



OPERATIONAL SAFETY INSTRUCTION

Version A

Issued 01/09/2020

Fault Reporting

Issued By Airside Operations and Safety Manager

Ref BRS-OSI-SMS-006

It is the responsibility of all employers to ensure that relevant OSIs are brought to the attention of their staff. However, individuals remain responsible for their own actions and those who are in any doubt should consult their Supervisor or Manager.

1. INTRODUCTION

This instruction provides guidance for airside colleagues on how to report different categories of fault or defect, to enable the facility to be made safe and repaired as soon as possible.

If in any doubt, faults shall be reported to either airside operations or the airport control centre, who will in turn ensure that the correct department is notified. Any fault which is considered an emergency should be referred to the emergency line – 01275 473400.

2. FAULT REPORTING

	Description	Who to report to	Initial containment actions
Pavement Damage or Defects	Potholes, trip hazards, loose fragments, severe cracking or uneven/broken surface	Airside operations – 07712 792235 or in person at the airside operations office	Inspection by airside operations. Area made safe or removed from service and barriered.
Barriers, Railings, Bollards	Damage affecting structure or integrity of fittings		Airside operations management to arrange repair as required.
Baggage Facilities (undercroft)	Baggage belts/carousels for outbound or inbound baggage	Airport Control Centre – 01275 473402	Inspection by airport engineering team and belt removed from service if required. Control centre to change belt allocation as required.

Fuel Pumps	Defect with any diesel fuel pumps located airside		Motor transport team to arrange repair. RFFS to respond to any associated fuel leak.
Fixed Electrical Ground Power (FEGP)	Error message on the pillar display screen, damage to the plug connector, cable assembly, cable tray, 'crocodile' arm or wheel brakes	Airport Control Centre – 01275 473402	Airside operations to fit 'defect tag' to FEGP to advise ramp colleagues of the unserviceability. Airport engineering team to arrange repair.
Perimeter Fence	Gaps, holes or other damage to the airside perimeter fence or gates		Joint assessment by the airport security and airside operations teams to determine increased risk of pedestrian or wildlife entry to airside
Apron or Stand Lighting Failure / Defect	Failure of one or more light fittings or damage to lighting mast		Inspection by airport engineering team. Airside operations to determine stand restrictions due to reduced light levels.

3. GENERAL ENQUIRIES

Any enquiries regarding this instruction should be addressed to the **Airside Operations and Safety Manager** on **01275 473704** or **07384 834885**.