

Safety Assurance and Audits

Airside Operational Instruction 10

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A. AMENDMENTS

This document will be subject to a routine review, over a period not exceeding 18 months. The latest version will be included in the annual reissue of the Aerodrome Manual; interim reviews are carried out as deemed necessary.

Only operational related amendments will prompt the issue of a new Version; pertinent amendments being highlighted in **green** text & indicated by a **green** bar in the right margin. Indication of any amendment of an administrative nature will be listed below.

B. REVIEW / AMENDMENT HISTORY

REVIEW SUMMARY			
VERSION / REVIEW REF:-	V2.0	REVIEW COMPLETED BY:-	CATHY WILLOUGHBY-CRISP
DATE:-	SEP 16	ROLE:-	AIR TRAFFIC & OPERATIONS MANAGER

PARAGRAPH	AMENDMENT
1.1	Revision to the Compliance Monitoring structure and application
2.1	Audit terminology aligned with Compliance Monitoring; Report Form revised
4	Internal Auditing; Revised for the Compliance Monitoring process
5	New detail
Appendix 1	New detail

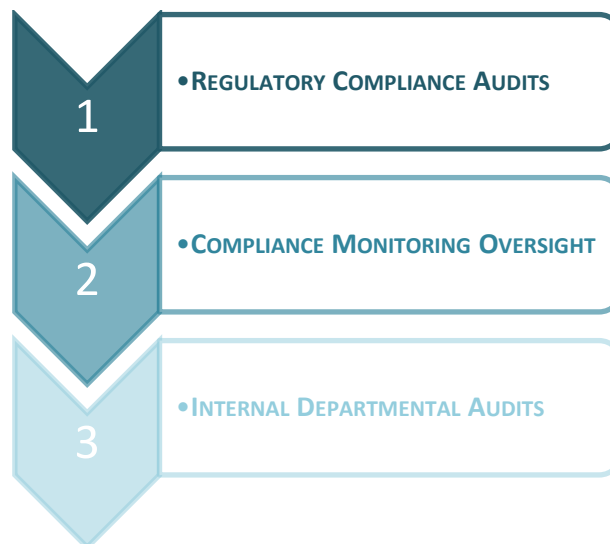
REVIEW SUMMARY			
VERSION / REVIEW REF:-	V3.0	REVIEW COMPLETED BY:-	CATHY WILLOUGHBY-CRISP
DATE:-	DEC 17	ROLE:-	AIR TRAFFIC & OPERATIONS MANAGER

PARAGRAPH	AMENDMENT
	New ownership
1.1	Reference to MAG auditing removed from Compliance Monitoring structure
Various	Role title change; General Manager now Managing Director

1. INTRODUCTION

- 1.1 Operational compliance is assured at BOH through a main three tier process; with the ability to call on Group Assurance for an additional level of oversight, if required.

These can be summarised as follows: -



1.1.1 REGULATORY COMPLIANCE AUDITS:-

The first level of assurance assesses compliance with regulations and is undertaken by the following:-

- CAA; Airfield Certification Oversight Audits
- CAA; ANSP Oversight Audits
- RFFS and Emergency Planning Audits

These ensure at a high level that the processes and procedures, which are in place at BOH, are compliant with regulatory requirements. This type of compliance is also ensured through departmental specialists within the company through oversight of company documentation, particularly the Aerodrome Manual.

1.1.2 COMPLIANCE MONITORING OVERSIGHT:-

The second level of assurance is completed through the Internal Audit Plan, which provides for regular monitoring of Airside operations, involving all participating areas and personnel.

This level of assurance is overseen by the Compliance Manager and managed predominately with the support of the Safety Manager.

1.1.3 INTERNAL DEPARTMENTAL AUDITS:-

The third level of assurance consists of audits at a departmental level, involving both internal departments and third party companies.

This process provides the means to ensure that:-

- Documentation is up-to-date
- Procedures are compliant with the Regulations
- Procedures & processes meet the requirements of the Aerodrome Manual and associated documentation
- All relevant staff are trained and competent in these procedures and adequate records are maintained
- Risks have been identified & appropriate measures implemented to mitigate

2. THIRD PARTY AUDITS

2.1 AUDIT PROCESS

Third Party Operational Audits will be undertaken by the Customer Service Manager. The third party will be informed they are to be audited by the Airport and a date for this to take place will be agreed. The Audit will be recorded on a standard form and discussions will take place, which will be accurately recorded.

Any deficiency or non-compliance found will be noted on the report as a Finding; these items will generally require priority action and a target date will be specified for rectification. The assigned timescale will be up to 3 months, depending on the nature or urgency of the action; by the end of which, a response should be made in writing to the Customer Service Manager.

Observations or suggestions identified during the audit process will be noted as a Recommendation; these elements will be discussed at the following audit.

On completion of the Audit, the third party manager will receive a copy of the completed report and a copy will be e-mailed to the Managing Director and Head of Technical Services.

A copy of the reporting form is available on BIAIS/Company Forms/Airside and Operational Related Forms/Third Party Safety Audit

2.2 AUDIT CONTENT

A number of core, theme items are identified for the audit process, covering the main areas of Airside operations and safety. A maximum of three theme items per audit will be undertaken; the number included will depend on the extent of the content of the chosen theme(s).

The identified theme items are as follows:-

- Aircraft Pushbacks
- Marshalling
- Daily Vehicle Checks
- Passenger Handling
- Airside Driving

- Fuelling; Aircraft and Vehicles
- De-icing
- Inclement Weather; including Snow and Ice, LVPs, High Winds, Thunderstorms
- Freight Handling; including the Handling of Dangerous Goods
- Accident Reporting

Emergency Planning is audited under a separate process, as documented in the Aerodrome Emergency Plan.

2.3 AUDIT FREQUENCY

Companies will be audited on a frequency based on the number of theme items that they routinely carry out during the process of their operations.

This will be based on a high, medium or low usage system:-

- High Usage companies will be audited on a quarterly basis
- Medium Usage companies will be audited on a bi-annual basis
- Low Usage companies will be audited on an annual basis

2.4 AUDIT OVERSIGHT

The Managing Director and Head of Technical Services will be responsible for oversight of the audit process. This will include undertaking checks, on at least a twice yearly basis, that the correct number of audits has been carried out and that any actions identified have been rectified.

All checks and associated correspondence with the Customer Services Manager should be fully documented for future audit purposes.

3. FUELLING FACILITIES AUDITS

3.1 RESPONSIBILITY

Fuel suppliers are responsibility for ensuring that, on delivery, fuel is fit for aviation purposes. After fuel has been delivered, the responsibility for safekeeping, quality control and proper delivery to aircraft lies with the manager of the fuel installation.

This document describes the measures taken by Bournemouth Airport (BOH) to ensure the appropriate standards for fuel are maintained.

3.2 FACILITIES

There are two fuel farms on site at BOH; one site is managed by ASIG (Shell) the other is managed by World Fuel Services. These companies are the suppliers and distributors of fuel to the commercial, cargo and based operators; and to the majority of visiting general aviation aircraft at BOH.

On an annual basis, BOH will commission a suitably qualified person to carry out an audit of all fuel facilities. Results of the audits will be made available to the facility provider and any action points raised by the audit will be followed up by the Managing Director.

Audits will be conducted in accordance with CAP 748 and the procedures detailed in AOI 20; Safe Handling and Storage of Fuel and Dangerous Goods.

4. INTERNAL AUDITING

4.1 INTRODUCTION

Auditing of each Airside department is undertaken as part of the overall Compliance Management process; to ensure that operating procedures and practices comply with regulations and meet the requirements of the Aerodrome Manual and other associated documentation.

4.2 INTERNAL AUDIT PLAN

An Internal Audit Plan is established to cover all required elements of the Airside operations, based on the Acceptable Means of Compliance (AMC) issued under the EASA Certification.

For each element, the Plan specifies:-

- The Scope of the element
- The Departments associated with the element
- The relevant AMC(s)
- Audit Frequency
- Associated Documentation

4.3 AUDIT PROCESS

The Internal Audit Plan is managed by the Compliance Manager. Departmental audits will be carried out by the Compliance Manager, supported as necessary, by the Safety Manager.

An Audit Report will be completed and copied to the department manager. Any deficiency or non-compliance found will be noted on the report as a Finding; these items will generally require priority action and a target date will be specified for rectification. The assigned timescale will be up to 3 months, depending on the nature or urgency of the action; by the end of which, a response by e-mail, confirming the action taken, must be made to the Compliance Manager.

Observations or Recommendations identified during the audit process will also be noted on the report and a target date specified for a response; this could be confirmation of action taken, planned action or reasons why no changes will be implemented.

Once all responses have been confirmed as acceptable, the Audit will be signed off. Completed reports will be stored on:- BIAIS/Operational Folders/Compliance Monitoring/Internal Audits/Internal Audit Reports

A copy of the reporting form is available on:- BIAIS/Company Forms/Airside and Operational Related Forms/Compliance Audit Report

Department managers are responsible for ensuring that within the specified period, internal audits, of all their assigned elements, are conducted within their department and recorded on the forms provided. The completed forms will be used as a basis for the Compliance Audit process, described above.

The reporting forms will be available on an annual basis on:- BIAIS/Operational Folders/Compliance Monitoring/Departmental Reporting Forms.

5. SAFETY DIRECTIVES

5.1 INTRODUCTION

Safety Directives are issued by the CAA to highlight safety matters, which could be relevant to the Airport's operations. Operators can be alerted to the issue of a Safety Directive by subscribing to the Skywise.caa.co.uk Website.

5.2 ACTION

Relevant Safety Directives will initially be assessed by the Air Traffic and Operations Manager (ATOM) to identify any potential impact on operations, procedures or practices.

If there is considered to be no impact, the decision will be advised to the Managing Director (MD) for confirmation and then logged on the Safety Directive Review Log; no further action will be taken.

When any potential impact, relating to any of the Airport's operations, is identified, the ATOM will consult with the relevant operators; undertake a review of procedures, issue notification and implement changes, as appropriate.

The initial assessment of a Safety Directive will be recorded on the Safety Directive Impact Assessment Form; a copy is stored on:- BIAIS/Company Forms/Airside and Operational Related Forms.

The Safety Directive Review Log is stored on:- BIAIS/Operational Folders/Compliance Monitoring/Safety Directives.

Appendix 1 provides an overview of the management of Safety Directives.

APPENDIX 1 SAFETY DIRECTIVES; MANAGEMENT PROCESS

