

NATS Swanwick/Prestwick

Interface Agreement

between

SWANWICK/PRESTWICK

And

xxxxxxx AIRPORT

Owners: General Manager LTC AC/PC

General Manager xxxxxx Airport

APPROVED BY

Title	Name	Signature	Date
General Manager Swanwick/Prestwick			
General Manager xxxxxx Airport			

NOTIFICATION LIST

This document is published on Swanwick Management Systems. The signed original is held on file in the Swanwick/Prestwick Management Systems office and xxxxxx airport

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

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

CHANGE HISTORY

DRAFT V. 1.1 APRIL 2013

PURPOSE

The purpose of this Interface Agreement is to:

- a. Describe the liaison and co-ordination processes to be followed by staff in the respective sections at Swanwick/Prestwick and ATC staff at xxxxxx Airport.
- b. Ensure that effective interaction between units achieves the appropriate 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. Promulgate the Service Quality Incentives (SQI) in the NSL contract with xxxxx Airport Authority, which require compliance by Swanwick/Prestwick.

PRINCIPLES

With respect to the relationship between Swanwick/Prestwick and ATC staff at xxxxxx 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 xxxxx 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 cross training.

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 xxxxxx airport as agreed and where relevant to individual airport requirements.
- b. Operational Sustainment will directly or indirectly interact with xxxxxx Airport in the following departments:
 - ATC Procedures and Systems
- c. Swanwick/Prestwick ATC Safety and Investigations will directly or indirectly interact with xxxxxx 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 SWANWICK/PRESTWICK AND XXXXXX AIRPORT

1.1. GENERAL SERVICE

- 1.1.1. Swanwick/Prestwick has undertaken to ensure that aircraft inbound to and outbound from xxxxxx 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 xxxxxx Airport GM 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 below 6000 feet. Any serious or significant incident relating to safety will be further discussed by Swanwick/Prestwick Head of Safety and General Manager xxxxxx 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 WM/SCOD 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 WM/SCOD shall be consulted prior to the application of arrival regulation, and changes to them, in order that the airport operator and/or airline customers can be informed.
- 1.1.5. The xxxxxx Airport WM/SCOD shall be consulted prior to any non standard or special flight operations that will affect the airport.
- 1.1.6. Day to day ATC Service issues should be referred to the duty LAG/GS or duty Operations Supervisor.

2. SERVICE DELIVERY

- 2.1. The Swanwick/Prestwick Head of Airports Interface, or nominated deputy, will attend:
 - xxxxxx AIRPORT FLOPC
- 2.2. As required, the Swanwick/Prestwick Head of Airports Interface or nominated deputy will attend any airport, special requirement or specific meeting requiring Swanwick/Prestwick 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 Swanwick/Prestwick Watch. Day to day ATC Service Issues can be addressed through them or the Operations Supervisor.
- 2.4. xxxxxx 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 GM, 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 xxxxxx GM to the Swanwick/Prestwick Head of Operational Sustainment.
- 3.1.1.3. 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.
- 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 point of contact for inter unit liaison will normally be the xxxxxx Airport GM 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. One Swanwick/Prestwick UCE from each Swanwick watch will try to carry out a 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. AC/PC UCE Controllers will provide a written and/or verbal brief to their colleagues of the important topical issues on their return. This does not preclude visits by non-UCS controllers, which are strongly recommended by both units.
- 4.1.5. The xxxxxx Airport UCS Manager, or nominated representative, will carry out at least one liaison visit to their associated airport approach in Swanwick/Prestwick per year. They shall provide a written and/or verbal brief to their colleagues of the important topical issues on their return.
- 4.1.6. Swanwick/Prestwick UCE Controllers shall be invited to xxxxxx Airport UCS meetings on at least an annual basis, and more often when there are topics of mutual interest to discuss.
- 4.1.7. Joint UCE/Operational Management meetings will be held as necessary which will include appropriate Swanwick/Prestwick UCEs and Operational Managers. AC/TC/PC sector controllers may also be included as appropriate.
- 4.1.8. Trainee Airport Group Supervisors shall carry out a familiarisation visit to xxxxxx Airport prior to operating as an operational Airport GS/LAG.
- 4.1.9. Prior to the issue of an initial certificate of competence, ab-initio trainees shall carry out a programme of structured familiarisation if deemed necessary. These familiarisation visits will be arranged by the trainee's unit in good time to allow for their facilitation.

4.2. INTER-UNIT MANAGEMENT LIAISON

- 4.2.1. At least every six months the xxxxxx Airport will meet with the Swanwick/Prestwick Head of Airports Interface, or nominated deputy, to review performance against the SLA and to discuss unit activities. These meetings will be scored via a RED, AMBER, GREEN method on the subjects of Safety, Service, Communications and Customer. The state of the interface will be reported biannually (on the pro-forma shown in Annexe 2) to General Manager Swanwick/Prestwick and Director of Operations (Airports) in terms of RAG status (details shall be provided of reasons pertaining to grading at Amber or Red, together with an action plan for resolution agreed by the signatories of this SLA). The completed pro-forma shall be maintained as part of this interface agreement for direct reference to current status and action plan by the managers responsible for its delivery.

4.3. OPERATIONAL CONTROLLER LIAISON

- 4.3.1. As required for best practice reasons or otherwise, operational controllers from xxxxxx Airport and Swanwick/Prestwick will meet to discuss operational issues. Actual controller attendance requirements and numbers will be specified and tailored to each meeting as appropriate.
- 4.3.2. These meetings will be chaired by either the Head of Operational Sustainment or the Head of Airports Interface. 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 contained within it remain 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/Airport 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 xxxxxxAirport.

5. AIRPORT SPECIFIC

ANNEXE 1

KEY PERFORMANCE INDICATORS (KPI)

KPI DISCUSSION POINTS

ANNEXE 2

INTERFACE SCORECARD / ACTION PLAN PRO-FORMA

Date of Meeting:

Business Area: Luton Airport ATC / LTC Swanwick

Attendees		
Measure	RAG Status	Comment
Safety		
Service		
Communications		
Customer		

Action Plan (To be completed and signed off by both unit GMs if status of any of the above key measures is Amber or Red).

Action		Responsible person/s	
Signed	GM LTC	Signed	GM NATS Luton
Date		Date	