MAG Manchester Airport				Manchester Airport **EUROCONTROL Communications**		**Risk Rating**	**High – Reviewed Annually**
Reference:	EGCC-I-AOPS-016	**Issue:**	1	**Owner:**	Airfield Performance Lead	**Department:**	Airfield
Issue Date:		27/02/26		**Compliance Date:**	27/02/26	**Planned Review Date:**	February 2027

1) Context

1.1 EUROCONTROL Background

In order for better integration and information flow, it is essential for the airport to communicate with EUROCONTROL.

EUROCONTROL is the European Organisation for the Safety of Air Navigation — an intergovernmental, pan-European, civil-military body that coordinates and supports air traffic management across Europe.

All Manchester Airport flights are part of EUROCONTROL's European network planning and flow-management system. EUROCONTROL influences how Manchester Airport traffic fits into the wider European airspace. Note, EUROCONTROL does not provide Manchester's ATC service, this is done by NATs.

Information to EUROCONTROL will assist the network in planning and reacting to performance issues and flow rates Manchester Airport may apply. This will improve flow of aircraft to and from the airport across EUROCONTROL's network and ultimately improve Manchester Airport's performance.

1.2 Airport Corner Background

Airport Corner is a section of EUROCONTROL's website where airports provide key operational, strategic, and disruption-related information.

1.3 Airport Desk Background

Airport Desk is the airport operator's network help desk. It serves as the single point of contact between an airport and the EUROCONTROL Network Manager for on the day operations.

2) Airport Corner for Planned Works

2.1 Procedure

When planned works are required to airport infrastructure that will cause a performance issue or flow rate to be applied, the Airfield Planning Team create planned works on EUROCONTROL's Airport Corner website. This is created when an OAN is issued.

If planned works are changed or cancelled, the Airfield Planning Team will adjust Airport Corner accordingly.

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3) Airport Desk for Emergency Works or Sustained Disruption

3.1 Procedure

The AODM will contact Airport Desk on: +3227451903 or email NM.AIRPORTS@EUROCONTROL.INT as required if:

- Emergency work is required to airport infrastructure that will cause a performance issue or flow rate

OR

- Sustained disruption such as extreme weather events, terminal disruption, any other event that will cause a performance issue or flow rate

Emergency works that cause performance issues or flow rates to be applied include, but are not limited to:

- Runway works or closures
- *Major* taxiway works or closures e.g. TWY Delta
- Any other works that may affect the runway

Sustained disruption that cause performance issues or flow rates to be applied include, but are not limited to:

- Extreme weather events
- Terminal disruption
- Other events that may affect the runway

4) Airport Desk for CTOT Easement

4.1 Background

Certain flights sometimes get assigned a CTOT (Calculated Take-off Time) which requires the flight to take off within a specified time window to fit into the wider airspace network. This is normally due to capacity vs demand issues within the EUROCONTROL network.

Flights cannot take off until the specified CTOT which may delay the flight from pushing back on time. This will then affect stand availability, ground handling resources and on time performance, especially at peak times.

If remote holding is not an option (where an aircraft pushes back and holds at a specific location on the airfield whilst it's CTOT) then CTOT easement is a method to reduce the impact of CTOT.

CTOT easement should only be used for flights that cause disruption to airfield flow, particularly with respect to stand capacity.

CTOT easement is at the sole discretion of EUROCONTROL and may not always be possible due to operational factors.

4.2 Procedure

This procedure applies to flights that cannot be remote held due to lack of space at the holding point or flight deck refusal to comply with the request.

Criteria for candidate flights:

- The flight must have a ready message in the system (ARDT).
- The CTOT must be causing a disruption to airfield flow, particularly with respect to stand capacity.

Airfield Control will call the Airport Desk on: +3227451903 at EUROCONTROL providing the necessary information:

- Departure airport (Manchester Airport)
- Call sign / flight number
- Destination
- Scheduled off block time
- Current CTOT
- Reason for requiring CTOT easement (disruption to airfield flow)

If unable to get through on the phone, NM.AIRPORTS@EUROCONTROL.INT can be contacted with the details as necessary.