



## OPERATIONAL SAFETY INSTRUCTION

Version E

Issued 03/06/2025

### Airside Safety Reporting

**Document Owner** Airside Safety & Compliance Manager

**Ref** BRS-OSI-SMS-002

**Issued By** Airside Operations Co-Ordinator

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

The purpose of this instruction is to outline requirements at Bristol Airport for the reporting of safety concerns, hazards, near miss events and incidents in the airside environment.

Accurate safety reporting forms a vital part of a safety management system and a healthy safety culture. Only by receiving safety reports can we build an accurate understanding of our safety performance and the effectiveness of our risk management controls. Near miss and other proactive safety reports are particularly beneficial as they help prevent more serious incidents before they occur and the harm or damage is caused.

It is important that all of us in the airside environment understand our responsibility to report safety incidents in a prompt manner. Persons who fail to do so may be in contravention of the Bristol Airport byelaws as outlined in sections 63 and 64 of the Airports Act 1986.

## 2. REPORTING OF AIRSIDE INCIDENTS

Airside incidents must be reported as soon as possible, ideally this is by the person involved, or if this is not possible by a witness or colleague. Incidents should be reported as follows:

- **Emergency incidents:** Airport Control Centre on extension 3400 (01275 473400), who will arrange for attendance of airside operations and emergency services if required.
- **Non-emergency incidents:** Airside Operations on extension 3705 or 07712 792235.

For emergencies, the caller will be asked what service they require; Police, Fire or Ambulance and to state the location and nature of the incident with as much detail as possible.

In the case of personal injuries or illness, involving passengers or airport staff, it is vital that the condition of the patient is monitored and that any change in the condition of the patient whilst awaiting arrival of first aid or emergency services is communicated immediately.

If an incident involves an aircraft, airside operations will attend and liaise with Air Traffic Control. An aircraft ground incident may be declared resulting in attendance from the airport rescue and fire-fighting service. All occurrences involving damage to aircraft, no matter how minor, must always be reported without delay so that the situation can be assessed and details recorded. Serious incidents and aircraft accidents that meet the criteria will be reported to the UK Air Accidents Investigation Branch (AAIB) by Airside Operations.

### **3. REQUIREMENTS OF PERSONNEL & SCENE PRESERVATION**

Vehicles and equipment involved in airside incidents must not be moved from their positions until authorised to do so by airside operations, unless there is an immediate and obvious risk of further damage or injury.

Persons involved in an incident must remain at the scene until authorised to leave by airside operations, unless doing so would present an immediate risk to their safety or welfare. This is so that the necessary information can be gathered by Airside Operations. The line manager or supervisor of the person(s) involved should also attend to support from a duty of care perspective.

### **4. FAILURE TO REPORT AIRSIDE INCIDENTS**

Failure to report an incident could result in persons(s) having their Airside ID pass suspended or permanently withdrawn, as per the Airside Safety Standards Scheme OSI (BRS-OSI-SMS-004). If an incident goes unreported it could lead to further damage or injury. It could also mean that the investigation process is delayed, hindering the implementation of safety improvement actions.

### **5. REPORTING OF AIRSIDE SAFETY CONCERNS, HAZARDS & NEAR MISS EVENTS**

Bristol Airport encourages the reporting of airside safety concerns, hazards and near miss events. The following channels are available:

Bristol Airport encourages the reporting of airside safety concerns, hazards and near miss events. The following channels are available:

- Using the Voluntary Airside Safety Report at [Airside | Bristol Airport](#)
- By scanning the QR codes situated on 'Airside Hazard or Near Miss' poster boards airside. The posters are located at the head of most aircraft stands and in the undercroft. Posters are also displayed in crew rooms and offices of all airside partners. This will enable the reporter to complete a report using a device with QR code capability, which will be sent directly to Airside Operations.

- By telephone to Airside Operations on the number above
- In person at the Airside Operations office (adjacent to stand 7)
- By email to [safety@bristolairport.com](mailto:safety@bristolairport.com)

The confidentiality of those submitting a report or involved with any safety concerns shall be maintained, in accordance with 'just culture' principles. However, personal details will be made available within Airside Operations where necessary, to enable the investigation of events.

## 6. INVESTIGATION & FOLLOW UP

The Airside Operations department are responsible for carrying out the investigation and follow up of safety concerns, hazards, near miss events and incidents that occur in the airside environment, and for monitoring the quality and effectiveness of investigations and follow up carried out by business partners or other organisations.

Business partners and organisations operating airside at Bristol Airport are required to:

- Have an appropriate safety investigation process that is in line with the severity of the occurrence. Such investigations should be safety focussed, in line with just culture and carried out for the primary purpose of preventing a reoccurrence and separate to any other process such as disciplinary.
- Encourage self-reporting by adopting a just and fair safety culture.
- Have a process to identify trends and to escalate incidents of significance within their organisation and to airside operations.
- Nominate a safety manager or responsible person who will be the main point of contact for airside operations with regards to airside safety investigations. This person shall have completed a suitable investigator training course or qualification, which can be evidenced through a certificate or other documentation.

Note: Compliance with these requirements is subject to audit by Bristol Airport with further information available in BRS-OSI-SMS-010 (Ground Handling Partner Audits).

Airside Operations will send an Airside Safety Occurrence Investigation Form to the safety manager or responsible person from the company involved. The form should be returned to airside operations by the target date written on the form, or an extension requested. Information from reports received is only used for safety improvement purposes and in accordance with 'just culture' principles.

## 7. SUBMISSION OF MANDATORY OCCURRENCE REPORTS (MORs)

It is a legal requirement to report safety occurrences to the CAA through the MOR scheme under the Air Navigation Order. The submission of mandatory occurrence reports (MOR) to the UK Civil Aviation Authority (CAA) for qualifying occurrences will be completed by Airside Operations department not more than 72 hours after the occurrence.

It became a legal requirement for ground service providers to report under the scheme in 2007. Therefore, all business partners and organisations operating airside should ensure they also fulfil their responsibility to report mandatory occurrence reports within the 72-hour timescale.

Mandatory occurrences are to be reported using the European Co-ordination Centre for Accident and Incident Reporting System (commonly known as ECCAIRS) portal at [www.aviationreporting.eu](http://www.aviationreporting.eu). Guidance on the use of the portal can be found in CAP 1496 and further information about the MOR scheme more generally in a supplement to CAP 382 entitled 'Ground Safety Reporting. A list of mandatory occurrences from regulation UK (EU) 2015/1018 is shown in Appendix 1.

## 8. TIMESCALES FOR REPORTING

**Emergency incidents:** Must be reported immediately to the Airport Control Centre.

**Non-emergency incidents:** Must be reported as soon as possible after the incident, which will normally be within ten minutes, or as soon as the person(s) involved have safely finished the task they are involved in or the scene has been made safe.

**Near miss events and hazards:** Must be reported as soon as possible after the event, but in any case, before the end of the shift of those involved.

If an airside colleague reports the incident, near miss or hazard to a manager or supervisor within their company, the responsibility rests on the manager/supervisor to pass on the report details to airside operations within the timescales stated above.

## 9. RECHARGING OF COSTS

Bristol Airport reserves the right to recharge partial or entire costs of an incident. This could include manpower, materials, vehicles, repairs work and subsequent delays. Recharges will be submitted via a recharge form and will be forwarded to the relevant manager for payment.

## 10. REGULATORY INFORMATION

Bristol Airport is certified by the CAA and as such has a requirement under UK Reg (EU) 376/2014 to report specific categories of occurrence which represent a significant risk to aviation safety. Bristol Airport Ltd designates the Airside Operations department to independently handle the collection, evaluation, processing, analysis, and storage of details relating to such occurrences. Airside Operations manages an occurrence reporting system that complies with the requirements of CAA AMC1 ADR.OR.D.030 and UK Reg (EU 376/2014).

## 11. GENERAL ENQUIRIES

Any enquiries regarding this instruction should be addressed to the **Airside Safety & Compliance Manager** via email to [opsteam@bristolairport.com](mailto:opsteam@bristolairport.com).

**Appendix 1 LIST OF CLASSIFYING OCCURRENCES FROM EU 2015/1018**

*Taken from UK Reg (EU) Implementing Regulation 2015/1018, Annex IV – Occurrences Related to Aerodromes and Ground Services*

**1. Safety Management of an Aerodrome****1.1. Aircraft and Obstacle-Related Occurrences**

- (1) A collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain or obstacle (including vehicles).
- (2) Wildlife strike including bird strike.
- (3) Taxiway or runway excursion.
- (4) Actual or potential taxiway or runway incursion.
- (5) Final Approach and Take-off Area (FATO) incursion or excursion.
- (6) Aircraft or vehicle failure to follow clearance, instruction or restriction while operating on the movement area of an aerodrome (for example: wrong runway, taxiway or restricted part of an aerodrome).
- (7) Foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants or any other person.
- (8) Presence of obstacles on the aerodrome or in the vicinity of the aerodrome which are not published in the AIP (Aeronautical Information Publication) or by NOTAM (Notice to Airmen) and/or that are not marked or lighted properly.
- (9) Push-back, power-back or taxi interference by vehicle, equipment or person.
- (10) Passengers or unauthorised person left unsupervised on apron.
- (11) Jet blast, rotor down wash or propeller blast effect.
- (12) Declaration of an emergency ('Mayday' or 'PAN' call).

**1.2. Degradation or Total Loss of Services of Functions**

- (1) Loss or failure of communication between:
  - a. aerodrome, vehicle or other ground personnel and air traffic services unit or apron management service unit;
  - b. apron management service unit and aircraft, vehicle or air traffic services unit.
- (2) Significant failure, malfunction or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants.
- (3) Significant deficiencies in aerodrome lighting, marking or signs.
- (4) Failure of the aerodrome emergency alerting system.
- (5) Rescue and firefighting services not available according to applicable requirements.

**1.3. Other Occurrences**

- (1) Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person.

- (2) Aerodrome security related occurrences (for example: unlawful entry, sabotage, bomb threat).
- (3) Absence of reporting of a significant change in aerodrome operating conditions which has or could have endangered the aircraft, its occupants or any other person.
- (4) Missing, incorrect or inadequate de-icing/anti-icing treatment.
- (5) Significant spillage during fuelling operations.
- (6) Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil and potable water).
- (7) Failure to handle poor runway surface conditions.
- (8) Any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.

## **2. Ground Handling of an Aircraft**

### **2.1. Aircraft and Aerodrome-Related Occurrences**

- (1) A collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain or obstacle (including vehicles).
- (2) Runway or taxiway incursion.
- (3) Runway or taxiway excursion.
- (4) Significant contamination of aircraft structure, systems and equipment arising from the carriage of baggage, mail or cargo.
- (5) Push-back, power-back or taxi interference by vehicle, equipment or person.
- (6) Foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants or any other person.
- (7) Passengers or unauthorised person left unsupervised on apron.
- (8) Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person.
- (9) Aerodrome security-related occurrences (for example: unlawful entry, sabotage, bomb threat).

### **2.2. Degradation or Total Loss of Services or Functions**

- (1) Loss or failure of communication with aircraft, vehicle, air traffic services unit or apron management service unit.
- (2) Significant failure, malfunction or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants.
- (3) Significant deficiencies in aerodrome lighting, marking or signs.

### **2.3. Ground Handling Specific Occurrences**

- (1) Incorrect handling or loading of passengers, baggage, mail or cargo, likely to have a significant effect on aircraft mass and/or balance (including significant errors in load-sheet calculations).
- (2) Boarding equipment removed leading to endangerment of aircraft occupants.

- (3) Incorrect stowage or securing of baggage, mail or cargo likely in any way to endanger the aircraft, its equipment or occupants or to impede emergency evacuation.
- (4) Transport, attempted transport or handling of dangerous goods which resulted or could have resulted in the safety of the operation being endangered or led to an unsafe condition (for example: dangerous goods incident or accident as defined in the ICAO Technical Instructions (ICAO Doc 9824)).
- (5) Non-compliance on baggage or passenger reconciliation.
- (6) Non-compliance with required aircraft ground handling and servicing procedures, especially in de-icing, refuelling or loading procedures, including incorrect positioning or removal of equipment.
- (7) Significant spillage during fuelling operations.
- (8) Loading of incorrect fuel quantities likely to have a significant effect on aircraft endurance, performance, balance or structural strength.
- (9) Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil and potable water).
- (10) Failure, malfunction or defect of ground equipment used for ground handling, resulting into damage or potential damage to the aircraft (for example: tow bar or GPU (Ground Power Unit)).
- (11) Missing, incorrect or inadequate de-icing/anti-icing treatment.
- (12) Damage to aircraft by ground handling equipment or vehicles including previously unreported damage.
- (13) Any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.