

**NATS Swanwick**

**Interface Agreement**

**between**

**TERMINAL CONTROL (LTC), SWANWICK**

**And**

**NATS xxxxxx AIRPORT**

**Owners: General Manager LTC Swanwick**

**General Manager xxxxx Airport**

**APPROVED BY**

<b>Title</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
General Manager LTC Swanwick/Prestwick			
General Manager xxxxxx Airport			

## **NOTIFICATION LIST**

This document is published on NATSnet. The signed original is held on file in the Swanwick Management Systems office and xxxxxxx Airport NMS library.

Those listed below will be notified whenever this document is updated:

Operations Director, Swanwick/Prestwick  
General Manager LTC, Swanwick/Prestwick  
Head of Airports Interface, Swanwick/Prestwick  
Head of Operational Sustainment, Swanwick/Prestwick  
General Manager, xxxxxxx Airport  
Manager ATC, xxxxxxx Airport  
Head of Safety Swanwick/Prestwick

## **CHANGE HISTORY**

Updated 19/04/13

## **PURPOSE**

The purpose of this Interface Agreement is to:

- a. Describe the liaison and co-ordination processes at all levels in the respective sections at Swanwick and NATS/non NATS xxxxxxx Airport to ensure clarity of ownership for each process detailed herein.
- b. Ensure that effective interaction between units achieves the appropriate NATS/non NATS safety assurance and business requirements.
- c. To ensure that the Airport customer and major airline customers are informed of occurrences or ATC regulations which may impact upon their operations or result in enquiries from the media.
- d. To ensure that appropriate consultation is effected with xxxxx Airport Ltd over operational changes which may have an impact on their business or stakeholders.

## **PRINCIPLES**

With respect to the relationship between Swanwick/Prestwick and ATC staff at xxxxxxx Airport the following principles will apply:

- a. Culture / relationship is at a place where challenge and be challenged is the norm.
- b. There is an understanding of each others task and co-operation to deliver the service to xxxxxxx Airport and its customers.
- c. There is effective joint investigation and risk mitigation.
- d. Communications are described as excellent by both teams.

- e. Structured visits are the norm.
- f. Trainees receive good grounding in the other unit's operational requirements
- g. UCEs liaise regularly to ensure lessons are learned and best practice achieved.

## SCOPE

The scope of this agreement covers temporary or permanent changes to any procedure or interaction between the following Swanwick/Prestwick ATC departments: ATC Safety and Investigations, Airports Interface, and Operational Sustainment.

The managers responsible for the sections or functions included in this agreement will ensure that the agreement is complied with on behalf of the unit GM.

- a. Airports Interface will directly liaise with xxxxxxx Airport as agreed and where relevant to individual airport requirements.
- b. Operational Sustainment will directly or indirectly interact with xxxxxxx Airport in the following departments:
  - ATC Procedures and Systems
- c. Swanwick/Prestwick ATC Safety and Investigations will directly or indirectly interact with xxxxxxx Airport to ensure:
  - Investigations affecting both units are carried out jointly where appropriate
  - Safety related information including ATC Incident Reports are exchanged when appropriate to assist ATC investigations

Operational Engineering will be subject to additional and separate Interface Agreements within ESD.

## **1. OPERATIONAL SERVICE AGREEMENT BETWEEN TERMINAL CONTROL AND XXXXXXX AIRPORT**

### **1.1. GENERAL SERVICE**

1.1.1. Swanwick/Prestwick has undertaken to ensure that aircraft inbound to and outbound from xxxxxxx Airport are routed in a safe and expeditious manner and in accordance with all agreed environmental restrictions that are in place.

1.1.2. The xxxxxxx Manager ATC shall be informed as soon as possible following any safety related incident involving an inbound aircraft in the approach phase of flight, or outbound flight. Any serious or significant incident relating to safety will be further discussed by Swanwick/Prestwick Head of Safety and General Manager xxxxxxx Airport, or their nominated deputies, as soon as possible after the

event. Written and electronic reports will be produced and exchanged as appropriate.

- 1.1.3. The xxxxxx Airport Watch Supervisor shall be informed of deviations from environmental restrictions pertaining to published arrival or departure routes specific to xxxxxx Airport.
- 1.1.4. The xxxxxx Airport Watch Supervisor shall be consulted prior to the application of arrival regulation, and changes to them, in order that mitigation can be discussed and the airport operator and/or airline customers can be informed.
- 1.1.5. The xxxxxx Airport Watch Supervisor shall be consulted prior to any non standard or special flight operations that will affect the airport.
- 1.1.6. When requested, Swanwick/Prestwick ATC Safety and Investigations will investigate go-arounds due to unstable approaches and share their findings with xxxxxxxx Manager ATC.
- 1.1.7. Swanwick/Prestwick ATC Safety and Investigations will investigate go-arounds due to unstable approaches and share their findings with xxxxxxxx Manager ATC.

## **2. SERVICE DELIVERY**

- 2.1. The Swanwick/Prestwick Head of Airports Interface, or nominated deputy, will attend:
  - xxxxxxxx AIRPORT FLOPC
- 2.2. As required, the Swanwick/Prestwick Head of Airports Interface or nominated deputy will attend:
  - xxxxxxxx AIRPORT RUNWAY CAPACITY DECLARATION (Summer and Winter)
  - Any other airport, special requirement or specific meeting requiring Terminal Control Service Delivery input or representation.
- 2.3. The Swanwick/Prestwick Head of Airports Interface has appointed a Group Supervisor/LAG responsible for Airport Interface issues on each Watch. Day to day ATC Service Issues can be addressed through them or the Operations Supervisor.
- 2.4. Airport liaison is also facilitated via dedicated UCE personnel. Each Airport Group within Swanwick/Prestwick shall have dedicated UCE personnel identified for xxxxxxxx Airport and will be an alternative point of contact on each Watch for day to day Service or Operational issues of concern.
- 2.5. xxxxxxxx Airport will ensure EOBTs are updated and that aircraft operate within their CTOT criteria.

### **3. SWANWICK/PRESTWICK CHANGE MANAGEMENT SECTION**

#### **3.1. SWANWICK/PRESTWICK PROCEDURES AND SYSTEMS**

##### **3.1.1. General Guidance**

- 3.1.1.1. Under the direction of the Swanwick/Prestwick Head of Operational Sustainment and xxxxxx Manager ATC, the Heads of Section or other nominated person shall ensure that the ATC Procedures Teams coordinate the development of any proposal which affects both units. A point of contact shall be identified and agreed at each unit at commencement of work.
- 3.1.1.2. Day to day operational issues requiring examination or redevelopment of procedures should be raised by xxxxxxxx Manager ATC to the Swanwick/Prestwick Head of Operational Sustainment.
- 3.1.1.3. Activities of the Swanwick/Prestwick Change Management Department that may impact the customers of xxxxxx Airport will be brought to the attention of GM xxxxxxxx Airport and xxxxxxxx Manager ATC by the Swanwick/Prestwick Head of Airports Interface, the Head of Operational Sustainment, or their nominated deputies in sufficient time for adequate consultation with the airport authority.
- 3.1.1.4. The following tasks are to be considered jointly:
- a. Temporary Operating Instructions, Supplementary Instructions or OPNOTs which affect both units are to be reviewed by each unit point of contact and shall be agreed before publication.
  - b. AIP/AIC text /NOTAM action (if required) shall be reviewed by each unit point of contact and agreed upon before publication. AIP amendments will also be co-ordinated with the Airport Authority before submission.
  - c. Ensuring that the respective MATS Part 2 section entries amended by the changes accurately reflect the agreed procedures.

### **4. IMPORTANT LIAISON PROCESSES**

#### **4.1. INTER UNIT LIAISON (OPERATIONS AND TRAINING SECTIONS)**

- 4.1.1. Both Units shall keep each other advised of any changes in the operational status of their facilities that may affect the guidelines specified in this Agreement.
- 4.1.2. The respective Operations/Procedures Sections at each unit shall ensure that TOI/SI publication is co-ordinated when the instruction affects or may affect the other to ensure that the unit MATS Part 2 are up to date and the instructions contained therein are clear and unambiguous.

- 4.1.3. The Unit points of contact for inter unit liaison will normally be a nominated UCE who will ensure that records of meetings and actions are carried out in a timely manner and copies retained and filed at each unit.
- 4.1.4. All Prestwick/Swanwick xxxxxx Airport UCE Controllers will carry out at least one liaison visit to xxxxxx Airport per year. These visits will be structured by xxxxxx Airport to assist the ongoing learning process, and provide an opportunity for staff to be briefed on, or reminded of, many key activities and difficulties faced in each control discipline. This does not preclude visits by non-UCE LTC controllers, which are strongly recommended by both units.
- 4.1.5. All xxxxxxxx Airport Controllers will carry out at least one liaison visit to their associated airport approach in Swanwick/Prestwick per year as part of TRUCE. xxxxxxxx is also committed to facilitating annual watch visits to their associated approach unit in Swanwick/Prestwick These visits will be scheduled where possible to allow Controllers to take part in Swanwick/Prestwick TRUCE table top/simulator sessions. These watch visits will be facilitated by Swanwick/Prestwick Training and coordinated between ATC WM and the Swanwick/Prestwick Airport Interface Group Supervisor. All such visits will be subject to a suitable period of notice to allow for facilitation.
- 4.1.6. XXXXXXXX Airport UCS Manager will provide notification of xxxxxxxx Airport's normal UCS meetings to Swanwick's Head of Airport Interface and all five Swanwick/Prestwick Airport Interface Group Supervisors, who will nominate Swanwick/Prestwick UCE Controllers to attend such meetings.
- 4.1.7. Joint UCE/Operational Management meetings will be held as necessary which will include appropriate Swanwick/Prestwick UCEs, Operations Supervisors and Operational Managers as required. Swanwick/Prestwick sector controllers may also be included as appropriate.
- 4.1.8. Trainee Airport Group Supervisors/LAS shall carry out a familiarisation visit to xxxxxxxx Airport prior to operating as an operational Airport GS/LAG. Airport Group Supervisors shall carry out familiarisation visits to xxxxxxxx Airport at least once every five years.
- 4.1.9. xxxxxxxx Manager ATC will attend one SPWG/LAS Meeting per year to update Swanwick/Prestwick Operations Supervisors of developments at the airport if necessary. Swanwick/Prestwick Head of Airports Interface or nominated deputy will provide the meeting dates xxxxxxxx Manager ATC in good time.

## **4.2. INTER-UNIT MANAGEMENT LIAISON**

- 4.2.1. At least every six months the xxxxxxxx GM and/or Manager ATC will meet with the Swanwick/Prestwick Head of Airports Interface, or nominated deputy, to review performance against the SLA and to discuss unit activities.

## **OPERATIONAL CONTROLLER LIAISON**

- 4.2.2. As required for best practice reasons or otherwise, operational controllers from xxxxxxx airport and Swanwick/Prestwick will meet to discuss operational issues where necessary. Actual controller attendance requirements and numbers will be specified and tailored to each meeting as appropriate.
- 4.3.2. When able, these meetings will be chaired by the Head of Operational Sustainment, Swanwick/Prestwick Head of Airports Interface, xxxxxxx Manager ATC or nominated deputy. Notes will be produced and subject to Unit Management will be distributed as guidance material or operational instructions.

## **4.4. REVISION OF THE AGREEMENT**

- 4.4.1. It is a requirement that this Agreement is reviewed annually to ensure that the processes and topics for discussion in Annexe 1 within it remain current and effective. The revision of the present Interface Agreement requires the mutual consent of the signatory authorities.

## **4.5. INTERPRETATION AND SETTLEMENT OF DISPUTE**

- 4.5.1. Should any doubt or diverging views arise regarding the interpretation of any provision of the present Interface Agreement or in the case of dispute regarding its application, the parties shall endeavour to reach a solution acceptable to both of them.
- 4.5.2. Should no agreement be reached, each of the parties shall refer to a higher level of NATS/Non NATS Management to resolve the dispute.

## **4.6. ADMINISTRATION**

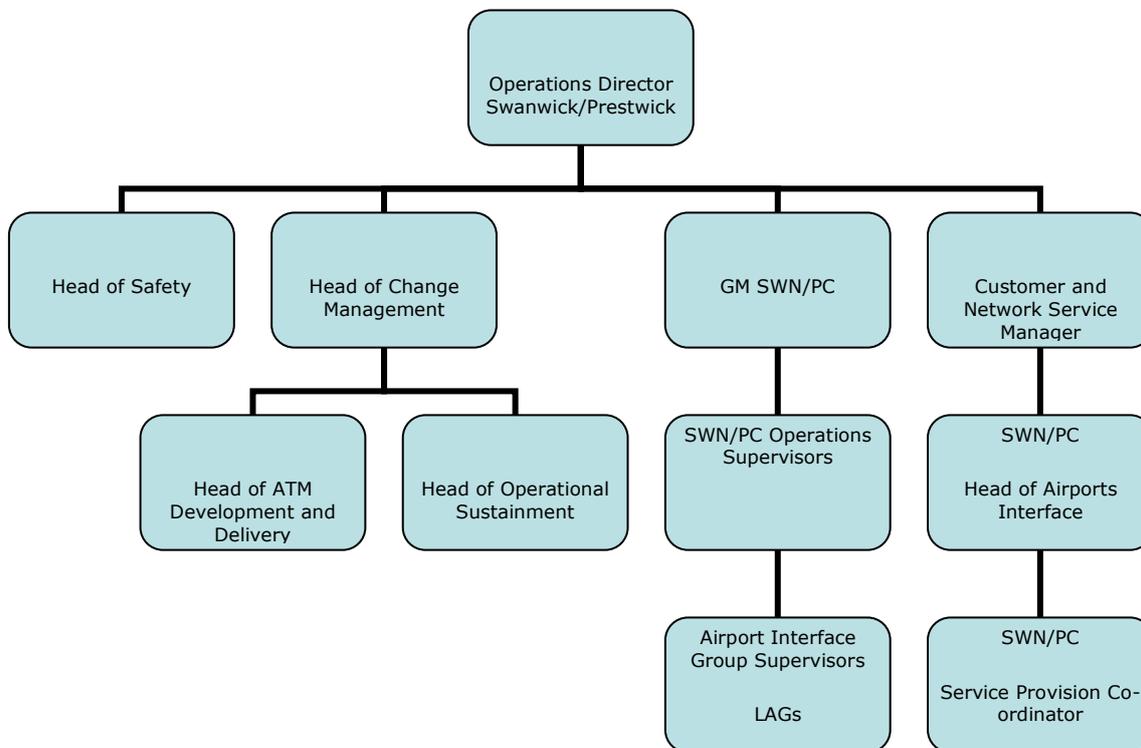
- 4.6.1. A controlled copy of all Interface Agreements shall be held by the Management Systems Office, Swanwick/Prestwick and GM xxxxxxx Airport.

## **5. AIRPORT SPECIFIC**

- 5.1. The NATS/Non NATS NSL/Airport Authority contract requires Service Levels and Service Credits in respect of Continuous Descent Approach (CDA) during the full 24 hour period at xxxxxxx airport. Swanwick/Prestwick is responsible for achieving compliance as part of service delivery to xxxxxxx Airport, unless exception events apply.
- 5.2. The term CDA refers to a noise abatement technique for arriving aircraft in which the pilot, when given descent below Transition Altitude, will descend at a rate best suited to the achievement of continuous descent, whilst meeting ATC speed control requirements, the objective being to join the glide path at the appropriate height for the distance without recourse to an extended period of level flight.

### Organisational Structure

Below is a diagram which outlines the organisational structure of those mentioned in the agreement, it is by no means an exhaustive list of the full Swanwick/Prestwick structure.



WATCH	OPERATIONS SUPERVISOR	AIRPORTS INTERFACE G.S./LAG



### ANNEXE 3

#### INTERFACE SCORECARD/ACTION PLAN PRO-FORMA

Date of Meeting:                      Business Area: xxxxxxxx ATC / LTC Swanwick/Prestwick

Attendees		
Measure	RAG Status	Comment
Safety		
Service		
Communications		
Customer		

<b>Action Plan</b> (To be completed and signed off by both unit GMs if status of any of the above key measures is Amber or Red).			
<b>Action</b>		<b>Responsible person/s</b>	
<b>Signed</b>		<b>Signed</b>	
GM LTC		GM xxxxxx ATC	
<b>Date</b>		<b>Date</b>	