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## OPERATIONAL SAFETY INSTRUCTION

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### Ground Handling Partner Audits

Document Owner Airside Safety & Compliance Manager Ref BRS-OSI-SMS-010

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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 is required by the Civil Aviation Authority (CAA) to ensure that all organisations operating airside are complying with Regulation (EU) 139/2014, the relevant parts of the Aerodrome Manual and airport procedures, notices, or instructions. Organisations should also be compliant with the relevant sections of the IATA Ground Operations Manual (IGOM). To assess compliance, a combined Ground Handling Audit checklist has been created.

The primary set of airport requirements for airside business partners are contained in the Operational Safety Instructions (OSI) found on [www.bristolairport.com/airside](http://www.bristolairport.com/airside).

## 2. SAFETY AUDIT PROCESS

Audits will be conducted by a trained member of the Airside Operations team. Audits will cover the following core subject areas:

- Organisation and management
- Procedures and training
- Ground handling
- Aircraft servicing
- Aircraft ground movement
- Other

## 3. NOTIFICATION

Each airside business partner will be audited at least once every 36 months. The frequency may increase depending on the outcome of previous audits or concerns over an organisation's safety performance. The business partner will be notified in advance of the audit date with a minimum of two weeks' notice given.

#### 4. FINDINGS AND OBSERVATIONS

Each audit question will be allocated into one of the following categories:

- **N/A** – the question is not applicable to the organisation being audited.
- **Observation** – there is an opportunity for improvement, to improve physical characteristics, procedures or ways of working to optimise safety performance. To be reviewed at future audits.
- **Level 2 Finding** – a non-compliance or deficiency is identified, but there is perceived to be no immediate risk to safety. An action plan to achieve compliance should be drafted within an agreed timescale.
- **Level 1 Finding** – a non-compliance presenting a potential or actual risk which may result in loss, injury or fatality. Requires immediate remedial action or cease the activity or operation.

#### 5. AUDIT REPORT

On completion of the audit, a report will be generated which details the evidence of compliance for each question including examples of good practice, and any findings or observations with agreed timescales. The report will be sent to the responsible manager for the organisation being audited. The auditor will follow-up on findings and responses should always be submitted in writing to the auditor.

#### 6. FUELLING FACILITY AUDITS

Bristol Airport has a fuel farm sited located on the north apron, managed and operated by North Air. Into-plane fuelling on the north-side is undertaken by North Air, and on the south-side by Centreline or Bristol and Wessex.

All companies that operate a fuel installation or that perform into-plane fuelling are audited annually against the requirements of Joint Inspection Group (JIG) standards and airport health and safety requirements, by the Airport's Rescue and Fire-Fighting department. Audit reports shall be produced, and findings or observations will be subject to corrective action and follow-up by the organisation being audited.

#### 7. GENERAL ENQUIRIES

Any enquiries regarding this instruction should be addressed to **Airside Operations** on **01275 473704**.