Operational Safety Instruction
Spillage and Incident Reporting Procedures

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 OSI is to ensure that Heathrow is made aware of any environmental incidents occurring Airside at Heathrow through timely and accurate reporting.

1.2 The reporting of environmental incidents enables a prompt response to the control of any discharge which may cause detrimental environmental impacts. The precise recording of environmental incidents provides an audit trail in the event of further investigation by the relevant authorities.

1.3 Airport companies should be aware that the management of spills is subject to obligations under a range of environmental legislation. Further information can be found at http://www.environment-agency.gov.uk/business

1.4 This OSI should be read in conjunction with ASGrOps_OSI_019 Fuelling of Aircraft and ASEnv_OSI_056 Pollution Prevention which can be found on the Heathrow Airside website at http://www.heathrowairport.com/airside

1.5 ASEnv_OSI_059 v1.0 is hereby cancelled.

2. Definitions

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tr>
<td>AFRS</td>
<td>Airport Fire &amp; Rescue Service</td>
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<td>APOC</td>
<td>Airport Operations Control Centre</td>
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<td>Incident</td>
<td>An event, condition or behaviour which has, or could have a negative effect on the environment e.g. spills of liquids or chemicals, release or gaseous pollutants (CFC, F-gases), fly tipping.</td>
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3. Safety Procedure

3.1 Spills Response and Alerting Procedures

3.1.1 Third parties shall notify Heathrow immediately of spillages by calling APOC on 020 8745 7216, or ext. 657216.

3.1.2 If the spillage is either fuel or hazardous the AFRS should be contacted in the first instance on 222 or 020 8759 1212.

3.1.3 In order to enable Heathrow to take the most appropriate action during and after an incident, Heathrow requires notification as soon as possible, along with the below minimum information;

3.1.3.1 Location
3.1.3.2 Nature of spill
3.1.3.3 Volume
3.1.3.4 Companies involved

3.1.4 In the event of a spillage assess the danger to human health (including your own) and the environment (such as drains or non-hardstand areas, i.e. grassed areas).

3.1.5 If it is safe to do so take action to identify the source and take actions to ensure any on-going release of pollutants is stopped or slowed until further action can be taken. Implement the appropriate incident response to contain and clean up the incident (e.g. use of spill kits, collection of waste).

3.1.6 Third parties where practicable shall be responsible for the clean-up of any spillage.

3.2 Responsibilities of Airport Companies and their Staff

3.2.1 Third parties must have procedures in place to deal with ALL environmental incidents which may occur on their premises or through their operation at Heathrow. These procedures should include guidelines for the isolation and control of unknown liquids, acids and caustics. Under no circumstances should chemicals and chemical rinsing be disposed of to the surface or foul water drainage system, surface watercourses or open ground.

3.2.2 Third parties must ensure that all in-house environmental spillage procedures are fully understood by all employees.
3.2.3 Third parties must ensure that environmental incident reporting, clean-up procedures and incident records are available for audit purposes by Heathrow.

3.2.4 It should be noted that Heathrow reserves the right to supply additional containment procedures and/or employ its own specialist incident clean up contractors in the event of an inadequate response to a spillage. All costs incurred by Heathrow for this containment, removal and clean-up of incidents shall be charged to the company responsible.

3.3 Enquiries

3.3.1 All practical steps should be taken to avoid and minimise the risk of spillages by means of training, awareness of legislation, good maintenance of equipment/vehicles and good working practices. Guidance is available from the Heathrow Aerodrome Compliance Support Manager at airside_safety@heathrow.com

4. References

http://www.environment-agency.gov.uk/business
ASGrOps_OSI_019 Fuelling of Aircraft
ASEnv_OSI_056 Pollution Prevention
http://www.heathrowairport.com/airside
5. Process Map

Incident Reporting Procedure

SPILLAGE IDENTIFIED

IS THERE AN IMMEDIATE RISK TO LIFE?

IS THE SPILLAGE FUEL RELATED?

DIAL 0208 745 7216 OR 657216 AND ADVISE THEM A SPILLAGE HAS OCCURRED. TAKE APPROPRIATE ACTION TO CONTAIN THE SPILL AND CLEAN UP IF SAFE TO DO SO. REMAIN AT THE SCENE.

YES

NO

DIAL 0208 753 2122 OR 222 AND ADVISE THEM A SPILLAGE HAS OCCURRED.

TAKE APPROPRIATE ACTION TO CONTAIN THE SPILL, PROTECT THE DRAINS AND CLEAN UP IF SAFE TO DO SO. REMAIN AT THE SCENE.

YES

NO

DIAL 0208 745 7216 OR 65715 AND ADVICE THEM A SPILLAGE HAS OCCURRED. TAKE APPROPRIATE ACTION TO CORRECT THE SPILLAGE. CLEAN UP IF SAFE TO DO SO. REMAIN AT THE SCENE.

END