EGCC-I-AOPS-010 –
ASI 010 – Airside Defect Reporting

Version Control

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13/11/26	Publication	All	V3.0
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15/10/26	Inclusion of Maximo information	All	V2.1

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Preventative Maintenance

All defect reports and the details of remedial action taken are recorded by the Asset Lifecycle and Engineering team via a recording system called 'Maximo'. on a computerised 'Enterprise Asset Management System' (EAMS). The information recorded is used to audit and review airport wide maintenance standards, contributing to the overall development of a 'Preventative Maintenance Programme'. This programme aims to limit the frequency of unplanned outages, operational restrictions, and any degradation in airfield safety standards.

Safety Critical Defects

Safety critical defects which have the potential to compromise the safety of aircraft, passengers and/or personnel should, in the first instance, be reported to Airfield Operations (Tel. 0161 489 3331). Airfield Operations are responsible for ensuring all airside operational areas remain safe. This may necessitate the closure of operational areas in consultation with Air Traffic Control and Airfield Control until such time remedial action has been taken and the area declared safe for continued operations by the Airfield Operations Duty Manager. Airfield Operations will raise work order requests with the Asset Support Team.

Audit & Inspection Regime

Any defects to Manchester Airport owned assets such as FEGPs, Airbridges, pavement condition, paint markings etc should be reported to the Asset Support Team (AST) via 0161 489 3776 and these will be recorded via Maximo.

Furthermore, schedules of airside audits are undertaken by Airfield Operations & Airfield Maintenance personnel will carry out planned maintenance as per the original equipment manufacturer.

Accidents, Incidents & Emergencies

It is imperative that Airfield Operations are notified of all safety occurrences, safety hazards, or unsafe working practices as soon as reasonably possible to allow for necessary actions to be taken. Airfield Operations can be notified on 0161 489 3331.

All airside users should refer to EGCC-I-AOPS-009 – ASI 009 – Accident, Incident and Safety Occurrence Reporting for more information.

Asset Support Team (AST)

- Recording and processing reported defects via Maximo
- Issuing work orders to appropriately qualified personnel to undertake remedial action
- Updating records with details of any remedial action taken
- Informing Airfield Operations of any defects that have the potential to compromise the safety of aircraft, passengers and/or personnel.

Airfield Operations Duty Manager and Airfield Operations

- Attending the scene of an incident/accident, reporting known defects to the Asset Support Team (AST) for remedial action.
- Assessing operational safety following notification of a 'safety critical' defect.
- Conducting walking audits of all pedestrian walkways in accordance with inspection regime
- Conducting driving audits of apron roads in accordance with inspection regime. Conducting '3 Tier Audits' in accordance with planned inspection schedules.

Engineering Operations Department

- Rectifying all recorded defects in Maximo when issued a work order via AST
- Responding to safety critical defects that have been raised via AST and escalated to the Engineering and Baggage Duty Manager as appropriate. Priority action will

be commensurate with the defect identified in line with local operating procedures and as per section 2.

- Priority action requests will be assessed by the Engineering and Baggage Duty Manager and appropriate resources assigned. Examples could be, but not limited to, defects that are an immediate risk to the health and safety of passengers or staff and/or defects that could result in potential risk to aircraft safety. Further determination of such occurrences may be agreed with the Engineering and Baggage Duty Manager and the Airfield Operations Duty Manager.

Contact Telephone Numbers

Asset Support Team (AST) : 0161 489 3776

Airfield Operations: 0161 489 3331