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|--|-----------------|---------------|-------------------------|--|-----------------------------|-----------------------------|---------------------------------|
|  |                 |               |                         | <b>Manchester Airport</b><br><br><b>Airside Defect Reporting</b> |                             | <b>Risk Rating</b>          | <b>High – Reviewed Annually</b> |
| <b>Reference:</b>  | EGCC-I-AOPS-010 | <b>Issue:</b> | 2                       | <b>Owner:</b>  | Head of Airfield Operations | <b>Department:</b>          | Airfield                        |
| <b>Issue Date:</b>   | 01/08/2025      |               | <b>Compliance Date:</b> | 01/09/2025   |                             | <b>Planned Review Date:</b> | 19/06/2026                      |

## 1 Preventative maintenance

All defect reports and the details of remedial action taken are recorded 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.

## 2 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.

## 3 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) and recorded via the airport 'Enterprise Asset Management System' (EAMS).

Furthermore, schedules of airside audits are undertaken by Airfield Operations & Airfield Maintenance personnel.

## 4 Accidents, incidents & emergencies

### 4.1 Refer to ASI 9 All Airside Users

- Report known defects to the Asset Support Team (AST)
- Report 'safety critical' defects to Airfield Operation

### 4.2 Asset Support Team (AST)

- Recording and processing reported defects via EAMS (Maximo) System
- Appointing 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.

### 4.3 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.
- Reporting defects to the Asset Support Team (AST)

#### 4.4 Asset Management Department

- Conducting 3 Tier Audits and undertaking routine maintenance on the airfield.
- Rectifying all defects recorded on the Maintenance Actions List within agreed SLAs.

## 5 Contact Telephone Numbers

Asset Support Team (AST) : 0161 489 3776  
Airfield Operations: 0161 4893331