulations, we are not allowed to offer you a service outside of controlled airspace, you are required to request it.

A further complication arises from the fact the inbound track's from the south cross the main inbound and outbound routings from the East into Manchester (or the Rosun hold) which often results in Leeds traffic been held above the conflicting traffic until around 8 miles south of the LBA.

Movements into Doncaster and Humberside can also affect the descent profile of Leeds traffic from the south.

Runway 32 arrivals via POL and FIWUD

Generally problem free, once clear of any Manchester inbounds from the East. Scottish control will place you onto a heading towards a base leg at FL80 and subject to traffic hand you over with around 25-30 track miles to touch down. Descent below FL80 will



be issued by Leeds approach with the aim of giving you the chance of a continuous descent.

Runway 32 arrivals via GOLES

Standard inbound level is FL90 to cross GOLES. If time allows we are able to coordinate a descent through Doncaster's airspace which allows the GOLES restriction to be cancelled and a continuous descent issued to 5000 feet. Further descent will then be issued at around 16DME. Descent profile is normally pretty good, although a Doncaster departure may hold you up on rare occasions.

Runway 32 arrivals via LAKEY.

Where traffic allows Scottish Control will issue a direct routing LAKEY towards the LBA. Initial descent is to FL100 to remain within controlled airspace. Further descent to FL80 can be anticipated on entering Leeds airspace. As the inbound route crosses the outbound NELSA 3W SID, you will be held at FL80 (approx 7300 feet above airfield elevation) when there is outbound traffic until passing abeam the airfield. Descent will then be given giving you around 23 track miles to touchdown with the aim of a continuous descent.

Runway 32 arrivals via GASKO

Traffic is held high at FL130 until entering the Leeds Control Area due to the high base of P18 (FL125). Further descent to FL80 can be anticipated on entering Leeds airspace. As the inbound route crosses the outbound NELSA 3W SID, you will be held at FL80 (approx 7300 feet above airfield elevation) when there is outbound traffic until passing abeam the airfield. Descent will then be given giving you around 22 track miles to touchdown with the aim of a continuous descent.



Above : New procedure routings Runway 32. Outbound routes blue, inbound yellow. Aircraft may be given tactical vectors for more direct routings subject to traffic at the time.

Runway 14 arrivals via Trent and Denby

Standard routing is where possible Trent-LBA descending to FL80 (you may be routed Trent-Denby-LBA if there is Manchester outbound traffic off Runway 05 to affect. This inbound routing conflicts with the outbound POL2X departure which may result in you been held at FL80 until around 23 track miles from touchdown. We will try to resolve conflicts early by placing you on a radar heading against outbound traffic.

During busy outbound periods it is beneficial to route you all the way to the LBA into a left hand radar pattern to Runway 14 in order to deconflict you from the outbound tracks at the earliest point. Whilst this may add around 5 additional track miles to your approach, the overall delay would be reduced as the outbound traffic should receive a continuous climb and subsequent direct routing at the earliest opportunity.



Runway 14 arrivals via POL/LAKEY/FIWUD

Traffic will be routed to an aiming gate in the vicinity of NELSA which will deconflict you from the outbound POL2X SIDS. Descent will initially be to FL80, with, in most cases a direct heading and continuous descent from NELSA onto the 14 ILS (24 track miles)

Runway 14 arrivals via GASKO

Can be a major problem due to the base of P18 at FL125 resulting in inbounds been held at FL130 until 10 north of Leeds. To overcome this you will be routed GASKO towards the NELSA gate area which will give a more stable descent as the the base on control airspace steps down. From the NELSA gate you will in most cases be vectored direct to a base leg for Runway 14.

Under the old procedures you would be vectored from 10 north of the LBA at FL130 all the way to the LBA and into a downwind radar pattern in order to build in the 36 track miles required to loose the height (this would subsequently conflict with all departures). The new procedure will absorb these additional miles in the routing GASKO-NELSA prior to a direct base leg vector, therefore giving a more orderly approach as well as keeping you deconflicted from the outbound SIDS.

Due to the high number of military training flights to the North of Leeds in the FIR, Unit policy dictates that a Deconfliction service will not be offered. Traffic wishing to expedite their approach and requesting a traffic service may be accommodated subject to traffic. Note that due to our ATC regulations, we are not allowed to offer you a service outside of controlled airspace, you have to request it.

Runway 14 arrivals via Goles.

Standard routing will be Goles-Batli-LBA to cross Goles FL90 or above and then descend to FL80. As the route conflicts with all outbound routes you can expect descent on passing over or abeam the airfield, giving around 23 track miles to touch down from FL80 (7300 feet above airfield elevation).

Whilst a feed into a left hand radar pattern is ideal, there are many times when this is not possible due to the fact we only have 4-5 miles of controlled airspace protection to the East of the LBA which requires precise vectoring and a correctly timed turn onto base leg to remain inside controlled airspace.

In times of high RT loading, or if there is traffic not working Leeds close to the boundary of controlled airspace we will therefore feed traffic into a right hand pattern.



Above Runway 14 Operations. Outbound routes in blue, inbound in yellow. Aircraft will be given tactical headings on more direct routes when traffic conditions allow.

Speed Control

During busy periods speed control is likely to be applied to assist in the spacing of traffic. General speed restrictions will be 210-220 knots from initial call, 180 Knots from around 12-15 DME, 160 Knots to 4 DME once on a closing heading to the ILS. There are occasions when inbounds are asked to reduce to minimum safe approach speed if the Tower controller is trying to build in a gap to accommodate a backtracking departure.

Missed Approach Procedure

Many aircrew have commented that the published missed approach procedure is difficult to follow in today's high performance jets.



In the event of a missed approach it is common practice for pilots to request a “straight ahead to 4000 feet” rather than complete the standard missed approach of a climbing right turn to the the LBA after passing 2000 feet. We will try to accommodate such requests when traffic conditions allow.

Preferential Runway

To comply with local planning constraints, Runway 32 is the preferred departure Runway, and Runway 14 is the preferred landing Runway for noise abatement procedures. If Runway 14 is in use and you are approaching from the south, please do not make an early call to request a straight in on Runway 32. We are not allowed to give this and you will be adding to the RT loading (the radar video map is recorded to ensure that noise abatement procedures are complied with).

Vacating Runway 32 On Arrival

Standard arrival exits are November (for short field landings), A2 and the 14 loop. Traffic missing A2 and rolling into the loop may be delayed in busy periods whilst we build in a gap in the traffic for your backtrack. A2 is not an available exit for aircraft with 36m wingspan and above.

Executive traffic for Multiflight East will be expected to vacate via Mike or Foxtrot if they miss the Lima turn off (a back track cannot be offered back to Lima for light executive jets). Executive Aircraft with wingspan of 18.5m or above will be given a backtrack to Lima, or asked to vacate Northside through A2 if there is further traffic on short final.

Taxiways M,F,G do not have lighting therefore at night all traffic will be routed via Taxiway Lima.

Vacating Runway 14 On Arrival

When landing on 14 taxiway Delta is the only available option unless a short field landing is made for a November exit. In the event that the Delta exit is missed make a back track at the earliest opportunity (a turning D is available at the end of 14 for larger aircraft). Be prepared for the tower controller to ask for an expeditious backtrack if there is further inbound traffic within 4 miles.

Executive traffic inbound to Multiflight will be asked to backtrack for Lima, or in the event of further inbound traffic on short final may be asked to vacate north side on taxiway Delta and then route via Taxiway November, Runway 14 and Lima back to Multiflight.

Inbound Aircraft and Ground Movement Restrictions

During night time, in non LVP conditions a “sea of greens” centreline lighting configuration is displayed along Taxiway’s November and Delta, individual routes are not selected.

The 14 loop has non standard lighting which results in the green centreline leading on beyond the red stopbars at E1 and E2. A red stop bar must not be crossed, ATC will deselect the stop bar prior to giving taxi clearance through the holding point.

Boeing 767 with winglet sized aircraft or above must use Taxiway November to enter the Stand areas via Charlie, Delta 3 or November 3.



Stand Allocation

Leeds ATC is not directly responsible for stand allocation as they work in conjunction with the Airside Safety Unit for this critical function. The Airport Company allocates stands in consultation with the operator and/or handling agent. Bearing this in mind, queries regarding stand allocation should be directed to the handling agent, or back to company and not on the tower frequency as ATC do not have the authority to reallocate stands.

At peak periods flights arriving early may be required to hold in a remote area whilst awaiting their allocated stand to become free.

Stand guidance and marshalling is the responsibility of the handling agent. In the event that guidance is not available please contact the handling company rather than ATC but tip the Aerodrome controller off that you may be holding off stand . Do not enter a stand area without guidance as the stand may not have been inspected for FOD and obstacles.



Noise Abatement

Aircraft are required to be operated in such a manner as to minimize their impact on the environment, especially the noise sensitive areas around the airport. The airport operates noise and track monitoring systems that plots the path of all arriving and departing aircraft to ensure compliance with noise abatement routings. Any aircraft deviating from the routes for legitimate safety reasons (e.g. weather) are logged by ATC. Noise level monitoring is also recorded and reported back to Leeds City Council.

The Standard Instrument departures from Leeds Bradford Airport incorporate noise routings. If you are given a heading to fly “after noise abatement” you take up the heading at the following points:

Runway 32

2.1 DME for Prop Aircraft and 3.5 DME for Jet Aircraft



Runway 14

2 DME for all applicable aircraft.

Clearance Delivery

Leeds Delivery is usually operational between 0600-2100 local. The exact status is promulgated on the ATIS. Please ensure that the ATIS is copied correctly and the correct frequency is called in order to reduce RT loading on the Leeds tower frequency.

Initial contact with delivery should be made not more than 20 minutes and not less than 10 minutes prior to EOBT. Leeds ATC do not receive the allocated squawk from Area control earlier than 20 minutes before EOBT, therefore any early calls would be instructed to standby.

The call prior to 10 minutes prior to start ensures that the Aerodrome Controller receives an activated flight progress strip which aids planning in push back direction's, start up order etc. A late request for a clearance, followed by an instant call for push and start may result in a delay for you due to been blocked in by another pushing aircraft!

Pilots should state the QNH, ATIS letter and Stand Number on initial call.

Start clearance cannot be given on the delivery position. This request should be made to Leeds tower after receipt of clearance.

Flow Control

Effectively all flights operating on a IFR flight plan are subject to flow control. Where a "no delay" is issued flights are still required to start +/- 15 minutes off EOBT. This ensures that flights depart at the anticipated time and do not overload the ATC system. When a flight is unable to comply with this, ATC will refuse start up clearance until an operator sends an updated EOBT. Please note that ATC are unable to send delay, cancellation or re-file plans, this must be done through company.

When a flight has a CTOT (slot) there is a departure window of 5 minutes before to 10 minutes after the CTOT. This is for ATC tactical use and pilots should not assume that the window is available at all times. Please be aware that when requesting a "ready message" there is potential for a CTOT to come forward immediately, therefore do not request a ready message unless your aircraft is fully ready to push back, with the tug connected and the ground crew ready to move.



Outbound Procedures

An Airways clearance from the delivery frequency does not constitute a clearance to push and start engines. Push and Start must be requested from the Leeds Tower Controller on 120.300.

Please do not request push back unless you are ready to move immediately as other inbound or outbound company aircraft may be waiting for your push.

A push back clearance will be issued along with a direction of push. Standard push backs at Leeds consist of a push to line up on taxiway centerline, no further back than one adjacent stand. Occasionally non standard push backs will be issued to expedite the overall traffic flow. It is important that pilots understand what is required from a non standard push and relay the push back instructions correctly to the push back crew. If in doubt, please check with the tower controller.



Please do not call for taxi until ready to move immediately (ie tug disconnected and ground crew clear). Once the pushback has been completed it would aid traffic flow if you are able to be ready for taxi as expeditiously as SOP's will allow.

ATC plan that an aircraft will be ready for departure prior to the aircraft reaching the runway holding point. If it is likely that the cabin will not be secure prior to this point please advise ATC as soon as possible (if practical prior to entering Delta for 32 departures and entering 14 for the backtrack for 14 departures). Under no circumstances enter the runway if you know you may not be ready for departure, without checking with the Tower Controller.

If you are able to accept an intersection departure please advise the tower controller when start up clearance is requested as we may be able to expedite your departure, as well as further inbounds (on Runway 32 we plan on a 8 mile gap between arrivals to allow for a full length backtrack, but we reduce this to a 5 mile gap for a Delta 1 intersection departure).

It would assist in planning if traffic originating from Multiflight could advise the Aerodrome Controller if they require a full length departure prior to taxi.

Aircraft must not cross a red stop bar, even if their clearance is to a point beyond the stop bar. Pilots must stop the aircraft and seek clarification from ATC.

Both Runway directions have a displaced threshold for landing aircraft. The full length of the Runway is available for all departing aircraft, there is no requirement to turn around short and line up on the piano key threshold markings.

On occasions the tower controller is able to identify gap in inbound traffic and will ask if you are able to accept an expeditious backtrack and immediate departure. This is not a compulsory instruction and there is no pressure to accept a rushed departure, we are simply offering you the option of an expeditious departure if you wish to accept.



Outbound Airborne Procedures

Outbound aircraft are usually retained on the tower frequency until passing approximately 3000 feet QNH. Due to the conflicting nature of some outbound and inbound tracks it may be necessary for Leeds Radar to work outbound traffic prior to transfer to the Scottish Area Control Center.

Whilst we try where possible to keep aircraft on assigned SID'S, due to the conflicting nature of some inbound and outbound routes we may at times require a heading to be flown after the noise abatement procedures.

Due to previous safety incidents caused by traffic leaving the tower frequency without permission we no longer issue the expected departure frequency to traffic prior to departure.

ATC Low Visibility Procedures

Leeds Bradford Airport enters Low Visibility Procedures generally when the IRVR is less than 600m, or the cloud ceiling is 200 feet or below. During LVP conditions the runways will be protected to allow CAT 2/3 approaches onto 32, or “lower than CAT 1” approaches/EVS approaches to Runway 14.



During LVP's expect significant delays. All simultaneous movements must be visible to the Aerodrome Controller at all times, therefore in poor visibility conditions only one aircraft will be allowed to move on the airfield at a time.

When RVR's are below 400m the movement rate is around 1 per 10 minutes, therefore in busy summer rush periods delays may often exceed 60 minutes. Inbound flow control is introduced during forecast busy outbound periods, in order to expedite the outbound flow and vacate stands for the next wave of arrivals.

During LVP conditions the ILS signal is protected, therefore it is unlikely that an outbound aircraft holding at D1 will be given clearance to enter the Runway if an inbound is within 12 miles. Likewise inbound aircraft are generally spaced around 15



miles apart, to ensure that the initial aircraft can backtrack and vacate the runway prior to the succeeding aircraft reaching 4 miles from touchdown.

Strong Winds

The ATIS wind information is based on a 10 minute average. When a landing or take off clearance is issued a two minute mean speed is passed. Any further wind checks on final are passed as instant wind. During strong wind conditions instant wind checks may be given by the Aerodrome Controller at regular intervals, please advise if these are not required.

When we are passed reports of Wind Shear we are obliged by National Regulations to inform subsequent aircraft of these conditions until they are no longer reported. We have no equipment to verify the information. When reporting wind shear we require an approximate height above threshold and indication on the amount of loss of gain in knots.

If the mean speed is greater than 25 knots into wind parking may be requested by your company. If, whilst making the approach you decide that you will require into wind parking, please give us as much notice as possible in order to arrange a suitable stand.

Due to Jet Blast issues Jet Airliners are usually instructed to close down on the taxiway and await a tug to push them onto stand into wind.

Full details of strong wind parking procedures can be found in the Leeds Bradford Airport Aerodrome Manual

Runway Contamination

National Regulation prohibit us from using friction measuring devices on wet snow and slush as readings are deemed unreliable. During these conditions we are only able to pass the amount, depth and type of contamination and an associated estimated breaking action which has been reported from other aircraft movements. An exact coefficient of friction reading is no longer available for any condition.

Emergency Procedures

Air Traffic Control will initiate emergency procedures when information is received from either the pilot, or other agency that such action is necessary.

On occasions, after an emergency has been declared, it is necessary for the captain of an aircraft to communicate directly with the Fire Officer In Charge. A discrete frequency "Leeds Fire" on 121.6 is provided for this purpose. The frequency must only be used

once the aircraft is on the ground and when directed by ATC. A listening watch should be maintained on the appropriate ATC frequency at all times.



Following an emergency landing, or aborted takeoff there will be a full and thorough runway inspection prior to any further aircraft movements.

Sick Passengers

Pilots can make a request for medical assistance direct with ATC, or through their handling agent. To help us to assess the level of assistance required the standard information that we require is :

Sex of person and approximate age.

Nature of illness or injury if known

Is the person breathing and or conscious



Disruptive Passengers

Pilots can make a request for assistance direct with ATC, or through their handling agent. To help us to assess the level of assistance required the standard information that we require is :

Nature Of Disruption

Physical/Verbal violence

Group (3+)/Single/Sex and approximate ages.

Continuous Improvement

We are always looking for ways where we might improve the Air Traffic Service that we give to our customers. We hope that this booklet has given you an insight into how we operate, and the problems that we have to deal with, which are not always apparent.

In an attempt to improve the interaction between flight crew and airport departments we have established a Facebook Group at <http://www.facebook.com/groups/EGNM.ATC.OPS/> where operational topics can be discussed.

Alternatively, any operational matters can be addressed to

Vicky McKeivitt, SATCO

Email Vicky.Mckevitt@lbia.co.uk