

Issue Date: 23<sup>rd</sup> November 2024  
Effective: 23<sup>rd</sup> November 2024  
Number: 4/24  
Incorporated: Revision 1

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## Use of correct Departure and Arrival location

### Introduction

Revision 1 of the requirement for all Flight Crew to ensure flights arrive and depart from the correct stand and/or terminal for the real-world counterpart.

Flight Operations have had a concerning number of incidents involving the use of the wrong stand/terminal over the last week. This has been multiple flights per day. The frequency has been particularly severe at Mainline home bases.

It is Flight Crews responsibility to ensure compliance with the requirement.

### Basis of Requirement

Following the recent publication of the Flying Standards Publication V2.0 (<https://docs.bavirtual.co.uk/docs/policies/flyingstandards>) all Flight Crew are reminded of the need to familiarise themselves with its contents.

### Requirement

Flight crew are reminded that the flight **MUST** operate from a realistic Terminal and/or Stand for the aircraft and route combination being flown. This includes arrivals at out-stations. Negotiate with ATC if given an unsuitable stand/terminal told un-able and a suitable parking location agreed. It remains Flight Crew responsibility not that of ATC.

### Requirement in practice

Flight Crew are reminded that at Mainline bases LHR & LGW the picking of terminals is easy. The use of FlightRadar24, Google or other such sources will allow Flight Crew to easily establish what terminal and/or stand to depart from. The use of the planning portal will also assist Flight Crew in selecting appropriate stands.

For completeness:

LHR – Only Terminal 5 & Terminal 3 (for select flights) are to be used by Flight Crew. The stand chosen must take into account, limitations imposed on the type of aircraft being operated. Terminal 4 may be used by Flight Crew for historic schedules **ONLY** where appropriate.

LGW – Only the South Terminal is to be used by Flight Crew, under no circumstances should the North Terminal be used or accepted by Flight Crew.

Out-Stations – At out-stations all sources available to Flight Crew should be consulted to ensure only stands and/or terminals used by Flight Crew are consummate with real-world operations.

Use of suitable remote stands is permitted where operationally required.

Flight Crew are reminded that incorrect allocations given by ATC should be REJECTED and a suitable stand/terminal agreed on that meets the above requirements.

### **Conclusion**

Flight Crew MUST follow all the requirements set out in this document (FCN 4/24) and the Flying Standards Publication, or their PIREP will be rejected.

If you have any questions please reach out to Chief Pilots via the correct means. That being the BAVirtual support ticket system (<https://support.bavirtual.co.uk/>). Flight Crew should address tickets for the attention of Flight Operations.