



**OPERATIONAL SAFETY INSTRUCTION**

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**Airside Incident and Near Miss Reporting**

<b>Document Owner</b>	Airside Operations Manager	<b>Ref</b>	BRS-OSI-SMS-002
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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**

The purpose of this instruction is to outline Bristol Airport’s requirements for the reporting of airside accidents, incidents and near miss events. This is to ensure that as far as possible, risks to personnel, passengers, vehicles and infrastructure are reduced, to make the airside areas a safer environment for all.

All incidents and accidents must be reported to Bristol Airport. Persons who fail to do so may be in contravention of the Bristol Airport byelaws.

The airside operations department are responsible for carrying out the investigation of airside incidents and accidents, or for monitoring the quality and efficiency of investigations carried out by others.

**2. REPORTING OF AIRSIDE INCIDENTS**

Airside incidents must be reported as soon as possible by the person involved, or by a witness reporting on their behalf.

Incidents should be reported as follows:

- **Non-emergency incidents:** to airside operations on x3705 or 07712 792235, or in person at the airside operations office.
- **Emergency incidents:** to the airport control centre on x3400, who will then arrange for attendance of the emergency services and airside operations

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.

If an incident involves an aircraft, airside operations will attend and determine whether to declare an aircraft ground incident that requires attendance from the airport rescue and fire-fighting service. All incidents involving damage to aircraft, no matter how minor, must always be reported without delay so that the situation can be assessed.

Persons involved in an incident must provide a statement to airside operations, as soon as possible after the incident, preferably in a controlled office environment.

### 3. SCENE PRESERVATION

It is important that vehicles or equipment that are involved in airside incidents are not 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. This is to preserve evidence and prevent further risk being caused to airside users.

### 4. FAILURE TO REPORT

Failure to report an incident could result in individual(s) having their airside ID pass suspended or permanently withdrawn, as per the Airside Safety Standards Scheme (see BRS-OSI-SMS-004). 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.

### 5. INCIDENT INVESTIGATION

BRS designates the Airside Operations Team to independently handle the collection, evaluation, processing, analysis, and storage of detail of occurrences.

Companies or airside business partners operating at Bristol Airport are required to:

- Have in place an appropriate investigation process that considers the severity of the incident. These investigations should be carried out for the primary purpose of preventing a reoccurrence.
- 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.

Bristol 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 purposes, in connection with incident investigation in accordance with 'just culture' principles.

The reporting of 'mandatory occurrences' to the European Aviation Safety Agency (EASA) will normally be completed by airside operations for qualifying occurrences. All companies should ensure that they also fulfil their responsibility to report mandatory occurrences at [www.aviationreporting.eu](http://www.aviationreporting.eu). Further information from the CAA can be found at <https://www.caa.co.uk/Our-work/Make-a-report-or-complaint/MOR/Occurrence-reporting/>.

## 6. REPORTING OF NEAR MISS EVENTS AND HAZARDS

Bristol Airport encourages the reporting of near miss events, hazards or airside safety concerns, which can be made via the following channels:

- 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 one of the numbers below
- In person at the Airside Operations office (adjacent to stand 7 on the east apron)
- By email to [investigations@bristolairport.com](mailto:investigations@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 the Airside Operations team where necessary, to enable the investigation of events.

## 7. 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.

Bristol Airport will not routinely inform the applicable company or authority of preliminary or final investigation results. Investigation results will be provided to the related company on request.

#### **8. 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.

#### **9. GENERAL ENQUIRIES**

Any enquiries regarding incidents in airside areas should be addressed to the **Airside Operations Duty Officer** on **07712 792235** or [investigations@bristolairport.com](mailto:investigations@bristolairport.com) .

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