Manchester Airport Aerodrome Manual

Part B – Aerodrome Management System, Qualification and Training Requirements

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Version Control

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Table of Contents

2. Description of the management system, including the following 5

2.1 Aerodrome organisation and responsibilities 5

2.1.1 Organisational Structure 6

2.2 Description of the safety management system, including: 7

2.2.1 Scope of Safety Management System 7

2.2.2 Safety policy and objectives 8

2.2.3 Safety responsibilities of key safety personnel 10

2.2.4 Documentation control procedures 19

2.2.5 Safety risk management process, including hazard identification and risk assessment schemes 20

2.2.6 Monitoring of implementation and effectiveness of safety actions, and risk mitigation measures 24

2.2.7 Safety performance monitoring 24

2.2.8 Safety Reporting (including organisational changes regarding safety responsibilities) 29

2.2.9 Emergency response planning 30

2.2.10 Management of change (including organisational changes regarding safety responsibilities) 30

2.2.11 Safety promotion 32

2.2.12 Safety management system output 45

2.3 Description of the compliance monitoring and related procedures 46

UNCONTROLLED WHEN PRINTED/DOWNLOADED

2.3.1 Internal/External/Regulatory Compliance Monitoring 46
2.3.2 Risk Based Compliance Monitoring 48
2.3.3 Third Party/Contracted Organisation 48
2.3.4 Compliance Monitoring Schedule 49
2.4 Description of the quality management system for aeronautical data and aeronautical information provision activities and related procedures, including those for meeting the relevant safety, and security management objectives 50
2.5 Procedures for reporting to the CAA including handling, notifying and reporting accidents, serious incidents, and occurrences. 51
2.5.1 Definition of accident, serious incident an occurrence and of the relevant responsibilities of all persons involved 51
2.5.2 Illustrations of the forms to be used (or copies of the forms themselves), instructions on how they are to be completed, the addresses to which they should be sent and the time allowed for this to be done 53
2.5.3 Procedures and arrangements for the preservation of evidence, including recordings, following a reportable event. 53
2.6 Procedures related to the use of alcohol, psychoactive substances and medicines. 53
2.7 Procedures for: 54
2.7.1 Complying with safety directives 54
2.7.2 Reaction to safety problems 54
2.7.3 Handling of safety recommendations issued by Safety Investigation Authorities 54
2.8 Description of the method and procedures for recording aircraft movements, including movement and aircraft type, dates and number of passengers. 55
2.9 Contracted Activities 55
3 Required Aerodrome Personnel 56
3.1 The training programme, including the following 56
3.1.1 Responsibilities, frequencies, syllabi, and the identified training standards for all personnel involved in the operation, rescue and firefighting, maintenance and management of the aerodrome, and those persons operating unescorted on the movement area and other operational areas of the aerodrome 56
3.1.2 Procedures 57
3.1.3 Documentation to be stored and storage periods 58
3.2 The proficiency check programme, including responsibilities and frequencies .. 59

UNCONTROLLED WHEN PRINTED/DOWNLOADED

3.2.1 Procedures to be applied if personnel do not achieve the required standards 59
3.2.2 Description of documentation to be stored and storage periods 60

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2. Description of the management system, including the following

2.1 Aerodrome organisation and responsibilities

The person with responsibility for the day-to-day running of the aerodrome is the Director of Aerodrome Operations.

The order of accountability as person in charge of the operation during normal office hours is:

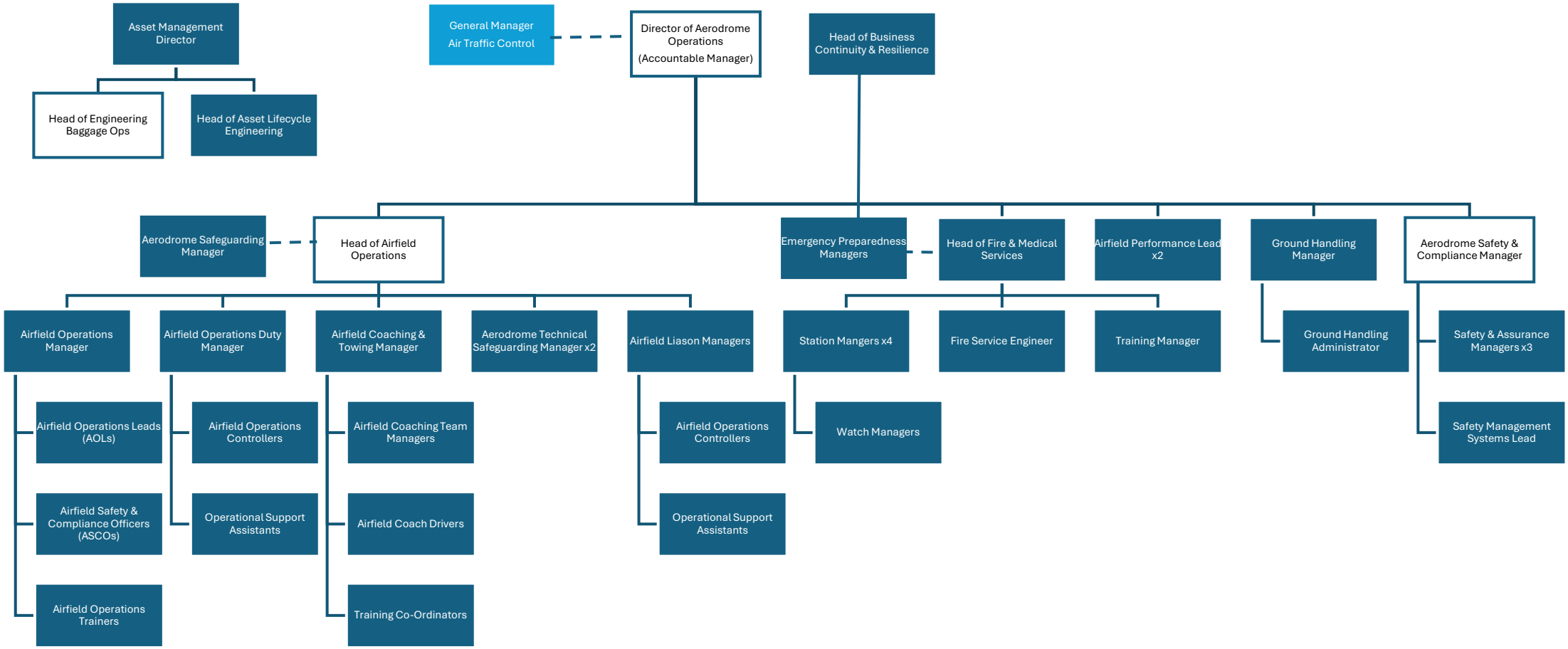
1. Director of Aerodrome Operations
2. Head of Airfield Operations
3. Head of Fire and Medical Services
4. Airfield Operations Manager

As the airport is operational 24 hours a day, the above post holders will not always be immediately available. In the absence of all the above post holders, the official in charge will be the Airport Duty Manager (ADM).

In the event of significant disruption to the operation, there is a duty director available on call, to support the ADM, details of this are include within EGCC-M-AOPS-003 – MAN Emergency Response Manual.

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2.1.1 Organisational Structure



Denotes Nominated Post Holders

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2.2 Description of the safety management system, including:

2.2.1 Scope of Safety Management System

Manchester Airport's Safety Management System (SMS) provides the framework for the safe, secure and compliant operation of the aerodrome, ensuring risks are effectively identified, assessed and managed in accordance with ICAO Annex 14, ICAO Doc 9859, UK Regulation (EU) 139/2014, the Air Navigation Order, and other applicable legislation.

The SMS defines the airport's safety policy, objectives, governance structure, responsibilities and accountabilities, whilst establishing processes for safety risk management, safety assurance, performance monitoring, safety promotion and emergency response. Underpinned by a positive and just safety culture that encourages open reporting, continuous learning and shared responsibility, the SMS supports collaboration across all airport stakeholders to maintain regulatory compliance, protect people and operations, and drive continual improvement in safety performance.

Manchester Airport will periodically assess the maturity and effectiveness of its Safety Management System using a recognised SMS assessment methodology. The results will be reviewed by the Safety and Resilience Board and used to identify opportunities for continual improvement.

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2.2.2 Safety policy and objectives

Airside Safety Policy

Manchester Airport recognises that safety is our highest priority and is committed to providing a safe environment for colleagues, passengers, contractors and all airside users. Hazards and risks must be effectively identified, assessed and managed to maintain the highest standards of aerodrome, airside and airspace safety.

Visible leadership from the Accountable Manager (AM) and Senior Leadership Team promotes a positive safety culture and ensures the provision of adequate resources, controls and investment necessary to achieve our safety objectives.

To fulfil this commitment, Manchester Airport will:

- Implement, maintain and continuously improve an effective Safety Management System (SMS) that meets regulatory requirements and aligns with industry best practice.
- No commercial, operational or performance objective shall take precedence over safety.
- Comply with all applicable legal, regulatory and industry requirements and maintain effective engagement with the Civil Aviation Authority (CAA) and other relevant stakeholders.
- Provide competent personnel, training, facilities, equipment, resources and finances to support safe operations across the aerodrome.
- Every individual working airside, regardless of employer, role or seniority is responsible for conducting their activity safely.
- Identify hazards proactively, assess risks and implement effective controls to eliminate or reduce risks to as low as reasonably practicable (ALARP). Including proactively managing wildlife hazards through effective habitat maintenance on the aerodrome and collaboration with landowners and relevant authorities off the aerodrome.
- Work collaboratively with airlines, ground handling agents, contractors and other stakeholders to identify hazards, manage risks and uphold high standards of operational safety.

- Communicate safety information effectively and promote awareness of risks and controls.
- Monitor, audit and review safety performance to drive continual improvement and develop measurable safety objectives.
- Foster a positive Just Culture environment, that encourages the reporting of incidents, observations/hazards and near miss events without fear of blame, except in cases of gross negligence, deliberate misconduct or wilful non-compliance.
- Ensure that safety is not influenced by financial or commercial pressures. Safety will be given appropriate priority in all business decisions, and the resources necessary to maintain safe and compliant operations will be provided. Where competing priorities exist, safety will take precedence.

Manchester Airport is committed to maintaining a safe, compliant and resilient airside environment through continuous monitoring, engagement and improvement. This commitment relies on the support of colleagues, business partners and contractors, to actively intervene, challenge and report unsafe acts, unsafe conditions or procedural deviations. This is essential to maintaining safe operations. Safety is everyone's responsibility.

Radford David Taylor



Manchester Airport Accountable Manager
23/10/2026

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2.2.3 Safety responsibilities of key safety personnel

Below summarises the safety responsibilities of the key safety personnel at Manchester Airport, in line with CAA CAP700. For an exhaustive list of responsibilities, please refer to CAP700.

i. Key Safety Personnel

Director of Aerodrome Operations (Accountable Manager)

Rad Taylor

- Assumes responsibility for the annual business plan (including capital delivery programmes) and ensures that safety never becomes a subordinate to financial matters
- Ensure the aerodrome complies with all applicable licensing, certification, and statutory requirements.
- Maintain an understanding of the Civil Aviation Authority (CAA)'s responsibilities for aerodrome licensing, certification, and inspections.
- Ensure aerodrome management understands the requirements for Public and Ordinary Use licences, certification, and the legal status of the Aerodrome Manual.
- Implement, communicate, and regularly update operational information and instructions to support the safe operation of aircraft.
- Take all reasonable measures to ensure the aerodrome and its surrounding airspace always remain safe for aircraft operations.

Head of Airfield Operations (Operations Manager)

Melanie Lawley

- The Head of Airfield Operations is accountable for the safe, compliant and efficient operation of the aerodrome, ensuring adherence with Aerodrome Certification requirements, applicable legislation, regulatory obligations and the Aerodrome Manual.
- The role provides strategic leadership for all airfield operational activities, establishing operational standards, policies and performance objectives that support safety, service, resilience and business performance. The postholder

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acts as the senior operational authority for aerodrome operations and is accountable for ensuring appropriate resources, systems, controls and governance arrangements are in place to always maintain safe aerodrome operations.

- The Head of Airfield Operations leads a team of operational managers and specialists, maintains key stakeholder relationships with airlines, air traffic services, ground handling agents and regulatory bodies, and provides operational leadership during emergencies, major disruptions and contingency situations.
- Accountable for the safe and compliant operation of the aerodrome in accordance with Aerodrome Certification requirements, the Aerodrome Manual and applicable regulatory standards.
- Accountable for the establishment, approval, review and governance of Aerodrome Operational Procedures and Airfield Operating Instructions.
- Accountable for the achievement of all Airfield operational performance standards, SLAs and regulatory performance measures.
- Provides strategic leadership for aerodrome emergency preparedness, business continuity and resilience arrangements

Head of Asset Lifecycle Engineering

Olivia Hughes

- Lead and develop a team of Asset Lifecycle Managers, ensuring effective management of airport assets throughout their lifecycle to maximise performance, reliability, and value.
- Monitor asset condition, performance, and risk data to inform maintenance strategies, investment priorities, and long-term asset management plans.
- Develop and submit capital investment requirements through the Manchester Airport Capital Planning process, prioritising projects based on condition, performance, compliance, and operational risk.
- Oversee the development and delivery of repair and renewal programmes for aerodrome pavements, runways, and associated surfaces to maintain safe and serviceable infrastructure.
- Ensure adequate runway and airfield drainage provisions are in place and maintained to support safe and resilient airport operations.
- Establish and govern processes for runway friction monitoring, data analysis, and reporting, including assessing the impact of work activities and ensuring appropriate communication of operational risks and runway conditions.

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Head of Engineering and Baggage Operations (Maintenance Manager)

Kneal Foy

- Lead the day-to-day management of all engineering asset functions, ensuring the operational availability, safety, and performance of critical airport assets, systems, pavements, and infrastructure.
- Manage and develop a 24/7 engineering operation comprising 100+ technicians and the Engineering Duty Management team, including performance, competency, and resource management.
- Develop, implement, and oversee maintenance, repair, and inspection programmes to ensure aerodrome pavements, surfaces, and drainage systems remain safe, compliant, and serviceable.
- Ensure compliance with CAP 683 requirements through the provision, calibration, maintenance, storage, and operational management of runway friction measurement equipment.
- Lead the training and competency assurance of operational staff in runway friction measurement, data analysis, reporting processes, and the correct use of specialist equipment and procedures.
- Monitor, analyse, and report on runway friction and asset performance data, assessing operational impacts, managing risks associated with work activities, and communicating safety-critical information to stakeholders.

Head of Business Continuity and Resilience

Daniel McCabe

- Lead the airport's emergency planning, business continuity, incident management, and operational resilience arrangements, ensuring compliance with regulatory requirements, industry standards, and organisational policies.
- Develop, maintain, and continuously improve the Aerodrome Emergency Plan (AEP), contingency plans, and Business Continuity Management System (BCMS), ensuring they are proportionate to operational risks and aligned with best practice.
- Oversee the airport's incident management framework, ensuring robust command and control structures, emergency systems, procedures, and response arrangements are in place to effectively manage operational and major incidents.

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- Design, manage, and deliver emergency, contingency, and business continuity training and exercising programmes, ensuring personnel are trained, competent, and regularly tested in their emergency response roles.
- Provide strategic leadership and expert advice to senior leaders and stakeholders on resilience, emergency preparedness, risk management, and incident response, safeguarding airport operations, reputation, and regulatory compliance.
- Establish assurance, governance, and performance monitoring processes, including incident investigation, debriefing, risk review, stakeholder engagement, and the communication of emergency and resilience procedures across the airport community.

Head of Fire and Medical Services

Brian Massie

- Provide strategic leadership and management of the Aerodrome Rescue and Fire Fighting Service (RFFS), ensuring resources, staffing, specialist equipment, and operational capability are aligned with the size, type, and frequency of aircraft operations.
- Ensure compliance with ICAO, CAA, and aerodrome regulatory requirements through effective governance, assurance, policies, procedures, and operational oversight.
- Maintain oversight of RFFS training, competence, and development programmes, ensuring personnel are suitably trained, exercised, and prepared to respond to operational and emergency incidents.
- Lead the development, review, and continuous improvement of the RFFS elements of the Aerodrome Emergency Plan, ensuring effective coordination with airport teams and external emergency services.
- Oversee safety management, incident investigation, reporting, and follow-up actions, ensuring lessons learned, emerging risks, operational changes, and incident trends are effectively addressed.
- Establish and manage robust emergency response and operational continuity arrangements, acting as a key liaison with regulators, airport leadership, and external stakeholders to ensure effective emergency preparedness and response.

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Airfield Operations Manager

Rob Salzano

- The Airfield Operations Manager is responsible for the day-to-day management and delivery of aerodrome operational services, ensuring compliance with the Aerodrome Manual, operational procedures and regulatory requirements.
- The role leads the Aerodrome Operations, Airfield Control Duty and associated operational teams on a 24-hour basis, ensuring that airfield inspections, wildlife management, airside safety activities, emergency response arrangements and operational service delivery are conducted effectively.
- Working within the strategic direction established by the Head of Airfield Operations, the postholder is responsible for implementing operational plans, maintaining operational readiness and driving continuous improvement across aerodrome operations.
- Responsible for managing and assuring the delivery of aerodrome safety services in accordance with standards established by the Head of Airfield Operations and the Aerodrome Manual.
- Develops and implements seasonal operational plans and resource strategies
- Monitors aerodrome infrastructure condition and operational serviceability, providing requirements and assurance support to Asset Maintenance and Capital Delivery teams.
- Leads and supports operational improvement initiatives and delivers agreed change programmes within the airfield operational environment.

Aerodrome Safety and Compliance Manager (Safety Manager, Compliance Manager)

Daniel Kelly-Beevers

- Lead and continuously improve the Airside Safety Management System (SMS), ensuring effective risk management, safety governance, audit and assurance processes, and compliance with CAA regulatory requirements and aerodrome certification standards.
- Provide strategic leadership for airfield compliance and aerodrome change management, ensuring all development projects, maintenance activities, asset renewals, and operational changes are assessed, managed, and implemented safely and compliantly.
- Establish and oversee robust safety reporting, occurrence management, auditing, and investigation processes, including Mandatory Occurrence

Reporting (MOR), trend analysis, corrective actions, and liaison with regulatory authorities.

- Ensure aerodrome safety risks are identified, assessed, mitigated, and monitored through formal hazard management and assurance processes, including runway friction compliance, safeguarding assessments, and operational risk reviews.
- Maintain and govern critical aerodrome compliance documentation and information, including the Aerodrome Manual, UK AIP publications, safety records, surveys, and certification requirements.
- Promote a positive safety culture and continuous improvement through training, stakeholder engagement, safety performance monitoring, committee leadership, and the integration of safety considerations into operational, project, and strategic decision-making.

Aerodrome Safeguarding Manager

Diane Jackson

- Leads the airport's aerodrome safeguarding function, ensuring developments both on and off the aerodrome comply with aerodrome licensing and certification requirements, aviation legislation, planning regulations, CAA standards, and airport safeguarding policies to protect the safety of aircraft operations.
- Assesses planning applications and development proposals against safeguarding criteria, including Public Safety Zones, obstacle limitation surfaces, navigational aids, Visual Control Room sightlines, and potential bird and wildlife attractants, providing expert advice to internal and external stakeholders.
- Establishes and maintains strong relationships with local planning authorities, developers, government agencies, the Civil Aviation Authority, and internal departments to ensure safeguarding considerations are embedded throughout the planning process.
- Oversees safeguarding activities outside the airside environment, including monitoring the airport's surrounding environment for permanent and temporary obstacles, bird and wildlife hazards, maintaining safeguarding systems and records, and managing the Aerodrome Safeguarding Technical Officer.
- Conducts safeguarding risk assessments to support operational decision-making, manages safeguarding data and reporting, and develops policies and procedures to respond to changes in legislation, technology, and industry best practice.

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- Drives continuous improvement by regularly reviewing safeguarding policies and practices, promoting a strong safety culture, and ensuring the safe, compliant, and efficient operation of the airport through proactive risk management and stakeholder engagement.

ii. Persons with Safety Responsibilities

Airport Duty Manager

- Provides strategic operational leadership for the airport, ensuring the safe, secure, efficient, and compliant delivery of operations while balancing safety, customer experience, performance, regulatory compliance, and business continuity.
- Maintains overall operational oversight through the Airport Control Hub (MACH), supported by Airport Flow Leads (AFLs) who monitor airport activity, analyse operational data, and identify emerging risks, trends, and opportunities.
- Builds and maintains a common operating picture by working closely with senior leaders, operational teams, and key stakeholders, enabling effective collaboration, informed decision-making, and aligned operational priorities.
- Directs and assures airport operations during routine activity and disruption, coordinating airport-wide responses, managing operational risks, and ensuring effective governance, escalation, and service continuity.
- Acts as Bronze Commander during incidents and emergencies, leading the Incident Management Team (IMT) to coordinate resources, implement mitigation strategies, protect life, maintain safety and security, and restore normal operations as quickly as possible.
- Serves as the central point of operational integration, translating strategic objectives into coordinated operational delivery while ensuring compliance with regulatory and organisational requirements.

Airfield Operations Duty Manager

- Provide operational assurance that all airfield activities comply with aerodrome certification requirements, EASA/ICAO standards, Health & Safety legislation and local operating procedures
- Apply dynamic risk assessment and hazard analysis to determine the continuation, modification or suspension of flight operations where necessary

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- Lead and support Airfield Operations Leads and Airfield Flow Leads, ensuring effective deployment of airfield resources and assets
- Promote a positive safety culture and role-model MAG leadership behaviours and values
- Coordinate and manage airfield responses to incidents, accidents and emergency events in line with Emergency Orders and incident command structures
- Coordinate and manage airfield responses to incidents, accidents and emergency events in line with Emergency Orders and incident command structures
- Oversee the safe management of airfield works, issuing and validating permits to work in accordance with local and regulatory requirements
- Coordinate the establishment and recovery of works areas on runways, taxiways and apron infrastructure, ensuring compliant return to service
- Monitor meteorological conditions and coordinate appropriate mitigations during adverse weather events

Fire Station Managers

- Lead emergency response operations as Incident Commander and co-ordinate internal and external agencies. Manage resources, mitigate risks, and direct firefighting and rescue activities to protect life, property, and airport operations.
- Drive operational resilience and safety, maintain risk assessments, contingency plans, and safety management processes to ensure compliance with health, safety, environmental, and aviation regulatory requirements.
- Overseeing training plans, competency assessments, and certification processes to ensure operational readiness and compliance with the Airport Fire Service competency framework.
- Provide leadership and people management by coaching and developing Watch Managers and crews, managing performance, succession planning, and workforce capability to maintain a high-performing team.
- Manage the effective running of the fire station, ensuring policies, procedures, resources, budgets, and equipment support the delivery of airport operational and emergency response objectives.
- Lead continuous improvement, conduct post-incident reviews, strengthen relationships with airport and external partners, implement change initiatives, and drive service improvements across MARFFS.

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Aerodrome Technical Safeguarding Manager

- Ensure that proposed airfield development and maintenance schemes are planned in accordance with the regulatory requirements and those of the MAG Safety and Change Management Systems (SMS).
- Compile and update content for the UK Aeronautical Information Package ensuring compliance with Aeronautical Data Quality (ADQ) requirements.
- Conduct operational risk assessments and prepare relevant documentation for inclusion in regulatory cases.
- Maintain liaison with stakeholders, including the key relationship with Air Traffic Control, Airfield Planning and Airfield Control where necessary to ensure the safety and operability of the airfield during programmes of works activity and infrastructure changes.
- Produce drawings for layout and phasing of airfield works and to illustrate design concepts. Assess planning applications and requests to operate tall equipment on the aerodrome or landside areas under the jurisdiction of MAG. Carry out Aerodrome Safeguarding activities in accordance with CAP 738 and issue relevant approvals.
- Assessing the operational impact of projects thus ensuring any temporary changes in operational performance /service are mitigated and/or communicated to airline customers.
- Advocate of change management, extending beyond infrastructure to include systems, procedures and technology

Aerodrome Safety & Compliance Team

- Lead and continuously improve the Aerodrome Safety Management System (SMS), ensuring effective safety governance, risk management, assurance, communication, and regulatory compliance.
- Manage aerodrome operational risk, including the development, review, and maintenance of risk assessments, bowtie analyses, hazard controls, and risk mitigation strategies.
- Develop and deliver safety assurance activities, including audits, inspections, compliance monitoring, and the evaluation of safety barriers to ensure risks remain effectively controlled.
- Monitor, analyse, and report safety performance, using operational and occurrence data to identify trends, support decision-making, and drive strategic safety improvements.

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- Maintain and enhance aerodrome safety documentation and change management processes, ensuring policies, procedures, manuals, and operational changes remain current, controlled, and compliant with regulatory requirements.
- Promote a positive safety culture and provide safety leadership, supporting stakeholders across aerodrome operations through training, communication, committee engagement, and the implementation of consistent safety processes.

2.2.4 Documentation control procedures

Manchester Airport maintain a robust document control process to ensure that all safety critical documents, including the aerodrome manual, emergency response plan, airside standing instructions, remain accurate, current, authorised and easily accessible to all required personnel.

Changes required following lessons learned, audit findings, investigations and occurrences, will be subject to the formal review, approval and communication process of the change management process to ensure that required personnel have the latest information available to them.

The document control system will ensure that only current versions are in use, previous versions are withdrawn and archived.

Manchester Airport is committed to continuous improvement, regulatory compliance and ensuring the most up to date information is available to all required personnel, by effectively managing document control.

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2.2.5 Safety risk management process, including hazard identification and risk assessment schemes

i. Overview

Safety Risk Management is a key part of Manchester Airport's Safety Management System (SMS). It provides a structured way to identify hazards, assess risks, and put controls in place to keep aerodrome operations safe. As aviation involves inherent risks that cannot be completely removed, Manchester Airport uses a risk-based approach to reduce risks to a level that is as low as reasonably practicable (ALARP)

ii. Hazard Identification

A hazard is defined as something that has the potential to cause damage or harm, and Manchester Airport identifies hazards in several ways. This includes compliance monitoring and evaluating airfield safety reports (ASRs) and mandatory occurrence reports (MORs), conducting audits and inspections in line with the audit schedule, performance data, change management processes and industry information.

- Step 1 – Identification of Hazards

Hazard identification is the first step in the safety risk assessment process. It is used to identify hazards and their potential causes before assessing the effectiveness of any existing controls or mitigations.

Hazards are identified using a structured approach involving operational personnel, supervisors, managers, and subject matter experts with knowledge of the activity, process, or system being assessed.

Information is gathered from a range of reactive, proactive, and predictive sources, including occurrence reports, audits, inspections, investigations, safety performance data, observations, and industry information.

The identification of hazards is a continuous process and considers factors such as people, equipment, procedures, communications, organisational influences, environmental conditions, and external threats.

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When assessing hazards, consequences should be described in operational terms to support the development of practical and effective risk controls. For example, a crosswind hazard may result in a runway excursion rather than simply being described as a potential loss of life.

- Step 2 – Severity Rating

When defining the severity of a risk, Manchester Airport use the following criteria, which is in line with definitions laid out in CAP795:

Severity	Potential Consequences	Value
Catastrophic	• Aircraft, equipment destroyed. • Multiple fatalities.	**5**
Hazardous	• Large reduction in safety margins, physical distress or a workload such that organisations cannot be relied upon to perform their tasks accurately or completely. • Serious injury or to multiple people. • Major equipment damage.	**4**
Major	• A significant reduction in safety margins, a reduction in the ability of organisations to cope with adverse operating conditions because of an increase in workload, or because of conditions impairing their efficiency. • Serious incident. • Injury to persons.	**3**
Minor	• Nuisance. • Operating limitations. • Use of emergency procedures. • Minor incident.	**2**
Negligible	• Little consequence	**1**

- Step 3 – Likelihood Rating

When defining the likelihood of a risk, Manchester Airport use the following criteria which is in line with definitions laid out in CAP795:

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Likelihood	Description	Value
Frequent	Likely to occur many times (has occurred frequently)	**5**
Occasional	Likely to occur sometimes (has occurred infrequently)	**4**
Remote	Unlikely, but may possibly occur (has occurred rarely)	**3**
Improbable	Very unlikely to occur (not known to have occurred)	**2**
Extremely Improbable	Almost inconceivable that the event will occur	**1**

- Step 4 – Risk Tolerability, Sign Off and Validity

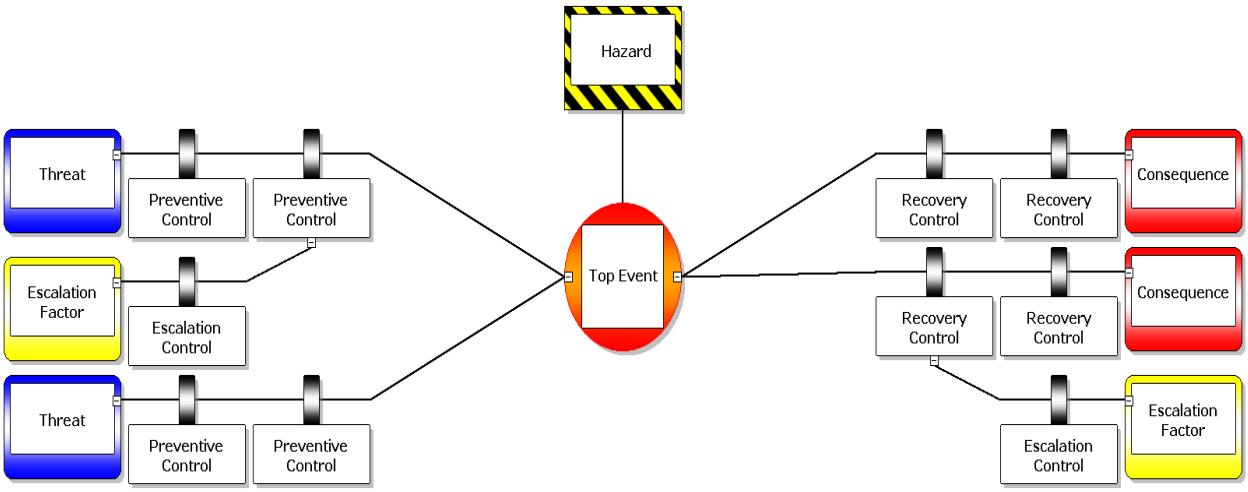
When the severity and likelihood of a risk has been decided (using the definitions provided above), the below risk matrix captures a 'score', and the table further below captures Manchester Airports acceptance of the risk.

Severity						
	Catastrophic – 5	5	10	15	20	25
	Hazardous – 4	4	8	12	16	20
	Major – 3	3	6	9	12	15
	Minor – 2	2	4	6	8	10
	Negligible – 1	1	2	3	4	5
		1 Extremely Improbable	**2 Improbable**	**3 Remote**	**4 Occasional**	**5 Frequent**
	Likelihood					

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iii. Methodology

Manchester Airport applies Bow Tie risk assessment methodology to evaluate aviation safety risks. This process identifies the hazard, associated threats, the potential top event, operational consequences, existing preventative controls, recovery measures and escalation factors.



iv. Risk Assessments

Manchester Airport maintain a structured Safety Risk Management process, to identify hazards, assess risks and implement controls and provides oversight and assurance. Risk assessments are reviewed periodically or whenever operational circumstances change by experienced operational personnel, supervisors, managers and subject matter experts who have knowledge of the activity, process or system being assessed

Individual organisations are responsible for managing risks arising from their own activities.

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2.2.6 Monitoring of implementation and effectiveness of safety actions, and risk mitigation measures

Manchester Airport ensures safety performance is assessed against the organisation's safety policy and objectives. This is achieved through safety reporting, data analysis, inspections and audits. Safety data is measured against safety performance indicators (SPIs) using statistical and trend analysis. Performance is reviewed through dashboards and safety committees to identify emerging hazards, monitor trends and drive continuous improvement.

By utilising active and reactive monitoring activities, Manchester Airport provides assurance that the SMS remains effective.

Active monitoring is used to assess compliance and verify the effectiveness of safety controls through activities such as audits, inspections, compliance monitoring, operational observations, safety assessments, and barrier assurance reviews.

Reactive monitoring is used to identify lessons and improvement opportunities through the review and investigation of airside safety reports (ASRs), MORs, safety trends, and the effectiveness of corrective actions. The outputs from these activities are used to monitor safety performance, inform risk management decisions, and support the continual improvement of the SMS.

2.2.7 Safety performance monitoring

The Manchester Airport Aerodrome Safety and Compliance team supports continuous improvement by analysing safety data, identifying areas for corrective action and measuring improvements to the SMS, in line with ADR.OR.D.005(b)(5).

i. Safety Performance Indicators

Safety performance is monitored at Manchester Airport by the Aerodrome Safety & Compliance team. Airfield management dashboards reports on safety performance indicators, detailed below, which are managed through the appropriate safety meetings.

- Runway safety – Runway incursions, runway excursions, friction and AGL.
- Wildlife control – Confirmed/unconfirmed wildlife strikes, near miss strike events, wildlife observed, dispersal methods deployed, grassland management.
- Apron safety – Damage to aircraft on stand/manoeuvring, pushback errors, vehicle accidents, FOD.

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- Airspace safety – Airprox, loss of separation, level bust, zone infringement, laser strikes, drone events.
- Taxiway safety – Deviation from routing, aircraft parking errors, obstructed taxiing aircraft by vehicles and GSE.
- Compliance monitoring – AVDGS operator error, ASR summary reports, turnaround audits, non-compliant CAP642 vehicle/equipment inspection

ii. Safety Severity Categorisation (SCC)

To support safety performance monitoring, Manchester Airport uses a Safety Severity Categorisation (SSC) system. This system assesses events based on the severity of their actual or potential consequences, rather than simply counting the number of occurrences. This approach helps focus attention and resources on the highest-risk issues, while continuing to monitor trends across all types of safety events.

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	CATEGORISATION OF INCIDENTS: Air Traffic Control and Airfield Operations				
Type of Event	Level 5 NEGLIGIBLE	Level 4 MINOR	Level 3 MAJOR	Level 2 HAZARDOUS	Level 1 CATASTROPHIC
Airborne Collison Risk Airprox by Aircraft Loss of Separation Level Bust Airspace Infringement Zone Infringement by Pilot Zone Infringement by UAS	No adverse effect and no intervention required.	Traffic conflict but no significant adverse effect, routine intervention.	Event that required urgent intervention to avoid being serious	Event that narrowly avoided a collision. No opportunity to intervene.	Aircraft Collision.
Runway Incursion	Incident that meets the definition of runway incursion such as incorrect presence of a single vehicle/person/aircraft on the protected area of a surface designated for the landing and take-off of aircraft but with no immediate safety consequences.	An incident characterised by ample time and/or distance to avoid a collision.	An incident in which separation decreases and there is a significant potential for collision, which may result in a time critical corrective/evasive response to avoid a collision.	A serious incident in which a collision was narrowly avoided.	Aircraft Accident.
Runway Excursion	Aircraft wheels strayed off paved surface, but pilot was able to steer back onto pavement with no damage sustained.	Aircraft leaves runway (requires recovery) but remains fit for use.	Aircraft leaves runway (requires recovery) but not fit for use.	Aircraft leaves runway sustaining damage which renders unfit for use, substantial repairs required.	Aircraft destroyed.

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Damage to Aircraft	Evidence of contact visible but insignificant.	Damage requiring minor repairs but remains fit for use.	Damage renders unfit for use.	Damage renders unfit for use, major repairs required.	Aircraft destroyed.
Damage to Vehicle or Equipment	Procedure violated with no adverse effect on the ability to use vehicles.	Minor* or moderate damage to vehicles or equipment	Major* damage to vehicles or equipment. Economic repair possible.	Major damage to vehicles or equipment. Economic repair not possible.	Multiple vehicles or equipment destroyed beyond economic repair.
Confirmed/Unconfirmed Wildlife Strikes	Reported event on or in vicinity of airfield with no physical evidence found.	Strike visible but no adverse effect on flight (Aircraft lands or departs)	Strike visible & Aircraft becomes unserviceable due need for repairs / possible cautionary landing.	Aircraft makes an emergency landing and requires prolonged major repairs.	Aircraft destroyed.

*Common Examples:

- Scratches of paint or scuffs on the body or bumper.
- Small dents that don't affect the frame of alignment.
- Cracked or chipped windshield – if the crack is small and doesn't obstruct vision.
- Broken side mirror – just the glass or casing, not electronics.
- Minor Bumper Damage without internal impact.
- Scuffed wheels or hubcaps.
- Non-functioning bulbs e.g. brake lights, indicators etc.

**Common Examples:

- Frame or chassis damage – bending or cracking of the vehicle's structural foundation.
- Airbag deployment – usually indicative of a high-impact collision.
- Severe engine or transmission damage – issues that impair performance or require replacement.
- Suspension or axle damage – affects handling and safety.
- Flood damage – water infiltration into the engine, electronics or interior.
- Fire damage – affects any part of the vehicle, especially wiring or mechanical components.
- Extensive body damage – crushed panels, crumpled roof or side, or doors that won't open/close properly.
- Electrical system failure – especially if safety or drivability is compromised.

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	CATEGORISATION OF INCIDENTS: Injury, Ill Health, Fire and Damage to Assets				
Type of Event	Level 5 NEGLIGIBLE	Level 4 MINOR	Level 3 MAJOR	Level 2 HAZARDOUS	Level 1 CATASTROPHIC
Injury to Person(s) Employees	No apparent injury or no treatment given	Injury treatable using basic first aid, or that result in 0-7 days lost time absence	Treatment beyond basic first aid, or injury that results in more than 7 days lost time absence	Serious injury requiring a hospital visit of over 24hrs or confirmed RIDDOR specified injury	Fatality or potentially life threatening injury resulting in permanent disability
Injury to Person(s) Passengers	No apparent injury or no treatment given.	Firs aid treated injury including first aid treatment by paramedic	Injury leading to being taken to hospital by ambulance	Serious injury resulting in a hospital visit of over 24hrs	Fatality or potentially life threatening injury resulting in permanent disability
Ill Health – Work Related	Not applicable	Minor or acute chronic ill health or disease requiring no treatment or can be self-treated	Moderate acute or chronic disease that is temporary but needs medical intervention	Medically diagnosed RIDDOR specified disease or other serious acute or chronic illness	Permanent chronic work related disease potentially fatal
Fire/Explosion	Fire detection activation and site inspection, but no alarm sounding or evacuation. No fire.	Alarm sounding and evacuation. No fire.	Smouldering or small fire that is fully controlled. Evacuation of building or zone	Fire involving full scale fire service intervention. Explosion or fire damage limited to one room	Major fire or explosion with substantial damage or loss of asset
Damage to Vehicle or Equipment	Procedure violated with no adverse effect on the ability to use vehicles	Light or moderate damage to vehicles or equipment, out of service for repairs	Damage renders unfit for use. Economic repair possible.	Damage renders unfit for use, major repairs required or beyond economic repair	Damage beyond economical repair causing moderate or serious business impact
Damage to Property	Damage visible but no adverse effect	Damage requires repair to make safe	Damage causes temporary partial closure of facility	Damage requires prolong major repairs with serious business impact	Building destroyed or partially destroyed beyond repair

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2.2.8 Safety Reporting (including organisational changes regarding safety responsibilities)

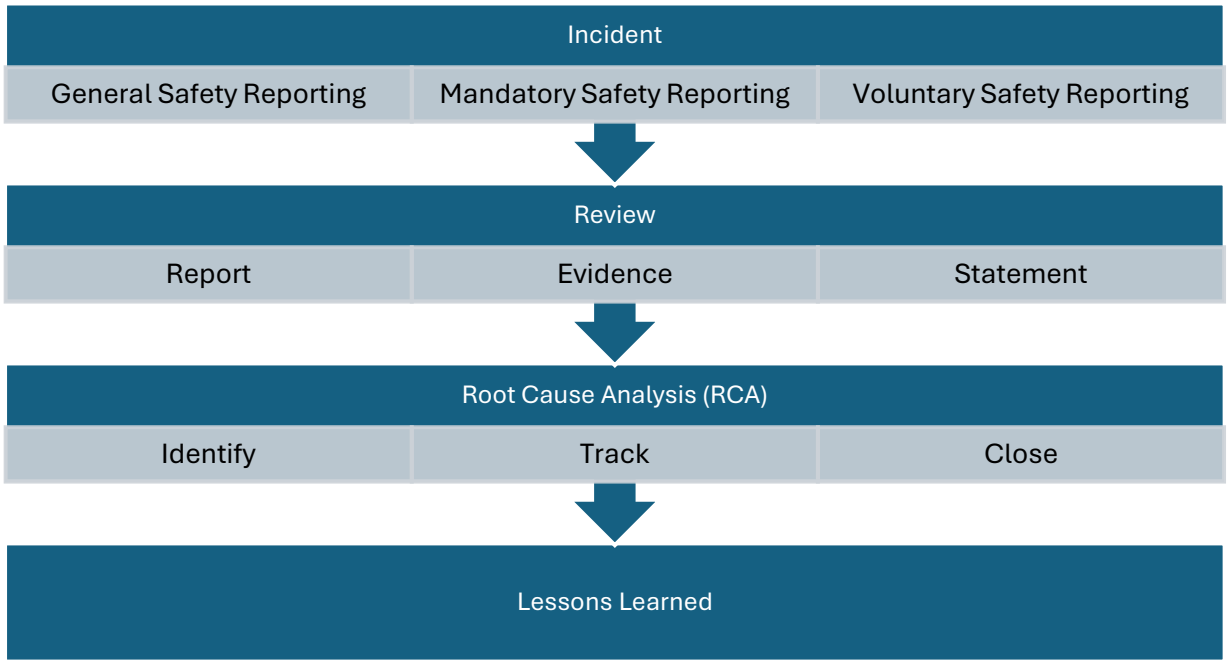
Manchester Airport requires all employees, contractors, and third-party organisations (including airlines) operating on the aerodrome to report safety-related occurrences through the appropriate reporting channels.

It is mandatory that Airfield Operations are notified of any incidents, observations/hazards or near miss events within2 working days, by any company operating at Manchester Airport.

Detailed information on the reporting of incidents at Manchester Airport and subsequent reports to CAA in the form of MORs, can be found in Part E, EGGC-I-AOPS-009 Accident, Incident and Safety Occurrence Reporting.

Reported incidents are assessed and investigated where required, to identify root causes and determine actions to prevent recurrence. Effective reporting and investigation are essential to the SMS and provide valuable data to identify emerging hazards, monitor existing risks, and assess the effectiveness of current controls and procedures to support continuous safety improvement.

A high level overview of the Manchester Airport reporting strategy is shown below:



For further information relating to safety responsibilities, please see Part B 2.2.3.

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2.2.9 Emergency response planning

Manchester Airport is committed to maintaining the safety and security of its passengers, customers, staff and wider stakeholders by utilising a dedicated Business Continuity and Resilience Team to ensure that effective emergency and contingency plans are in place.

The Emergency Response Manual establishes clear procedures for emergency management, including incident notification, command and control arrangements, communication channels, deployment of resources, and liaison with external agencies and accident investigators.

It also details arrangements for communicating with passengers, the public and the media during a major incident. These emergency planning arrangements have been developed in line with applicable regulatory and industry requirements, including UK retained aerodrome regulations, CAA CAP1168 guidance, ICAO Airport Services Manual Part 7 (Airport Emergency Planning), and the Civil Contingencies Act 2004.

Further, detailed information can be found within EGCC-M-AOPS-003 – MAN Emergency Response Manual.

2.2.10 Management of change (including organisational changes regarding safety responsibilities)

Effective change management is another important aspect of safety management. There is a risk of hazard whenever change is introduced to an existing system, operational requirement, maintenance process, and/or procedure. Such a risk shall be recognised and any change managed in co-operation with the affected business areas, and for any changes the Aerodrome Change Approval Board (ACAB) will carry out an impact assessment. ASI 044 – Change Management, contains further details on our change management process.

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i. Changes requiring prior approval

The Director of Aerodrome Operations or Head of Airfield Operations shall ensure that an application is submitted to the CAA for any change requiring prior approval, as determined by Regulations (UK) 139/2014.

Changes will be submitted to the CAA Aerodrome Inspector and CAA Developments using SRG2011 or/and the SRG1430 form. Implementation of any change requiring prior approval shall not be implemented until approval is received.

Where applicable the submission will also include:

a) Safety assurance documentation for compliance (part 1) and control (part 2) of the three-part CAP791 submission process.
b) Change notification form.
c) Appropriate detailed design drawings.

A list of changes requiring prior approval for Aerodrome can be found in CAP791.

Note: Any submitted change awaiting approval which is then subject to a further change shall be re-submitted for CAA approval.

ii. Changes not *requiring prior approval*

Changes that do not require prior approval, (Aerodrome only) as per CAP 791 or AMC1 ADR.OR.B.040(a);(b), shall still be notified to the CAA. This will be done by submitting the change management register when requested, of all recorded changes to the CAA Aerodrome Inspector in line with the audit cycle or available for audit on request.

Such changes, as deemed appropriate, will still be the subject of a change notification form, including safety assessment.

Access to the Change Management request form can be obtained by scanning the below QR code:

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Alternatively, you can access the request form by clicking here.

2.2.11 Safety promotion

i. Safety Documentation

To promote safety across all stakeholders, Manchester Airport electronically distributes the following documents:

- Aerodrome Manual,
- Airside Standing Instructions (ASIs),
- Aerodrome Safety Alerts (ASAs),
- Information Notices (INs),
- Minor Works Briefs (MWBs)
- Operational Advice Notices (OANs)
- Supplementary Instructions (SIs)

Manchester Airport operate the Airside Safety Award scheme; the aim is to recognise and reward internal and external airside colleagues who make a positive contribution to improving airside safety.

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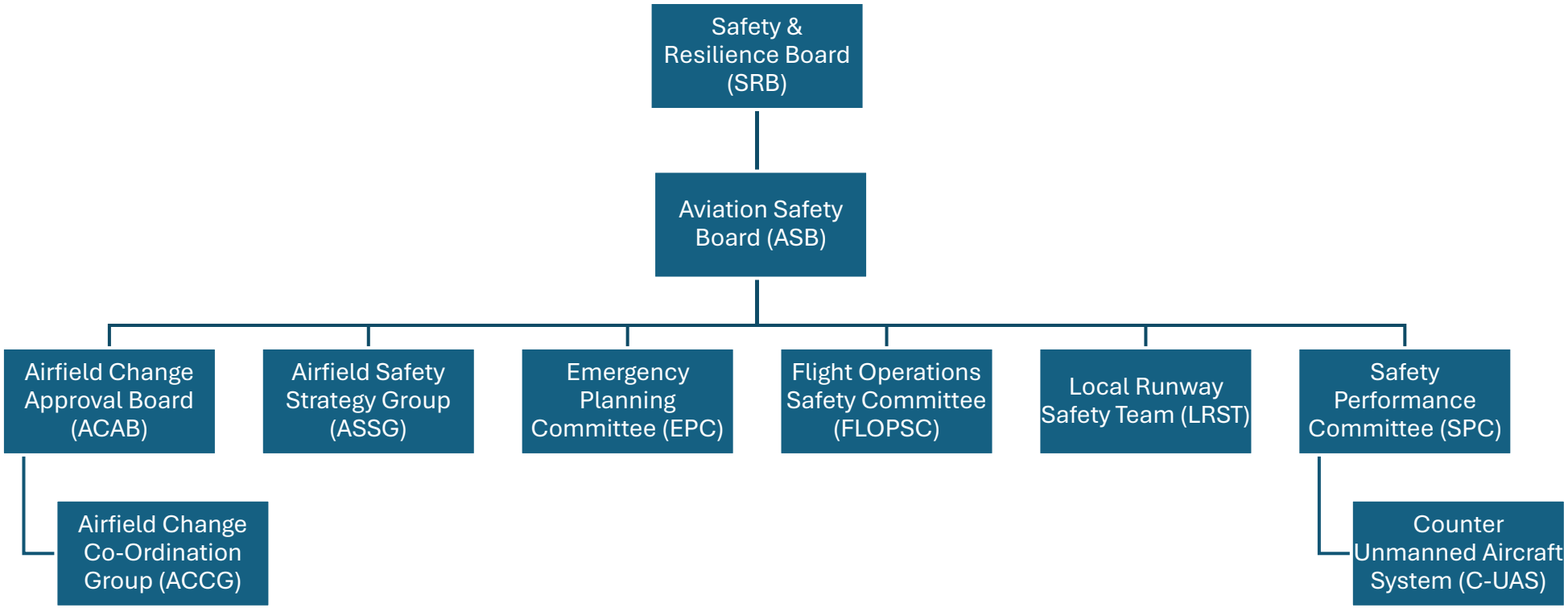
ii. Safety Meetings

The below safety meetings are held at Manchester Airport and play a vital role in preventing safety occurrences, promoting best practices and to ensure that a proactive approach to safety is maintained across all stakeholders.

Formal minutes and action trackers will be maintained for all safety meetings.

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Safety Meeting Structure



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Safety and Resilience Board (SRB)

Aim	
To oversee aviation safety, compliance, health and safety, fire safety, and resilience performance, to ensure that risks are effectively managed and statutory duties are met. Consult upon, review and make recommendations to change policy, strategy, standards, process, objectives and targets regarding the above mentioned areas.	
Duties & Responsibilities	
To monitor and determine action to improve airport safety performance and risk profile through the review of KPI data, and analysis of emerging trends and risk. Identifying and mitigating potential risks through the review of incident reports and determine significant changes to the management system.	
Attendance	
Managing Director Chief Operating Officer Chief Commercial Officer Director of Aerodrome Operations All other Departmental Directors Associate Director of Health and Safety Aerodrome Safety & Compliance Manager Head of Business Continuity & Resilience Group Head of Insurance Principal Fire Safety Manager (As required)	
Accountability	**Meeting Frequency**
Managing Director	Monthly

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Aviation Safety Board (ASB)

Aim	
To oversee compliance with regulatory safety requirements, including the Aerodrome Certificate and MAG's internal safety objectives. To endorse policy on matters relating to airfield safety management.	
Duties & Responsibilities	
Set and agree actions which aim to continuously improve safety and benchmark safety performance against industry best practice. Review compliance with regulatory standards and internal policy. Discuss received reports on significant airfield incidents and performance where a policy change may be required. Assess regulatory changes and ensure implementation to systems and procedures. Ensure application of local, group and industry learning. Review operational risk profile and track completion of agreed actions.	
Attendance	
Director of Aerodrome Operations, Aerodrome Safety & Compliance Manager, Head of Airfield Operations, Airfield Operations Manager, Head of Engineering and Baggage Operations Asset Maintenance Team representative Head of Fire Service, General Manager NATS, Ground Handling Manager, Aerodrome Technical Safeguarding Manager, Senior Engineering Manager, Emergency Preparedness Manager Health & Safety Business Partner (as required)	
Accountability	**Meeting Frequency**
Director of Aerodrome Operations	Monthly

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Airfield Safety Strategy Group (ASSG)

Aim
A partnership involving airlines, airport operations and airside and baggage hall service partners to focus on ramp safety and champion continuous improvement.
Duties & Responsibilities
Promotion of good safety behaviours across the airfield through effective leadership. Promote awareness of airside safety and discuss new and on-going key safety issues and initiatives worldwide. Lead and encourage a proactive safety culture. Review airside policies and ASI's and make changes to support safety improvements on the airfield. Consult and plan for implementing regulatory changes or recommendations. Develop proposals for improvements to airfield facilities. Share best practice and lessons learned.
Attendance
Aerodrome Safety & Compliance Manager, Ground Handling Manager, Head of Motor Transport, Airfield Operations Manager, Safety & Assurance Managers (Aerodrome), Health & Safety Business Partner, Airfield Coaching and Towing Manager (or representative) Airfield Assets and Engineering representatives, Environmental Department representatives, MARFFS representatives, Baggage Hall representatives Head of Airfield Operations (as required) Max 2 representatives from each company: • **Ground Handling Agents** • **De-icing** • **Fuelling** • **Catering** • **Cleaning** • **Airline Engineering**

Accountability	Meeting Frequency
Aerodrome Safety and Compliance Manager	Monthly

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Airfield Change Approval Board (ACAB)

Aim
The Airfield Change Approval Board provides formal governance and oversight of changes that may affect aerodrome safety, regulatory compliance or operational integrity. Its aim is to ensure that changes are identified, categorised, assessed, approved, implemented and reviewed through a proportionate, risk-based process, with safety risks reduced to as low as reasonably practicable (ALARP)
Duties & Responsibilities
The ACAB confirms change categorisation and approval requirements, reviews safety, operational and compliance impacts, approves Category B changes, endorses Category A changes for CAA submission, sets approval conditions and assurance requirements, monitors implementation and significant deviations, confirms operational readiness and formally closes completed changes, with decisions, actions and escalations recorded.
Attendance
Director of Aerodrome Operations Head of Airfield Operations Airfield Technical Safeguarding Manager Programme Delivery Manager Aerodrome Safety & Compliance Manager Safety Management Systems Lead

Accountability	Meeting Frequency
Head of Airfield Operations	Bi-Monthly

Emergency Planning Committee (EPC)

Aim
To facilitate a working group under the civil contingencies act 2004, who may be involved in the response to an emergency at the airport and to support cooperation and collaboration between partner agencies by providing a forum to ensure an appropriate level of emergency preparedness enabling an effective multi-agency response.
Duties & Responsibilities
Provide a forum for collaboration, communication and information sharing between Manchester Airport and relevant external agencies. Maintain a shared understanding of airport risks, threats, and emergency response arrangements. Review risks, plans, policies and procedures to ensure they remain effective and proportionate. Support the development, coordination and delivery of multi-agency training and exercises. Review incidents, exercises and emergency events to identify lessons learned and improvement opportunities. Maintain oversight of Multi-Agency Airport Response Plans and monitor associated actions to completion. Promote continuous improvement in emergency preparedness, response and recovery arrangements.
Attendance
Head of Business Continuity & Resilience Emergency Preparedness Manager Greater Manchester Police (GMP) Cheshire Police Greater Manchester Fire & Rescue (GMFR) Northwest Ambulance Service (NWAS) UK Health Security Agency Greater Manchester Resilience Unit – Manchester City Council Cheshire Emergency Planning National Health Service England UK Boarder Force (UKBF) National Air Traffic Services (NATS) Royal Air Force (RAF) MASHCO Airline Representatives

Accountability	Meeting Frequency
Head of Business Continuity & Resilience	Quarterly

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Airfield Change Co-Ordination Group (ACCG)

Aim	
To coordinate the planning and delivery of approved aerodrome changes, ensuring operational interfaces, safeguards and stakeholder requirements are effectively managed throughout implementation.	
Duties & Responsibilities	
Coordinate the planning and delivery of changes approved through the Airfield Change Approval Board (ACAB). Manage phasing, operational interfaces and safeguarding requirements associated with each change. Ensure changes are delivered within the approved scope and assumptions. Coordinate relevant stakeholders involved in the planning and delivery of the change. Identify and escalate material deviations from the approved scope or assumptions to the ACAB for further consideration	
Attendance	
Airfield Technical Safeguarding Manager Airfield Planning Assistant Project Managers Aerodrome C-UAS Officer Safety Management Systems Lead	
Accountability	**Meeting Frequency**
Airfield Technical Safeguarding Manager	Bi-Monthly

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Flight Operations Safety Committee (FLOPSC)

Aim
To review, discuss and agree policy and procedures for Flight Operations safety matters at Manchester Airport. Also, to act as information exchange on safety matters, current issues, and infrastructure developments with the aim of promoting safe and efficient operations.
Duties & Responsibilities
Review of flight safety incidents, trends and lessons learnt. Report and discuss Airfield and apron safety issues. Promote awareness of and seek guidance on operational development and efficiency schemes
Attendance
Head of Airfield Operations, Airfield Operations Manager, Aerodrome Safety & Compliance Manager, Future Airspace Consultation & Technical Liaison Manager UK Flight Safety Council representative, Aerodrome Safeguarding Manager for Planning Services Airfield Performance Leads Engineering Representation, Airfield Planning representative, NATS representatives, Flight Evaluation Unit MARFFS representatives, MAN Based Airline representatives Non-Based Airline Representatives (where available)

Accountability	Meeting Frequency
Head of Airfield Operations	Quarterly

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Local Runway Safety Team (LRST)

Aim
To ensure that an effective system is in place for considering and managing all aspects of runway safety risks at Manchester Airport.
Duties & Responsibilities
To reduce runway incursion/excursion risk to as low as reasonably practicable. To develop and progress runway safety initiatives through the Runway Safety Action Plan. To promote best practise about any activities within the runway environment including RTF standards. To review runway incursions/excursions, trends and lessons learnt. To continuously benchmark performance against GAPPRI/GAPPRE recommendations. To ensure a continuously strong focus remains on runway safety across all airport stakeholders.
Attendance
Airfield Operations Manager Aerodrome Safety & Compliance Manager Airfield Technical Planning representative, Asset Engineering Manager or representatives, MARFFS representative, NATS representatives, Operational Airfield Staff. MAN Based Airline representatives Non-Based Airline Representatives (where available)

Accountability	Meeting Frequency
Airfield Operations Manager	Quarterly

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Safety Performance Committee (SPC)

Aim	
To review, discuss and examine solutions for safety matters and incidents, and determine recommendations to be taken to the Aviation Safety Board to improve levels of airside and aerodrome safety at Manchester Airport.	
Duties & Responsibilities	
Review and discuss safety incidents relating to airfield operations. Review and discuss weekly ASR and MOR data, emergency responses, procedural issues and final investigation. Identify and discuss safety trends and received reports on significant airfield incidents/performance and determine suitable action plans (e.g. policy changes) where required. Produce summary reports based upon output from monthly report data. Set and agree actions which aim to continuously improve safety and benchmark safety performance against industry best practice. Review operational risk profile and track completion of agreed actions. Implement positive actions to counter any negative trends and track performance of measures implemented.	
Attendance	
Airfield Operations Manager, Airfield Operations Trainer, Airfield Operations Duty Manager, Emergency Preparedness Manager, Aerodrome Safety & Compliance Team representative, Airfield Operations Lead ASCO representative, Health & Safety Business Partner, Senior Airfield Engineer, MARFFS representative, NATS representative, Ground Handling Administrator	
Accountability	**Meeting Frequency**
Airfield Operations Manager	Bi-Monthly

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Aim
To oversee the establishment of an effective C-UAS capability that protects Manchester Airport's airspace by coordinating stakeholders, improving aircraft–drone separation, and ensuring the consistent detection, recording, reporting and response to unauthorised drone activity.
Duties & Responsibilities
Oversee the coordination of airport departments and external stakeholders to prevent, respond to, record and report unauthorised UAS activity within the FRZ and controlled airspace. Supporting safe aircraft separation, coordinating real-time and exercise responses, maintaining intelligence on drone developments and potential operating locations, and establishing a dedicated C-UAS unit to manage information, reporting and operational coordination
Attendance
Aerodrome C-UAS Officer Airfield Technical Safeguarding Manager Airfield Operations Duty Manager Aerodrome Safety & Compliance Manager Airport Security representatives NPCC Counter Drone representatives Manchester Airport Police representatives Cheshire Police representatives GMP representatives MARFFS

Accountability	Meeting Frequency
Aerodrome C-UAS Officer	Bi-Annually

Safety Committee Attendance

Participation in the aerodrome safety governance structure is mandatory for all personnel and organisations with safety-related responsibilities, as outlined in CAP700, including service provides such as Air Traffic Control. Attendees are expected to actively contribute to the identification and management of safety risks, review safety performance, share lessons learned, and support the development and implementation of safety improvements. The effectiveness of Manchester Airport's SMS relies upon active engagement and collaboration across all stakeholders operating within the aerodrome environment.

Failure to attend must be justified and an appropriately competent deputy nominated where required.

iii. Safety Culture

Manchester Airport is committed to promoting and maintaining a positive safety culture that supports open reporting, learning and continuous improvement.

A Just Culture approach is embedded to encourage the reporting of hazards, incidents, occurrences and safety concerns without fear of unfair blame, while maintaining appropriate accountability.

The effectiveness of the safety culture and Just Culture framework shall be monitored through annual safety culture surveys and Just Culture reviews.

Indications on safety culture can be gauged through safety reporting rates, participation in safety meetings and learning reviews arising from occurrences, investigations and significant events. Information gathered through these activities shall be used to identify trends, measure safety engagement, promote organisational learning, and support the continual improvement of the SMS.

2.2.12 Safety management system output

The outputs from Manchester Airport's SMS are used to monitor and improve safety performance across the aerodrome.

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Information from accidents, incidents, hazards, near miss events, as well as our safety management activities, and the performance of third-party organisations is reviewed to identify trends, lessons learned and opportunities for improvement.

This information is then used to review and update policies, procedures, risk assessments, safe systems of work and assurance activities where required, thus ensuring that Manchester Airport continue to improve safety performance and maintain an effective SMS.

2.3 Description of the compliance monitoring and related procedures

Compliance monitoring is a fundamental element of the SMS, providing assurance that aerodrome activities are conducted in accordance with regulatory requirements, organisational procedures and established safety standards. It supports safety performance monitoring by identifying areas of compliance, highlighting opportunities for improvement and ensuring that safety risks are effectively managed across the aerodrome.

Compliance monitoring is delivered through a three-tier assurance framework:

- Level 1 – Aerodrome Safety & Compliance,
- Level 2 – Compliance & Assurance (independent of operational functions),
- Level 3 – MAG Risk & Assurance.

Monitoring activities include:

- Internal audits,
- Regulatory audits,
- External (third-party/contracted) audits,
- Risk-based compliance monitoring.

2.3.1 Internal/External/Regulatory Compliance Monitoring

Audits, inspections and assurance activities are undertaken by appropriately competent personnel where expertise exists internally. Where specialist knowledge is required, suitably qualified external organisations are engaged to provide independent

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assurance, ensuring all areas of the aerodrome are effectively monitored and remain compliant with applicable standards.

The frequency and level of oversight are determined by a risk-based approach. This takes account of an organisation's operational complexity, previous audit findings, safety performance and emerging risks.

The Aerodrome Safety & Compliance Team reviews this information regularly to ensure monitoring activity remains proportionate and focused on the areas of highest risk.

Internal Compliance Monitoring				
Audit Level	**Audit Area**	**Brief Description**	**Auditor**	**Minimum Audit Frequency**
3	MAG Internal Departments & Operational Areas	Internal and regulatory compliance	MAG Risk and Assurance	Performance and risk based
Regulatory Compliance Monitoring				
2	AMC Organisation Requirements for Aerodromes	Internal compliance against requirements Part.ADR.OR Subparts A to E	Aerodrome Safety & Compliance – Safety and Assurance Manager	36 months
1	AMC Organisation Requirements for Operations	Internal compliance against requirements Part.ADR.OPS Subparts A to C	Aerodrome Safety & Compliance – Safety and Assurance Manager	36 months
External (Third Party/Contracted) Compliance Monitoring				
1	Fuel Management	Compliance for companies who store aviation fuel or have responsibilities for “into plane fuelling”.	External	Bi-Annually per service partner
1	Aircraft De-Icing	To assess Service Partners’ compliance with MA airside operational requirements.	External	Bi-Annually per service partner
1	Service Partner	To assess Service Partners’ compliance with MA airside operational requirements, ASI’s, Ground Handling Licence and self-certification for airbridge operations and airside driving.	Aerodrome Safety & Compliance – Safety and Assurance Manager	Performance & Risk based
1	Self-Certification (Operators Vehicle	To assess the Operators’ compliance with CAP 642 and MA requirements on airside vehicle standards.	Aerodrome Safety & Compliance – Safety and Assurance Manager	Performance & Risk based

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	Maintenance Standards)			
1	Ramp Vehicle Inspection	Spot-check process to monitor compliance with CAP 642 Vehicle standards.	Aerodrome Safety & Compliance – Safety and Assurance Manager	Monthly

Audit findings are categorised according to their level of risk and corrective actions are agreed with the relevant department or organisation, together with timescales for completion as detailed below.

- Significant Non-Compliance – Response required within 7 days
- Regulatory Non-Compliance - Response required within 28 days

Internal Non-Compliance - Response required within 28 days. Significant audit findings, trends and recurring non-compliances are reported through Manchester Airport's safety governance structure, to monitor safety performance and drive continual improvement across the aerodrome.

Were opportunities for improvement (OFIs) are identified, rationale must be provided for non-implementation of these improvements.

The Aerodrome Safety & Compliance Team monitors the implementation of these actions to verify that non-compliances have been effectively addressed.

2.3.2 Risk Based Compliance Monitoring

The Aerodrome Safety and Compliance Manager will commission compliance monitoring to verify the effectiveness of operational risk controls. Monitoring outcomes will be fed back into the operational risk profile to ensure it remains accurate and up to date.

2.3.3 Third Party/Contracted Organisation

Performance-based audits are carried out on companies whose staff work airside, particularly those who work on the apron and may operate near aircraft or vehicles. The audits assess activities that the company is approved to carry out, such as airbridge

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operations and airside driving, to ensure they comply with Manchester Airport requirements.

Audits check compliance with the Manchester Airport Safety Management System (SMS). Any areas of non-compliance will be discussed with the service partner, and corrective actions and timescales will be agreed.

Audit findings will be recorded in an Operational Compliance Audit Report and retained for two years.

Audits may also be conducted remotely as desktop audits using electronic communications. These audits provide assurance of compliance through the review of documents and information supplied to the auditor.

The Aerodrome Safety & Compliance Team is responsible for determining and agreeing the appropriate level of oversight.

2.3.4 Compliance Monitoring Schedule

A safety management compliance monitoring schedule for MA internal departments and 3rd party/contractors' programmes audits over a 36-month (3 year) period.

The Compliance Monitoring Schedule sets out the planned programme of audits, inspections, reviews, and assurance activities used to verify compliance with Manchester Airport's Safety Management System (SMS), regulatory requirements, and local operating procedures. The schedule is risk-based and considers operational complexity, performance trends, occurrence data, and previous audit outcomes to determine the frequency and level of oversight. Monitoring activities provide assurance that safety controls remain effective, identify areas for improvement, and support the continuous enhancement of aerodrome safety performance.

The Aerodrome Safety & Compliance Manager is responsible for the safety audit schedule. The internal and external annual audit schedules will be subject to approval by the Director of Aerodrome Operations.

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2.4 Description of the quality management system for aeronautical data and aeronautical information provision activities and related procedures, including those for meeting the relevant safety, and security management objectives

Manchester Airport maintains a Quality Management System (QMS) for the collection, processing, validation, publication and distribution of aeronautical data and aeronautical information associated with the operation of the aerodrome. The QMS is designed to ensure the accuracy, integrity, traceability, timeliness and completeness of aeronautical data throughout its lifecycle, in accordance with applicable United Kingdom aviation regulatory requirements and the standards and recommended practices contained within ICAO Annex 15 and associated guidance material.

The Quality Management System is integrated within the Airport's wider management framework and is based upon the principles of continual improvement, risk-based decision making, process assurance and regulatory compliance. Procedures are established to ensure that all aeronautical data and information originating from Manchester Airport are subject to appropriate levels of verification and validation prior to promulgation through authorised Aeronautical Information Service (AIS) channels.

The QMS includes:

- Clearly defined roles, responsibilities and authorities for personnel involved in the creation, amendment, review and approval of aeronautical data and information.
- Documented procedures for the identification, collection, processing and transfer of aeronautical data.
- Data quality requirements, including accuracy, resolution, integrity classification and traceability controls.
- Change management processes to ensure that any permanent or temporary changes affecting aeronautical information are assessed, approved and communicated in a timely manner.
- Internal monitoring, auditing and assurance activities to verify compliance with established procedures and regulatory requirements.
- Competency, training and authorisation requirements for personnel engaged in aeronautical data and information activities.
- Arrangements for reporting, investigating and correcting identified discrepancies or non-conformities.

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- Interfaces with the Airport Safety Management System (SMS) and Security Management System to ensure that safety and security risks associated with aeronautical information are appropriately identified, assessed and mitigated.

The Quality Management System is subject to periodic review by airport management to ensure its continued effectiveness and suitability, and to support the achievement of Manchester Airport's safety, operational and regulatory objectives

2.5 Procedures for reporting to the CAA including handling, notifying and reporting accidents, serious incidents, and occurrences.

Further information on reporting procedures can be found in EGGC-I-AOPS-009 – ASI 009 – Accident, Incident and Safety Occurrence Reporting.

2.5.1 Definition of accident, serious incident an occurrence and of the relevant responsibilities of all persons involved

i. Accident

An accident is an occurrence associated with the operation of an aircraft, from the time any person boards the aircraft with the intention of flight until all such persons have disembarked, or, in the case of an unmanned aircraft, from the time it is ready to move for flight until it comes to rest and the primary propulsion system is shut down.

ii. Serious Incident

A serious incident is an occurrence associated with the operation of an aircraft, indicating a high probability of an accident, but where the accident was ultimately

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avoided. Serious incidents require investigation to identify lessons and prevent future accidents. The difference between an accident and a serious incident is defined by the outcome.

iii. Occurrence

An occurrence is any accident, serious incident, incident, hazard, defect or other safety related event associated with the operation of an aircraft that affects or could affect the safety of operation

iv. Responsibility for Reporting

Any persons working on the aerodrome are encouraged to report should they consider it necessary. The Air Navigation Order (ANO) indicates the below postholders are required to make reports:

- Air Traffic Control Officers (ATCOs)
- Air Traffic Engineers
- Operational Managers
- Aircrew
- Aircraft Engineers
- Gound Handling Agents

Reporting is a shared responsibility and forms an essential part of Manchester Airports SMS and Just Culture framework.

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2.5.2 Illustrations of the forms to be used (or copies of the forms themselves), instructions on how they are to be completed, the addresses to which they should be sent and the time allowed for this to be done

Occurrences which meet the definition of an MOR, will be reported by accessing the ECCAIRS global reporting portal.

2.5.3 Procedures and arrangements for the preservation of evidence, including recordings, following a reportable event.

Following a reportable aircraft accident, serious incident or occurrence at Manchester Airport, where a Mandatory Occurrence Report (MOR) is required, the responsible manager will raise the MOR. Where notification to the Air Accidents Investigation Branch (AAIB) is required, they will provide all relevant information to support their assessment. The AAIB will determine whether a formal field investigation is required.

The airport's response to a reportable aircraft accident is detailed within EGCC-M-AOPS-003 – MAN Emergency Response Manual, which outlines the arrangements for managing and supporting the investigation.

2.6 Procedures related to the use of alcohol, psychoactive substances and medicines.

Procedures are contained within the MAG Substance Misuse and Dependency Policy, which can be located on the MAG intranet.

Non-MAG employees should adhere to the substance misuse, and dependency polices issued by their company.

Smoking is only permitted in designated areas.

Information relating to the prohibition of smoking on the airport site can be found in EGCC-I-AOPS-013 – ASI 013 – Safety Infringements.

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2.7 Procedures for:

2.7.1 Complying with safety directives

In accordance with ADR.OR.C.025, Manchester Airport will implement CAA issued Safety Instructions/Information Notices as required.

External publishers will be checked regularly for updates or amendments to relevant documents in addition to subscribing to CAA SkyWise for regulatory updates, and publishers may also provide email notifications of forthcoming changes.

Any amendments to applicable regulations and certification specifications will be reviewed in line with ASI 044 – Change Management.

2.7.2 Reaction to safety problems

As detailed in EGCC-I-AOPS-009 - ASI 009 – Accident, Incident and Safety Occurrence Reporting, Manchester Airport is duty bound to investigate reported safety incidents. Incidents will require appropriate investigation and recording to maintain regulatory compliance as well as taking opportunities for improvement to existing policies and procedures. In the event of an immediate safety notice, Manchester Airport will act to mitigate the risk and update documents through the change management system retrospectively

2.7.3 Handling of safety recommendations issued by Safety Investigation Authorities

Safety recommendations issued by the CAA will be acted on by the airport. Any recommendations issued will follow the change management process, and where applicable plans, policy documents, risk assessments, safe systems of works, audits and inspections will be reviewed and actioned on the lessons learned following the safety recommendations.

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2.8 Description of the method and procedures for recording aircraft movements, including movement and aircraft type, dates and number of passengers.

All aircraft movements including movement type and aircraft type dates and number of passengers are recorded in the airport operational database.

Airport Co-ordination Limited (ACL) co-ordinate all scheduled flight data on behalf of the airport.

Air traffic control, the aerodrome operations teams, and ground handling companies will input data against the relevant flight entry.

This information is then provided to the CAA.

2.9 Contracted Activities

When MA contracts any part of its activity to an organisation that is not itself certified in accordance with regulation to carry out such activity, the contracted organisation shall work under the approval and oversight of MA. MA will determine continued compliance with the applicable requirements.

Activity	Contractor
Air Traffic Control	NATS
ILS Inspections	FCSL
Airfield Ground Lighting	ATG
Passengers with Reduced Mobility	ABM
Wildlife Management	Bird Strike Management Limited
Human Factors Training	Global Air Training Limited
Runway Rubber Removal	Fosters
Aerodrome Surveys	SLC
Medical Services	NorthWest Ambulance Service (NWAS)
Cleaning	Mitie
Instrument Flight Procedures Design and Maintenance	Osprey

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3 Required Aerodrome Personnel

3.1 The training programme, including the following

3.1.1 Responsibilities, frequencies, syllabi, and the identified training standards for all personnel involved in the operation, rescue and firefighting, maintenance and management of the aerodrome, and those persons operating unescorted on the movement area and other operational areas of the aerodrome

In accordance with ADR.OR.D.017, Manchester Airport maintains training programmes for personnel involved in the operation, maintenance and management of the aerodrome, and for personnel operating unescorted on the movement area and other operational areas. Responsibility for ensuring personnel are appropriately trained and competent rests with the employing department or organisation.

Training programmes shall ensure personnel are aware of the rules, procedures, duties and safety responsibilities relevant to their role and shall include all applicable regulatory, Manchester Airport and organisational requirements.

Training programmes shall include:

- Defined training standards, syllabi and training frequencies for each role and area of activity.
- Initial job-specific training.
- On-the-job training.
- Recurrent and refresher training.
- Safety Management System (SMS) training appropriate to the role.
- Human Factors and Organisational Factors training appropriate to the role.
- Processes for assessing training effectiveness.
- Processes for tracking completion of mandatory training and competency requirements.

Periodic refresher training forms an integral part of the training programme to ensure personnel maintain the required level of competence. Training frequencies shall be

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defined within departmental competency frameworks and reflected within individual training records.

MAN defines personnel involved in the operation, maintenance and management of the aerodrome as including, but not limited to:

- Airfield Operations
- Air Traffic Control
- Rescue and Fire Fighting Services (RFFS)
- Airfield Ground Lighting (AGL)
- Air Traffic Engineering
- Nominated Persons and key post holders identified within CAP 700

Further details can be found within departmental Maintenance of Competency (MOC) programmes and competency frameworks.

All personnel operating unescorted on the movement area shall complete the applicable airside safety training requirements as part of the Airport ID pass application process and any recurrent training requirements thereafter.

3.1.2 Procedures

3.1.2.1 For training and checking of the trainees

Training shall be delivered by suitably qualified and competent instructors, assessors or approved training providers. Organisations shall ensure instructors and assessors maintain competence in the subjects they deliver and assess.

Competence may be assessed through methods appropriate to the training activity, including:

- Practical assessments
- Competency observations
- Written assessments
- Multiple-choice examinations
- On-the-job assessments

Processes shall be in place to monitor the completion of required training and ensure personnel are competent before undertaking duties unsupervised.

3.1.2.2 To be applied if personnel do not achieve the required standards

Departments and organisations shall maintain procedures for managing personnel who fail to achieve or maintain the required standards of competence.

Where necessary, remedial training, reassessment or refresher training shall be completed before personnel are permitted to continue undertaking safety-critical duties. Where performance concerns persist, appropriate management or disciplinary procedures may be applied in accordance with the employer's policies.

Personnel returning following a period of absence shall complete the applicable refresher training programme before resuming operational duties:

- 30 to 89 days absence: Short-Term Refresher Programme.
- 90 to 179 days absence: Long-Term Refresher Programme.
- 180 days or greater absence: Long-Term Refresher Programme and reapplication for Airside Driving Permits where applicable.

Managers are responsible for ensuring individuals complete the required refresher training and maintain competence.

3.1.3 Documentation to be stored and storage periods

Training records shall be maintained for all personnel to demonstrate competence and completion of required training.

Training records should include, where applicable:

- Employment start and end dates
- Area of activity.
- Relevant qualifications.
- Previous experience.
- Initial and recurrent training completed.

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- Competency assessments and proficiency checks.
- Language proficiency requirements, where applicable.

Each department and organisation is responsible for maintaining training records for its personnel and ensuring records remain current and available for audit or regulatory review.

Training records shall be retained for the duration of employment and for a minimum of five years following cessation of employment, unless otherwise specified within the MAG Data Protection Policy or applicable regulatory requirements.

Where training records are unavailable or cannot be transferred from a previous employer, the required training shall be repeated to demonstrate competence.

3.2 The proficiency check programme, including responsibilities and frequencies

Departments responsible for operational, maintenance and safety-critical activities shall maintain proficiency check programmes appropriate to their area of responsibility. Proficiency checks shall be conducted at intervals defined within departmental competency frameworks and Maintenance of Competency (MOC) schemes to verify that personnel continue to meet the required standards.

3.2.1 Procedures to be applied if personnel do not achieve the required standards

Where proficiency checks identify that personnel do not meet the required standard, appropriate remedial training, reassessment and supervision arrangements shall be implemented before competence is re-established. Further details are contained within the relevant departmental MOC programmes.

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3.2.2 Description of documentation to be stored and storage periods

Records of proficiency checks, competency assessments, remedial training and authorisations shall be maintained in accordance with departmental procedures and the MAG Data Protection Policy. Records shall be retained in accordance with applicable regulatory and organisational retention requirements.

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