

# Operational Safety Instruction

## Management of Airside Infractions Summary Of Changes

### 1. Notification of Changes

- 1.1 This instruction is reissued to reflect the amalgamation of the 'AON' and 'AIN' into the 'Airside Occurrence Ticket', and detail how these will be recorded and handled.
- 1.2 All AOT will be recorded via an electronic system.
- 1.3 AOT's will be sent automatically on issue to the Airside Operations Standards team who will triage all occurrences within 72 hours and appoint an investigating officer as appropriate.
- 1.4 The occurrence will be investigated in line with Heathrow's process. Investigations may require interviews, personal statements, evidence or records to be provided by the appropriate individual or organisation.
- 1.5 As part of the Heathrow Just Culture model the Airside Team may invite colleagues to an interview. The purpose of this interview is to enable colleagues to provide the Airside Team with their version of events to help better understand what occurred to prevent reoccurrence. Where colleagues decline the opportunity to attend this session the Airside Team will review the initial report that was submitted and may take punitive action as a result.
- 1.6 In cases where additional information is required, a 'Third-Party Investigation Form' will be sent to companies. This form must be completed and returned within 7 days to the investigating officer.
- 1.7 Occurrences are investigated based on the facts of the event however individual or company history may also be considered when incidents have occurred more than once.
- 1.8 At the conclusion of investigations, the Baines Simmons Fair Tool will be utilised in line with Heathrow's Just Culture model to determine the most appropriate outcome.
- 1.9 A summary or detailed investigation report may be produced as a record of the occurrence; to aid in lesson learning and the circulation and management of

recommended safety improvements. These reports may be sent to interested parties subject to GDPR regulations.

**1.10**

**1.11** Any driver who accrues 12 or more penalty points in a rolling 36-month period will be subject to a suspension of their ADP for a minimum period of 3 months. Drivers' who accrue 20 or more penalty points in a rolling 36-month period will be disqualified from driving for a period of 3 years.

**1.12** Prior to a driver returning from a disqualification the driver's company must provide the Airside Operations team with evidence of the following:

**1.12.1** Documented action plan between the driver and company to mitigate further occurrences

**1.12.2** A copy of the driver training certificate/exam certificate which must be completed no earlier than 1 week prior to the suspension expiry date.

**1.13** Heathrow also runs a parallel scheme for colleagues involved in non-driving events under the AOT scheme. These offences will usually take the route of a written advisory.

**1.13.1** The Airside Operations team reserves the rights to increase this up to a monetary fine which will be issued to the company for a serious event or continual breaches of Airside Safety rules.

**2. Penalty Points Updated Points (full list contained with OSI**

Offence code	Meaning	New no. of points	Old Points Scale
P10	Partial obstruction or blocking of: a) Emergency escape exits from buildings and Hex escape shafts b) Emergency escape routes from building to assembly points	Up to 11 points	11

c) Assembly Points			
S01	Failure to comply with the signals of HAL Airside Operations Official, BHSO or Police Officer	Up to 6	6
S02	Failure to comply with road signs or markings (excluding parking)	Up to 6	6
D06	Failure to wear a seat belt	6	3
D07	Driving whilst using a hand-held device	6	3
D08A	Driving between 3 – 7mph over the published speed limit on the airside roads	3	N/A new scale for speeding events
D08B	Driving between 8– 14mph over the published speed limit on the airside roads	6	N/A new scale for speeding events
D08C	Driving between 15mph over the published speed limit on the airside roads	12	N/A new scale for speeding events
D08D	Driving 5mph+ over the published speed limit on the maneuvering area	6	N/A new scale for speeding events
D09	Driving with a disabled or defective safety or warning device	9	3
D10	Driving without due care and attention	3 - 9	3 - 6
D21	Failure to give way to an aircraft	Up to 12	12
D23	Failure to comply with an ATC Instruction	Up to 12	12
D24	Driving under the influence of alcohol or drugs	20	New Category

### 3. Airside Safety Events

AIN Code	Meaning
A01	Failure to wear correct PPE/Safety equipment where required
A02	Creating or ignoring a FOD Hazard
A03	Causing an obstruction to the green walkway
A04	Failure to use a published safe walking route
A05	Failure to wear a seatbelt as a passenger
A06	Failure to follow safe passenger handling procedures
A07	Failure to man the emergency stop button
A08	Allowing unescorted person(s) on the apron
A09	Walking between baggage dollies
A10	Approaching an aircraft when it's not safe to do so
A11	Unauthorised marshalling of an aircraft
A12	Failure to comply with the instruction from a HAL official
A13	Smoking Airside
A14	Incorrect use of Stand Equipment/infrastructure
A15	Contravention of rules that are not specifically identified in the infringement offence code but are covered in any other OSI currently in force at the time of the infringement