



Safety Management System

Operational Safety Instruction

Airside Incident Reporting

1st June 2018

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v2.0

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 instruction is to detail Heathrow's airside reporting procedures governing airside safety. This instruction is in place to ensure that risks to personnel, passengers, vehicles, equipment, facilities and aircraft are reduced as far as is reasonably practicable in line with our objectives, as defined in the airport's Safety Management System (SMS).
- 1.2 All airside incidents and accidents must be reported to the aerodrome authority. Persons who fail to report such incidents are in contravention of Heathrow Airport Bye-Laws.
- 1.3 The Safety Investigation function within the Heathrow Aerodrome Safety & Assurance Team are responsible for investigating airside occurrences. Additionally, the Heathrow Ramp Assurance Team are required to review and investigation occurrences on the ramp and airside road system.

2. Definitions

Abbreviation	Description
CAA	Civil Aviation Authority
MOR	Mandatory Occurrence Report
SMS	Safety Management System



3. Reporting of Airside Incidents

- 3.1** Airside incidents must be reported as soon as is practicable possible by the person involved. Where this is not practicable, a witness must report on their behalf.
- 3.2** All incidents should be reported as follows: -
 - 3.2.1** Heathrow Extensions – Dial 222
 - 3.2.2** British Airways Extensions – Dial 2222
 - 3.2.3** Emergency Telephones – Lift the handset and wait for the operator
 - 3.2.4** External Telephone/Mobiles – Dial 020 8759 1212
- 3.3** 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.
- 3.4** If an incident involves an aircraft then the Airport Fire Service, Police and Airside Operations will attend. All incidents involving damage to aircraft, no matter how minor, must always be reported without delay to 222 so that the situation can be assessed. Even if the emergency has been stood down, Airfield Operations are required to attend in order to obtain details of the occurrence.
- 3.5** Failure to report an incident could result in disciplinary action being taken.
- 3.6** 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 the Airport Police or Airfield Operations. This is to preserve evidence and prevent further risk being caused to airside users.
- 3.7** Personnel involved in an incident must not leave the scene until statements have been taken by the Airport Police or Airfield Operations.
- 3.8** Near-miss events should be reported to Heathrow by completing a Near Hit Card or contacting the Aerodrome Safety & Assurance Investigation Team at airside_safety@heathrow.com. Significant incidents should be reported to the Airfield Operations on 020 8745 7373.

4. Incident Investigation

- 4.1** Airside companies must have procedures in place to ensure appropriate reporting to Heathrow following an incident. Reporting of incidents must also be included in a company's training to staff.
- 4.2** Companies are required to have in place an appropriate investigation process that takes into account the severity of the incident. These investigations should be carried out for the primary purpose of preventing a reoccurrence. Self-reporting should be encouraged and investigation outcomes in keeping with a just culture environment.



- 4.3 Companies are to have a process to identify trends and to escalate incidents of significance within their organisation.
- 4.4 When requested, to satisfy Heathrow's SMS requirement, a summary is to be shared with Heathrow (airside_safety@heathrow.com) including investigation findings, root cause and remedial actions.
- 4.5 Incidents of an appropriate type will require reporting through the Civil Aviation Authority's 'Mandatory Occurrence Reporting'. Details of this scheme can be found at <http://www.aviationreporting.eu/AviationReporting/>
- 4.6 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 available at <http://www.hse.gov.uk/riddor/report.htm>

5. References

Heathrow Airport Bye-Laws

Civil Aviation Publication CAP642

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

6. Enquires

- 6.1 Any questions regarding incidents on the airfield should be addressed to the Airfield Duty Manager on 020 8745 7373
- 6.2 Any questions regarding this Instruction should be addressed to the Safety and Assurance Manager Michael.McKee@heathrow.com

