

NATS Swanwick
Interface Agreement

between
Swanwick
And
XXX Airport

Owners: General Manager Swanwick
General Manager XXX

APPROVED BY

Title	Name	Signature	Date
General Manager LTC Swanwick			
General Manager XXX			

NOTIFICATION LIST

This document is published on NATS Management System. The signed original is held on file in the Swanwick/Prestwick Management Systems office.

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

Operations Director, Swanwick
General Manager LTC, Swanwick
Head of Airports Interface, Swanwick
Head of Operational Sustainment, Swanwick
General Manager, XXX
Head of Safety, Swanwick

CHANGE HISTORY

Draft July 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 and ATC staff at XXX Airport.
- b. Ensure that effective interaction between units achieves the appropriate NATS safety assurance and business requirements.
- c. To ensure that the Airport customer is informed of occurrences or ATC regulations which may impact upon their operations or result in enquiries from the media.

PRINCIPLES

With respect to the relationship between Swanwick and ATC staff at XXX 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 XXX 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 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 XXX Airport as agreed and where relevant to individual airport requirements.
- b. Operational Sustainment will directly or indirectly interact with XXX Airport in the following departments:
 - ATC Procedures and Systems
- c. Swanwick ATC Safety and Investigations will directly or indirectly interact with XXX 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 AND XXX AIRPORT

1.1. GENERAL SERVICE

- 1.1.1. Swanwick has undertaken to ensure that aircraft inbound to and outbound from XXX 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 XXX 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 Head of Safety and General Manager XXX 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 XXX 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.
- 1.1.4. The XXX Airport WM/SCOD shall be consulted prior to any non standard or special flight operations that will affect the airport.

- 1.1.5. Day to day ATC Service issues should be referred to the duty GS or duty Operations Supervisor.

2. SERVICE DELIVERY

- 2.1. The Swanwick Head of Airports Interface, or nominated deputy will attend any airport special requirement or specific meeting requiring Swanwick Service Delivery input or representation, including I2I sessions as required.
- 2.2. The Swanwick Head of Airports Interface has appointed a Group Supervisor responsible for Airport Interface issues on each Swanwick Watch. Day to day ATC Service Issues can be addressed through them or the Operations Supervisor.
- 2.3. XXX Airport will ensure EOBTs are updated and that aircraft operate within their CTOT criteria.

3. LTC CHANGE MANAGEMENT SECTION

3.1. SWANWICK PROCEDURES AND SYSTEMS

3.1.1. General Guidance

- 3.1.1.1. Under the direction of the Swanwick Head of Operational Sustainment and XXX 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 XXX GM to the Swanwick 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.

3.2. GENERAL OPERATIONS

- 3.2.1. To safely and efficiently handle XXX airport traffic, all airways arrivals and departures require co-ordination between units. Procedures for the handling of airways joiners and leavers shall be detailed in MATS Part 2 and subject to review as detailed in Paragraph 4.1.3.

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 respective MATS part 2s are reviewed at least annually by each unit. Issues arising from this review are to be reported to enable the appropriate unit to carry out any necessary corrective action.
- 4.1.4. Swanwick controllers will endeavour to visit XXX Airport at least once every five years.

4.2. INTER-UNIT MANAGEMENT LIAISON

- 4.2.1. When required, the XXX airport GM will meet with the Swanwick 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 the Annexe) to General Manager Swanwick 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. When required for best practice reasons or otherwise, operational controllers from XXX airport and Swanwick 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 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 and GM XXX Airport.

ANNEXE

INTERFACE SCORECARD / ACTION PLAN PRO-FORMA

Date of Meeting:

Business Area:

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
Date		Date	