
 Bournemouth Airport <small>Part of Regional & City Airports</small>			Provision of First Aid			Risk Rating	High– Reviewed annually
Reference:	BAI-AOPS-033	Issue:	V2.3	Owner:	Airfield Services Manager	Department:	Airfield Operations
Issue Date:		21/10/2025	Compliance Date:	21/10/2025	Planned Review Start Date:		31/09/2026


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❖ **AMENDMENTS**


Version	Review	Date	Amended By (Initials)	Summary of Change
V1.1		September 2015	CWC	Nil
V2.0		December 2017	CWC	New ownership
	2.1	November 2019	CWC	Accident database updated to Oshens
	2.2	May 2024	KJ	Clarification of departmental responsibilities
	2.3	October 2025	KJ	Reformat

Changes to a document are identified in red italics and any wording which has been removed is crossed out using the strikethrough icon and highlighted in yellow. These remain on the document until it is ready for publishing. In instances where the document has been circulated for review and further changes have been requested, these changes are identified and distinguished from previous changes by highlighting in another colour i.e. blue and the document is circulated again.

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1.0 INTRODUCTION

1.1 PURPOSE

This AOI provides information of the availability and provision of First Aid at Bournemouth Airport; and details the current arrangements in place.

The procedures have been established in compliance with CAP 642; Airside safety Management; and with reference to the Health and Safety Executive guidance.

2. RESPONSIBILITY

2.1 EMPLOYERS

Under the Health & Safety (First Aid) Regulation 1981, employers have a Statutory Duty to provide adequate and appropriate First Aid provision for all their staff.

In the event of any apparent breach of Health & Safety legislation, BOH will co-operate fully with any investigation by the regulatory authorities.

Tenant Companies are advised to review their arrangements in accordance with this notice, to ensure that effective and appropriate arrangements are in place.


2.2 MANAGERS

All Health & Safety Notice boards should display an up-to-date list of First Aiders within the department, together with their contact details. The First Aiders are responsible for maintaining in-date First Aid kits in each location; these should be inspected and replenished on a regular basis.

3. PROVISION BY THE AIRPORT

3.1 DEPARTMENTAL COVER

First Aid cover is provided to staff, passengers and visitors to the Airport. All departments should have procedures notified for dealing with a medical situation, have a list of their qualified responders clearly displayed and ensure, as much as practicable, they provide an adequate number of First Aid trained personnel on duty. This is particularly relevant for those dealing with members of the public or for those working in a high-risk environment.

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3.2 FIRE SERVICE COVER

Staff of the Rescue and Fire Fighting Service (RFFS) are all trained in First Aid. However, it should be noted that their primary responsibility is to Airfield operations and should not routinely be seen as the primary providers for First Aid.

AVAILABILITY

Airport First Aid trained personnel are not always immediately available; and they are limited to the level of assistance they are qualified to provide.

For any medical emergency, it should be considered desirable or prudent, to call directly for an ambulance prior to dialling the Airport Emergency No. (Ext. 222).

The First Aider will only provide basic First Aid cover, prior to the arrival of an ambulance, or other suitably qualified personnel.

4. ALERTING PROCEDURE

4.1 AIRPORT STAFF AND VISITORS


In the event of a visitor or member of BOH staff requiring medical attention, the following action should be taken:-

- Dial 999; inform the Emergency Services that staff will wait at the Airport Main Entrance to escort them to the exact location
- Dial the BOH Emergency Number, 222 or 364222; State:-
 - ✓ The Nature of Illness or Injury
 - ✓ The exact location of where assistance is required
 - ✓ Your Name, Contact Number, Department or Company Name
 - ✓ If appropriate, who will meet the medical attendee and where

All 222 calls are treated as high priority and will initiate a First Aid response from the BOH RFFS trained personnel, if operations permit.

4.2 AIRLINE PASSENGERS

When a passenger on board an inbound flight is taken ill or is injured, it is the responsibility of the airline to call for an ambulance. Upon arrival at BOH the passenger remains the

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responsibility of the airline / handling agent until the passenger clears the Border Agency; &/or until the ambulance or emergency services arrive.

If an ambulance is called, the airline / handling agent must notify relevant personnel to enable an escort to be arranged; if necessary, this to be via 222.

When requested, an Airport First Aider, if available, will be dispatched to assist the airline’s First Aider. Airlines should be aware that aircrew are generally qualified to provide a higher level of medical care than BOH First Aid trained personnel. The aircrew will also be better informed as to the condition of passenger and the circumstances surrounding the emergency. It is therefore in the best interests of the passenger that the responsible aircrew does not abdicate their responsibility for the passenger until the emergency services arrive.

4.3 AIRPORT TENANTS AND THEIR VISITORS

Assistance from Airport First Aiders will be subject to the limitations noted above; and delivered in accordance with the documented procedure.

BOH is not obliged to provide First Aid cover for tenants; any such assistance as may be provided will be on a voluntary basis, as circumstances permit; typically provided only for genuine emergencies. This limited provision does not remove the obligation on all tenants to make appropriate provision for their own staff and visitors.

Tenants requiring First Aid services will be required to explain why they are unable to manage the situation themselves. If the reason is deemed unacceptable, the tenant may be charged for each attendance, except in the case of a genuine medical emergency.

5. RECORD KEEPING

5.1 NOTIFICATION

All events, that have required the assistance of a First Aider, must be recorded on the Accident Database, accessible via the Oshens reporting system.

Where the incident relates to a third party, the details must be notified to the Operations Director for possible insurance purposes.