



## Safety Management System

3<sup>rd</sup> April 2024

ASSMS\_OSI\_067

Version 3.0

# Operational Safety Instruction

## Airside Incident Reporting and Investigation

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

- 1.1 The purpose of this Operational Safety Instruction (OSI) is to set out requirements for operating companies airside to report and investigate all airside incidents to Heathrow Airport Limited (HAL) in a timely manner.
- 1.2 A timely and thorough post-incident investigation conducted is critical to identify the contributing and causal factors of a safety occurrence, and to provide follow-up actions that could be taken to reduce or mitigate the risks to personnel, passengers, vehicles, equipment, facilities and aircraft as far as reasonably practicable.
- 1.3 Certain occurrences must be reported to the Civil Aviation Authority under the scope of Mandatory Occurrence Reporting (MOR) or to the Health and Safety Executive under the Reporting of Injuries, Deaths and Dangerous Occurrences Regulations (RIDDOR) 2013. For details regarding MOR, reference should be made to ASSMS\_OSI\_065 Mandatory Occurrence Reporting (UK Reg (EU) No 376/2014).
- 1.4 For reporting procedures regarding airside incidents that may have an environmental impact, please refer to AEnv\_OSI\_059 Spillage and Incident Reporting Procedures.
- 1.5 All reportable airside incidents must be shared with HAL as soon as practicable. Any person who fails to report such an occurrence will be considered to contradict the Heathrow Airport Bye-Laws 2014 and ASDRVE\_OSI\_087 Management of Airside Safety Offences and may be subject to further actions taken by HAL.
- 1.6 Red bars have been added at the side of this document to draw the reader's attention to where changes have been made.
- 1.7 This OSI should be read in conjunction with the reference documents as stipulated therein.



1.8 ASSMS\_OSI\_067 v2.0 is hereby cancelled.

## 2. Definitions

Abbreviation	Description
AFRS	Airport Fire and Rescue Service
CAA	Civil Aviation Authority
IATA	International Air Transport Association
MOR	Mandatory Occurrence Report
RIDDOR	Reporting of Injuries, Deaths and Dangerous Occurrences Regulations
SMS	Safety Management System
ULD	Unit Load Device

2.1 For this OSI, the use of the terms:

**2.1.1** “Close Call” refers to any unexpected or unintended event or circumstance that did not result in injury, illness, loss or damage to property but had the potential to do so.

**2.1.2** “Incident” refers to any unplanned event that results in injuries, illnesses, damage to health, or fatalities.

**2.1.3** Reportable status refers to the following non-exclusive categories:

**2.1.3.1** Incidents of an appropriate type will require reporting through the Civil Aviation Authority’s ‘Mandatory Occurrence Reporting’. Details of which can be found at <https://www.caa.co.uk/Our-work/Make-a-report-or-complaint/MOR/Occurrence-reporting/> and ASSMS\_OSI\_065 Mandatory Occurrence Reporting.

**2.1.3.2** Incidents of an appropriate type will require reporting through the Health and Safety Executive’s ‘Reporting of Injuries, Deaths and Dangerous Occurrences Regulations’ (RIDDOR) details are available at <http://www.hse.gov.uk/riddor/report.htm>.

**2.1.3.3** All reportable airside incidents are detailed in 3.3 of this OSI.



### 3. Airside Incident Reporting

- 3.1** All companies are required to record all Close Calls and Incidents that are included in the reportable status as defined in Section 2.1.3 above on their company reporting system. This process must be covered by all staff or contractors/subcontractors in their induction course as per ASGrOps\_OSI\_041 Minimum Induction Training for Staff Operating Airside.
- 3.2** All emergency airside Incidents that require immediate attention, such as the attendance of the Airport Police, AFRS or ambulance, reports must be made to HAL through one of the following methods without delay: -
- 3.2.1** Emergency Telephones – Lift the handset, dial 222 and wait for the operator to respond.
  - 3.2.2** HAL Internal Phone – Dial 222.
  - 3.2.3** External Telephone/Mobiles – Dial 020 8759 1212.
- 3.3** In the event of an emergency reports must be made by the persons or parties involved as soon as practicably possible. Otherwise, witness is responsible for reporting on their behalf. The following is a list of typical emergency events airside but not exhaustive:
- 3.3.1** Personnel injury from work tasks (for example fall from height) being undertaken in the ramp or baggage operations areas.
  - 3.3.2** Road traffic collision, also known as RTC.
  - 3.3.3** Dropped load e.g. ULD/cargo dropped from a trailer/pallet.
  - 3.3.4** Aircraft ground incident. For example collision between aircraft and ground equipment etc.
  - 3.3.5** Failure to give way to aircraft.
  - 3.3.6** Taxiway/runway incursion.
  - 3.3.7** Environmental incident e.g. Fuel or chemical spillage incident.



- 3.4** While reporting an emergency airside, the caller must state what service is required, such as Police, AFRS or ambulance, and include the following information as a minimum:
- 3.4.1** Location;
  - 3.4.2** Nature of the occurrence with as much detail as possible;
  - 3.4.3** Personnel or equipment involved;
  - 3.4.4** Contact telephone number.
- 3.5** If an airside Incident happens where an aircraft is involved, the Airfield Operations team will attend the vicinity while members of AFRS and Airport Police may also attend the vicinity. All occurrences involving damage to aircraft, regardless of its severity, must be reported immediately to HAL as per 3.2 of this OSI so that the situation can be timely assessed. Even if the emergency has been stood down, a member of the Airfield Operations team will attend the vicinity to obtain details of the occurrence.
- 3.6** All personnel, vehicles or equipment involved must remain at the site of the Incident until authorisation to release is given by a member of the Airport Police, AFRS or Airfield Operations team.
- 3.7** Close Calls must be reported in one of the following ways:
- 3.7.1** The “Close Call Reporting” function on the Airport Community Application.
  - 3.7.2** Individual company’s incident escalation processes.
  - 3.7.3** Contact the HAL Airside Standards & Assurance team directly by emailing [airside\\_safety@heathrow.com](mailto:airside_safety@heathrow.com).
  - 3.7.4** Any Close Call that needs immediate attention should be reported to the Airfield Operations team on 0208 745 6024 option 6 without delay.

#### 4. Incident Investigation

- 4.1** Companies are required to implement an appropriate investigation process that takes into account the actual and potential severity of the incident. These investigations shall focus on preventing a reoccurrence with proposed remedial measures.
- 4.2** To satisfy HAL’s SMS requirement, any investigation outcome and summary resulting from any reportable type of incident must also be shared with HAL, which shall include investigation findings, immediate and contributing factors, root cause and remedial actions.
- 4.3** Companies are expected to implement all actions identified during the investigation process. HAL may ask for updated progress of actions being implemented until the



investigation is fully closed. Evidence may be requested to validate action closure.

- 4.4** HAL may also launch an investigation in respect of any incidents that occurred airside. It may be conducted by the HAL Safety Investigation team or the investigation will be conducted jointly with the party involved. Relevant investigation documents/information may be requested by HAL as a part of the investigation process. For details, please refer to ASDRVE\_OSI\_087 Management of Airside Safety Offences.
- 4.5** HAL will share the investigation findings and/or recommendations with the party involved. Where such findings/recommendations would benefit to the entire airport community, it will be shared by HAL for lesson learning purpose.
- 4.6** Self-reporting should be encouraged and investigation outcomes in keeping with a Just Culture environment.
- 4.7** Companies must have a process to identify trends and to escalate incidents of significance within their organisation.

## 5. Enquires

Any questions regarding this instruction should be addressed to the HAL Airside Standards and Assurance Manager at [airside\\_safety@heathrow.com](mailto:airside_safety@heathrow.com).

## 6. References

Heathrow Airport Bye-Laws 2014.

CAP 642 Airside Safety Management.

Health and Safety Executive 'Reporting of Injuries, Deaths and Dangerous Occurrences Regulations (RIDDOR) scheme.

ASGrOps\_041 Minimum Induction Training for Staff Operating Airside.

ASSMS\_OSI\_065 Mandatory Occurrence Reporting.

ASDRVE\_OSI\_087 Management of Airside Safety Offences.

UK Reg (EU) No 376/2014 (the UK Mandatory Occurrence Reporting Regulations)

<https://www.caa.co.uk/Our-work/Make-a-report-or-complaint/MOR/Occurrence-reporting/>.

Appropriate IATA's Airport Handling Manual as required.



## Document Data

<b>Document Name</b> Airside Incident Reporting and Investigation	<b>Document Reference Number</b> ASSMS_OSI_067	<b>Issue Date</b> 12 <sup>th</sup> June 2012
<b>Revision Date</b> 3 <sup>rd</sup> April 2024	<b>Version No.</b> 3.0	<b>Effective Date</b> 3 <sup>rd</sup> April 2024
<b>Author Name</b> Vincent Chan	<b>Approval Name</b> Lisa Allen	<b>Technical Approval Name</b> N/A
<b>Aerodrome Manual Reference</b> E.7.4	<b>Airside Standard Reference</b> N/A	<b>Airside Plan Reference</b> N/A

## Document History

Revision	Description of Change	Date
v1.0	Initial release.	12 <sup>th</sup> June 2012
v2.0	Reviewed and updated by Joe Audcent.	1 <sup>st</sup> June 2018
v3.0	Updates on title, introduction, definition, airside incident reporting and investigation procedures.	3 <sup>rd</sup> April 2024

