

Incident Reporting and Investigation

Airside Operational Instruction (AOI) 09

DOCUMENT REVIEW HISTORY		
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V1.0		September 2015
	1.1	September 2016
V2.0		December 2016
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	3.1	January 2021
	3.2	April 2022
	3.3	April 2024

❖ **AMENDMENTS**

This document will be subject to a routine review, over a period not exceeding 24 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.

❖ **REVIEW / AMENDMENT HISTORY**

REVIEW SUMMARY			
VERSION / REVIEW REF:-	1.1	REVIEW COMPLETED BY:-	CATHY WILLOUGHBY-CRISP
DATE:-	SEP 16	ROLE:-	AIR TRAFFIC & OPERATIONS MANAGER

PARAGRAPH	AMENDMENT
Appendix 1 Appendix 2	Forms reformatted

REVIEW SUMMARY			
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DATE:-	DEC 16	ROLE:-	AIR TRAFFIC & OPERATIONS MANAGER

PARAGRAPH	AMENDMENT
Various	Reference to CAP 382 & Regulation EU 376/2014 removed
2.3	Reporting of equipment malfunctions
3.1	Voluntary Reporting

REVIEW SUMMARY			
VERSION / REVIEW REF:-	V3.0	REVIEW COMPLETED BY:-	CATHY WILLOUGHBY-CRISP
DATE:-	JAN 18	ROLE:-	AIR TRAFFIC & OPERATIONS MANAGER

PARAGRAPH	AMENDMENT
	New ownership
Various	Role title change; General Manager now Managing Director
Various	Ref to RIVO System removed; replaced with OSHENS

REVIEW SUMMARY			
VERSION / REVIEW REF:-	V3.1	REVIEW COMPLETED BY:-	CATHY WILLOUGHBY-CRISP
DATE:-	JAN 21	ROLE:-	AIR TRAFFIC & OPERATIONS MANAGER

PARAGRAPH	AMENDMENT		
Various	Reference to MD now Operations Director		
Various	Reference to EH&SM and ATOM changed, where appropriate, to ASCO to reflect role of Safety Manager		
4.5	Reference to MT now Asset Manager		

REVIEW SUMMARY			
VERSION / REVIEW REF:-	V3.2	REVIEW COMPLETED BY:-	CATHY WILLOUGHBY-CRISP
DATE:-	APR 22	ROLE:-	AIRFIELD SERVICES MANAGER

PARAGRAPH	AMENDMENT		
Various	Reference to ATOM now Airfield Services Manager; Manager Air Traffic Services (MATS) referenced where applicable		
Various	Reference to EH&SM now Environment and Sustainability Officer		

REVIEW SUMMARY			
VERSION / REVIEW REF:-	V3.3	REVIEW COMPLETED BY:-	KEITH JEWITT
DATE:-	APR 24	ROLE:-	AIRFIELD SERVICES MANAGER

PARAGRAPH	AMENDMENT		
Various	Reference to the Airfield Safety and Compliance Officer is replaced with Airport Health and Safety Officer.		

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1. INTRODUCTION

1.1 PURPOSE

An accident or safety occurrence could be an indication of a failure within the Safety Management System (SMS) . It is therefore important that all accidents and safety occurrences are reported and investigated.

There are three types of incident reporting system in place:-

- Mandatory (Required by Law)
- Internal safety reporting platforms
- Specific ANS reporting

This document details the processes and requirements for occurrence reporting. It is the responsibility of all personnel to report safety related events, however minor they might seem. The purpose of occurrence reporting is to improve aviation safety by ensuring that relevant safety information is reported, analysed and disseminated; it is not to attribute blame or liability.

The system does not replace or supersede any legislative or local requirements to report accidents or incidents.

This document refers to the requirements of:-

- UK Regulation (EU) 376/2014
- Commission Implementing Regulation UK (EU) 2015/1018

2. MANDATORY OCCURRENCE REPORTING (MOR)

2.1 REPORTABLE OCCURRENCE

An Occurrence means:-

Any safety-related event, which endangers or which if not corrected or addressed, could endanger an aircraft, its occupants or any other person.

Occurrences fall into a number of different categories; compliance with the Regulation requires that certain occurrences be reported through the Mandatory Reporting system.

2.2 MANDATORY REPORTING

The following lists give examples of the sort of occurrences, which could occur at the Airfield and which would meet the reporting criteria. The lists are not exhaustive and if necessary, more detailed guidance should be sought from the relevant documents, as referenced above.

2.2.1 Occurrences relating to the Operation of Aircraft include those related to:-

- Collisions
- Take-off / Landing
- In-Flight
- Fuel
- Communications
- Crew Incapacitation etc.
- Injury, Emergencies
- Meteorological / Security

2.2.2 Occurrences relating to Air Navigation Services and facilities include those related to:-

- Collisions; actual or potential
- Specific Air Traffic Management (ATM) and Air Navigation Services (ANS)
- ATM / ANS operational events

These events are reported and managed through the Air Navigation Services procedures and specifications, as detailed in the BOH ANS Management System and MATS Part 2.

2.2.3 Occurrences relating to Aerodrome and Ground Services include those related to:-

- Aerodrome activities and facilities
- Handling of Passengers, Baggage, Mail and Cargo
- Ground Handling and related services

2.3 REPORTING SYSTEM

Details of any incident, deemed to require a MOR, must be submitted in an acceptable format, via an acceptable platform to the Competent Authority (CAA). ATC utilise the Tokai on-line platform; assistance with which can be sought from the Manager Air Traffic Services or any member of ATC staff, as available.

Reports should be submitted to the CAA within 72 hours of the event, unless exceptional circumstances prevent this. The reporting form is available on the CAA website and should be completed and filed online whenever possible.

When the circumstances of an occurrence are judged to be particularly hazardous, essential details should be passed to SIDDD by the fastest possible means (see Para 2.4 below). This should be followed up with a full written report within 96 hours.

Where relevant, to avoid duplication of reports, there should be liaison with the Airline / Operator / Handling Agent involved with the occurrence and ATC to agree which agency will submit the MOR.

Events arising from equipment malfunctions, technical failures or irregular circumstances, where safety standards have been, or could have been compromised, should be reported to the appropriate designer / supplier.

The Airfield Services Manager will maintain a tracker of the submitted reports and note the date of closure, following receipt of the associated investigation report.

2.4 REPORTING CHANNELS

Completed forms should be sent to the Safety Investigation and Data Department (SIDD), either via an on-line system; or by Fax, e-mail or post as detailed on the form.

Any occurrence, which it is considered includes particularly dangerous or potentially dangerous circumstances, requiring the immediate passing of information to the CAA should be reported as follows:-

- During Normal Working Hours:- SIDD Gatwick 01293-573220
- Outside Normal Working Hours:- CAA Emergency Telephone System 01293-563344

A copy of the MOR should also be distributed internally to the following:-

- Operations Director
- Head of Technical Services
- Airfield Services Manager
- Manager Air Traffic Services
- Safety Manager ⁽¹⁾
- Other Department Managers, where relevant

MORs submitted by the Airport will be reviewed by the Operations Director and trends reported to the relevant safety committees.

2.5 FOLLOW-UP PROCEDURES

All MORs must be investigated and results submitted to SIDD as soon as is practicable. All MORs submitted via the Tokai system are investigated by qualified investigators within ATC, in accordance with requirements and procedures detailed in the ANS Management System.

3. VOLUNTARY REPORTING

3.1 SCOPE

All personnel are able to submit a voluntary safety report to provide details of any occurrence not captured by the mandatory reporting system; or to provide safety-related information, which is perceived to have an actual or potential hazard to aviation safety.

4. AIRSIDE ACCIDENT AND SAFETY OCCURRENCE REPORTING

4.1 INTRODUCTION

An Accident and Safety Occurrence Investigation and Reporting System is in place to ensure that action is taken to safeguard life and property, including aircraft, vehicles, equipment and Airport infrastructure.

This system is called "OSHENS" and is available to all BOH staff. Non-Airport staff can submit a report through any BOH Departmental Line Manager.

4.2 OBJECTIVE

The objective of the reporting system is to enable full investigations into the causes of accidents or safety occurrences, so that remedial or mitigation measures can be put in place to prevent future re-occurrences.

The determination of responsibility is secondary to the objective of cause of accident and future prevention.

Actions required under the terms of this procedure do not replace any actions that may be required by individual employers or absolve any person from their responsibilities for any reporting procedure required by Statute or Regulation.

4.3 DEFINITIONS

4.3.1 For the purposes of this document, an Accident is defined as:-

- An event that causes any damage to an aircraft, no matter how small
- An event that causes an injury to a person that is reportable under the terms of RIDDOR
- An event that causes damage to a vehicle, equipment, plant or building that requires remedial action before such can be bought back into use

4.3.2 For the purposes of this document, a Safety Occurrence is defined as:-

- An event that causes a minor injury to a person that is not reportable under the terms of RIDDOR.
- An event that causes minor damage to a vehicle, equipment, plant or building that does not require remedial action before such can be bought back into use
- An event, situation or condition with a potential to cause injury, harm, damage or loss

4.4 REPORTING PROCEDURES

Accidents and Safety Occurrences must be reported without delay on 01202 364222, giving details, as relevant, of:-

- Name and Company of the Caller
- Location of Accident / Safety Occurrence
- Injuries to Personnel
- Equipment Involved

- A Description of What Happened
- Immediate Assistance Required

The Accident / Occurrence site should be isolated and the vehicles, plant and equipment involved should not normally be moved until the investigating BOH official is in attendance. However, if in the judgement of the senior person present or the Officer in Charge of the Fire Service, removal is necessary in the interests of safety or to facilitate a rescue, this may be done. The scene should preferably be photographed before being disturbed, using a digital camera if possible.

Reports of a Safety Occurrence or unsafe conditions / practices can be made anonymously to the number above or in writing to the [Airport Health and Safety Officer](#) (Safety Manager), depending on the nature of the incident or observation. All reports will be entered onto the reporting system, which will then initiate the investigation procedure and where possible rectification.

4.5 FOLLOW-UP PROCEDURES

The [Health and Safety Officer](#) will delegate investigation responsibilities to appropriately competent managers; who will investigate all Accidents and Safety Occurrences and enter the findings onto the system.

The report will include details of the incident, the cause of the event and details of any mitigating actions that may be required to prevent future reoccurrence. Where possible, photographs of the incident should also be taken.

Each company that was involved in the Accident or Safety Occurrence must submit a full written report of the event, following any necessary investigation, to the [Airport Health and Safety Officer](#) within ten working days; this information will be entered onto OSHENS. If this is not achievable, a revised timescale should be advised by e-mail.

Details should include:-

- All details as required in Paragraph 4.4 above
- The result of any subsequent investigation
- Action taken to prevent future re-occurrence

Any lessons learnt that may be identified by these processes will be disseminated via the relevant safety committees.

Any incident, involving any vehicle, should be reported to the Asset Manager so that a vehicle inspection can be undertaken and a written report filed. This process will ensure that the vehicle remains roadworthy and will provide the means to identify any defect which might have contributed to the incident or to eliminate any potential mechanical fault from the investigation.

The Operations Director will receive notification of all OSHENS reports and ensure that appropriate action is taken in regard to the outcomes of the investigation.

5. INTERNAL SAFETY INVESTIGATIONS

5.1 INTRODUCTION

The primary purpose of Accident or Safety Occurrence investigations is to gather information and evidence, in order that the facts can be determined with a view to preventing recurrence of an Accident or escalation of a Safety Occurrence to an Accident. The determination of liability or the allocation of blame for disciplinary purposes is secondary to the objective of accident prevention.

It is recognised that major accidents may be subject to investigation by outside agencies, such as the Air Accident Investigation Board or the Police. All information, pictures, statements and reports, plus the results of any investigations will be made available to assist this process.

5.2 INITIAL REPORT

All Accidents and Safety Occurrences that happen in Airside areas must be reported to the **Airport Health and Safety Officer** (Safety Manager) and advised to the **Operations Director** and **Airfield Services Manager**.

5.3 COLLATION OF INFORMATION

All Accidents and Safety Occurrences that are reported on the Ramp or other Airside areas should be recorded onto OSHENS by the **reporting individual**; or if they do not have access, reported to their Line Manager or to the **Airport Health and Safety Officer** to complete the report.

Where appropriate, the scene should be photographed to assist with the investigation.

Following any Accident that has caused an injury or any damage to aircraft, vehicle or equipment, the driver's Airside Driving Permit (ADP) will be immediately suspended by the Airfield Services Manager or **Airport Health and Safety Officer**, pending investigation, irrespective of the apparent cause of the Accident.

Details of the incident, including a drawing showing a plan of the scene will be recorded on the Ramp Occurrence Report form and entered onto OSHENS.

Appendix 1 provides a copy of this form.

Witness statements will be recorded on the Witness Statement form; See Appendix 2.

5.4 ACCIDENT INVESTIGATION

All Accidents and Safety Occurrences that are reported on the Ramp or other Airside areas will be investigated by the delegated manager.

The initial investigation should be completed within ten working days of the event being reported. If further investigations are required beyond this time to enable closure of the incident, the Operations Director is to be consulted.

All companies involved in an Airside Accident or Safety Occurrence must conduct an investigation into the circumstances leading to the incident and provide a full written report to the Operations Director, Airfield Services Manager, and **Airport Health and Safety Officer**. Incidents involving any environmental matter must also be copied to the Environment and Sustainability Officer. Where appropriate, the Investigation will be co-ordinated to run in parallel with such investigations by other company managers.

On completion of the initial investigation, findings, conclusions and any recommended or required actions are to be added to the OSHENS entry. The completed file is then forwarded to the Operations Director for review and comment.

5.5 FOLLOW-UP PROCEDURES

All open Accident and Safety Occurrence reports will be reviewed on a monthly basis by the **Airport Health and Safety Officer** and actions taken to facilitate the closure of the incident.

The results and findings of any investigations will be discussed with the persons involved and any learning points identified.

Any action points raised by the investigation will be followed up by the **Airport Health and Safety Officer with the aim of these being closed off within ten working days of the date of the incident. Any outstanding action points, not closed off within ten working days, will be reported to the Operations Director to instigate further action, as required.**

Statistics relating to Accidents and Safety Occurrences will be summarised and submitted to the relevant safety committees for trend analysis purposes. The relevant safety committees will identify and instigate any alterations to BOH procedures that may be required to prevent reoccurrence of an Accident or Safety Occurrence.

APPENDIX 1

 Bournemouth Airport <small>Part of Regional & City Airports</small>	RAMP OCCURRENCE REPORT
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INCIDENT NUMBER:-	BOH	AOA	YES:	NO:-
INCIDENT TYPE:-		REPORTABLE:-		

DETAILS OF OCCURRENCE:-			
When did the Accident / Incident Occur?	DATE:-		TIME:-
When did the Investigation Commence?			
Location of Accident / Incident			

DETAILS OF VEHICLE(S):-	VEHICLE 1	VEHICLE 2
Owner / Operating Company		
Vehicle Type		
Equipment / Fleet Number		
AVP Number		
DETAILS OF OPERATOR(S) / DRIVER(S):-		
NAME:-		
ID No:-		
Valid Airside Driving Permit?	YES:-	NO:-
Vehicle Training up to Date?	YES:-	NO:-

ENVIRONMENTAL CONDITIONS:-			
Temperature	°C	Dew Point	°C
Wind Direction		Wind Strength	Kts
Visibility (m / Km)		Lighting Conditions	
Precipitation		Surface Conditions	

DETAILS OF INJURIES:-			
Were any Injuries sustained by any person involved?	YES:-		NO:-
If "Yes", give details of the apparent nature of the injury; Give a brief & factual description only			

DETAILS OF INJURED PERSON (IF MORE THAN ONE, USE EXTRA SHEETS):-			
NAME:-		ADDRESS:-	
TEL. NO:-			
BOH Employee?	NO:-	YES:-	SECTION:-

Continued

DETAILS OF WITNESSES:-

NAME:-					TEL. NO:-		
BOH Employee?	No:-		Yes:-		SECTION:-		
Did the Witness see the Accident / Incident Occur?					Yes:-		No:-

NAME:-					TEL. NO:-		
BOH Employee?	No:-		Yes:-		SECTION:-		
Did the Witness see the Accident / Incident Occur?					Yes:-		No:-

NAME:-					TEL. NO:-		
BOH Employee?	No:-		Yes:-		SECTION:-		
Did the Witness see the Accident / Incident Occur?					Yes:-		No:-

DETAILS OF ANY DAMAGE SUSTAINED:-

To BOH Property	
To other Property	

BRIEF DESCRIPTION OF HOW THE INCIDENT OCCURRED (CONTINUE ON SEPARATE SHEET, IF NECESSARY):-

Draw a Sketch Plan of the Incident; give approx. distances involved (use separate sheet, if necessary)	
Action taken post Incident to make the area safe / prevent reoccurrence	

REPORTING ACTION:-

MOR submitted / will be submitted?	Yes:-		No:-	
Incident recorded in Accident Book?				
Incident reported to Safety Manager?				
Is the Accident RIDDOR reportable?				
Have any other internal reporting forms been completed?				
If "Yes", give details of which forms				

THIS FORM WAS COMPLETED BY:-

SIGNATURE:-		DATE:-	
PRINT NAME:-		TIME:-	

APPENDIX 2

 <p>Bournemouth Airport <small>Part of Regional & City Airports</small></p>	RAMP OCCURRENCE REPORT; WITNESS STATEMENT
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INCIDENT NUMBER:-	BOH	
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DETAILS OF OCCURRENCE:-			
When did the Accident / Incident Occur?	DATE:-		TIME:-
Location of Accident / Incident			

DETAILS OF VEHICLE(S):-	VEHICLE 1	VEHICLE 2
Owner / Operating Company		
Vehicle Type		
Equipment / Fleet Number		

DETAILS OF WITNESS (IF MORE THAN ONE, USE EXTRA SHEETS):-			
NAME:-		ADDRESS:-	
TEL. NO:-			

BRIEF DESCRIPTION OF HOW THE INCIDENT OCCURRED (CONTINUE ON SEPARATE SHEET, IF NECESSARY):-	
Draw a Sketch Plan of the Incident; give approx. distances involved (use separate sheet, if necessary)	

THIS FORM WAS COMPLETED BY:-			
SIGNATURE:-		DATE:-	
PRINT NAME:-		TIME:-	