

				<b>Manchester Airport</b> <b>Accident Incident &amp; Safety Occurrence Reporting</b>		<b>Risk Rating</b>	<b>High – Reviewed Annually</b>
<b>Reference:</b>	EGCC-I-AOPS-009	<b>Issue:</b>	3	<b>Owner:</b>	Head of Compliance	<b>Department:</b>	Airfield
<b>Issue Date:</b>	01/11/25		<b>Compliance Date:</b>	1/12/25		<b>Planned Review Date:</b>	19/09/26

## 1 Purpose of reports

Reports are made primarily for three reasons as follows:

- Regulatory requirement
- Manchester Airport requirement
- To prevent re-occurrences of safety occurrences or incidents

## 2 General reporting requirements

The responsibilities for using the various types of reports together with the relevant procedures are detailed below:

It is imperative that Airfield Operations is made aware of any safety occurrences, safety hazards or unsafe working practices as soon as reasonably possible to allow the necessary action to be taken.

Such information should be passed to the Airfield Operations Duty Manager (AODM) on telephone number 0161 489 3331. The Airfield Operations team are responsible for managing safety on the airfield and will respond to all reported accidents and incidents.

All Airside Operating personnel are to make every endeavour to learn from accidents, incidents, and occurrences to prevent recurrences.

### 2.1 Just Culture

Manchester Airport supports and promotes a 'Just Safety Culture' which creates an environment that allows employees to report all incidents and safety concerns without the threat of censure, disciplinary action, or subsequent loss of employment, except where there is gross negligence, or a deliberate or wilful disregard to our standard operating practices and procedures.

### 2.2 Safecall - Whistle Blowing Service

MAG want all airside operating colleagues and 3rd parties to be able to voice concerns and provide feedback on any aspect of the company and our work. Raising concerns can ensure issues are highlighted and resolved quickly and efficiently so that as a business, we are operating safely and with honesty and integrity. Posters are in place across the airfield with detail provided about how you can report safety concerns or queries.

An issue might be anything from a health and safety risk, to concerns about environmental impact or the behaviour of another staff member. In the first instance, any issues should be raised with your line manager, senior leader, or an HR representative.

If you feel unable to discuss an issue with a member of MAG staff, then you can access Safecall, an independent, confidential reporting service.

Any issue can be raised to the specially trained Safecall team who will then work with MAG to ensure the issue is escalated in a confidential manner. Safecall can be accessed via:

Telephone - 0800 915 1571

Email - [mag@safecall.co.uk](mailto:mag@safecall.co.uk)

Web - [www.safecall.co.uk/report](http://www.safecall.co.uk/report)

The Safecall service should only be used to raise concerns that cannot be escalated within the business and does not replace existing HR or business processes. You can find further information on the Safecall service and how to access it via posters around our sites. You can also visit the Safecall website for more information on how this independent service works.

### 3 Mandatory occurrence reports

Manchester Airport has established procedures to be used for reporting Mandatory Occurrence Reports (MOR) to the UK CAA as required in Regulation EU 376/2014. This regulation sets the actions to be undertaken by an airport operator in terms of the Mandatory Occurrence Reporting scheme, setting out what is expected to be reported, what should be shared with the UK CAA, and what mechanisms should be in place with regards to incident investigation and corrective action.

#### 3.1 Definition

A reportable occurrence in relation to an aircraft means any safety-related event which endangers or which, if not corrected or addressed, could endanger an aircraft, its occupants, or any other person.

The purpose of occurrence reporting is to improve aviation safety by ensuring that relevant safety information relating to civil aviation is reported, collected, stored, protected, exchanged, disseminated, and analysed. It is not to attribute blame or liability.

#### 3.2 Reportable Occurrences

In accordance with Article 4(5) of Regulation (EU) 376/2014, the European Commission has adopted a list of classifying occurrences to be referred to when reporting occurrences pursuant to Article 4(1) of Regulation (EU) 376/2014. These classifying occurrences can be found in Commission Implementing Regulation 2015/1018, and include amongst others:

##### 3.2.1 Aircraft and Obstacle Related Occurrences

Please see definitions as detailed below:-

- A collision or near collision on the ground or in the air, between an aircraft and another aircraft, terrain, or obstacle, including a vehicle.
- Wildlife strike, including a bird strike.
- Taxiway or runway excursion.
- Actual or potential taxiway or runway incursion.
- Aircraft or vehicle failure to follow clearance, instruction, or restriction while operation on the movement of an aerodrome, i.e., wrong runway, taxiway, or a restricted part of an aerodrome.

- Foreign object, debris (FOD) on the aerodrome movement area which has or could have endangered the aircraft its occupants or any other person.
- Significant contamination of aircraft structure, systems and equipment arising from the carriage of baggage, mail, or cargo.
- Presence of obstacles on the aerodrome or in the vicinity of the aerodrome which are not published in the Aeronautical Information Publication (AIP) or by a Notice to Airmen (NOTAM) and/or that are not marked or lighted properly.
- Pushback, powerback or taxi interference by vehicle, equipment, or person.
- Jet blast, rotor down wash or propeller blast effect, and.
- Declaration of an emergency either a 'Mayday' or 'PAN' call.

### 3.2.2 Aerodrome Related Occurrences

- Absence of reporting of a significant change in aerodrome operating conditions which has or could have endangered the aircraft, its occupants, or any other person.
- Interference with an aircraft an ATC unit or a radio communication transmission by firearms, fireworks, flying kites, laser illumination, high powered light-lasers, drones, model aircraft or by similar means.
- Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants, or any other person.
- Passengers or unauthorised person(s) left unsupervised on the apron.
- Aerodrome security related occurrence (unlawful entry, sabotage, bomb threat etc.)
- Failure to handle poor runway surface conditions.

### 3.2.3 Degradation or Total Loss of Services or Functions

- Loss of communication between aerodrome, vehicle or other ground personnel and Air Traffic Control (ATC).
- Significant failure, malfunction or defect of equipment or system which has or could have endangered the aircraft or its occupants.
- Significant deficiencies in aerodrome lighting, marking or signs.
- Failure of the aerodrome emergency alerting system.
- Rescue and firefighting services not available according to applicable requirements.

### 3.2.4 Ground Handling Occurrences

- Incorrect handling or loading of passengers, baggage, mail or cargo, likely to have a significant effect on aircraft mass and/or balance (including significant errors in loadsheet calculations);
- Boarding equipment removed leading to endangerment of aircraft occupants.
- Incorrect stowage or securing of baggage mail or cargo likely in any way to endanger the aircraft, its equipment, or occupants or to impede emergency evacuation.
- Transport attempted transport or handling of dangerous goods which resulted or could have resulted in the safety of the operation being endangered or led to an unsafe condition.
- Non-compliance on baggage or passenger reconciliation.
- Non-compliance with required aircraft and ground handling servicing procedures, especially in de-icing, refuelling, or loading procedures, including incorrect positioning or removal of equipment.
- Significant spillage during fuelling procedures.

- Loading of incorrect fuel quantity likely to have a significant effect on aircraft endurance, performance, balance, or structural strength.
- Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil and portable water);
- Failure, malfunction, or defect of ground equipment used for ground handling, resulting in damage to or potential damage to an aircraft.
- Missing, incorrect or inadequate de-icing or anti-icing treatment.
- Damage to aircraft by ground handling equipment or vehicles including previously unreported damage.
- Any occurrence where the human performance has directly contributed to or could have contributed to an accident or serious incident.

### 3.3 Responsibility for Reporting

The following personnel are required to make reports in accordance with the ANO:

- Air Traffic Control Officers
- Air Traffic Engineers
- Operational Managers
- Aircrew
- Aircraft Engineers
- Handling Agents

NB - Whilst the legislation defines those who must report, anyone may make a report should they consider it necessary.

NB - There is no legal requirement to notify MA Operations Department or ATC that an MOR has been filed even though the occurrence may involve MA Equipment, procedures, or personnel. However, due to the time lapse between reports and investigations, it will assist in any subsequent investigation if this action is taken.

### 3.4 Reporting Procedures

Occurrences are to be reported to the CAA through the Mandatory Occurrence Reporting scheme portal, within 72 hours of the incident taken place.

All Manchester Airport MOR report forms are to be completed fully by the Airfield Operations Duty Manager (AODM), providing as much detail as is available and submitted to the ASRM for categorisation (excluding AOR's which are not affiliated to an Accident Investigation Form or Mandatory Occurrence Report).

When the circumstances of an occurrence are judged to be particularly serious the Aerodrome Safety & Compliance Manager may initiate and arrange a de-brief meeting as soon as reasonably practicable of the occurrence with the relevant Internal / External personnel.

## 4 Aircraft accident and serious incident reports

Any aircraft accidents/serious incidents are to be reported to the Air Accident Investigation Bureau (AAIB).

## 4.1 Definition

### 4.1.1 Aircraft Accident

“Accident” means an occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight and such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time it comes to rest at the end of the flight and the primary propulsion system is shut down, in which:

- The aircraft sustains damage or structural failure which adversely affects its strength, performance or flight characteristics requiring a major repair or replacement.
- The aircraft is missing or is completely inaccessible.
- A person suffers a fatal or serious injury.  
NB - “Serious injury” means an injury which is sustained by a person in an accident, and which involves one of the following:
  - Requires hospitalisation for more than 48 hours commencing within seven days from the date on which the injury was received, or
  - Results in a fracture of any bone (except simple fractures of fingers, toes, or nose), or
  - Involves lacerations which cause nerve, muscle or tendon damage or severe haemorrhage, or
  - Involves injury to any internal organ, or
  - Involves second or third degree burns or any burns affecting more than five percent of the body surface, or
  - Involves verified exposure to infectious substances or injurious radiation.

### 4.1.2 Serious Incident

Serious Incident” means an incident involving circumstances indicating that there was a high probability of an accident and is associated with the operation of an aircraft, which in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time it comes to rest at the end of the flight and the primary propulsion system is shut down.

- A near collision requiring an avoidance manoeuvre or when an avoiding manoeuvre would have been appropriate to avoid a collision or an unsafe situation.
- Controlled flight into terrain (CFIT) only marginally avoided.
- An aborted take-off or a take-off using a closed or engaged runway, a taxiway or unassigned runway.
- A landing or attempted landing on a closed or engaged runway, a taxiway or unassigned runway.
- Gross failure to achieve predicted performance during take-off or initial climb.
- All fires and/or smoke in the cockpit, in the passenger compartment, in cargo compartments or engine fires, even though such fires were extinguished with extinguishing agents.
- Any events which require the emergency use of oxygen by the flight crew.
- Aircraft structural failure or engine disintegration, including uncontained turbine engine failure, which is not classified as an accident.

- Multiple malfunctions of one or more aircraft systems that seriously affect the operation of the aircraft.
- Any case of flight crew incapacitation in flight.
- Any fuel state which would require the declaration of an emergency by the pilot.
- Runway incursions classified with severity A. The 'Manual on the Prevention of Runway Incursions' (Doc 9870) contains information on the severity classifications.
- Take-off or landing incidents, such as undershooting, overrunning or running off the side of runways.
- System failures, weather phenomena, operation outside the approved flight envelope or other occurrences which caused or could have caused difficulties controlling the aircraft.
- For further information contact the Air Accidents Investigation Branch (AAIB)

## 4.2 Reporting Procedures

All reportable accidents are required to be notified to the Department for Transport (in effect the AAIB) with the minimum of delay.

Aircraft Commanders have a legal responsibility for reporting accidents and incidents to their aircraft. However, this may not always be possible. The initial responsibility for reporting an accident will rest with Air Traffic Control (ATC).

Following any aircraft accident or serious incident, the AODM will ensure that the AAIB have been informed and have received all the relevant details, using the AAIB Notification Form.

As far as possible, the following information is to be provided:

- In the case of an accident the identifying abbreviation "ACCID" or, in the case of a serious incident, the identifying abbreviation "INCID"
- Type, model, nationality, and registration marks of the aircraft
- Names of the owner, operator, and hirer (if any) of the aircraft
- Name of the commander of the aircraft
- Date and time (UTC) of the accident/Incident
- Last point of departure and the next point of intended landing of the aircraft involved.
- Position of the accident in relation to some easily defined geographical location.
- Number of crew on board and the number killed or seriously injured.
- Number of passengers on board and the number killed or seriously injured.
- Number of other persons killed or seriously injured because of the accident.
- Nature of the accident as far as is known.

## 4.3 Contact Name/Numbers

Air Accident Investigation Branch (AAIB)  
Farnborough House  
Berkshire Copse Road  
Aldershot  
Hampshire  
GU11 2HH

24-hour Accident Reporting Line: 01252 512299

The person reporting the accident to the AAIB is also required to inform the local Police of the accident and the place where it occurred, using the contact number below.

Greater Manchester Police  
Airport Sub-Division  
Tel: 0161 786 0250

## 5 Other Accidents and Incidents

These are accidents and incidents involving vehicles, equipment, airbridges and persons etc. where no aircraft is involved. Included are collisions, trips, falls etc.

All accidents and incidents must be reported without delay to Airfield Operations on 0161 489 3331.

Such accidents and incidents are to be reported in order that an appropriate investigation can take place. The purpose is to discover causes so that remedial actions can be taken to prevent recurrence of the incident.

Any vehicles, plant and equipment involved in the incident must not be moved until authorised by an Airfield Safety & Compliance Officer.

Where an incident is categorised as an MOR or is deemed serious then Airfield Operations will remove and quarantine the vehicle or equipment to the Manchester Airport Motor Transport facility pending further investigation.

Personnel at the accident/incident scene may remove vehicles and equipment prior to the arrival of Airfield Operations only if they determine that further damage or harm to personnel may occur should the vehicles remain in situ.

Prior to the removal of any such items it would be preferable if photographs were taken to record the event and made available to Airfield Operations.

It is not the intention of Manchester Airport to allocate blame except where there has been blatant disregard of procedures intended to provide a safe airside environment.

Airside driving permits [ADP] are removed without prejudice by Airfield Operations primarily to protect individuals from becoming involved in any further occurrences soon afterwards. Before removing an ADP, Airfield Operations will assess the severity of the incident, an individual's driving history and any other relevant circumstances. ADPs are withheld by Airfield Operations pending a satisfactory response by the service provider and/or completion of an AOR/MOR investigation.

### 5.1 Accidents Involving Personal Injury

To assist MA in preventing further reoccurrences, all accidents/incidents resulting in personal harm or injury should initially be reported to the Airfield Operations Team on telephone number 0161 489 3331 without delay.

An initial health and safety report will be submitted and followed up by the Manchester Airport Health and Safety Team.

For any further queries regarding airside health and safety concerns please contact the Health and Safety Team at [manchesterhealthandsafety@magairports.com](mailto:manchesterhealthandsafety@magairports.com)

## 5.2 Procedures and Follow Up

Managers and/or Supervisors of personnel involved in airside accidents or incidents are responsible for:

- Requesting medical assistance on emergency telephone number 0161 489 2222 if injuries are evident.
- Reporting all such events as soon as practical to Airfield Operations on telephone number 0161 498 3331 providing details of location and brief information about the event
- Investigating and responding to the Airfield Occurrence Report (AOR) within 21 days, stating their findings and any action taken to prevent a reoccurrence,

Airfield Operations will respond to an incident, which depending on the severity, will be attended by the AODM. The AODM will liaise with all relevant stakeholders to identify any immediate mitigation and initially coordinate evidence gathering.

## 5.3 Post Incident Board of Enquiry

A board of enquiry may be activated at the request of either the Accountable Manager or Aerodrome & Landside Safety & Compliance Manager. Service providers should ensure they hold an internal post incident brief with their teams at their earliest convenience.

# 6 Airfield Occurrence Report (AOR)

The Airfield Operations Team is primarily responsible for maintaining safety and operational standards on the airfield.

All Accidents, incidents and safety occurrences on the airfield will be recorded in the first instance as an Airfield Occurrence Report (AOR).

Airfield Operations will issue a copy of the AOR to the employee or employer of a company involved in an Accident, incident, or Safety occurrence.

Infringement penalties will be issued to companies for serious breaches of performance standards on the airfield. These will range between £50 and £100. Any monies collected will be utilised to enhance Apron Safety on the Airfield (See EGCC-I-AOPS-013 Airfield Infringements).

Details of the AOR will be recorded on the Airfield Incident and Infringement database within 24 hrs of the AOR being issued. An automatic email will then be generated to the company contact informing them of the AOR details. If the company has not replied within the 21-day period of the AOR being issued a reminder will be generated every 2 weeks by email using the same electronic process for a period of 2 months. If a response is not received within 2 months, individual cases will then be addressed by the Airfield Operations Manager.

# 7 Incident / accident investigation

After each Accident or MOR, the Head of Airfield Operations may open an 'Occurrence Folder'. An investigation will then take place, the Airfield Safety & Compliance Team may undertake the investigation directly. The investigation will be fully documented, and witness statements



and accounts taken as appropriate. Other organisations may need to be involved such as Airlines, Handling Agents, ATC, and Internal Manchester Airport departments.

Once completed, results and recommendations will be made, and the completed document presented to the Head of Airfield Operations for consideration.

Dependent upon the nature of the incident and results of the investigation, a review of procedures or training may be required to prevent a re-occurrence.

It should be noted that an Occurrence folder might be opened in response to a non-reportable accident and that an investigation and review will still be undertaken.

## 8 Follow up actions/ AOR close out requirements.

Following an investigation, appropriate to the severity of the incident Airfield Operations require all stakeholders to submit a formal response to each AOR which details all specific investigation findings and corrective actions. Examples of this include.

- MA may require additional training for personnel concerned.
- An infringement notice may be served.
- Procedures may be modified.

AOR close out reports are managed by the Airfield Operations Team and are tracked at weekly Safety Performance Committee meetings.