



OPERATIONAL SAFETY INSTRUCTION

Version B

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Airside Safety Standards Scheme

Document Owner Airside Safety & Compliance Manager

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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

Bristol Airport has a statutory obligation to ensure that the airside areas of the aerodrome are always safe for use by aircraft, vehicles and pedestrians. It is essential that all personnel operating airside undertake their duties as per Bristol Airport procedures and instructions. This scheme is a valuable tool in both regulating airside safety and promoting and recognising good working practices or behaviours. This scheme extends to and requires cooperation from all organisations and individuals working airside, including airport staff, ground handling companies, contractors and subcontractors.

2. AIM OF THE SCHEME

The objective of the scheme is to improve overall standards and performance relating to airside safety, minimise personal injuries and damage to aircraft. The intention of the scheme is to make all departments and organisations aware of their on-going safety performance and to ensure prompt and corrective actions are taken to remedy deficiencies in performance, as well as recognising and rewarding positive safety behaviours. The scheme is not intended to direct or control an organisation’s internal regulatory or disciplinary procedures, or reward programmes.

3. OPERATION OF THE SCHEME

Bristol Airport Airside Operations have the primary responsibility for airside safety regulation and the administration of this scheme. This is carried out through active monitoring of all airside activities/areas and responding promptly to safety reports or nominations made by others.

3.1. Personal Responsibilities

All colleagues operating airside shall take personal responsibility to ensure their on-going compliance with airside safety standards as defined within, but not limited to the following documents:

- Bristol Airport Operational Safety Instructions
- Bristol Airport Airside Instructions or Notices
- Airside operators' procedures and instructions

Colleagues are also expected to act in a manner that is respectful to all other colleagues and ensure that they do not expose themselves or others to unnecessary risk.

3.2. Just Culture Principles

Bristol Airport conforms to the principles of a 'just culture', where the actions taken against a deviation from safety standards will be based on the individual circumstances for each variation. Individuals will not be punished or penalised for errors or mistakes; instead the focus will be to educate them on the correct process and appreciate their cooperation. However, where it is clear that an individual has intentionally broken a rule that they would be expected to understand and follow (based on their level of training and experience), or has shown reckless or negligent behaviour, then such actions may lead to an appropriate sanction and/or disciplinary proceedings by their employer.

Individuals operating airside are encouraged to openly report all safety-related incidents and near misses to Airside Operations, knowing that they will be treated fairly without the fear of unjustified blame or punishment. By operating a fair and just culture, it is expected that operatives will have the confidence and trust to self-report, which is a measure of success of an effective safety culture.

3.3. Safety Conversations

Airside Operations will instigate a 'safety conversation' with any colleagues who are observed to be operating in a manner that does not comply with published Bristol airside procedures or instructions, or where their actions expose themselves or others to unnecessary risk.

Safety conversations will be recorded by airside operations on the department's tablet-based platform, Airstar.

3.3.1. Focus on Safety Education

The focus of Airside Operations will always be to educate and inform individuals of any non-compliance with published safety rules and procedures. Individuals can expect to be approached respectfully by airside operations personnel for a safety conversation, who will explain:

1. Who they are and the department they are representing (if they are not previously known to the individual)
2. The reason that they have stopped the individual (i.e. the rule or procedure that has been broken)

3. The way that the task or action should be carried out at Bristol Airport
4. What the individual can do to improve safety in future
5. How to contact Airside Operations for further information, or if they do not agree with airside operations' assessment of the event

3.3.2. Allocation of Safety Codes and Points

All safety conversations will be recorded by Airside Operations and will contain a safety code for the rule or procedures which they did not comply with and other details (date, time name, location). On some occasions, more than one safety code may be allocated.

Depending on the type of behaviour shown and the severity of the non-compliance, points may also be issued to an individual during a safety conversation, as per the table below. Behavioural identification guidance is at Appendix C and D.

<p>Error or Mistake</p>	<ul style="list-style-type: none"> • Airside Operations will discuss the non-compliance or deviation with the individual(s) involved, explaining what the non-compliance is, which rule or procedure has been broken and what the correct course of action should have been. • The individual(s) name and ID pass number will be taken and entered onto the event report. This is for monitoring and trend analysis purposes. <p><i>If an individual is spoken to by airside operations regarding their safety performance on multiple occasions, or where their actions led to a serious near miss, both they and their line manager will be requested to meet with the Airside Operations department to discuss and review their safety performance. This may result in a temporary suspension of the individual's airside ID pass, not as a penalty but as a result of a potential gap in their competencies which requires a briefing or further training for their own safety and that of others. All cases will be treated on an individual basis.</i></p>
<p>Intentional Rule-Breaking or Violation</p>	<ul style="list-style-type: none"> • As above, and the individual's line manager also informed. • An appropriate number of points will be allocated to the individual's airside ID pass, as per Appendix A and B. • Where the individual can prove that the rule-breaking or violation was necessary or due to exceptional reasons, the number of points allocated may be reduced at the discretion of airside operations.
<p>Recklessness or Sabotage Physical or Verbal Abuse Under Influence of Drugs or Alcohol</p>	<ul style="list-style-type: none"> • The non-compliance or deviation will be recorded, and the individual's line manager called. • The line manager will be asked to escort the individual from the airside environment, and their airside ID pass surrendered to airside operations.

3.3.3. Implication of Points

- a) Where a non-compliance has been observed or is believed to have taken place, a safety conversation will take place with airside operations. When an individual has intentionally broken a rule that they would be expected to understand and follow (based on their level of training and experience), or has shown reckless or negligent behaviour, points will be issued against the individual's airside ID pass. The allocation of points is at the discretion of the airside operations personnel and will only be issued when it is clear and unambiguous that the individual has deviated from a rule or procedure intentionally or deliberately.
- b) The number of points awarded will vary dependent on the event and the potential severity of the individual's actions. Safety codes have a 'sliding scale' of possible points that can be allocated, to reflect the various outcomes associated with a breach of specific safety rules and procedures.
- c) If an individual's airside ID pass accumulates twelve (12) points within a 24-month rolling period, their airside ID pass will be suspended for a period as agreed between their employer and airside operations, but in any case not less than seven days. During this time, the airside ID pass will be parked and no temporary airside ID pass can be used, except to attend airside training or competency assessments with the prior approval of airside operations.
- d) The individual, along with their line manager, will be asked to attend airside operations to discuss the behaviour(s) that led to the accumulation of points and to agree an action plan. After the parked period, and once training and a competency assessment has been completed and evidence provided to airside operations, the airside ID pass shall be reactivated.
- e) Upon reactivation of an airside ID pass, the number of points held will return to zero, however a record of all safety conversations and points will be held for a period of at least five years.
- f) There will be three-month probationary period in which any further behaviour that warrants the allocation of any points will result in further suspension of the individual's airside ID pass for a further fourteen (14) days.
- g) If after a second suspension, further intentional rule-breaking or violations are committed, airside operations reserve the right to indefinitely suspend or permanently withdraw an individual's airside ID pass on the grounds of safety.

3.3.4. Unidentified Individual

Where there is a deviation of any safety rule or procedure where the individual responsible cannot be identified (for example a vehicle left parked on a stand), an event will be recorded against the company which owns or operates the vehicle and used as a measure of that company's safety performance. Trends will be reviewed at safety committees and further

meetings called with business partners where it is considered necessary. Business partners will be expected to advise airside operations of the corrective actions they will take.

3.4. Failure to Report

Failure to report an incident could result in colleagues having their airside ID pass suspended or permanently withdrawn. If an incident goes unreported it could lead to further damage, injury or an aircraft accident, particularly if damage was caused to an aircraft. It also means that an investigation can't be undertaken after the event which delays any corrective actions to prevent a similar incident occurring.

Bristol Airport promotes a just culture, where persons who do report incidents in which they were involved will be treated fairly during an investigation. They should not fear disciplinary action, except where the investigation finds that there was gross misconduct, deliberate intent or a conscious decision to break or shortcut procedures.

3.5. Exceptional Events

In exceptional circumstances, airside operations may elect to immediately suspend an individuals' airside ID pass, irrespective of the number of points held or previous number of involving that person. It will be the responsibility of the individuals' line manager to escort them from the airside environment. This would include the following:

- Reckless or severely dangerous behaviour
- Sabotage
- Physical or serious verbal abuse (including threats of violence) towards an airside operations employee or other airside operative
- Evidence of being under the influence of drugs or alcohol

In such circumstances airside operations will follow-up the event with the individual's line manager as soon as possible to agree a plan of action. This may lead to the permanent withdrawal of an individual's airside ID pass on the grounds of safety, however all cases will be judged on an individual basis to ensure the approach taken is always as fair as possible.

3.6. HEARINGS AND APPEALS

Bristol Airport will maintain a clear appeal process for all personnel that have been allocated points or have had their airside ID pass suspended in accordance with this scheme. An appeal shall only be considered when the individual has demonstrated that a valid reason for a review exists. A two-level appeal process is in place where personnel believe that they have a valid reason to seek a review of the points allocated.

3.7. Level 1 - Organisation

A level one appeal is made to the individual's employer. It is incumbent on every organisation operating airside at Bristol Airport to have in place an internal process for investigating safety events and thus must always be the first level in the appeal process. Organisations are to maintain records of where personnel have requested a review of any points awarded, including those that are deemed to be unsuccessful. If the organisation has not supported the appeal request, they must ensure that the individual has been given the change to fully discuss the case. Only with the employer's agreement can the appeal progress to level two.

3.8. Level 2 – Airside Operations

Where an organisation supports the position of their employee, they shall make an appeal to Airside Operations. Appeals should be submitted by email in the first instance to the Airside Safety & Compliance Manager (ASCM) jack.keegan@bristolairport.com. A request to review must be made to the ASCM within fourteen days of the points being allocated. An application to review the deviation must be submitted by the organisation in writing and include:

- i. The name and airside ID pass number of the appellant
- ii. The date and time of the safety conversation as shown on the report
- iii. The grounds on which the appeal will be based

The ASCM shall review the detail submitted to ensure it conforms to the requirements of this OSI as listed above. If not, the organisation will be informed.

If the detail does meet the criteria above, the ASCM will convene a three-person appeals panel including the Head of Airfield Operations (HoAO). For the purposes of impartiality, the HoAO will oversee the appeals panel process as they do not directly manage the scheme.

The appeals panel will be held as soon as practicable but normally within five working days, or by the next working day for appeals involving the suspension or withdrawal of an airside ID pass.

The decision of the appeals panel will be final.

4. POSITIVE SAFETY RECOGNITION

Bristol Airport recognises the importance of commending actions that are in keeping with a safe and just culture. Colleagues who demonstrate exemplary safety behaviour shall be recognised through the safety standards scheme. The purpose is to acknowledge and communicate those instances where a person has displayed positive behaviour or has gone beyond the normal course of their duties, and in doing so to recognise and possibly reward the individual.

Similarly, colleagues who have the confidence and honesty to self-report any safety-related incident may also receive recognition in the same way as described above. Whilst it is not guaranteed that all reported incidents will be without some form of consequence, self-reporting will go a long way to ensuring that they are treated fairly during any subsequent investigation.

4.1. Nominations

As well as being recognised by airside operations staff directly, an individual may be nominated for recognition or reward by:

- **Peer nomination** – another airside user believes that a colleague from either their own company or another business partner is deserving of recognition (and reward).
- **Business partner line manager nomination** – the line manager believes that one of their direct reports is deserving of recognition (and reward).
- **Airside Operations management nomination** – an AODM believes that an airside colleague deserves recognition, either due to a single exceptional event or consistently high safety performance.
- **Airside Operations observation** – a member of the airside operations team observes a colleague demonstrating positive safety behaviours during routine airside monitoring or engagement.

Nominations from peers or business partner managers must be emailed to safety@bristolairport.com and include the nominator and nominee name, pass number and organisation, and the reason for the nomination.

Nominations from peers or business partners will be assessed by airside Operations before being recorded and proceeding to a reward of any level.

4.2. Recognition Categories and Examples

- Preventing a safety occurrence
 - Example: identifying an un-chocked item of ground equipment in strong winds and taking corrective action; reporting a previously unknown surface defect to airside operations so that mitigation can be put in place; a marshaller halting an aircraft's entry to stand due to an obstruction.
- Displaying model safety behaviour

- Example: completing a FOD clean-up without being requested to; completing a 'textbook' aircraft pushback or stand FOD check; quick-thinking in a medical emergency to support an injured colleague; providing excellent customer service to a passenger whilst keeping them safe airside
- Demonstrating leadership qualities
 - Example: providing support and advice to a new or inexperienced colleague on the ramp; volunteering to take part in a safety forum, workshop or safety event; working collaboratively with other airside business partners or airside operations
- Valuable safety improvement suggestion
 - Example: an idea for a reconfiguration of an equipment parking area to improve safety on a stand; suggesting a solution to improve apron lighting levels

4.3. Records

Colleagues who demonstrate exemplary safety behaviour will receive a record of Positive Safety Recognition. This will be recorded by airside operations on the department's tablet-based platform, Airstar.

Airside operations will speak to the individual and:

1. Explain who they are and that they are representing airside operations (if they are not previously known to the individual)
2. State the activity or behaviour that the individual has been recognised for
3. Thank them for their positive contribution towards airside safety at Bristol Airport

Airside operations will also send an email to the individual's line manager when they have been observed displaying positive safety behaviours. Details of the recognition will be entered onto the airside safety standards register.

4.4. Rewards

Positive safety recognition rewards are currently under review and will be communicated further in due course.

5. GENERAL ENQUIRIES

Any enquiries should be addressed to Airside Operations on 01275 473705 or 07712 792235.

APPENDIX A SUMMARY OF SAFETY CODES

CODE	DEFINITION	POINTS
Airside Driving Permit		
DP01	Driving a vehicle without a valid Airside Driving Permit	12
DP02	Driving a vehicle in a location not authorised by the individual's Airside Driving Permit	6-12
DP03	Failure to produce a valid Airside Driving Permit on request	6
Airside Vehicle Permit		
VP01	Driving a vehicle not displaying a valid Airside Vehicle Permit	n/a
VP02	Driving a vehicle not displaying company logos	n/a
Airside Vehicle Standards		
VS01	Driving a vehicle in a condition that has or is likely to result in injury or damage, or has been prohibited from use due to a known defect	3-12
VS02	Driving a vehicle without operating obstruction light(s) or headlights as required	3
Airside Driving Standards		
AD01	Driving a vehicle whilst under the influence of drink or drugs, other than those prescribed by a medical professional	12
AD02	Dangerous driving	3-6
AD03	Driving without due care and attention	3
AD04	Speeding	3-9
AD05	Failure to give way to an emergency vehicle	6
AD06	Driving a vehicle whilst using a mobile phone or electronic device other than a fitted or hand-held radio	6
AD07	Driving with vehicle doors open or unsecured	3
AD08	Driving underneath an aircraft wing (unless in accordance with a recognized procedure)	3
AD09	Failure to wear a seatbelt	3
AD10	Failure to use a banksman when required	3
AD11	Driving between an aircraft and a marshaller	6
AD12	Driving behind an aircraft with engines running or anti-collision lights operating	6
AD13	Failure to give way to an aircraft	3-9
AD14	Driving a vehicle with a dangerous or insecure load (including FOD)	3-6
AD15	Entering an apron taxi-lane or cul-de-sac without permission	3
AD16	Failure to give way to pedestrians using a marked walkway or pedestrian crossing	6
AD17	Driving a vehicle carrying more passengers than seats	6
AD18	Disembarking from / stepping out of a moving vehicle	6
Airside Parking		
PK01	Obstructing an assembly point, evacuation route, walkway or other marked hazardous area	3
PK02	Obstructing the exit path of a fuel bowser	6
PK03	Obstructing an aircraft taxiing on the manoeuvring area	6

PK04	Leaving a vehicle unattended with the engine running	3
PK05	Parking vehicles or equipment in an incorrect EPA	3
PK06	Leaving vehicles or equipment on a stand when not associated with a turnaround	3
PK07	Parking in a location not marked for that purpose	3
Airside Signs and Signals		
SS01	Failure to slow or stop when markings or signs indicate to do so	3
SS02	Failure to comply with an instruction or condition issued by ATC	6
SS03	Failure to comply with a request from Airside Operations	6
Aircraft Turnaround		
AT01	Unauthorised or incorrect aircraft pushback	3-9
AT02	Failure to consider passenger safety	3-9
AT03	Failure to apply brakes to a Fixed Electrical Ground Power unit	3
AT04	Failure to secure apron level doors after an aircraft turnaround	3
AT05	Failure to use a serviceable headset during an aircraft pushback	6
AT06	Failure to meet an aircraft	3
AT07	No banksman used for a pushback over a rear of stand road	6
AT08	Incorrect or ineffective banksman or marshalling signals	3
AT09	Failure to undertake a pre-arrival stand check	3
AT10	Marshalling an aircraft on to a contaminated stand (spillage, FOD, vehicles or equipment)	6
Airside General		
AG01	Failure to stop and report an incident to Airside Operations	12
AG02	Removing a vehicle or item of equipment from the scene of an incident prior to Airside Operations attendance, without good cause	6
AG03	Smoking in an unauthorised area	6
AG04	Failure to wear appropriate Personal Protective Equipment	0-3
AG05	Failure to keep to a safe pedestrian route where one is provided	0-3
AG06	Walking across an aircraft parking stand	3
AG07	Failure to manage foreign object debris and/or a spillage	3-6
AG08	Walking between an aircraft and a marshaller	6
Other		
ZZ01	Any other non-compliance deviation from a published safety rule or procedure, or display of general unsafe behaviour or poor conduct	3-12

APPENDIX B EXPLANATION OF SAFETY CODES, GUIDANCE AND EXEMPTIONS

Title	Driving a vehicle airside without a valid Airside Driving Permit		
Code	DP01	Points	12
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) without ever having completed and passed a formal course of airside driver training for use at Bristol Airport.		
Exemptions	<ul style="list-style-type: none"> • A person driving a vehicle whilst escorted by someone with a valid Airside Driving Permit, either in the vehicle cab or by another vehicle. • A person undertaking training whilst under the direct supervision of an Airside Driving Permit holder for that location. • Contractor's vehicles operating within a pre-defined airside works site. • Emergency services vehicles responding to airport emergency in accordance with the aerodrome emergency orders. 		

Title	Driving a vehicle in a location not authorised by the individual's Airside Driving Permit		
Code	DP02	Points	6-12
Description	Driving any mechanically propelled vehicle in an airside area that is not authorised by the individual's driving permit, for example entering the manoeuvring area on an apron only permit or entering the airfield perimeter track or undercroft without authorisation.		
Exemptions	Nil		

Title	Failure to produce a valid Airside Driving Permit on request		
Code	DP03	Points	6
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) without being able to produce a valid driving permit when requested by Airside Operations personnel – this includes a permit which has expired.		
Exemptions	<ul style="list-style-type: none"> • A person driving a vehicle whilst escorted by someone with a valid Airside Driving Permit, either in the vehicle cab or by another vehicle. • A person undertaking training whilst under the direct supervision of an Airside Driving Permit holder for that location. 		

Title	Driving a vehicle not displaying a valid Airside Vehicle Permit		
Code	VP01	Points	n/a
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) that is not displaying a valid vehicle permit – considered invalid when it is not clearly displayed, defaced or damaged, expired or does not correspond to the vehicle to which it is attached – this code will be recorded against the company as opposed to the driver of the vehicle.		
Exemptions	<ul style="list-style-type: none"> • Emergency services vehicles responding to airport emergency in accordance with the aerodrome emergency orders. • A vehicle being driven to a maintenance facility for an AVP inspection. 		

Title	Driving a vehicle not displaying company logos		
Code	VP02	Points	n/a
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) that is not displaying the logo or livery of the operating company – this code will be recorded against the company as opposed to the driver of the vehicle.		
Exemptions	<ul style="list-style-type: none"> • Emergency services vehicles responding to airport emergency in accordance with the aerodrome emergency orders. • UK Border Force operational vehicles with a logo sign on the dashboard and with prior approval from Airside Operations. 		

Title	Driving a vehicle in a condition that has or is likely to result in injury or damage, or has been prohibited from use due to a known defect		
Code	VS01	Points	3-12
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) that has an obvious and dangerous defect that should be noticeable during a basic vehicle inspection, for example damaged/cracked windows, worn tyres, loose bodywork, as well as a vehicle which has been clearly labelled as defective ('red-carded').		
Exemptions	<ul style="list-style-type: none"> A qualified mechanic is recovering the vehicle to a workshop for repair, having assessed the vehicle for being free of any safety-critical defects e.g. defective brakes. 		

Title	Driving a vehicle without operating obstruction light(s) or headlights as required		
Code	VS02	Points	3
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) without obstruction light(s) operating, or without headlights operating when required, according to Bristol Airport instructions in force at the time.		
Exemptions	<ul style="list-style-type: none"> A qualified mechanic is recovering the vehicle to a workshop for repair, having assessed the vehicle for being free of any safety-critical defects e.g. defective brakes. 		

Title	Driving a vehicle whilst under the influence of drink or drugs, other than those prescribed by a medical professional		
Code	AD01	Points	12
Description	<p>Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) whilst under the influence of drink or drugs that have not been prescribed by a medical professional, or where the driver has not consulted a medical professional and declared it to their employer.</p> <p>Where it is suspected that a person has driven under the influence, the police and the person's line manager shall immediately be called to attend. The person's airside ID pass shall normally be suspended, at least temporarily on the grounds of safety, pending the results of an investigation.</p>		
Exemptions	Nil		

Title	Dangerous driving		
Code	AD02	Points	3-6
Description	<p>Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) in a manner that is considered dangerous. The term 'dangerous driving' applies when the standard of driving falls far below the minimum standard expected of a competent and careful driver and it would be obvious to any observer that their actions were dangerous. Example include but are not limited to:</p> <ul style="list-style-type: none"> Racing, going to fast or driving aggressively; Tail-gating Ignoring signs, signals or warnings from other airside users Overtaking dangerously Driving whilst dangerously distracted by reading or completing paperwork 		
Exemptions	Nil		

Title	Driving without due care and attention		
Code	AD03	Points	3
Description	<p>Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) without due care and attention or consideration for other airside users. The term 'without due care and attention or consideration' applies when the standard of driving falls below the minimum standard expected of a competent and careful driver and it would be obvious to any observer that their actions did not show due care, attention or consideration for others. Examples include but are not limited to:</p>		

	<ul style="list-style-type: none"> • Driving across an aircraft parking stand • Turning into the path of another vehicle • Flashing lights to force other drivers to give way • Misusing the road system to gain an advantage • Unnecessarily slow driving or braking • Dazzling others with un-dipped headlights
Exemptions	Nil

Title	Speeding		
Code	AD04	Points	3-9
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) in excess of the published or marked speed limit when observed by Airside Operations or other evidence is clear e.g. CCTV		
Exemptions	<ul style="list-style-type: none"> • Emergency services vehicles or Airside Operations for the purpose of exercising their duty. • The person driving is training for the circumstances mentioned above. 		

Title	Failure to give way to an emergency vehicle		
Code	AD05	Points	6
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) and failing to give way to an emergency vehicle that is moving and displaying blue lights and/or sirens.		
Exemptions	Nil		

Title	Driving a vehicle whilst using a mobile phone or electronic device other than a fitted or hand-held radio		
Code	AD06	Points	6
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) whilst using/checking/interacting with a mobile phone or electronic device, other than a fitted or hand-held radio, including the following devices: <ul style="list-style-type: none"> • A hand-held mobile phone • A tablet device • Smart, wearable technology such as a smart watch or fitness tracker • Wearing personal headphones 		
Exemptions	<ul style="list-style-type: none"> • Contacting the airport emergency number (x3400) for a genuine emergency where it would be unsafe for the driver to stop. 		

Title	Driving with vehicle doors open or unsecured		
Code	AD07	Points	3
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) with doors open or unsecured. The doors must be serviceable and any defects dealt with by the company's defect reporting process. It is accepted that some specialist GSE may not have doors.		
Exemptions	<ul style="list-style-type: none"> • When driving on an aircraft parking stand at a speed no greater than 5mph. 		

Title	Driving underneath an aircraft wing		
Code	AD08	Points	3
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) underneath an aircraft wing, without it being connected to their operational role.		
Exemptions	<ul style="list-style-type: none"> • Undertaking aircraft maintenance activities. • As part of an approved process for the turnaround of an aircraft. • Undertaking aircraft refueling or defuelling duties. 		

Title	Failure to wear a seatbelt		
Code	AD09	Points	3
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) without wearing a seatbelt.		
Exemptions	<ul style="list-style-type: none"> • Operating a vehicle at low speeds within the confines of the stand footprint. • A person holding a valid medical exemption certificate. • A journey not exceeding approximately 50 metres and speeds remain low. • A person driving or riding in a vehicle being used for fire and rescue purposes. • A person driving or riding in a vehicle for police purposes. • A person in an ambulance attending to an ill or injured passenger, including the ill or injured passenger themselves. • The driver or passenger of a vehicle if a seat belt is not provided for that person. • A person riding in a small or large bus which is being used to provide a local service airside. • A person riding in a small or large bus which is constructed or adapted for the carriage of standing passengers. 		

Title	Failure to use a banksman when required		
Code	AD10	Points	3
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) without using a banksman when required, including but not limited to manoeuvring towards an aircraft and towing baggage trolleys towards or away from a belt loader.		
Exemptions	<ul style="list-style-type: none"> • An organisation has provided a risk assessment which has been approved by Airside Operations covering a single-person operation/manoeuvre. • The driver is clear of the aircraft footprint and manoeuvring at low speed within the confines of the stand. 		

Title	Driving between an aircraft and a marshaller		
Code	AD11	Points	6
Description	Driving any mechanically propelled vehicle between a marshaller and the aircraft being marshalled by them, which may obstruct the pilot's view of the marshaller or cause a distraction to either the pilot or marshaller. The marshaller frequently has to stand in the head of stand road in order to remain visual with the flight desk. An example would be a vehicle driving in front of the marshaller on the head of stand road whilst the marshaller is guiding the aircraft on to stand.		
Exemptions	<ul style="list-style-type: none"> • Emergency services vehicles or Airside Operations for the purpose of exercising their duty. 		

Title	Driving behind an aircraft with engines running or anti-collision lights operating		
Code	AD12	Points	6
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) behind a moving or stationary aircraft, that has its engines running or the anti-collision lights illuminated. This includes the aircraft pushback from stand when a banksman is positioned in the rear of stand roadway, and the phase following an aircraft arrival on to stand but prior to the engines being shut down and the anti-collision lights switched off.		
Exemptions	<ul style="list-style-type: none"> • Vehicles operating on the manoeuvring area that are a safe distance behind a stationary or taxiing aircraft, generally considered to be two lengths of the aircraft fuselage or greater. • When clearly instructed or motioned by airside operations that it is safe to do so. 		

Title	Failure to give way to an aircraft		
Code	AD13	Points	3-9
Description	Driving any mechanically propelled vehicle or walking in an airside area (road, apron, manoeuvring area or other place airside) in front of an aircraft and failing to give way.		
Exemptions	Nil.		

Title	Driving a vehicle with a dangerous or insecure load (including FOD)		
Code	AD14	Points	3-6
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) with a dangerous or insecure load, which results in or has the potential to become detached and cause injury or damage.		
Exemptions	Nil.		

Title	Entering an apron taxi-lane or cul-de-sac without permission		
Code	AD15	Points	3
Description	Driving any mechanically propelled vehicle, or walking in an airside area (road or apron) between a marshaller and the aircraft being marshalled by them, which may obstruct the pilot's view of the marshaller or cause a distraction to either the pilot or marshaller. The marshaller frequently has to stand in the head of stand road in order to remain visual with the flight desk. An example would be a vehicle driving in front of the marshaller on the head of stand road whilst the marshaller is guiding the aircraft on to stand.		
Exemptions	<ul style="list-style-type: none"> Emergency services vehicles or Airside Operations for the purpose of exercising their duty. 		

Title	Failure to give way to pedestrians using a marked walkway or pedestrian crossing		
Code	AD16	Points	6
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) across a marked pedestrian walkway (green and white parallel lines) or a pedestrian crossing point (black and white striped marking) and failing to give way to pedestrians using the walkway or crossing. This includes near misses. Pedestrians are any persons walking on a designated route, to include airport staff, ground crew, flight crew, and support staff such as cleaners, engineers, maintenance technicians.		
Exemptions	<ul style="list-style-type: none"> Emergency services vehicles or Airside Operations for the purpose of exercising their duty. 		

Title	Driving a vehicle carrying more passengers than seats		
Code	AD17	Points	6
Description	Driving any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) with more passengers than there are seats in the vehicle. For example, a pushback tug with one passenger seat carrying two passengers in the cab.		
Exemptions	Nil.		

Title	Disembarking from / stepping out of a moving vehicle		
Code	AD18	Points	6
Description	Drivers or passengers riding in any mechanically propelled vehicle in an airside area (road, apron, manoeuvring area or other place airside) and disembarking or stepping out of the vehicle whilst it is still in motion.		
Exemptions	Nil.		

Title	Obstructing an assembly point, evacuation route, walkway or other marked hazardous area		
Code	PK01	Points	3
Description	<p>Leaving any airfield equipment or mechanically propelled vehicle on any airside road, apron, manoeuvring area or other place airside on an assembly point, evacuation route, walkway or marked hazardous area. This includes:</p> <ul style="list-style-type: none"> • Parking so as to block emergency escape exits and routes from buildings. • Parking so as to obstruct hatched assembly points. • Parking so as to block the positioning of a marshaller at the head of stand. • Parking so as to block a marked pedestrian walkway or crossing point, causing the pedestrian to divert around the vehicle/equipment. • Parking so as to obstruct emergency vehicle egress from the fire station. 		
Exemptions	<ul style="list-style-type: none"> • Maintenance and improvement work of airside roads. • To avoid an incident. • Removal of an obstruction or other potential obstruction to traffic. • Prevented from proceeding by circumstances outside of the driver's control. • When instructed to do so by Police, Rescue and Fire Fighting or Airside Operations. • Emergency services vehicles or Airside Operations for the purpose of exercising their duty. 		

Title	Obstructing the exit path of a fuel bowser		
Code	PK02	Points	6
Description	Leaving any airfield equipment or mechanically propelled vehicle in a position that obstructs the ability for a fuel bowser to drive away from an aircraft or other static position, without reversing.		
Exemptions	<ul style="list-style-type: none"> • Prevented from proceeding by circumstances outside of the driver's control. 		

Title	Obstructing an aircraft taxiing on the manoeuvring area		
Code	PK03	Points	6
Description	Leaving any airfield equipment or mechanically propelled vehicle on any airside road, apron, manoeuvring area or other place airside in or directly adjacent to the path of an aircraft manoeuvring on to, or off of an aircraft parking stand.		
Exemptions	<ul style="list-style-type: none"> • Removal of an obstruction or other potential obstruction to traffic. • Prevented from proceeding by circumstances outside of the driver's control. • Emergency services vehicles or Airside Operations for the purpose of exercising their duty. • Erection, maintenance, removal or testing of apparatus on, on, under or over the aircraft parking stand, with the appropriate work permit and controls in place. 		

Title	Leaving a vehicle unattended with the engine running		
Code	PK04	Points	3
Description	Leaving any mechanically propelled vehicle on any airside road, apron, manoeuvring area or other place airside unattended with the engine running. Unattended is defined as being in excess of 20m from the vehicle, or not in line of sight of the vehicle.		
Exemptions	<ul style="list-style-type: none"> • The vehicle is inside a garage or similar parking facility with suitable exhaust extraction and the parking brake or restraint device is properly engaged. 		

Title	Parking vehicles or equipment in an incorrect EPA		
Code	PK05	Points	3
Description	Leaving any mechanically propelled vehicle or item of ground support equipment parked in an Equipment Parking Area (EPA) that is designated for another airside business partner.		
Exemptions	<ul style="list-style-type: none"> • Prevented from proceeding by circumstances outside of the driver's control. • Emergency services vehicles or Airside Operations for the purpose of exercising their duty. • When instructed to do so by Police, Rescue and Fire Fighting or Airside Operations. • Cones or chocks that are stored tidily in a marked cone/chock box. 		

Title	Leaving vehicles or equipment on a stand when not associated with a turnaround		
Code	PK06	Points	3
Description	<p>Leaving any mechanically propelled vehicle or item of ground support equipment parked or unattended on an aircraft parking stand, when not associated with an aircraft turnaround. Examples include:</p> <ul style="list-style-type: none"> • Ground support equipment which is not returned to a marked equipment parking area. • Aircraft chocks or cones left on the parking stand or passenger walkways. • Fixed electrical ground power units not returned to their stored position. <p>It is the responsibility of the team leader or lead agent to ensure that the aircraft parking stand is cleared prior to leaving it. Where the aircraft parking stand is found to be unclear, any points issued will be allocated to the last team leader or lead agent known to have used the stand, except for where it is clear and obvious that another airside user acted without their knowledge.</p>		
Exemptions	<ul style="list-style-type: none"> • Positioning equipment for an aircraft arrival on an adjacent stand, but with the ability to move it quickly in the event an aircraft is due to arrive, at the request of the handling agent or Airside Operations. • Prevented from proceeding by circumstances outside of the driver's control. • Emergency services vehicles or Airside Operations for the purpose of exercising their duty. • When instructed to do so by Police, Rescue and Fire Fighting or Airside Operations. • To avoid an incident. 		

Title	Parking in a location not marked for that purpose		
Code	PK07	Points	3
Description	<p>Leaving any mechanically propelled vehicle or item of ground support equipment parked on any airside road, apron, manoeuvring area or any other place airside in a location not marked for that purpose. Examples would include parking on double yellow lines, hatched coach pick-up or drop-off areas or in the undercroft (without permission).</p>		
Exemptions	<ul style="list-style-type: none"> • Carrying out short-term repair or maintenance work with Airside Operations' approval. • Prevented from proceeding by circumstances outside of the driver's control. • Emergency services vehicles or Airside Operations for the purpose of exercising their duty. • When instructed to do so by Police, Rescue and Fire Fighting or Airside Operations. • To avoid an incident. 		

Title	Failure to slow or stop when markings or signs indicate to do so		
Code	SS01	Points	3
Description	<p>Driving any mechanically propelled vehicle on any airside road, apron, manoeuvring area or any other place airside and failing to slow or stop when markings or signs indicate to do so.</p>		
Exemptions	<ul style="list-style-type: none"> • Emergency services vehicles or Airside Operations for the purpose of exercising their duty. • When instructed to do so by Police, Rescue and Fire Fighting or Airside Operations. • To avoid an incident. 		

Title	Failure to comply with an instruction or condition issued by ATC		
Code	SS02	Points	6
Description	<p>Driving any mechanically propelled vehicle or walking on any airside road, apron, manoeuvring area or any other place airside and fail to comply with an instruction or condition issued by an Air Traffic Control Officer.</p>		
Exemptions	Nil.		

Title	Failure to comply with a request from Airside Operations		
Code	SS03	Points	6
Description	<p>Driving any mechanically propelled vehicle or walking on any airside road, apron, manoeuvring area or any other place airside and fail to comply with a signal or instruction give, or reasonable request made by an Airside Operations official. Examples include:</p>		

	<ul style="list-style-type: none"> Failing to stop when requested to do so. Failing to identify themselves when requested to do so. Failing to provide a statement following involvement in or being witness to an incident. Failing to remove an unsafe vehicle from airside when requested to do so. Ignoring a road closed sign.
Exemptions	Nil.

Title	Unauthorised or incorrect aircraft pushback		
Code	AT01	Points	3-9
Description	Pushing back any aircraft from a stand or other apron parking position without authorisation from ATC or in contravention with an ATC instructions or the standard pushback procedures published by Airside Operations.		
Exemptions	Nil.		

Title	Failure to consider passenger safety		
Code	AT02	Points	3-9
Description	<p>Failure to adequately safeguard and protect passengers whilst they are walking airside between the coach or departure gate and the aircraft. Examples include:</p> <ul style="list-style-type: none"> Failure to deploy passenger guidance systems to protect passengers from moving parts or zones of heat on an aircraft. Failure to adequately supervise passengers on the ramp. Failure to control passengers whilst on the ramp. 		
Exemptions	Nil.		

Title	Failure to apply brakes to a Fixed Electrical Ground Power unit		
Code	AT03	Points	3
Description	Leaving a fixed electrical ground power unit without the brakes being applied. In order to be effective, all brakes on the unit must be applied. This includes when the unit is attached to an aircraft or in its parking position. It is the responsibility of the team leader or lead agent to ensure that all brakes are applied.		
Exemptions	Nil.		

Title	Failure to secure apron level doors after an aircraft turnaround		
Code	AT04	Points	3
Description	Leaving any apron level doors unsecured after an aircraft turnaround or when using the door to enter or exit the building at any other time. After a turnaround, it is the responsibility of the dispatcher or team leader to ensure that doors are secure prior to leaving the aircraft stand. Where apron level doors are found to be unsecure after an aircraft turnaround, any points issued will be allocated to the last dispatcher or team leader known to have used the stand.		
Exemptions	Nil.		

Title	Failure to use a serviceable headset during an aircraft pushback		
Code	AT05	Points	6
Description	Failure to use a serviceable headset during an aircraft pushback, in accordance with airport instructions and company standard operating procedures.		
Exemptions	<ul style="list-style-type: none"> Prevailing weather conditions which prevent the use of a headset. Aircraft which are not equipped with a ground intercom facility. Aircraft headset port unserviceability. Lack of serviceable headsets available from the individual's employer. 		

Title	Failure to meet an aircraft		
Code	AT06	Points	3
Description	Failure to meet an inbound aircraft which they have been assigned and/or have a responsibility to meet.		
Exemptions	Nil.		

Title	No banksman used for a pushback over a rear of stand road		
Code	AT07	Points	6
Description	Commencing an aircraft pushback which crosses a rear of stand road without a banksman in place on the road for traffic control and safety purposes. Where a pushback occurs with no banksman, any points issued will normally be allocated to the team leader or lead agent responsible for the turnaround.		
Exemptions	Nil.		

Title	Incorrect or ineffective banksman or marshalling signals		
Code	AT08	Points	3
Description	<p>The designated banksman or marshaller displays incorrect or ineffective signals during the course of marshalling an aircraft or providing banksman services to vehicles or an aircraft manoeuvre. Examples include:</p> <ul style="list-style-type: none"> • Marshalling an aircraft using signals non-compliant with CAA and ICAO standards. • Marshalling an aircraft with non-illuminated wands at night or in low visibility. • Displaying poor levels of concentration or awareness whilst acting as a banksman. • Poor banksman positioning or signals, affecting the ability to control vehicles. • Banksman on rear of stand road beckons vehicles to drive behind aircraft with engines running or anti-collision lights illuminated. 		
Exemptions	Nil.		

Title	Failure to undertake a pre-arrival stand check		
Code	AT09	Points	3
Description	Failure for the designated person according to company standard operating procedures to undertake a pre-arrival stand check for FOD, contamination, surface damage or other obstacle/hazard.		
Exemptions	Nil.		

Title	Marshalling an aircraft on to a contaminated stand (spillage, FOD, vehicles or equipment)		
Code	AT10	Points	6
Description	Marshalling an aircraft on to a stand that is contaminated, which results in or has the potential to cause damage or harm to the aircraft, its occupants or ground staff.		
Exemptions	Nil.		

Title	Failure to stop and report an incident to Airside Operations		
Code	AG01	Points	12
Description	<p>A person is involved in an incident but fails to report that incident to Airside Operations. Examples include:</p> <ul style="list-style-type: none"> • Damage to aerodrome infrastructure caused by a vehicle • Damage to aircraft, vehicles or equipment, caused by another aircraft or vehicle 		

Exemptions	<ul style="list-style-type: none"> The individual has reported it to their supervisor or line manager and they have failed to pass the report on to airside operations; in this case the supervisor/line manager will be required to explain why they failed to report.
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Title	Removing a vehicle or item of equipment from the scene of an incident prior to Airside Operations attendance, without good cause		
Code	AG02	Points	6
Description	A vehicle or item of equipment is removed from the scene of an incident prior to Airside Operations arriving at the scene and without their authorisation. This can lead to further hazards and impedes the investigation process.		
Exemptions	<ul style="list-style-type: none"> There is an urgent requirement to move the vehicle or equipment in the interests of safety or preservation of life. 		

Title	Smoking in an unauthorised area		
Code	AG03	Points	6
Description	It is an offence to smoke in any airside area, other than a designated smoking shelter which is marked for that purpose. This includes a naked light/flame or use of an e-cigarette or vaping device.		
Exemptions	Nil.		

Title	Failure to wear appropriate Personal Protective Equipment		
Code	AG04	Points	0-3
Description	Failure to wear personal protective equipment in accordance with operating instructions and/or company standard operating procedures or policies. This also includes the failure to wear or care for personal protective equipment properly, for example high visibility clothing worn unfastened or in a condition that renders it useless.		
Exemptions	<ul style="list-style-type: none"> Individuals will normally be educated, with no points issued, except where there is evidence that they have previously been spoken to about the failure to wear PPE. 		

Title	Failure to keep to a safe pedestrian route where one is provided		
Code	AG05	Points	0-3
Description	Failure to keep to a safe vehicular or pedestrian route where one is provided.		
Exemptions	<ul style="list-style-type: none"> Prevented from proceeding by circumstances outside of his/her control. To avoid an incident. Individuals will normally be educated, with no points issued, except where there is evidence that they have previously been spoken to about the correct walking route or there is unjustifiable disregard for safety. 		

Title	Walking across an aircraft parking stand		
Code	AG06	Points	3
Description	Walking across an aircraft parking stand when they have entered the marked stand area; crossing the single white line which borders the stand, including equipment parking areas.		
Exemptions	<ul style="list-style-type: none"> Servicing an aircraft. Removal of an obstruction or other potential obstruction to an aircraft. Maintenance and improvement of the aircraft parking stand. Prevented from proceeding by circumstances outside of his/her control. Emergency services vehicles or Airside Operations for the purpose of exercising their duty. When instructed to do so by Police, Rescue and Fire Fighting or Airside Operations. To avoid an incident. 		

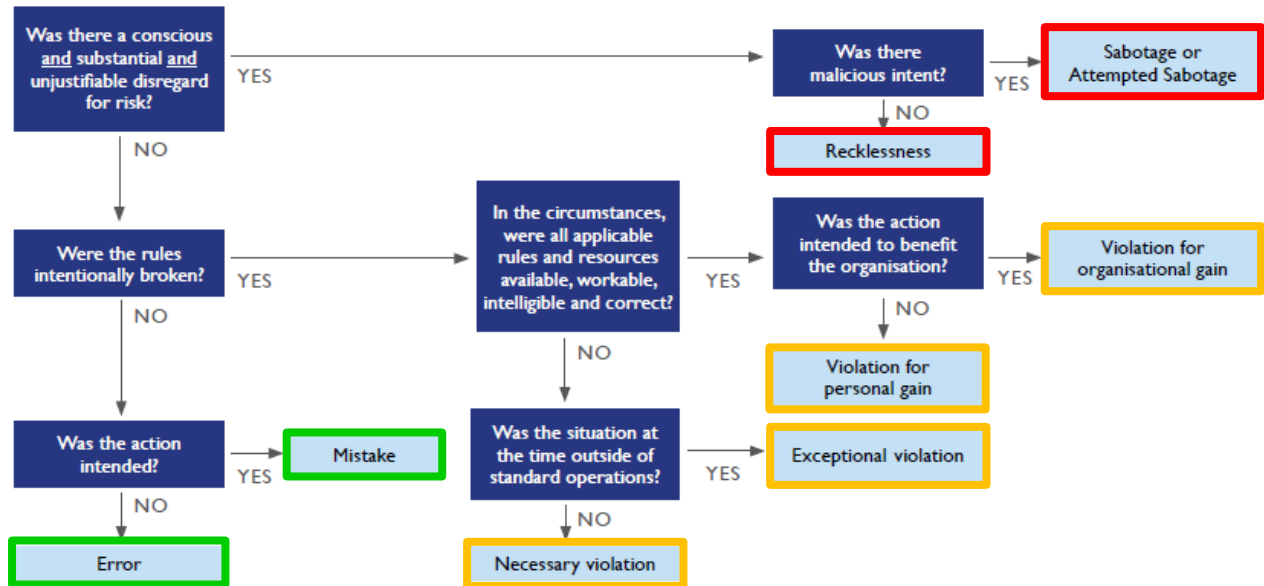
Title	Failure to manage foreign object debris and/or a spillage		
Code	AG07	Points	3-6

Description	It is an offence for a person working airside to fail to manage foreign object debris and/or a spillage which they have created or have the responsibility for disposing of. Examples include: <ul style="list-style-type: none"> • Disposing of aircraft rubbish bags in the airside environment. • Failing to clear up smashed glass from a broken vehicle window. • Creating a spillage and not arranging for it to be cleared.
Exemptions	Nil.

Title	Walking between an aircraft and a marshaller		
Code	AG08	Points	6
Description	Walking in an airside area (road or apron) between a marshaller and the aircraft being marshalled by them, which may obstruct the pilot's view of the marshaller or cause a distraction to either the pilot or marshaller. The marshaller frequently has to stand in the head of stand road in order to remain visual with the flight desk. An example would be a walking in front of the marshaller on the head of stand road whilst the marshaller is guiding the aircraft on to stand.		
Exemptions	<ul style="list-style-type: none"> • Emergency services vehicles or Airside Operations for the purpose of exercising their duty. 		

Title	Any other deviation from a published safety rule or procedure, display of general unsafe behaviour or poor conduct		
Code	ZZ01	Points	3-12
Description	<p>Any other safety deviation that may constitute a hazard or be a breach of aerodrome rules, procedures, policies or instructions. This also includes unsafe behaviour or poor conduct which could contribute to a safety occurrence, for example walking on a baggage conveyor with no safety rails or throwing cones/chocks across the ramp.</p> <p>This code is to be used as a last resort when no other code is available and the Airside Operations official is to specify the nature of the deviation or non-compliance.</p>		

APPENDIX C BEHAVIOUR IDENTIFICATION AND INTERVENTIONS



Event recorded, non-compliance explained and advice given



As above, and points allocated



As above, individual(s) line manager contacted and ID pass withdrawn

For more information refer to section 3.3.2.

APPENDIX D BEHAVIOURAL CLASSIFICATION DEFINITIONS

Error	An error is the failure of a planned action to achieve its desired goal, where this occurs without some unforeseeable or chance intervention. In other words, the plan of action was entirely appropriate but the resulting performance was not as intended. Errors are associated with familiar activities that require little conscious effort: they are simple, frequently-performed physical actions that go wrong, and are caused by recognition failures (misidentifying information or not detecting critical information) attentional slips and memory lapses. For example, inadvertently flipping on the windscreen wipers when you meant to use the indicators, writing down the wrong digits when recording a telephone number; making your colleague a cup of tea when they asked for coffee, or forgetting to complete a step of a task because of an interruption or distraction.
Mistake	Mistakes are deficiencies or failures in judgement i.e the individual is aware of the issue and has chosen an action that is incorrect. Mistakes can be rule-based or knowledge-based in origin. Rule-based mistakes include misapplying a good rule (assumptions) or applying a bad rule (habits). Misapplying good rules can happen in circumstances that share common features for which the rule was intended but where significant differences are overlooked. For example, using known good information based on knowledge of one aircraft type but on a new type of aircraft where it is no longer applicable. Knowledge-based mistakes are the result of new problems or novel situations in which the individual finds themselves. For example, planning an unfamiliar route with an out of date road atlas.
Violations	Violations are deliberate acts where people mean to break the rules or not comply with procedures, though they generally do not intend for the bad outcomes that sometimes result. Violations can be subdivided further into necessary violations, exceptional violations and violations for personal gain.
Necessary Violation	Where deliberately not following the rules was the only way to complete the task i.e. it was necessary to violate the rules in order to finish the job with the resources available. Individuals may assert that, given the circumstances in which they found themselves, the only way to get the task done was to break the rules. For example, using incorrect equipment during a maintenance task because the correct equipment was unserviceable at the time, or logistics drivers speeding to complete the day's over ambitious delivery schedule.
Exceptional Violation	These are created by exceptional, unusual or one-off events, where staff feel they have to improvise because of a lack of clear instructions specific to that particular circumstance.
Violating for organisational gain	This is a catch-all term used for violations that are not covered elsewhere, which an individual believes is worth taking for the benefit of the organisation. They happen for a number of reasons, e.g. the individuals are often not aware of the risks they are introducing. They think that is what management wants, corner-cutting, get the job done quickly or everybody else is doing it that way.
Violation for personal gain	Deliberately not following rules with the aim of benefiting the individual in some way. 'Thrill-seeking' as a means of alleviating boredom or as a demonstration of ability or skill. For example, not completing a task properly to get away from work on time; not using the correct equipment because it requires effort to obtain or taxiing at excessive speeds to meet a personal deadline. Practical jokes or initiation rites are prevalent forms of these violations.
Recklessness	A conscious and substantial and unjustifiable disregard of visible and significant risk. Whilst there is no intent to do harm to others, recklessness implies that an individual knowingly ignored the potential consequences of their actions. For example, coming into work under the influence of alcohol or knowingly operating a sector in an excessively fatigued state having voluntarily not taken the required rest period.