Document Title:		MS 000 – Contractor Expectations		London Luton Airport
Document Owner:		Control Of Contractors Office Manager		
Version:	01	Issued:	1st September 2026	

Contractor Expectations

Introduction and Purpose

This Contractor Expectations Document has been developed to clearly communicate the standards, responsibilities, and requirements expected of all contractors and subcontractors working at London Luton Airport.

The purpose of this document is to ensure that all works undertaken across the airport are completed safely, compliant and to the high operational standards required within a live aviation environment. Contractors play a critical role in supporting the airport's infrastructure, operations, and development, and are expected to work in partnership with the airport to maintain a safe and secure workplace for passengers, staff, stakeholders, and the wider public.

Health and safety is of paramount importance at London Luton Airport. All contractors are required to comply fully with applicable health and safety legislation, airport rules, permit systems, safe systems of work, and site-specific controls. Contractors must demonstrate a proactive commitment to risk management, hazard awareness, incident prevention, and the wellbeing of all personnel affected by their activities.

By working at London Luton Airport, all contractors acknowledge their responsibility to understand, implement, and uphold the expectations always contained within this document.

Concerto - Contractor Management System (CMS) & Orchestrate app

In accordance with this document all contractors will utilise the CMS to generate Work Authorisations and High-Risk Permits to Work on behalf of LLA, this should submit with a minimum of 5 working days prior to work, apart from certain exceptional circumstances that are communicated with coco@ltn.aero

To request access to LLA's Contractor Management System (Concerto), please email coco@ltn.aero.

The Control of Contractors team will respond with all the information, links and next steps required to get you onboarded, including access to Concerto and the relevant contractor management documents.

Once this has been completed by the contractor all LLA inducted personnel will need to download orchestrate on their phone or tablet, this will be the same username and password as concerto, here you will see all the relevant WA's and high risk permits associated that an operative is linked too and here is where they will sign in and out.

Contractor Induction

Personnel of all contractors will have to undertake the contractor induction; this is before they arrive at LLA and undertake any work. The induction is a video and answer exercise in which you will require a mobile phone or preferably a laptop. Successful completion of LLA contractor induction requires a minimum 80% pass score.

Induction Request Form

For all new Contractor inductions please fill in the above form, Inductions will be sent out Tuesday PM and Friday AM.

Site Access

Access to site will be restricted to locations detailed on the relevant Work Authorisation / High Risk Permit. No deviation to the routes or locations detailed will be permitted without the authority of the LLA Company Representative.

All Contractor personnel must check-in and out of site via the CMS database against their approved Work Authorisation held on the system using the Orchestrate app which is free to download from any app store or the below QR Code;

Car Parking

Contractors are authorised to park within the Terminal Car Park 1 and Mid Term Car Parks for a discounted tariff.

Terminal Car Park 1 - MAXIMUM VEHICLE HEIGHT 2.1M

To be eligible for this tariff, contractors will need to validate the parking tickets using the validator machine in Priority Parking on Level 2 of the TCP1, or by going to Mid Term reception once they are ready to exit the car park.

The tariffs are as follows:

Terminal Car Park 1 = 1 - 8 Hours £4.00 per hour / over 8 hours daily rate of £32 per day applies

Mid Stay = 0 - 4 Hours – Free / 4 – 12 Hours - £5 / Over 12 hours daily rate of £16 per day applies

Process for contractors to follow to receive discounted tariff:

1. Contractor lists vehicles involved as part of the request for a work authorisation.

2. Registration numbers are included in work authorisation issue.

3. Contractor presents both work authorisation and car park entry ticket at the end of shift to priority Parking staff (2nd Floor) in Terminal Car Park 1 or staff in Mid Stay office. The APCOA team will verify details and apply the tariff; contractors can then make the payment at a pay station or exit.

Security Passes

Full security passes can and will take up to 2 months to process due to the

information required. It is the contractor's responsibility to commence this process and complete their contracted works. All contractors requiring access to airside areas must apply to the client/company representative for the necessary security passes.

For further instructions regarding the process of completing your application for a security pass, please contact idunit@ltn.aero or for TSD contractors please contact tsd.idpasses@ltn.aero

Visitor/Temporary Passes

Visitor passes for one off or infrequent visitors (such as, but not limited to, engineering, maintenance, work experience, school visits, absence cover or training).

- 1-7 days visitor pass
- Break of 3 calendar days between passes
- Can only be issued for maximum of 14 days in a rolling calendar year for any individual.

Temporary passes for those providing training or services over several weeks (including contractors and regional managers), seasonal employees or those waiting for a permanent airside pass.

- Applicant to provide evidence that they have an in date and valid driver's license or passport (The exact ID used is what the personnel will need to be brought with them on the day of works)
- 1-14 days pass can be issued upon successful ID check
- Employment temp pass is for 15-60 days, this can be issued but only upon production of a valid UK CRC / DBS dated within the last 10 weeks to be valid, again, accompanied by ID,
- A person can only be issued with a pass for a maximum of 60 days in a rolling calendar year (e.g. if a person has already exhausted their 60 days' allowance they cannot apply for another pass until the rolling year is complete.)

Passes (visitor or temporary) will apply to the individual and not the sponsoring organisation.

Vehicle Airside Permits

All vehicles must display an appropriate Airside Access Permit. Permits can be requested from the Motor Transport Team Tel No. 01582 395559. Before a Vehicle Airside Permit is issued, evidence of the vehicle's mechanical fitness will be required.

Visiting Contractors making a one-off delivery can gain admission airside under escort by signing out a visitor's board from security gatehouse No. 5 and No 9. For the avoidance of doubt any delivery will be undertaken and covered by the contractor and his insurance company.

Escorting

All visitors / temporary pass holders must be accompanied by a full security pass holder (LLA employee / Contractor) authorised to accompany and provide escort to areas of works within the airport infrastructure. Escorts are strictly prohibited from further involvement in work activity including assistance in loading / unloading of vehicles.

The following ratios are required to be adhered to when providing escort:

- 1:3 for temporary pass holders
- 1:6 for visitor pass holders

Airside Entry

- Zone 2 Staff Access
- Goods In (Under croft)
- Security Gate 5 (Apron Access)
- Security Gate 6 (Fire Station)
- Security Gate 9 (Apron Access)

All personnel must wear appropriate hi-visibility clothing

Tools permitted Airside will require contractors to hold a valid, in date Tools of Trade permit if they wish to bring into airside areas. Tools of the Trade permit can be obtained by applying by email to idunit@ltn.aero or for TSD contractors please contact tsd.passes@ltn.aero , Any breaches of current Airside Legislation or persistent infringements of tool security requirement may lead to the contractor being removed from site and their airside pass withdrawn.

Driving Airside

Escorted

All Contractors vehicles entering Airside areas must be escorted by qualified personnel who have completed the Apron or Manoeuvring Area Driving Course as appropriate. Contractors may apply for their own personnel to be trained to the relevant levels depending on the area of work. This can be discussed and agreed with the Client/Company Representative. The escorted party must have the correct commercial insurance in place as domestic insurance will not be sufficient.

Driving Passes

If you are required to operate vehicles airside at London Luton Airport, your company will need to apply for an Airside Operators Licence (AOL), which is renewed annually. Your company must have a valid AOL to apply for Airside Vehicle Permits (AVP's). To apply for AOL's and AVP's you will need to register for AIRDAT's Onboard System.

For all elements of Airside Driver training, including in-person ADP training, Airside Driving Drug and Alcohol Screening, Airside Driver Medicals, and eLearning training such as General Security Awareness Training (GSAT), you will need to register for AIRDAT's Passport System.

Both systems can be registered for at AIRDAT.org. For AIRDAT's Support details, including Help articles, click here! Or call 01227 200066

Personal Protective Equipment (PPE)

Contractors are required to present themselves with clothing clearly showing the Company's logo and be in good, clean order and any arrangements of new PPE will be arranged by the contractor.