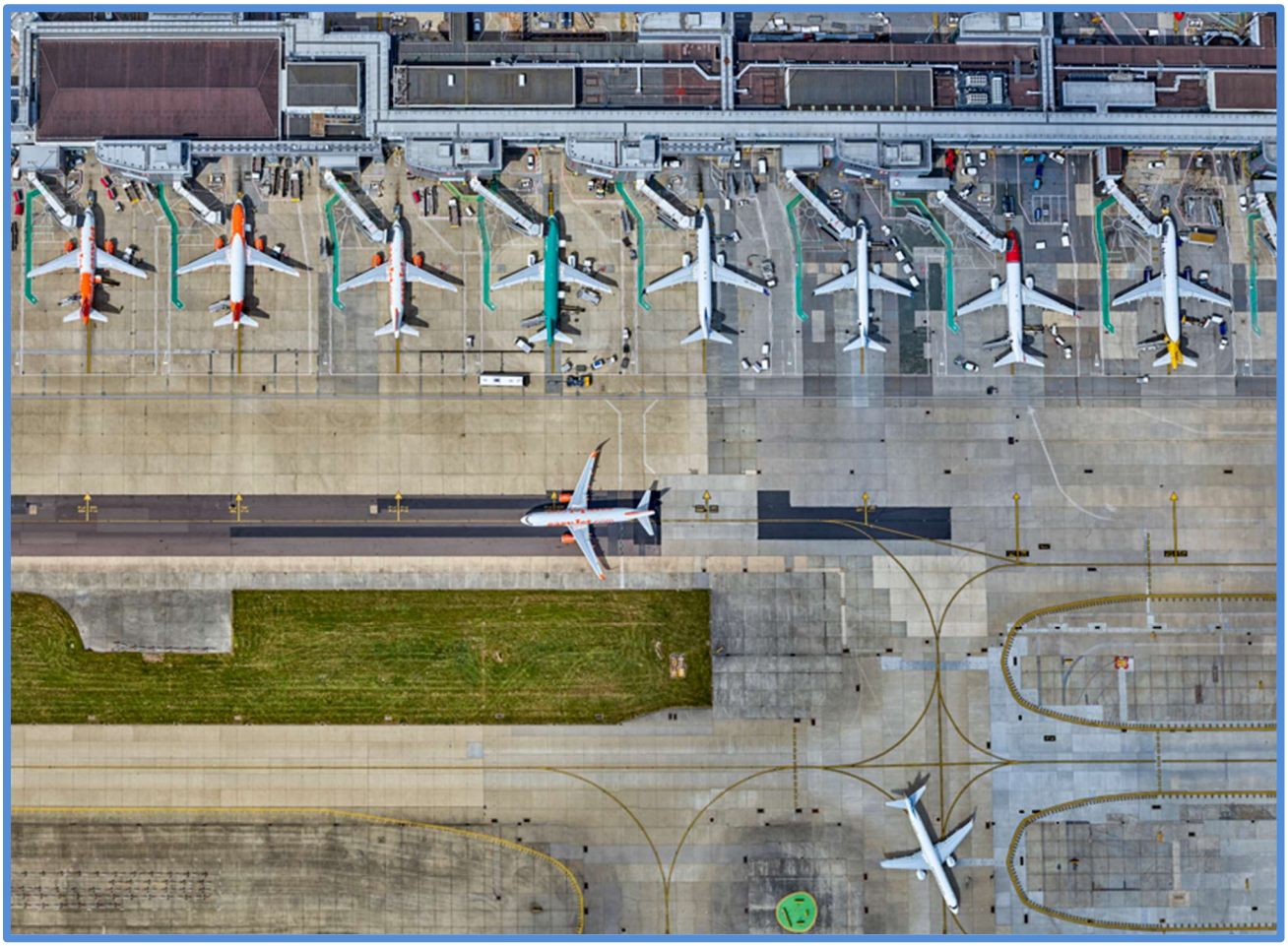

Aerodrome Manual

Document number: 20000-XX-Q-XXX-STD-010008 AMv10		
Status	**Effective Date**	**Version**
FINAL	01/10/2025	10

LONDON GATWICK

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The Aerodrome Manual consists of 5 parts and Appendices:

Part A	General
Part B	Aerodrome Management System, qualification and training requirements
Part C	Particulars of the aerodrome site
Part D	Particulars of the aerodrome required to be reported to the Aeronautical Information Service
Part E	Particulars of the operating procedures of the aerodrome, its equipment and safety measures
Appendix 1	Categories of MOR
Appendix 2	Definitions of AAIB Notifiable Aircraft Accidents and Serious Incidents
Appendix 3	Safety Management Manual (SMM)

CONTENTS

Part A

General

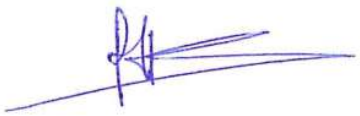
Part A - General

0 Administration and Control of the Aerodrome Manual

0.1 Introduction

0.1.1 The Aerodrome Manual contains details of the characteristics, policies and procedures for the safe operation of Gatwick Airport and continuously complies with all applicable requirements and with the terms of the Aerodrome Certificate.

0.1.2 The Gatwick Airport Aerodrome Manual describes the systematic approach to the operation of the aerodrome, demonstrating our commitment to managing the aerodrome safely and effectively. Whilst accountability starts at the top of any organisation it is essential that all individuals understand their own responsibilities and accountabilities and comply with operational instructions defined within this manual. The Aerodrome Manual is distributed to all Gatwick Airport departments that have a role in the safe operation of the aerodrome. It is also distributed widely to our third-party airside operators via a Gatwick Airport Directive.



Pierre-Hugues Schmit
Chief Executive Officer

Date: 30.9.25

0.1.3 Parts of the Aerodrome Manual

Part A
General information, administration and control of the Aerodrome Manual.

Part B
Aerodrome management system, qualification and training requirements.

Part C
Particulars of the Aerodrome Site.

Part D
Particulars of the Aerodrome required to be reported to the Aeronautical Information Service.

Part E
Particulars of the Operating Procedures of the Aerodrome, its Equipment and Safety Measures.

0.1.4 Explanations, Abbreviations, Definition of Terms Needed for the Use of the Aerodrome Manual

The definitions below are taken from CAA and other standard aviation industry sources.

Airspace Navigation Service Provider (ANSP)
Any entity providing Air Traffic Management and/or other air navigation services.

Aerodrome
A defined area (including any buildings, installations and equipment) on land or water or on a fixed offshore or floating structure intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.

Aerodrome Elevation
The elevation of the highest point of the landing area.

Aeronautical Information Publication (AIP)
A publication issued by or with the authority of a State and containing aeronautical information of a lasting character essential to air navigation. In the UK the Aeronautical Information Service (AIS) and the resulting AIP is provided by NATS. Textual and chart Information specific to Gatwick is available in the Aerodromes section of the UK AIP under its ICAO airport code - EGKK.

Aerodrome Reference Point
The aerodrome reference point is the geographical location of the aerodrome and the centre of its traffic zone where an ATZ is established.

Aeronautical Ground Lighting (AGL)
Any light specially provided as an aid to air navigation, other than a light displayed on an aircraft.

Air Traffic Control (ATC)
The service provided by ground-based air traffic controllers who direct aircraft on the ground and through a given section of controlled airspace and can provide advisory services to aircraft in non-controlled airspace. The primary purpose is to prevent collisions, organize and expedite the flow of air traffic, and provide information and other support for pilots. National Air Traffic Services Ltd (NATS) provide ATC services at Gatwick.

Apron
A defined area on a land aerodrome provided for the stationing of aircraft for the embarkation and disembarkation of passengers, the loading and unloading of cargo and for parking.

Civil Aviation Authority (CAA)
The Civil Aviation Authority (CAA) is the competent authority responsible for the regulation of aviation safety in the UK. It is the UK's independent specialist in aviation and airspace, safety, security, consumer rights, spaceflight and economic regulation. The CAA's functions and powers are set by Parliament in legislation. Gatwick is regulated by the CAA.

Cleared and Graded Area (CGA)
An area within a runway strip free from obstacles. Referred to in the regulations as Graded Area.

Clearway
An area at the end of the take-off run available and under the control of the certified aerodrome, selected or prepared as a suitable area over which an aircraft may make a portion of its initial climb to a specified height.

Foreign Object Damage and Foreign Object Debris (FOD)
Any potential source of catastrophic damage to aircraft particularly engines. FOD can also be a tripping or slipping hazard resulting in injury to personnel and passengers. Examples of items that can constitute FOD are bagged aircraft rubbish, plastic and paper bags, rags, empty cans, pieces of metal, nuts and bolts, plastic drink cups, plastic tags, luggage wheels, pieces of wood, newspapers, food waste, plastic shrink wrapping, packaging and other discarded materials.

GAD – Gatwick Airport Directive
A Directive setting out airside policy and procedures.

GAL – Gatwick Airport Ltd
The aerodrome operator.

GAN – Gatwick Airport Notice
A Notice issued to advise short term revisions to airside procedures and/or infrastructure.

GRF – Global Reporting Format
A standardised process for reporting runway surface conditions.

Instrument Flight Procedure (IFP)
Procedures published in the AIP and used by aircraft flying in accordance with instrument flight rules, designed to facilitate safe and efficient aircraft operations.

Instrument Runway
One of the following types of runways intended for the operation of aircraft using instrument approach procedures:

1. 'Non-precision approach runway': a runway served by visual aids and at least one non-visual aid, intended for landing operations following a type A instrument approach operation at a visibility not less than 1000m;
2. 'Precision approach runway, Category I' : a runway served by visual aids and at least one non-visual aid, intended for landing operations following a type B CAT I instrument approach operation with a DH not lower than 60m (200ft) and either at a visibility not less than 800m or at an RVR of not less than 550m);
3. 'Precision approach runway, Category II' : a runway served by visual aids and at least one non-visual aid, intended for landing operations following a type B CAT II instrument approach operation with a DH lower than 60m (200ft) but not lower than 30m (100ft) and an RVR of not less than 300m;
4. 'Precision approach runway, Category III': a runway served by visual aids and at least one non-visual aid intended for landing operations following a Type B CAT III instrument approach operation with:
    A. a DH lower than 30m (100ft);
    B. no DH and an RVR of less than 300m; or
    C. no runway visual range limitations.

Instrument Landing System (ILS)
A precision runway approach aid based on two radio beams which together provide pilots with both vertical and horizontal guidance during an approach to land.

ILS Critical Area
An area of defined dimensions extending about the ground equipment of a precision instrument approach within which the presence of vehicles or aircraft will cause unacceptable disturbance of the guidance signals.

ILS Sensitive Area
An area extending beyond the Critical Area where the parking and/or movement of aircraft and vehicles will affect the guidance signal to the extent that it may be rendered unacceptable to aircraft using the signal.

Inter-Stand Clearway
A marked vehicle route along the side of an aircraft stand or between two aircraft stands in which vehicles must not be left unattended.

Mandatory Occurrence Reporting (MOR)
The reporting of hazardous or potentially hazardous incidents or occurrences affecting an aircraft. An occurrence means any safety-related event which endangers or which, if not corrected or addressed, could endanger an aircraft, its occupants or any other person. Categories of MOR are described in Appendix 1.

Manoeuvring Area
Part of an aerodrome provided for the take-off, landing and taxiing of aircraft, excluding aprons.

MARS (Multi Aircraft Ramp System)
A MARS stand is defined as one which allows either two small aircraft or one large aircraft to be parked on the same stand.

MCA (Multi Choice Apron)
An MCA stand can accept more complex combinations of aircraft than a MARS stand, i.e. three small aircraft or two large aircraft.

Movement Area
Part of an aerodrome provided for the take-off, landing and taxiing of aircraft, consisting of the Manoeuvring Area and the aprons.

Non-Instrument Runway
A runway intended for the operation of aircraft using visual approach procedures.

Notice to Aviation (NOTAM)
A notice containing information concerning the establishment, condition or change in any aeronautical facility, service, procedure or hazard, the timely knowledge of which is essential to personnel concerned with flight operations. It will cover notifications of temporary information (usually of less than 90 days duration), or permanent information not yet included in the AIP.

Obstacle
All fixed (whether temporary or permanent) and mobile objects, or parts thereof, that:

- are located on an area intended for the surface movement of aircraft; or
- extend above a defined surface intended to protect aircraft in flight; or
- stand outside those defined surfaces and that have been assessed as being a hazard to air navigation.

Obstacle-free zone (OFZ)
The airspace above the inner approach surface, inner transitional surfaces, and balked landing surface and that portion of the strip bounded by these surfaces, which is not penetrated by any fixed obstacle other than low-mass mounted on a frangible structure required for air navigation purposes.

Rapid Exit Taxiway (RET)
A taxiway connected to a runway at an acute angle and designed to allow landing aeroplanes to turn off at higher speeds than are achieved on other exit taxiways thereby minimising runway occupancy times.

Remotely Piloted Aircraft System (RPAS)/Uncrewed/Unmanned Aircraft System (UAS)
The term 'Remotely Piloted Aircraft System (RPAS) is used interchangeably with the term Unmanned Aircraft System (UAS). The CAA now considers 'RPAS' as the preferred terminology, rather than UAS, because it is gender inclusive. However, the regulation refers to UAS, and so this is the terminology used within CAP 722, and within AMC/GM. An 'unmanned aircraft' means any aircraft operating or designed to operate autonomously or to be piloted remotely without a pilot on board. A UAS is an unmanned aircraft and the equipment to control it remotely. Drones are classed as RPAS/UAS.

RETILS
Rapid Exit Taxiway Indicator Lights (RETILs) and paint markings assist pilots in judging distances to Rapid Exit Taxiways and enable them to apply braking action for a more efficient roll-out and runway exit speed. The RETILs provide a 3-2-1 countdown pattern of yellow lights together with 3 sets of painted count-down markings placed at 300m, 200m and 100m from the intersection of the runway centreline with the Rapid Exit Taxiway centreline. Installed on Runway 08R/26L.

Runway Guard Bar (RGB)
Runway Guard Bars are installed at all runway/taxiway intersections and consist of light fittings spaced at intervals of no greater than 3m across the taxiway showing red towards the direction of approach to the runway, normally at right-angles to the taxiway centreline.

Runway Guard Lights
Consist of a pair of uni-directional yellow lights which flash continuously they are positioned at each side of a taxiway at the marked and signed holding point where the taxiway joins an active runway both aircraft and vehicles must wait at this point until given clearance by Air Traffic Control to proceed.

RTILS
Runway Threshold Identification Lights (RTILs) – 2 synchronised flashing white lights, one at each end of the threshold bar. Installed on Runway 08L/26R.

Runway
A defined rectangular area, on a land aerodrome prepared for the landing and take-off run of aircraft along its length.

Runway End Safety Area (RESA)
An area symmetrical about the extended runway centreline and adjacent to the end of the strip primarily intended to reduce the risk of damage to an aeroplane undershooting or overrunning the runway.

Runway Strip
A defined area including the runway and stopway, if provided, intended:

- To reduce the risk of damage to aircraft running off a runway; and
- To protect aircraft flying over it during take-off or landing operations.

Shoulder
An area adjacent to the edge of a pavement so prepared as to provide a transition between the pavement and the adjacent surface.

Stopway
A defined rectangular area on the ground at the end of the take-off run available, prepared as a suitable area in which an aircraft can be stopped in the case of an abandoned take-off.

Taxiway
A defined path on a land aerodrome established for the taxiing of aircraft and intended to provide a link between one part of the aerodrome and another, including:

- Aircraft Stand Taxilane
- Apron Taxiway
- Rapid Exit Taxiway (RET)

Taxiway Holding Position
A designated position at which taxiing aircraft and vehicles may be required to hold in order to provide adequate clearance from a runway and/or adjacent taxiway.

Taxiway Intersection
A junction of two or more taxiways.

Taxiway Strip
An area including a taxiway intended to protect an aircraft operating on the taxiway and to reduce the risk of damage to an aircraft accidentally running off the taxiway.

Threshold
The beginning of that portion of the runway usable for landing.

Take Off Distance Available (TODA)
The length of the take-off run available plus the length of the clearway, if provided.

TODA Sign
Take-off distance available sign used on Runway 08L.

Take Off Run Available (TORA)
The length of runway declared available and suitable for the ground run of an aeroplane taking off.

TUBS
Taxiway Unavailable Bars (TUBs) comprising of a line of red stop lights spaced at approximately 3m centres across the full width of the mouth of each entry/exit taxiway adjacent to the runway and running parallel to the runway centreline, to prevent incursions onto taxiways which are unavailable due to operational issues such as Work in Progress (WIP). For use when Runway 08R/26L is in operation.

0.2 System of Amendment and Revision

0.2.1 Person responsible for issuance and insertion of amendments and revisions

The Head of Aerodrome Compliance is responsible for the issue and insertion of amendments and revisions.

The Aerodrome Manual is reviewed over an annual period on a quarterly basis. It is a 'live document' in the sense that it is maintained as a single entity incorporating all up-to-date information. Temporary safety critical amendments may be issued via the Gatwick Airport Notice (GAN) process. Such amendments will be incorporated as soon as reasonably practicable via the re-issue of the entire document as a new version.

0.2.2 Record of amendments and revisions insertion dates and effective dates

A new revision of the full Aerodrome Manual is released following periodic reviews with changes tracked by the Aerodrome Compliance Team. Individual insertion pages are not issued. The front page details the Version Number and effective date.

0.2.3 Handwritten amendments and revisions

Handwritten amendments and revisions are not permitted. In situations requiring immediate amendment or revision in the interests of safety an Airport Notice or other means of communication may be used.

0.2.4 Annotation of pages

Each page is annotated with a footer – example below:

20000-XX-Q-XXX-STD-010008 AMv10 Version 10: October 2025

0.2.5 List of effective pages

This update has affected page numbering throughout the document therefore, all page dates have been reset to 1 October 2025.

Section	Pages	Date
Cover	**1**	1 October 2025
Information Page	**2**	1 October 2025
Contents	**3-4**	1 October 2025
Part A	**5-13**	1 October 2025
Part B	**14-31**	1 October 2025
Part C	**32-35**	1 October 2025

Part D	**36-40**	1 October 2025
Part E	**41-70**	1 October 2025
Appendix 1	**71-85**	1 October 2025
Appendix 2	**86-87**	1 October 2025
Appendix 3	**88-285**	1 October 2025

0.2.6 Annotation of Changes

In most cases the manual will be re-issued in its entirety with a covering note summarising the main changes, in which case individual amendments will not be marked throughout the document. In circumstances where a low number of minor amendments have been made these will be annotated by a solid black line in the page margin and will be recorded in the list of effective pages or paragraphs.

0.2.7 Temporary Revisions

Temporary revisions are not used. Permanent changes to the Aerodrome Manual will require the document to be issued with a new version number.

0.2.8 Distribution System

The Aerodrome Manual is distributed electronically to the airport community via an airport notice which will advise when a new or amended version is issued. It is also sent to the CAA Safety & Airspace Regulation Group. The Aerodrome Manual is publicly available via this link:

https://www.gatwickairport.com/business/airport-essentials/aerodrome.html

1 General Information

1.1 Purpose and Scope

The Aerodrome Manual describes how the aerodrome infrastructure, facilities and operational procedures will be operated safely. It contains relevant information to describe the management structure and its systematic approach to aerodrome operations.

As well as the aerodrome operational procedures the manual describes the day-to-day functioning of the aerodrome's management system, safety management system, its safety culture and performance against safety targets and objectives. Due to the size and complexity of operations, and related procedures, the Aerodrome Manual does not contain every procedure but where applicable references are included.

Referenced information, documentation and procedures are made available as necessary to all operational staff, to describe the safety standards and procedures which shall be implemented with oversight from the CAA by means of the following:

- UK Aeronautical Information Publication (AIP) – www.nats.aero/do-it-online/ais/.
- Gatwick Airport Conditions of Use – www.gatwickairport.com.
- Gatwick Airport Notices – promulgated by GAL via email.
- Gatwick Airport Directives – promulgated by GAL via email.
- Gatwick Airport Byelaws – www.gatwickairport.com.
- Health and Safety at Work Act 1974 - www.hse.gov.uk.
- Management of Health and Safety at Work Regulations 1999 – www.hse.gov.uk.

Amendments to the Aerodrome Manual required by the CAA will be reviewed and assessed and actions carried out as appropriate. Routine changes will be included as part of the established review cycle, high priority requests for change will be considered for release under a GAN until the next Aerodrome Manual revision.

1.2 Legal Requirements for the Aerodrome Certificate and Aerodrome Manual

Prior to commencing the operation of an aerodrome, the aerodrome operator shall obtain the applicable certificate issued by the CAA. This is achieved through compliance with the Certification Specification (CS) – the standards adopted by the CAA to meet the regulatory requirements.

London Gatwick Airport is authorised to operate in accordance with the provisions of UK Regulation (EU) 139/2014 and its implementing rules, the aerodrome Certification Basis (CB), the terms of the certificate and the Aerodrome Manual. The CB comprises of the set of applicable airworthiness and environmental requirements established by the CAA as the basis by which the design of the aerodrome, or a change to the design is approved or accepted. It should be reviewed every six months. The CB may also include Special Conditions (SC) and Findings of Equivalent Level of Safety (ELOS), as determined by the CAA. The Operational Basis (OB) was completed as part of the transition to EASA regulations in 2014 and provides assurance that the operational aspects of the regulations are satisfied. The Aerodrome Compliance Monitoring Audit (ACMA) process ensures the operation continues to adhere to the OB which is reviewed annually.

The content of this Aerodrome Manual reflects the CB and the requirements set out in UK Regulation (EU) 139/2014. It contains or refers to all necessary information for the safe use, operation and maintenance of the aerodrome and its equipment, as well as its obstacle limitation and protection surfaces and other areas associated with the aerodrome. Temporary deviation solutions, which are permissible until design issues are rectified and the CS complied with, are detailed in Paragraph 4.5.

Maintenance of the CB, OB, Aerodrome Manual and Certificate satisfies compliance with the regulations to the CAA. Any changes to any of these documents should be updated and sent to the CAA as a record of GAL's continued demonstration of compliance.

1.3 Conditions for use of the Aerodrome

Use of the Airport is subject to the conditions laid down in the UK Aeronautical Information Publication - www.nats.aero/do-it-online/ais/, the Gatwick Airport Limited Conditions of Use which can be viewed on the GAL website https://www.gatwickairport.com/company/about-us/regulation.html the Gatwick Airport Byelaws 1996 and the Gatwick Airport Directives and Notices in force at the time. Copies of the latter publications may be obtained from GAL.

1.4 Obligations of the Aerodrome Operator and Rights of the CAA and Guidance to Staff on How to Facilitate Audits/Inspections by CAA Personnel

Obligations of the Aerodrome Operator

Gatwick Airport Limited is responsible for the safe operation and maintenance of the aerodrome in accordance with UK Regulation (EU) 139/2014 and its implementing rules.

Rights of the CAA and Guidance to Staff on How to Facilitate Audits/Inspections by CAA Personnel

In accordance with Regulation ADR.OR.C.015 the CAA has the right of access to the aerodrome to facilitate audits and inspections. Gatwick Airport shall grant access to any person authorised by the CAA to:

- any facility, document, records, data, procedures or any other material relevant to its activity subject to certification or declaration, whether it is contracted or not; and
- perform or witness any action, inspection, test, assessment or exercise the CAA finds is necessary.

The CAA should make initial contact through the Aerodrome Operations Manager who is available H24, to assist as required.

Part B

Aerodrome Management System, Qualification and Training Requirements

Part B - Aerodrome Management System, Qualification and Training Requirements

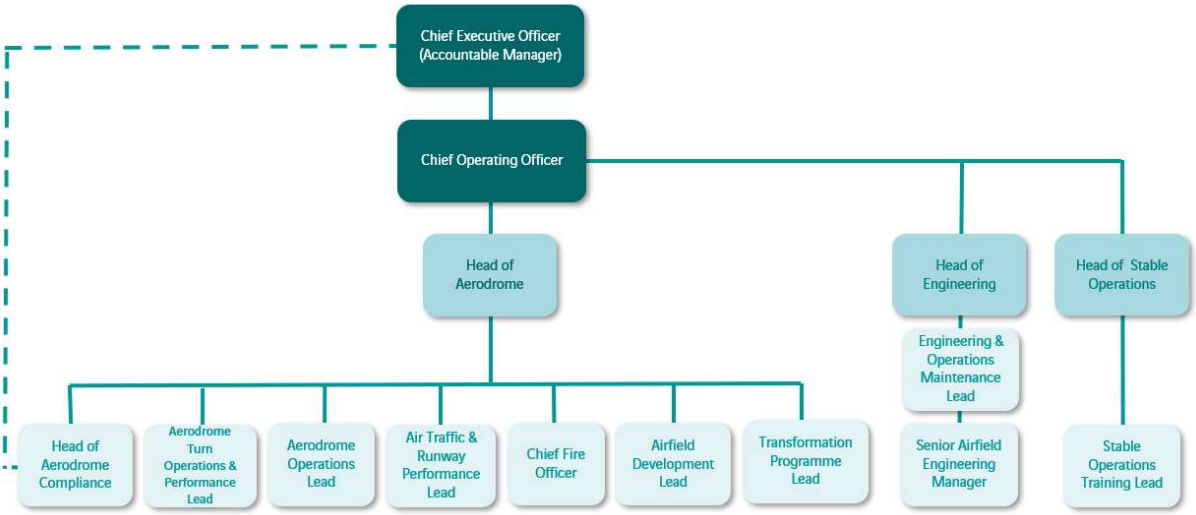
2 Aerodrome Management System

2.1 Aerodrome Organisation and Responsibilities

Gatwick Airport is managed by GAL utilising the following organisational structures:

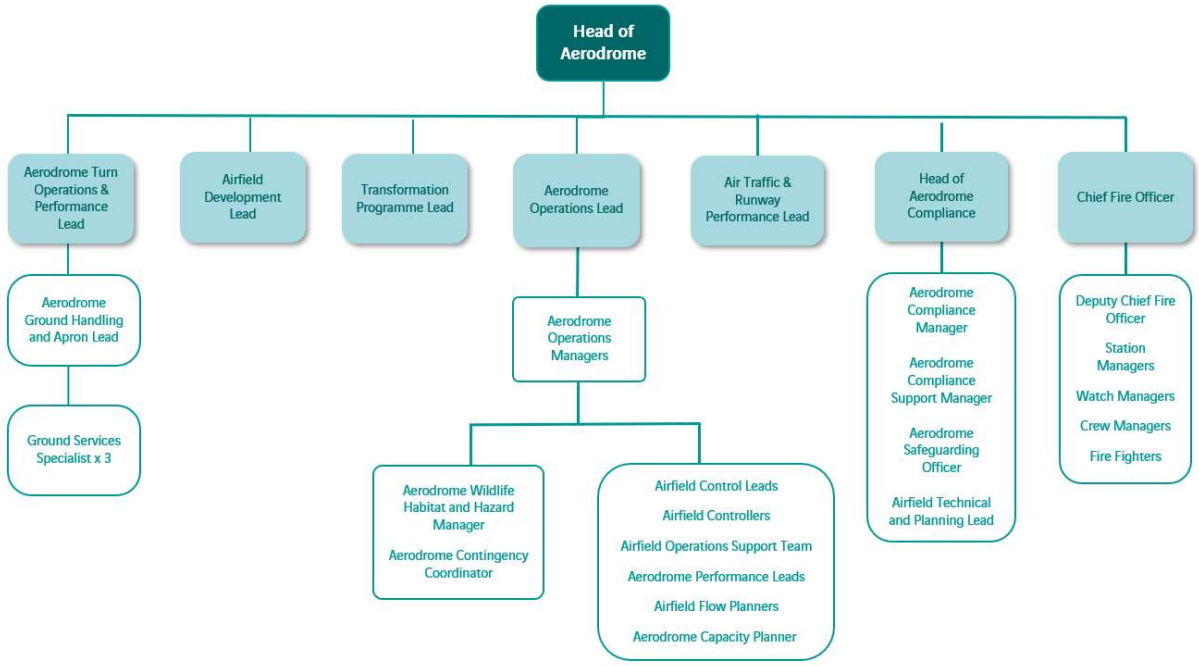
Organisation charts

Aerodrome – Senior Management

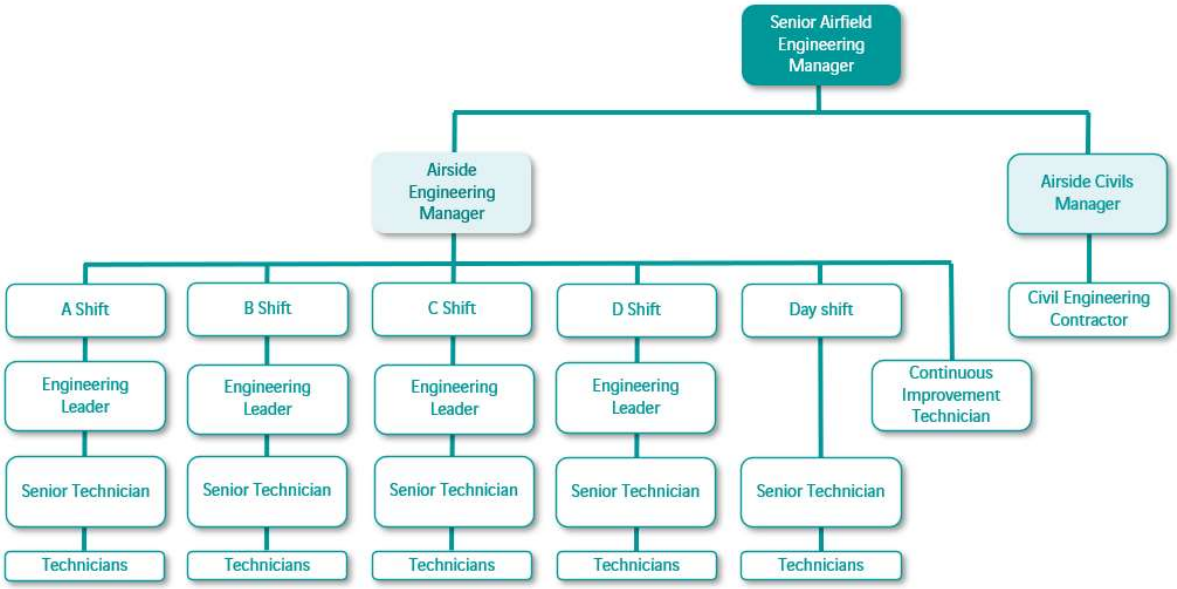


The Head of Aerodrome Compliance has direct access to the Accountable Manager for Aerodrome safety matters and is responsible to the Accountable Manager.

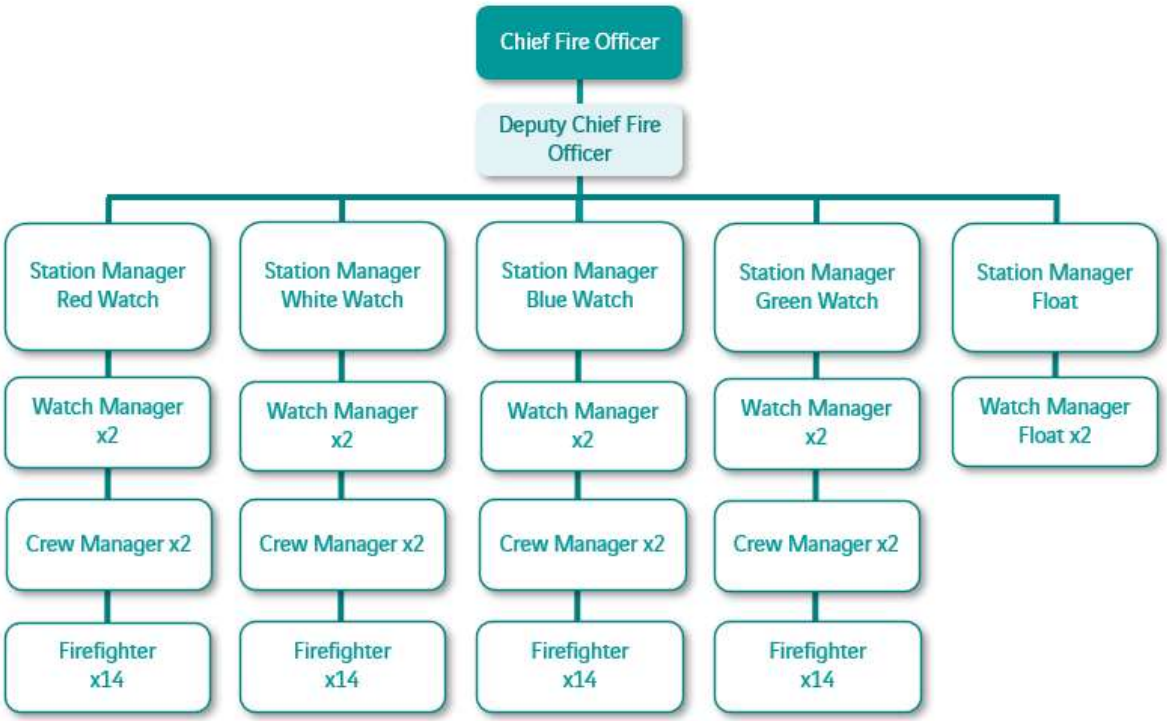
Aerodrome Operations



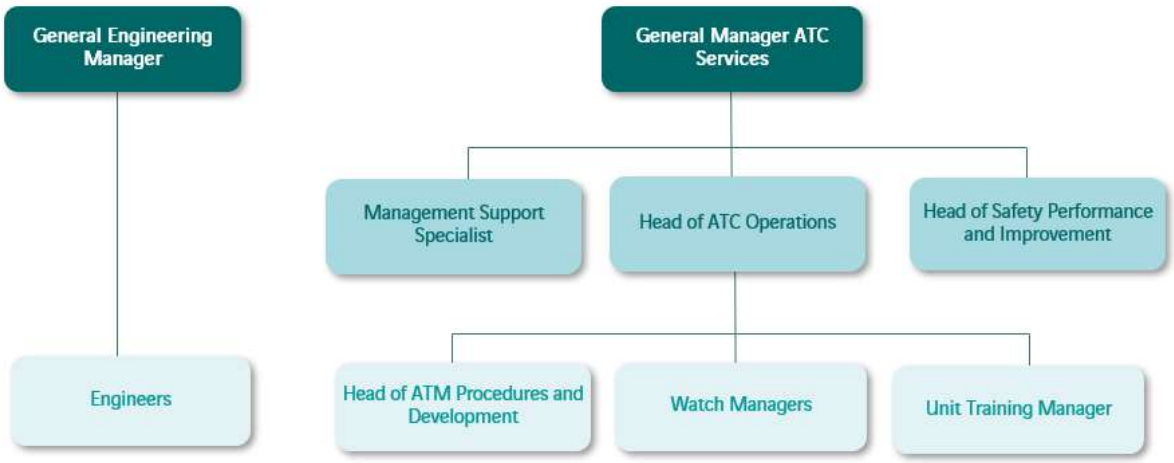
Airfield Engineering



Airport Rescue and Fire Fighting Service



Air Traffic Control (ATC)



ATC services are provided on behalf of GAL by National Air Traffic Services (NATS).

Management Roles and Responsibilities

The tables below identify the roles within the airport structure which have direct accountability and responsibility for compliance and safety and who is responsible in their absence. For further detail regarding safety structures and responsibilities see Appendix 3 – Safety Management Manual.

Person with overall responsibility for safety and the Accountable Manager **Chief Executive Officer (CEO) – Gatwick Airport Ltd** Pierre-Hugues Schmit				
Executive Member responsible for safety **Chief Operating Officer (COO)** Mark Johnston				
Senior person accountable for Aerodrome Operations **Head of Aerodrome** Graham Alder				
Manager responsible for Aerodrome Regulation and Aviation Safety **Head of Aerodrome Compliance** George Carney	**Manager responsible for day to day Aerodrome Operations** **Aerodrome Operations Lead** Gavin Jackson **Aerodrome Operations Managers x6** Lauren Douglas Ben Fordham Paul Happe Miles Lord Paul Humphrey Sam Porteous	**Manager responsible for RFFS provision** **Chief Fire Officer** Simon Petts **Deputy Chief Fire Officer** Simon O'Brien	**Manager responsible for Airfield Engineering** **Senior Airfield Engineering Manager** Paul Leonard	**Nominated Air Traffic Control (ATC) Providers Representative (NATS)** **Head of Air Traffic Services** Peter Glass **Head of ATC Operations** Jo Crawford **Head of Safety Performance and Improvement** Shaun Bowler **Head of ATM Procedures and Development** Victor Gosling
Aerodrome Compliance Managers Dawn Burtenshaw Lee Todman	**Airfield Control Leads x6** James Croydon Stephen Newton Peter Wells Daniel Barnes Katy Martin (Gapped)	**Station Managers x5** Adam McCulloch Ben Marshall Steven Bartlett Sean Milner Darren Williams	**Airfield Engineering Manager** Casey Bow **Airfield Civil Engineering Manager** Scott Patience	**Watch Managers x5** Matt Taylor Matt Dyson Sam Jillians Gus Brown Laura Overton/ Scott Richardson (effective 01/11/25)
Other Key Postholders				
Air Traffic and Runway Performance Lead Emmeline Kingsford	**Aerodrome Turn Operations and Performance Lead** Victoria Boyle	**Transformation Programme Lead** Gavin Sillitto	**Airfield Development Lead** (Gapped)	
Airfield Technical and Planning Lead Jez Davis	**Ground Handling and Apron Lead** Alan Holmes	**Aerodrome Contingency Coordinator** Charlotte Warner	**Wildlife Habitat & Hazard Manager** Vicki Duggan	

Absence of Post Holders

Primary Position/Role	Persons authorised to deputise in the event of absence
Chief Executive Officer (Accountable Manager)	Chief Operating Officer
Chief Operating Officer	Head of Aerodrome
Head of Aerodrome	Aerodrome Operations Lead
Aerodrome Operations Lead	Aerodrome Operations Managers
Head of Aerodrome Compliance	Aerodrome Compliance Managers
Chief Fire Officer	Deputy Chief Fire Officer
Aerodrome Operations Manager	Airfield Control Lead
Senior Airfield Engineering Manager	Airfield Engineering Manager
Head of Air Traffic Services	Head of ATC Operations

Safety Accountabilities and Responsibilities

Information relating to Safety Accountabilities and Responsibilities is detailed in Appendix 3 – Safety Management Manual (SMM).

Safety Committees

GAL has a comprehensive safety committee structure in place including the Local Runway Safety Team (LRST) as detailed in Appendix 3 – Safety Management Manual.

2.2 Safety Management System (SMS)

2.2.1 Scope

GAL utilises an SMS framework, certified to ISO 14001, ISO 45001 and Safe Effective Quality Occupational Health Service (SEQOHS) which is continuously reviewed, revised and audited to ensure that the latest safety standards are employed and adhered to by all parties on-site across the airport. The SMS is covered in full detail in Appendix 3 – Safety Management Manual. An evaluation of the SMS is carried out every 2 years using a suitable SMS maturity and effectiveness evaluation tool. Appendix 3 Section 15 – Safety Management Manual refers.

Further information on the following areas can be found in Appendix 3 – Safety Management Manual:

2.2.2 Safety Policy and Objectives

Appendix 3 Section 1 and Section 2– Safety Management Manual

2.2.3 Safety Responsibilities of Key Safety Personnel

Appendix 3 Section 2 – Safety Management Manual.

2.2.4 Documentation Control Procedures

Appendix 3 Section 7 – Safety Management Manual.

2.2.5 Safety Risk Management including Hazard Identification and Risk Assessment Schemes

Appendix 3 Section 8 – Safety Management Manual.

2.2.6 Monitoring of Implementation and Effectiveness of Safety Actions and Risk Mitigation Measures

Appendix 3 Sections 5 and 8 – Safety Management Manual.

2.2.7 Safety Performance Monitoring

Appendix 3 Section 5 – Safety Management Manual.

2.2.8 Safety Reporting including Hazard Reporting and Investigation

Appendix 3 Section 9 – Safety Management Manual.

2.2.9 Emergency Response Planning

Appendix 3 Section 6 – Safety Management Manual

2.2.10 Management of Change including Organizational Changes with regard to Safety Responsibilities

Appendix 3 Section 12 – Safety Management Manual.

2.2.11 Safety Promotion

Appendix 3 Section 13 and Section 14 – Safety Management Manual.

2.2.12 Safety Management System Outputs

Appendix 3 Sections 5 and 8 – Safety Management Manual.

2.3 Compliance Monitoring

The regulation

ADR.OR.D.005(b)(11) – Compliance Monitoring

The implementation and use of a compliance monitoring process enables the aerodrome operator to monitor compliance with the relevant requirements of CAA regulations as well as any other applicable regulatory requirements, or requirements established by the aerodrome operator.

Allocation of Duties and Responsibilities

Aerodrome Compliance Team

The Aerodrome Compliance Team is responsible for the delivery of compliance monitoring and has access to all subjects requiring review. The Aerodrome Compliance Team acts independently of other managers within the organisation and retains a stance of neutrality. The Head of Aerodrome Compliance (HoAC) has direct access to the Accountable Manager and to appropriate management for safety matters. The HoAC reports to the Head of Aerodrome and is also responsible to the Accountable Manager for the delivery of regulatory oversight activities. Compliance monitoring activities undertaken by the Aerodrome Compliance Team are detailed in the Aerodrome Compliance Governance Handbook and include Aerodrome Compliance Monitoring Audits (ACMA), UK Aeronautical Information Publication (AIP) reviews, Aerodrome Manual (AM) and Safety Management Manual (SMM) production, Auxiliary Power Unit (APU) Checks, management of the Annual Aerodrome Survey and maintenance of Aerodrome Certification documentation.

Aerodrome Operations Department

The Aerodrome Operations Department has the prime responsibility for carrying out monitoring, inspections and audits of the Aerodrome. GAL operate a three-tier monitoring and inspection system to ensure the highest standards of safety are maintained for all airport users. Stakeholders are made fully aware of the current condition and serviceability state of all aerodrome facilities to ensure compliance with the requirements of UK Regulation (EU) 139/2014 which are derived from the Standards and Recommended Practices of ICAO (International Civil Aviation Organisation) Annex 14.

Terminology

Part A – General information, Administration and Control of the Aerodrome Manual, Paragraph 0.1.4 Explanations, Abbreviations, Definition of Terms Needed for the Use of the Aerodrome Manual refers.

Description of the Organisation of the Aerodrome Operator

Part A – General refers.

Aerodrome Compliance Monitoring Audits (ACMA) Schedule

The Head of Aerodrome Compliance ensures Aerodrome Compliance Monitoring Audits are conducted in accordance with the audit schedule and reports and records are maintained. The specified compliance monitoring activities subject to a standard audit are defined within the schedule, carried out monthly and programmed over a 3-year cycle. The schedule also allows for unscheduled audits when trends are identified. For planned audits, the Aerodrome Compliance team produce audit templates based on the latest CAA compliance monitoring Question Banks (QB), available from the CAA. Audit findings are tracked to verify that corrective action has been carried out and that it was effective and completed. Aerodrome Compliance will review the results of its compliance monitoring activities, in order to adapt the calendar period within which an audit or a series of audits will be conducted, to cover all topics. The ACMA schedule delivers an audit programme that monitors compliance with the relevant requirements of this manual, Part-ADR.OPS, as well as any other applicable regulatory and GAL requirements. The ACMA schedule is as follows:

Compliance Monitoring System Activities and Schedule – Year 1

Audit Title	Reference	QB	Audit Month
Management of Change	ACMA1	1	January
Use of Alcohol, Psychoactive Substances and Medicines	ACMA2	2	February
Compliance Monitoring	ACMA3	3	March
Contracted Activities	ACMA4	4	April
Co-ordination with Other Organisations	ACMA5	5	May
Personnel Requirements	ACMA6	6	June
Prevention of Fire	ACMA7	7	July
Record Keeping	ACMA8	8	August
Training and Proficiency Check Programme	ACMA9	9	September
Review Week	-	-	October
Annual Aerodrome Audit	AAA01		November
Review of Year 1 Audit Schedule	-	-	December

Compliance Monitoring System Activities and Schedule – Year 2

Activity	Reference	QB	Audit Month
Aerodrome Monitoring and Inspection	ACMA10	10	January
Aerodrome Maintenance	ACMA11	11	February
Night and Low Visibility Operations	ACMA12	12	March
Wildlife Strike Risk Reduction	ACMA13	13	April
Demonstration of Compliance	ACMA14	14	May
Occurrence Reporting/Safety Culture	ACMA15	15	June
Operation of Vehicles	ACMA16	16	July
Rescue and Fire Fighting Services	ACMA17	17	August
Safety Culture	ACMA18	18	September
Review Week	-	-	October
Annual Aerodrome Audit	AAA01		November
Review of Year 2 Audit Schedule	-	-	December

Compliance Monitoring System Activities and Schedule – Year 3

Activity	Reference	QB	Audit Month
Surface Movement Guidance and Control Systems	ACMA19	19	January
Operations in Winter and Adverse Weather Conditions	ACMA20	20	February
Aerodrome Manual and Documentation Requirements	ACMA21	21	March
Safeguarding of Aerodromes	ACMA22	22	April
Findings and Corrective Action	ACMA23	23	May
Fuel Quality	ACMA24	24	June
Management Systems	ACMA25	25	July
Aerodrome Emergency Planning	ACMA26	26	August
Management of Aerodrome Data	ACMA27	27	September
Use of the Aerodrome by Higher Code Letter Aircraft	ACMA28	28	October
Annual Aerodrome Audit	AAA01	-	November
Review of Year 3 Audit Schedule	-	-	December

Audit Procedures

The structure of the compliance monitoring activities takes into consideration the size of organisation and the complexity of the activities to be monitored, including those which have been subcontracted. The details of all the activities are defined within the schedule. Each ACMA has a reference code as detailed in the tables above.

An audit heads-up/in-brief and detailed programme are provided to the relevant stakeholders in advance of each audit. An out-brief is carried out where appropriate, the need being based on the significance of observations and findings. Completed ACMA reports are issued to the Head of Aerodrome within 10 working days of audit completion. An executive summary from each audit with electronic links to the full report is issued to the Accountable Manager (CEO) and COO on a six-monthly basis unless a significant safety or compliance issue is identified, in which case the full ACMA report will be provided.

Annual Aerodrome Audit

A compliance aerodrome annual audit of the Aerodrome Operations Team, their operational procedures, systems and facilities is carried out by the Aerodrome Compliance Team to examine the department's compliance in accordance with Aerodrome Certification. A detailed report is issued to the Head of Aerodrome to provide a summary of the current status and review of the previous year's compliance and safety management performance.

Ad-Hoc Audits

Unscheduled audits can be undertaken by the Aerodrome Compliance Team following observations or findings from compliance monitoring activities, receipt of safety reports from airside operators, the airport confidential reporting system and safety related sources such as CHIRP (the Confidential Human Factors Incident Reporting Programme).

Definition of Findings

ACMA reports can contain Observations and two levels of Findings:

A Level 1 Finding is issued when any significant non-compliance is detected

A Level 2 Finding is issued when any non-compliance is detected

An Observation may be raised where there is potential for future non-compliance if no action is taken, or to indicate an opportunity for safety improvement or highlight something that is not good practice. Corrective action is not obligatory for an observation, but acknowledgement and the identification of any intended action is expected. Observations which have not been closed in a reasonable time-frame may be elevated to a Level 2 Finding at the next relevant scheduled audit.

Performance

For GAL to perform beyond regulatory requirements, the ACMA process identifies, through observations and findings, areas for development and further improvement. This is achieved through action tracking, action ownership and awareness of audit outcomes at CEO level.

Reporting Procedures

ACMA reports are targeted to be issued to the Head of Aerodrome within 10 working days of audit completion. An executive summary from each audit with electronic links to the full report will also be issued to the Accountable Manager (CEO) and COO.

The Aerodrome Safety and Oversight Group (ASOG) monthly governance meeting reviews the action status of the audit findings and observations and requests updates from audit action owners.

Where necessary, issues and actions are raised through the most relevant committee for escalation and/or wider discussion and resolution. The compliance aerodrome annual audit also provides the opportunity to assess the effectiveness of the audit process and assess satisfactory completion of actions raised through individual ACMAs.

Follow Up and Corrective Actions.

The follow up and corrective actions from the ACMAs relating to Aerodrome Operations activities are generally the responsibility of Aerodrome Operations however some are the responsibility of other departments such as Stable Operations and/or GAL HSE. Action owners retain ultimate responsibility for the effective implementation and follow-up of corrective actions contained within the audit reports. Actions are recorded on a spreadsheet tracker with agreed target dates accessible to action owners.

The CAA carry out an annual oversight audit of the aerodrome based on selected regulatory requirements in the form of Question Banks (QBs). Findings and observations from these audits are placed on a tracking report which is managed by the Head of Aerodrome Compliance. Owners and target dates for each action are identified and progress checked at monthly Aerodrome Safety Oversight Group (ASOG) meetings. Corrective actions linked to Observations and Findings includes addressing the impact of the non-compliance as well as establishing a root cause. Details of this process are contained within the Aerodrome Compliance Governance Handbook.

Training

The Aerodrome Compliance Team members responsible for managing compliance monitoring are required to have successfully completed an audit training course. The training includes requirements of compliance monitoring, manuals and procedures related to the task, audit techniques, reporting, and recording. Aerodrome Compliance auditors maintain their competence through delivery of the ACMA schedule.

2.4 Quality Management System for Aeronautical Data and Information Provision

Quality Management System Overview

Aeronautical data and information quality (ADIQ) management is achieved as detailed below via the use of contractors with approved quality management systems as detailed below. Safety and security of data is achieved by adherence to CAP1054.

- Formal Arrangements (FA) are established between relevant data and information providers; Aerodrome Operations, NATS (National Air Traffic Services) Aeronautical Information Services (AIS), survey company, Instrument Flight Procedure (IFP) approved procedure design organisation and air traffic provider. FAs refer to regulatory requirements such as CAPs 1054, 785 and 1732 to achieve correct data formats and scope of services provided.
- Only companies with formal Quality Management System (QMS) and regulatory accreditation/approval are contracted to provide aeronautical data.
- Aeronautical data may only be amended by the survey company as part of their pre-submission survey work and within the bounds of their QMS.
- Aeronautical information such as that used for runway surface condition reporting may be provided by trained, experienced and competent Aerodrome Operations staff.
- Use of the AIS change request portal for AIP amendments is restricted to authorised sources only as agreed and recorded with AIS.
- Independent check of the annual Aerodrome Survey report.
- Pre-submission to AIS checks of the annual Aerodrome Survey results by the Aerodrome Compliance Team.
- Regular AIP reviews established in the Aerodrome Compliance Annual Plan to help identify errors and omissions.
- Aeronautical data is identified as Critical, Essential and Routine as described in CAP1054 Appendix A, UK AIP Authorised Sources and Data Quality Requirements. Critical and Essential data such as declared distances (critical) and runway hold positions (essential) is regularly validated and verified in accordance with the Aerodrome Compliance Governance Handbook (ACGH). Routine data may be peer reviewed to assess if any further checks need to be conducted prior to submission to AIS.
- Errors found in Critical and Essential data will be prioritised including immediate promulgation through a notice to aviation (NOTAM) and re-survey of the relevant data.
- ADIQ requirements identified in relevant role profiles in Appendix 3 Chapter 2 Safety Policies and Management Structures - Safety Management Manual.
- Data storage and security via a controlled document management system is detailed in Appendix 3 Chapter 7 Document and Data Management - Safety Management Manual.

- Changes to data and information are carried out in accordance with Appendix 3 Chapter 12 Management of Change - Safety Management Manual.
- Error identification and corrective action via the airport safety reporting system and Mandatory Occurrence Reporting (MOR) process.
- Crane locations should, where possible meet ADIQ requirements although it is accepted that this may not be practical in all cases. Cranes expected to be in-situ for long periods may be captured as part of the annual Aerodrome Survey. In some cases, depending on location and risk to flight, a standalone ADIQ compliant survey may be required by the GAL approved survey company.

Members of the Aerodrome Compliance Team are nominated sponsors for the submission of changes to the AIP. It can take several months for amendments to the AIP to become effective and this must be taken into account in project and planning timescales. Further information regarding the handling of aeronautical data in relation to aerodrome surveys is covered in Paragraph 7.2 – Aerodrome Surveys and in the Appendix 3 Chapter 10 Contracted Activities – Safety Management Manual.

Aeronautical Data and Information

Information regarding the aerodrome operating conditions is published in the AIP and is in accordance with ADR.OPS.A005 and guidance within CAP 1054 Aeronautical Information Management. Changes to the AIP are made by change requests via the NATS AIS change request portal and/or NOTAMS.

GAL Aerodrome Operations and Aerodrome Compliance subscribe to the CAA system to receive various notifications, including Safety Instructions/Information Notices.

The Head of Aerodrome Compliance is accountable for notifying the CAA of any errors or omissions in the published aerodrome information and of any impending changes in the aerodrome or its facilities likely to affect this information. Responsibility for ensuring the AIP details for Gatwick are updated lies with the Head of Aerodrome Compliance.

GAL ensures that up-to-date, accurate information about the aerodrome facilities and operational status is maintained at all times. Whenever any of the following conditions occur or can be anticipated and are of operational significance, GAL Aerodrome Operations will take action to amend the AIP and/or to promulgate the change by NOTAM/SNOWTAM, and where required inform the CAA:

- Changes in the availability of the manoeuvring area and changes in the runway declared distances.
- Significant changes in aerodrome lighting and other visual aids.
- Presence or removal of temporary obstructions to aircraft operation in the manoeuvring area.
- Presence or removal of hazardous conditions due to snow, ice or slush on the movement area.
- Presence of airborne hazards to air navigation.
- Interruption, return to service, or major changes to rescue facilities and firefighting services available.
- Failure or return to operation of hazard beacons and obstruction lights on or in the vicinity of the aerodrome.
- Erection or removal of obstructions to air navigation, and erection or removal of significant obstacles in take-off, climb or approach areas.
- Air displays, air races, parachute jumping, or any unusual aviation activity along with any other information of operational significance.
- Changes to the RFFS Category.

Promulgation of Changes

Information regarding existing practices is contained in either the AIP or, for issues directly controlled by the Air Traffic Control provider, in the Manual of Air Traffic Services – Part 2 (MATS part 2). Responsibility for the content and accuracy of these documents lies with the Head of Aerodrome Compliance and General Manager of ATC Services respectively.

It is GAL policy that changes to such agreements and practices are agreed after consultation with all affected parties. This is achieved either through direct consultation via the management of change process and/or through the relevant safety committee. The GAL Head of Aerodrome is responsible for ensuring adequate consultation and assessment of the safety implications of any changes.

2.5 Procedures for Reporting to the CAA and Handling, Notifying and Reporting Accidents, Serious Incidents and Occurrences

A summary and overview of accident and mandatory reporting polices is provided below. For further detailed information relating to GAL and national HSE safety reporting and investigation procedures refer to Appendix 3 Section 9 – Safety Management Manual.

Definition of Accident, Serious Incident and Occurrence and of the Relevant Responsibilities of all Persons Involved

Definitions for Mandatory Occurrence Reporting are detailed in Appendix 1. Definitions of AAIB notifiable aircraft accidents and serious incidents are detailed in Appendix 2. Other types of incident are described below under Reportable Incidents. The Emergency Orders and the MAO describe the responsibilities of all persons involved.

Accident, Incident and Near Miss Reporting

Incidents and near misses on the airfield must be reported immediately via the Gatwick Control Centre Emergency Line Ext 222 on any GAL telephone or 999 from all other telephones (01293 501222 from a mobile phone). Airside incidents and near misses are then recorded on the GAL incident reporting system.

Companies must ensure relevant reporting procedures are included in staff induction training. GAD 'Reporting of Accidents, Incidents and Near Misses on the Airfield' refers. Staff must not leave the scene of an incident, or remove vehicles involved, without the approval of GAL Airfield Operations.

Reportable Incidents

The following types of incident must be reported to GAL as detailed above. Some of these incidents are also 'mandatory occurrences' which require reporting to the CAA independently by the organisations involved as detailed in the Mandatory Occurrence Reporting paragraph below.

- Damage to Aircraft.
- Road Traffic Collision.
- Vehicle/Aircraft.
- Vehicle/Vehicle.
- Vehicle/Infrastructure.
- Vehicle/Passenger boarding bridge.
- Vehicle/Equipment.
- Equipment/Aircraft.
- Passenger boarding bridge/Aircraft.
- Any Personal Injury.
- Collisions between an aircraft and other obstacles (including vehicles).
- Wildlife strike, or evidence of wildlife strike.
- Exceptional or unusual FOD on the movement area which has or could have endangered an aircraft.
- Push-back or taxi interference by vehicle, equipment, or person.
- Reports of jet blast.
- Spillages of fuel or oil.

Procedures and Arrangements for the Preservation of Evidence, including Recordings, Following a Reportable Event

Following a reportable event, some or all of the actions listed below will be undertaken by Airfield Operations staff, to preserve evidence:

- Photographs.
- Statements from those involved.
- Preservation of Air Traffic Control (ATC) recordings.
- Interrogation of aircraft tracking software.
- Incident scene management.
- Completion of investigative reports (note care should be taken to ensure access to personal information is restricted to relevant personnel only).

Voluntary Reporting

The airfield can be a hazardous and dangerous place to work. Gatwick Airport leads and sets standards for ensuring a safe airport operation, but everyone working at the airport has a role to play in delivering safety through their behaviour, care and attention.

GAL has a voluntary reporting channel allowing all staff to report any safety related issues of concern anonymously and confidentially. Further information can be found in the GAN 'Anonymous Reporting of Environment, Health and Safety Concerns and Ideas' and Appendix 3 Section 9 – Safety Management Manual.

Mandatory Occurrence Reporting (MOR)

UK Regulation (EU) 376/2014 Mandatory Occurrence Reporting system (MOR) requires the reporting of hazardous or potentially hazardous incidents or occurrences affecting an aircraft within 72 hours. An occurrence means any safety-related event which endangers or which, if not corrected or addressed, could endanger an aircraft, its occupants or any other person. UK Regulation (EU) 2015/1018 – '*Occurrences in Civil Aviation to Be Mandatorily Reported'* describes categories of activities which are required to be reported as occurrences and these are detailed in Appendix 1. Further detailed information relating to MORs can be found in Appendix 3 Section 9 – Safety Management Manual.

Air Accidents Investigation Branch (AAIB) Notifiable Aircraft Accident and Serious Incident

The AAIB is part of the Department for Transport (DfT) and is the body responsible in the UK for the investigation of civil aircraft accidents and serious incidents within the UK in accordance with:

- Annex 13 (Aircraft Accident and Incident Investigation) to the International Civil Aviation Organisation (ICAO).
- UK Regulation (EU) 996/2010.
- The Civil Aviation (Investigation of Air Accidents and Incidents) Regulations 2018.

Definitions of AAIB notifiable aircraft accidents and serious incidents are detailed in Appendix 2.

Reporting an aircraft accident or serious incident

Aircraft accidents or serious incidents should be reported to the AAIB 24-hour reporting line Telephone: 01252 512299. In addition, aircraft accidents should also be reported to the police.

Who must report an aircraft accident or serious incident

Any person involved who has knowledge of an aircraft accident or serious incident which has occurred in the UK must notify the AAIB without delay. Those persons involved includes:

- the crew of the aircraft

- the owner of the aircraft
- the operator of the aircraft
- those involved in the maintenance, design or manufacture of the aircraft
- those involved in the training of the aircraft's crew
- those involved in providing air traffic control and flight information services
- those involved in providing aerodrome services to the aircraft
- staff of the aerodrome authority
- staff of the Civil Aviation Authority
- staff of the European Aviation Safety Agency

In the case of an accident, the person involved must also inform the police. The GAL Aerodrome Operations Manager (AOM) or nominated representative is responsible for confirming that the AAIB have been contacted.

What information to give the AAIB

The AAIB will need to know as much of the following information as possible:

- the type, model, nationality and registration marks of the aircraft.
- the names of the owner, operator and hirer (if any) of the aircraft.
- the name of the commander of the aircraft.
- the date and time (UTC) of the accident or serious incident.
- the last point of departure and the next point of intended landing of the aircraft.
- the position of the aircraft in relation to some easily defined geographical location.
- the number of:
  - crew on board and the number killed or seriously injured.
  - passengers on board and the number killed or seriously injured.
  - other persons killed or seriously injured as a result of the accident.
- the nature of the accident or serious incident and the extent of damage as far as is known.

Illustrations of Forms to be Used, 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

The reporting of accidents and incidents is achieved through electronic systems; ECCAIRS for MOR reportable incidents and PRIME for all incidents including MOR reportable ones. The AAIB are informed via telephone. AAIB incidents are reported without delay, ECCAIRS and PRIME reports are completed within 72 hours and 12 hours respectively. Instructions for reporting incidents are detailed in Paragraph 10 of the MAO. The CAA are advised of incidents through the ECCAIRS system and directly by the AAIB.

2.6 Procedures Related to the Use of Alcohol, Psychoactive Substances and Medicines

Procedures are in place regarding the level of consumption of alcohol, psychoactive substances and medicines by relevant personnel at the airport. These procedures include the requirements that such persons shall:

(1) not consume alcohol during their duty period.

(2) not perform any duties under the influence:

(i) of alcohol, or any psychoactive substance; or

(ii) any medicine that may have an effect on their abilities in a manner contrary to safety.

The GAD 'Use of Alcohol, Psychoactive Substances and Medicines' refers. Companies with staff accessing airside operational areas must have a drugs and alcohol policy in place and must provide a copy of their current policy upon request to GAL. The GAD 'Airside Discipline Process' describes offences and penalties relating to the use of drugs and alcohol.

The London Gatwick Byelaws 3(16) state: '*No person shall be drunk or under the influence of drugs or other intoxicating substances in a Restricted Area*.'

GAL HR Policy *Drugs and Alcohol (7HR2)* applies to all GAL employees and has been agreed between representatives of the management team and recognised Trade Union officials.

2.7 Safety Directives/Problems/Recommendations

2.7.1 Complying with Safety Directives

CAA Safety Instructions/Notices

GAL Aerodrome Compliance has a process as summarised below to ensure CAA Safety Instructions/Information Notices and EASA Safety Information Bulletins (SIB) are disseminated, within GAL and to third parties, as relevant:

- Safety Instruction/Information Notice/SIB received and reviewed.
- Applicable instructions are saved electronically and added to a compliance tracker.
- Subject matter checked for decision on who to disseminate to.
- Email sent to relevant parties with link to folder and Safety Instruction/Information Notice/SIB.
- Safety Instruction/Information Notice number, date of issue, subject and who it has been emailed to, is recorded by Aerodrome Compliance.

Additionally, the airport also uses directives and notices (GADs and GANs) to pass on safety critical information which includes the following statement:

"It is the responsibility of all employers to ensure that relevant Airport Notices are brought to the attention of their staff. However, individuals remain responsible for their own actions and those who are in any doubt should consult their supervisor or manager."

2.7.2 Reaction to Safety Problems

Safety problems raised externally through the CAA will be dealt with as detailed above. If a safety problem is identified following the issue of a Safety Instruction/Notice the problem will be assessed by the relevant team/post holder and corrective action will be put in place. Resolution progress will be tracked monthly through the Aerodrome Safety Oversight Group or more frequently if required through daily operations briefings.

2.7.3 Handling of Safety Recommendations issued by Safety Investigation Authorities

Safety recommendations issued by the Health and Safety Executive or Air Accidents Investigation Branch are tracked through the Aerodrome Safety Oversight Group. Owners are identified to complete the actions as required by the investigation authority.

2.7.4 Equipment Safety Notices

There may be occasions when an equipment manufacturer issues a product safety notice which requires user action. Equipment managers should be identified who will be the official point of contact for the suppliers. From this point, safety bulletins from suppliers should be disseminated following the process in Paragraph 2.7.1.

2.8 Procedures for Recording Aircraft Movements

i-Airport is the software system used by GAL for recording aircraft movements including types and dates. Passenger numbers are recorded in the GAL Finance SAP database.

3 Required Aerodrome Personnel Qualifications/Training

In relation to Aerodrome Personnel Qualification requirements the guidance provided in GM1 ADR.OR.D.015(d) Personnel Requirements reflects the approach taken at the Aerodrome i.e.: 'The term 'qualified' denotes fitness for the purpose. This may be achieved through fulfilment of the necessary conditions such as completion of required training, or acquisition of a diploma or degree, or through the gaining of suitable experience. It also, includes the ability, capacity, knowledge or skill that matches or suits an occasion, or makes someone eligible for a duty, office, position, privilege, or status.'

3.1 Training Programme

In accordance with ADR.OR.D.017, the aerodrome operations training programme covers personnel involved in the operation, maintenance and management of the aerodrome.

3.1.1 GAL Aerodrome Operations staff training consists of modules, covering a range of mandatory subjects details of which can be found in Appendix 3 Section 14 – Safety Management Manual with further detail contained in the Aerodrome Training Management Manual (ATMM) which is produced by the Aerodrome Training Team.

Rescue and Fire Fighting Fire Service (RFFS)

Personnel employed within the Airport RFFS shall be adequately trained for the tasks that they are expected to carry out, as identified in their role map and in compliance with the requirements of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999. This training is regularly exercised and tested through an ongoing assessment process to confirm competence.

- Firefighters (FF) complete an Initial Fire-fighting Course and maintain competence through the approved in-house Maintenance of Competence programme.
- Firefighters follow the RFFS Career Progression Model and once fully competent in role are eligible to apply for promotion to Crew Manager.
- Crew Managers are qualified to Incident Command Level 1 and complete both Aviation and Domestic ICS training, the Domestic element of this training is delivered by the Local Authority Fire and Rescue Service.
- Station Managers and Watch Managers will attend a third-party training provider to achieve the qualification of RFFS Aviation Supervisor and complete ICS Level 2 which will be revalidated every 2 years.
- All RFFS personnel are trained and assessed in accordance with CAP 699 and the current Maintenance of Competence Scheme (MOCS). Training records are held on an electronic database for auditing and inspection purposes.

Maintenance - Airfield Engineering

Airfield Engineering carry out technical training required for individual roles. A training and competence matrix is maintained at department level which includes responsibilities, frequencies, syllabi, training standards and aerodrome specific training requirements such as manoeuvring and runway driving qualifications.

Persons Operating Unescorted on the Movement Area and Other Operational Areas

The GAD 'Airside Safety Awareness – eLearning' sets out the requirements for third parties and advises of an e-learning package, valid for 2.5 years, which is to be undertaken by all staff working airside and is designed to enhance airside behaviours and reduce incidents. Further details regarding training content can be found in Appendix 3 – Safety Management Manual.

The following should be noted:

- the e-learning package is NOT intended to substitute or replace training already in place by an individual's employing company.
- it does not cover the employing company's internal processes (i.e. turn procedures, risk assessments) and other employing company local practices and methodologies.

The GADs 'Airside Driving Permits', 'Airside Vehicle Permits' and 'Airside Driving and Vehicle Standards' set out the requirements for persons operating on the manoeuvring area and other operational areas of the aerodrome. This includes persons operating unescorted.

3.1.2 Procedures

3.1.2.1 For Training and Checking of Trainees is detailed in Appendix 3 Section 14 – Safety Management Manual with further detail contained in the Aerodrome Training Management Manual (ATMM).

3.1.2.2 To be Applied If Personnel Do Not Achieve the Required Standard is detailed in Appendix 3 Section 14 – Safety Management Manual with further detail contained in the ATMM.

3.1.3 Documentation to be stored and storage periods

Training material is reviewed and updated as required, to ensure compliance with current legislation. Documentation is owned by the Aerodrome Training Team Leader and is date stamped.

Individual training records are stored in a shared computer drive and recorded on AirDat, which provides expiry alerts enabling refresher training to be programmed for individuals, prior to expiry. Paragraph 2.2.4 of this manual and Appendix 3 Section 7 – Safety Management Manual provides further details relating to document storage periods.

3.2 Proficiency Check Programme including Responsibilities and Frequencies

Details of the proficiency check programme can be found in Appendix 3 Section 14 – Safety Management Manual with further detail contained in the ATMM.

3.2.1 Procedures To be Applied If Personnel Do Not Achieve the Required Standard is detailed in Appendix 3 Section 14 – Safety Management Manual with further detail contained in the ATMM.

3.2.2 Documentation to be Stored and Storage Periods is detailed in Appendix 3 Section 14 – Safety Management Manual with further detail contained in the ATMM.

3.3 Provision of Training and Proficiency Check Records to New Employer

If an employee takes up alternative employment, then on request, GAL shall provide the new employer with the employees training and proficiency check records. **Note**: The transfer of training records does not automatically transfer the validity of qualifications to the new employer.

Part C

Particulars of the Aerodrome Site

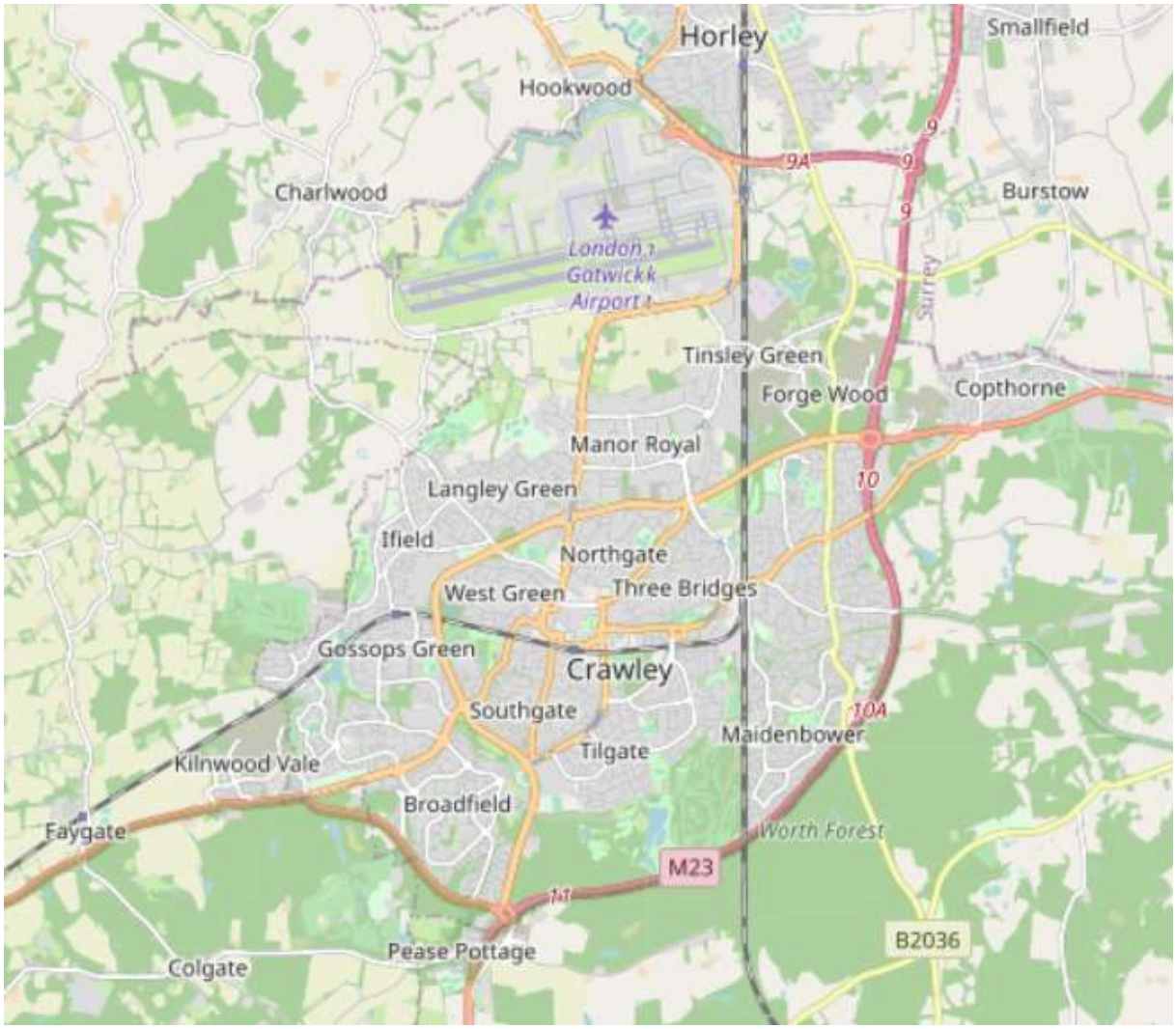
Part C - Particulars of the Aerodrome Site

4 Description of Aerodrome Site

The aerodrome site is described in the UK AIP EGKK entry AD2.EGKK.

4.1 Distance of Aerodrome from Nearest Town

2.7 nm N of Crawley - 24.7 nm S of London



4.2 Aerodrome Chart

Charts of the Aerodrome are shown in the AIP including the Aerodrome Chart AD 2-EGKK-2-1. These charts include the aerodrome's location (longitude and latitude), boundaries, major facilities, Aerodrome Reference Point (ARP), layout of runways, taxiways and aprons, aerodrome visual and non-visual aids and wind direction indicators.

4.3 Location of Aerodrome Facilities and Equipment Outside Boundary

4.4 Physical Characteristics of the Aerodrome

A description of the physical characteristics of the aerodrome can be found in the AIP AD2.EGKK London Gatwick entry including elevations, visual and non-visual aids, information regarding the aerodrome reference temperature, strength of pavements, rescue and firefighting level protection, ground aids and main obstacles.

4.5 Exemptions or Derogations, Equivalent Level of Safety, Special Conditions and Operating Limitations

The following deviations are in place:

Relevant Certification Specification (CS)	Description of Deviation
CS ADR-DSN.A.005 Aerodrome Reference Code	The UK determines the Aerodrome Reference Code number (code element one) from the greater value of TODA or ASDA and not Aeroplane Reference Field Length.
CS ADR-DSN.D.335 Holding bays, runway-holding positions, intermediate holding positions, and road-holding positions	Pursuant to prior agreement with the CAA Runway holds are allowed to be maintained in a position that would normally be against a non-displaced threshold runway.
CS ADR-DSN.N.795 Aircraft stand identifications signs	Aircraft stand number identification sign colours are the reverse, (yellow writing on black) of what is specified in ADR-DSN.N.795, (black writing on yellow). Although non-compliant with the UK Regulation, yellow writing on black has always been the design standard used by Gatwick for the SNIB. AIP EGKK AD 2.9.
CS ADR-DSN.H.435 Take-off climb surface	Aircraft parked on Pier 1 Stands 2 to 5, infringe the Runway 08L Take Off Climb Surfaces. Maximum 4m infringement on Stands 2 and 3. AIP EGKK AD 2.10.
CS ADR-DSN.H.435 Take-off climb surface	Concorde House penetrates the Take Off Climb Surfaces for Runway 08L by 14.3m. AIP EGKK AD 2.10.

CS ADR-DSN.D.260 Taxiway minimum separation distance	During take-offs or landings on Runway 08L/26R, due to non-compliant separation distances between centrelines: ▪ Taxiway Juliet, between Juliet 8 and Taxiway Sierra is limited to use by aircraft of wingspan of 36m or below. ▪ Taxiway Juliet between Taxiway Sierra and Juliet 5 is limited to use by aircraft of wingspan of 50m or below. AIP EGKK AD 2.20.
CS ADR-DSN.D.315 Width of taxiway strips	Taxiway Alpha Sierra is restricted to maximum Code D when Code F aircraft are using Taxiway Alpha November. AIP EGKK AD 2.20.
	Taxiway Juliet between Taxiways Sierra and Tango has a substandard but positive physical obstacle clearance (minimum of 47.5 M Code F taxilane clearances). AIP EGKK AD 2.20.
	Taxiway Lima between Taxiways Quebec and Sierra has a substandard but positive physical obstacle clearance (minimum of 42.5 M) due to the proximity of the adjacent road. AIP EGKK AD 2.20.
	Taxiway Lima East of Stand 36 is not available for Code E aircraft with a wingspan in excess of 61m due to the proximity of the adjacent blast barrier. AIP EGKK AD 2.20.
	Taxiway Yankee from Whiskey 1 Hold to Yankee 3 Hold is not available for Code E aircraft with a wingspan in excess of 61m due to the proximity of the adjacent road. AIP EGKK AD 2.20.
	The following are available for Code F aircraft under Managed Contingency Route Procedures: ▪ Taxiway Romeo between Romeo Alpha and Lima. ▪ Taxiway Lima between Taxiways Romeo and Quebec. AIP EGKK AD 2.20.

4.6 Types of Operations the Aerodrome is approved to Conduct

Use governed by regulations applicable to Gatwick Control Zone (CTR).

All flights operating at London Gatwick Airport are subject to prior approval of the Chief Executive Officer, GAL, and require a slot allocated by Airport Coordination Ltd (ACL).

Flights for aerobatic, recreational, commemorative, charity and record-breaking purposes will not be permitted to use the airport, except with the prior approval of the Chief Executive Officer.

Planned Diversion Procedure – Airline and other operators are advised that before selecting Gatwick as an alternate, prior arrangements for ground handling should have been agreed with one of the nominated handling agents.

The use of the airport for training purposes is prohibited. The deliberate simulation of engine failure is not permitted whilst on approach to or departure from the airport.

The Airport may be used by Executive and Private Aircraft (general aviation) subject to conditions as per the AIP - EGKK AD 2.20 Local Traffic Regulations.

Part D

Particulars of the Aerodrome Required to be Reported to the Aeronautical Information Service

Part D - Particulars of the Aerodrome Required to be Reported to the Aeronautical Information Service

5 Aeronautical Information Services available and Procedures for the Promulgation of General Information.

Changes required to the Gatwick entry in the AIP are facilitated by approved sponsors in the GAL Aerodrome Compliance Team. The following particulars of the aerodrome are reported to the Aeronautical Information Service and can be found in the EGKK AIP entry as specified below.

5.1 Name of the Aerodrome - EGKK AD 2.1

5.2 Location of the Aerodrome - EGKK AD 2.2

5.3 Geographical Coordinates of the Aerodrome Reference Point in World Geodetic System 1984 (WGS-84) reference datum - EGKK AD 2.2

5.4 Aerodrome Elevation and Geoid Undulation - EGKK AD 2.2

5.5 Runway Threshold Elevations and Geoid Undulation, Elevation of Runway End, High and Low Points Along the Runway and the Highest Touch Down Zone Elevation of Precision Approach Runways - EGKK AD 2.12

Runway	Runway End Elevation
Runway 08R	196ft
Runway 26L	203ft
Runway 08L	193ft
Runway 26R	196ft

There are no significant high or low points along any of the runways.

5.6 Aerodrome Reference Temperature - EGKK AD 2.2

5.7 Aerodrome Beacon

There is no aerodrome beacon sited or in use at London Gatwick.

5.8 Name of Aerodrome Operator and Contact Details including Telephone Numbers - EGKK AD 2.2

6 Aerodrome Dimensions and Related Information

6.1 Runway

True Bearing/Designation Number EGKK AD 2.12

Length and Width EGKK AD 2.12

Displaced Threshold Location EGKK AD 2.12

Slope EGKK AD 2.12

Surface Type EGKK AD 2.12

Type of Runway

08R/26L EGKK AD 2.12 and 2.19
08L/26R EGKK AD 2.12 and 2.20 6

Precision Approach Runway Obstacle Free Zones

An Obstacle Free Zone (OFZ) is established for Runways 08R and 26L.

6.2 Runway Strip Length and Width and Surface Type - EGKK AD 2.12

Runways 08R/26L and 08L/26R have graded earth and grass in non-paved areas.

Runway End Safety Areas (RESAs) Length - EGKK AD 2.12

Runway Stopway Length and Width and Surface Type - EGKK AD 2.12 & 2.14

Runway Clearway Length - EGKK AD 2.12

Ground Profile - EGKK AD 2.20 4 & Type A Charts

The 'Aerodrome Obstacle Chart - ICAO Type A Operating Limitations' provides terrain and obstacle penetration details and is available on the AIP website.

Taxiways Width and Surface Type - EGKK AD 2.8, AD 2.EGKK-2-1 & AD 2.EGKK-2-2

Apron/Aircraft Stands Surface Type - EGKK AD 2.8

6.3 General

Visual Aids – Approach

The lighting of Runways 08R and 26L is precision approach Category III. **- EGKK AD 2.9/2.20 3.**

The lighting scale of Runways 08L and 26R is scale L3 (as referred to in CAP 168). **EGKK AD 2.9/2.20 3.**

Approach Lighting Type – Runway 08R/26L - EGKK AD 2.14

Additional Information to the AIP:

- Frangible approach lighting is installed on Runways 08R and 26L.
- 914m High Intensity Approach Lighting System (HIALS) coded centreline with five cross bar system. The Approach Lights are uni-directional white. Angular settings and alignment information is held by Airfield Engineering.
- Supplementary approach lighting system (SALS) over the inner 300m consisting of 27 barrettes of four lights each arranged in nine rows of three at 30m longitudinal intervals symmetrically each side of the extended runway centreline. The lights are uni-directional high intensity white (centre barrette or red (outer barrettes) and are set at the same angles as the corresponding approach lighting.

Approach Lighting Type – Runway 08L/26R - EGKK AD 2.14

Visual Approach Slope Indicator System - EGKK AD 2.14

Marking and Lighting of Runways, Taxiways and Aprons

Runway 08R/26L – Runway Lighting - EGKK AD 2.9/2.14

Additional Information to the AIP:

- Centreline lights are at 15m spacing. The lights are bi-directional, high intensity and beamed at 5.5° to the horizontal. The lights are white to a point 900m from the runway end, with the following 600m alternate red and white and the final 300m all red in colour.
- Edge lights at 60m longitudinal spacing and positioned 22.5m each side of the centreline. The lights are bi-directional, high intensity, white except the first 267/393 M from RWY end showing red to displaced landing THR.
- Touchdown zone lights over the first 893m of each runway direction consisting of 30 barrettes of four lights arranged in fifteen rows of two at 60m longitudinal intervals symmetrically each side of the runway centreline. The lights are unidirectional, high intensity, white.

Runway 08L/26R – Runway Lighting - EGKK AD 2.14

Additional Information to the AIP:

Taxiway centreline lighting on Taxiway Juliet is switchable during Runway 08L/26R operations, therefore, these lights will not be visible when the aircraft is on approach to Runway 08L/26R. The Taxiway Juliet centreline lighting will only be visible when taxying back to the apron after landing.

Runway Marking Aids - EGKK AD 2.9

Taxiways and Aprons

Taxiway Lighting - EGKK AD 2.9/2.20
Taxiway Unavailable Bars (TUBS) - EGKK AD 2.9/2.20

Additional Information to the AIP:

- Illuminated red stop-bars are provided where appropriate. Taxiway lighting is selectively switched by Ground Movement Control in order to assist guidance of taxiing aircraft. The red stop-bars are positioned and selected in such a manner that any green route chosen is guarded against conflicting traffic at taxiway intersections.
- Red stop-bars and green/yellow lead-offs are provided on the runway. Taxiway lighting on the runway is controlled by the "Air" Controller.
- When Runway, 08L/26R, is brought into use Runway Guard Lights/Bars at G2, H2, J2, J5, J6, J8, N1, P1, Q1, R1, S1, T1, U1 and Z1 are activated under the control of the Air Controller. Limited route selection is available within the area bounded by these Runway Guard Lights/Bars and the runway. Outside of this zone, taxiway lighting is controlled under the normal Advanced Surface Movement Guidance Control System (A-SMGCS). When Runway 08R/26L is in use Runway 08L/26R displays normal taxiway green centreline lights.

Taxiway Marking Aids - EGKK AD 2.9

Aprons

Lighting - EGKK AD 2.15

Markings
Yellow painted stand centrelines.

Other Visual Guidance and Control Aids on Taxiways & Aprons - EGKK AD 2.15

Location and Type of Visual Docking Guidance System - EGKK AD 2.9

Availability of Standby Power for Lighting - EGKK AD 2.15

Additional Information to the AIP:
Twin fed High Voltage (HV) ring main reduces risk of complete supply failure. In the event of a single HV supply failure, during or prior to forecast Low Visibility Operations, substation generators will provide primary supply with the remaining HV supply becoming the standby supply. Control system backed up by uninterruptible power supply (UPS).

6.4 Location and Radio Frequency of VOR Aerodrome Checkpoints - EGKK AD 2.8
Not applicable.

6.5 Location and Designation of Standard Taxi Routes
Formal published standard taxiing routes are not used at the airport, aircraft are directed by ATC. Taxiway layouts are promulgated in the AIP in EGKK AD 2.24 - Charts Related to an Aerodrome.

6.6 Geographical Co-ordinates of each Runway Threshold - EGKK AD 2.12

Geographical Co-ordinates of Appropriate Taxiway Centreline Points - Not applicable.

Geographical Co-ordinates of Stands - AD 2.EGKK-2-3

6.7 Geographical Co-ordinates and Top Elevation of Significant Obstacles in the Approach, Take-off and Circling Areas - EGKK AD 2.10, 2.24 & Type A Charts

6.8 Pavement Surface Type and Bearing Strength using the ACR-PCR Method - EGKK AD 2.8, 2.12, AD 2.EGKK-2-1 & AD 2.EGKK-2-2

6.9 Pre-flight Altimeter Checkpoint Location and Elevation - EGKK AD 2.8

6.10 Declared Distances - EGKK AD 2.13

6.11 Removal of Disabled Aircraft - EGKK AD 2.6

GAL does not have the capability to recover disabled aircraft therefore, as detailed in the AIP, airlines must have a confirmed contract in place with an aircraft recovery/salvage contractor for aircraft recovery. Aircraft recovery arrangements must be submitted to GAL via airsidecompliance@gatwickairport.com. The Aerodrome Operations Manager is the initial point of contact during an incident via 07803 120115/ aom@gatwickairport.com.

6.12 Rescue and Firefighting Services Level of Protection and Types and Amounts of Extinguishing Agents - EGKK AD 2.6

Gatwick Airport has RFF Category A10 cover during airport operating hours.
Information regarding types and amounts of extinguishing agents normally available is provided in Part E Paragraph 20.

6.13 Exemptions or Derogations from Applicable Requirements, Cases of Equivalent Level of Safety, Special Conditions and Limitations - EGKK AD 2.10, 2.20 & Type A Charts

Cases of exemption, derogation, special conditions and operating limitations are described in Paragraph 4.5. Where indicated, information is included in the UK AIP.

Part E

Particulars of the Operating Procedures of the Aerodrome, its Equipment and Safety Measures

Part E - Particulars of the Operating Procedures of the Aerodrome, its Equipment and Safety Measures

7 Aerodrome Reporting

7.1 Reporting Changes to Aerodrome Information

Paragraph 2.4 details the operational requirements relating to Aeronautical Data and Information Quality (ADIQ), including arrangements and procedures for reporting changes to the AIP and the issuing of NOTAMs. The arrangements for reporting and recording changes to the CAA are detailed in Appendix 3 Chapter 12 Management of Change - Safety Management Manual.

7.2 Aerodrome Surveying - Procedures, Frequencies and Areas to be Surveyed

Obstacles at the airport are managed in accordance with CS-ADR-DSN, Chapter H and J – Obstacle Limitation Surfaces and Requirements and ADR.OPS.A.005. Crane operations are detailed in Paragraph 18 Obstacle Control and Safeguarding.

An Aerodrome Survey is carried out annually to monitor changes to the obstacle environment and to record any new or changed features on the airfield. Surveys are conducted according to ADR.OPS.A.005 and CAP 1732 in conjunction with CAP 1054 and is undertaken by a CAA approved contractor with recognised quality management system accreditation. The areas to be surveyed are as per CAP 1732.

The survey company employed by GAL has been nominated as an AIP sponsor for the submission of the survey data to AIS. Each data activity conducted by the survey company is described within a Formal Arrangement (FA) which describes the data quality standards and scope of works to be delivered as part of the survey package. A full survey package is delivered by the contractor in accordance with CAP 1732 and includes a schedule listing all obstacles that have been added or deleted since the last survey.

Survey results are checked and validated by an independent consultant. This activity does not involve the manipulation of survey data. A final review is undertaken by the Aerodrome Compliance Team prior to submission to AIS. A copy of the current survey data is obtainable from Aerodrome Compliance and is available to the CAA upon request. Contracted staff handling data are to be suitably qualified through formal qualifications and/or experience and CVs are to be made available on request by GAL. GAL staff do not handle or manipulate data however Aeronautical Information may be handled, for example during submission of AIP Change Requests and NOTAMs the process for which is described in Paragraph 2.4.

8 Procedures for Accessing the Aerodrome Movement Area

8.1 Co-ordination with Security Agencies

To meet Department for Transport legislation, GAL Security are required to undertake regular security patrols of the airside boundary during daylight hours, to ensure the security fence is in good condition and no security breaches have been made. The security fence line check involves driving on the manoeuvring area, therefore all staff carrying out this role must undertake the appropriate training which is delivered by the Aerodrome Training Team.

8.2 Prevention of Unauthorised Entry to the Movement Area

Entrance gates onto the aerodrome are managed by GAL Security staff or are secured closed at all times. Electronic indicator boards display a warning notice to airside users when low visibility operations are in force.

Operating procedures for the control of access to the aerodrome are detailed in a number of GADs issued by both GAL's Aerodrome Operations and Security departments. An ID is required to access airside areas. The Security GAD 'ID Pass Holder Responsibilities' deals with personnel access and the Aerodrome Operations' GADs - 'Airside Vehicle Permits' and 'Airside Driving Permits' deal with the systems for Airside Vehicle Permit (AVP) and Airside Driving Permit (ADP) issue.

Airside Operators Licence (AOL)

GAL aims to improve the safety and environmental performance of all organisations operating on the airfield. To achieve this, processes are in place to control the number of organisations operating on the airfield. All organisations who wish to operate airside must be in possession of a valid Airside Operators Licence or a Ground Handling Licence issued by GAL before starting operations on the airfield. The GAD 'Airside Operators Licence' refers.

The licences are legally binding documents entered into by GAL and the organisation, and include the following requirements:

- At all times the required insurance policies must be in place.
- Only the services specified can be provided.
- Services may only be provided to the company/ies specified.
- A limit on the numbers of vehicles used airside as specified.
- Compliance with all Directives and Notices issued by GAL.
- Co-operation with GAL to improve safety and environment performance.

All submitted documentation and risk assessments must fully and accurately reflect the activities undertaken by the organisation at the time of application and must be amended and revised to reflect significant changes to maintain such accuracy throughout the life span of the licence. GAL may carry out audits against any risk assessment submitted. Companies are responsible for carrying out the control measures stated in their risk assessment.

9 Procedures for Inspection, Assessment and Reporting of the Conditions of the Aerodrome Movement Area and Other Operational Areas and Facilities

9.1 Communicating with Air Traffic Services During Inspections

Communication with air traffic services during inspections is carried out by radiotelephony. Prior to commencement of inspections, Airfield Operations contact the ATC Watch Manager by telephone, to advise of the areas to be inspected and discuss any operational restrictions.

9.2 Inspection Checklists, Logbook and Record Keeping

A three-tier inspection process is carried out by GAL Aerodrome Operations, as detailed below.

Aim and Objectives

Airfield Operations has the prime responsibility for carrying out inspections and audits of all airfield areas. The aim of the Three-Tier Inspection process is to ensure the highest standards of safety are maintained for all airport users, and that both GAL and ATC are fully aware of the current condition and serviceability state of all its facilities. The following objectives are achieved by following the formal inspection process:

- ensure compliance with UK Regulations and align with the Standards and Recommended Practices (SARPs) of ICAO Annex 14.
- ensure compliance, by all airside users, with the requirements of Health and Safety legislation and the promotion of the GAL Safety Management System.

- ensure that any failures, unserviceability or obstructions that may affect the safety of aircraft and personnel on the airfield are promulgated appropriately and planned rectification initiated.

The Three-Tier Inspection processes are subject to regular review to ensure they benefit from continuous improvement including technological advances. The inspection system described in this document enables the highest degree of safety to be maintained for aircraft operations and personnel health and safety. By operating at the three levels GAL ensures best practice safety management principles are applied to its airside areas. The Manual of Aerodrome Operations (MAO) provides more detailed procedures for GAL Airfield Operations staff including processes and checklists.

The process is audited by GAL management with audits carried out by the Aerodrome Compliance Team as part of the Aerodrome Compliance Monitoring Audit (ACMA) process. Paragraph 2.3 Compliance Monitoring refers.

In exceptional circumstances, such as severe aerodrome disruption, the aerodrome inspection regime may need to be adjusted. In such circumstances the decision to reduce the frequency of non-mandatory aerodrome inspections must be authorised by the Aerodrome Operations Lead (AOL) or Head of Aerodrome Operations. Mandatory inspections: runway inspections, lighting checks and wildlife patrols must continue. An Operational Change Notice (OCN) should be completed to detail any changes to inspections, Appendix 3 Chapter 12 Management of Change – Safety Management Manual refers. The frequency of the aerodrome inspections must be returned to normal as soon as possible.

Inspections are predominately carried out by Airfield Operations however it is the responsibility of all personnel working on the apron areas and runway to report faults or hazards via the Fault Reporting number 01293 501111 or the Community App.

GAL Aerodrome Operations Three-Tier Inspection Process – General Overview

The Three-Tier Inspection process covers the whole of the Movement Area and zones adjacent to the aerodrome boundary as follows:

- all apron/stand areas, including equipment parking areas, compounds and works in progress.
- all roadways serving stands, taxiways, runways and other associated airfield facilities including the airfield perimeter track.
- all taxiways, including runway access taxiways and Rapid Exit Taxiways (RETs) serving both runways up to each runway/taxiway holding position.
- both runways including RETs and runway access taxiways up to the holding positions.
- the associated runway strips including the Runway End Safety Areas (RESAs) and the Clear and Graded Areas (CGA).
- all airfield ground lighting, signs and markings associated with runways, taxiways and aprons.
- all grass areas.
- all runway approach lighting systems both inside and outside the airfield boundary.
- all areas inside and outside the airfield perimeter where hazards may form risks to aviation safety such as cranes, tall structures, human activities and land use.

A summary description of each level is provided in the following tables with further inspection and assessment criteria detailed at the end of this section.

Level 1 - Routine inspections of the whole aerodrome; Runways, Taxiways, Stands, Roads and external areas adjacent to the aerodrome boundary. A Level 1 inspection is completed in each area at least four times within a 24-hour period with areas of high activity monitored on a more continual basis.

General Information

- Principally carried out by Airfield Operations Controllers.
- Due to the large areas and distances covered, inspections will require the use of vehicles.
- Vehicle speed to be kept as low as practicable to ensure an effective inspection.
- Ideally to be carried out in a single phase with start and finish times recorded in the daily log.
- Other operational priorities may take precedence, in which case the inspection must be recovered as soon as possible.
- Inspections will include the control of works in progress, wildlife control and habitat management.
- Inspection results will be recorded in the daily log.
- Details of significant unserviceability or hazards observed to be promulgated via ATC (Automated Terminal Information Service (ATIS) and/or NOTAM).
- Faults to be reported via the engineering fault reporting system.

Inspection	Frequency
Runway Surface Inspection comprising, • first-light inspection prior to daytime operations. • a mid-morning inspection. • a mid-afternoon inspection. • a last-light inspection prior to night operations	Four times in a 24-hour period
Taxiways , Aprons and zones adjacent to and outside the aerodrome boundary.	Four times in a 24-hour period
Off Runway Observation Check	Twice in daylight hours
Multi Vehicle Runway Inspection	Nightly
Runway Lighting Inspection	Nightly
Airfield Lighting Inspection	Nightly
08R/26L Approach Lighting	Weekly
CAT III Runway Hold Bar lights and Taxiway Unavailable Bars	Weekly

Level 2 - Detailed Airfield inspections where Airfield Operations staff inspect in more detail, on foot where possible. The aerodrome is divided into areas and one area is inspected each day on a rolling programme.

General Information

- Principally carried out by Airfield Operations Controllers
- Inspections should be carried out on foot and recorded in the daily log.
- If vehicle use is necessary this should be driven at walking speed.
- Faults reported via the engineering fault reporting system.
- Can be carried around operational demand.
- Inspections will include the control of works in progress, wildlife control and habitat management.
- If RTF cover is required, two Airfield Operations Controllers may be required.

Inspection	Frequency
Taxiway and Apron Inspection	Daily
Stand Equipment	Daily
Taxiway Lighting Inspection	Daily
Runway Walking Inspection	4 times a year
Environmental Inspections	Weekly

Level 3 - Aerodrome Operations Management inspection/audits are carried out on foot by Aerodrome Operations Senior management. These cover all aerodrome areas and facilities on a planned basis and are formally recorded. The main aim of this inspection is to take the wider perspective into account and introduce an element of audit to ensure that the other two levels of inspection are carried out to the required standard. Level 3 inspections allow Aerodrome Operations senior management to view the whole airfield on a planned basis three to four times a year, with the exception of the Main Runway 08R/26L which is inspected twice a year.	
General Information - Coordinated by the duty AOM and attended by aerodrome managers. - Should be carried out on foot. - Review of Level 2 inspection report in advance of Level 3. - Inspections will include the control of works in progress, wildlife control and habitat management. - Findings logged and scored by area. - Faults are raised as required via the engineering fault reporting system.	
Inspection	**Frequency**
Runway Walking Inspection	2 times a year
Taxiway Lighting Inspection	2 times a year
Taxiway and Apron Inspection	Weekly

Detailed Description of the Three-Tier Inspection and Assessment Criteria

Runway Surface Inspections (Level 1)

A runway surface inspection is undertaken by two Airfield Operation Controllers (AOCs) in one vehicle driving down the centreline of the runway at a speed not in excess of 40mph in the direction of the landing traffic. Anything which may affect the category or serviceability of the runway is noted and reported, and in extreme cases, where aircraft safety is at immediate risk, operations may be suspended on the affected runway via ATC.

The runway surface condition is assessed using the Global Reporting Format (GRF) as described in ADR.OPS.A.065(a) Reporting of the Runway Surface Condition and ADR.OPS.B.037(a);(b) Assessment of Runway Surface Condition and Assignment of Runway Condition Code (RWYCC). The outcome of the Runway Condition Assessment Matrix (RCAM) and associated Runway Condition Code (RWYCC) are recorded on a Runway Condition Report (RCR) and passed to ATC for transmission to aircrew via SNOWTAM, ATIS and/or RTF.

Note: ADR.OPS.B.037(b) *Assessment of Runway Surface Condition and Assignment of Runway Condition Code* details a process to upgrade or downgrade an RCR. This process will not be used at Gatwick Airport as a new RCR will be produced in the event of a change of conditions.

Ad-hoc runway inspections may be required in addition to the mandatory runway inspections for the following reasons:

- After an aborted aircraft take-off.
- After a suspected aircraft tail strike.
- Following a wildlife/bird strike.
- After certain aircraft emergencies.
- Following runway maintenance.
- If there has been a gap of over 30 minutes since the previous movement.

Off-Runway Observation Check (Level 1)

An observation check of the active runway is conducted twice a day in daylight hours. This inspection is performed by vehicle around the perimeter of the active runway strip looking towards the runway and includes the CGA, RESA, not-in-use RETs and runway access taxiways. These observation checks are not a replacement for mandatory runway inspections.

Multi-Vehicle Runway Inspection (Level 1)

Carried out nightly, at a slow speed and includes all runway access taxiways and rapid exit taxiways (RETs) up to the CAT I guard bar. Faults must be reported immediately to GAL Airfield Engineering.

Runway Lighting Inspection (Level 1)

The active runway lighting will be checked daily by Airfield Operations as soon as practicable after the lighting has been switched on. During the runway lighting inspection a check will also be made of all airfield obstruction lights. Faults must be reported immediately to GAL Airfield Engineering.

Airfield Lighting Inspection (Level 1)

During the hours of darkness all taxiway and apron lighting will be inspected to include all centrelines, edge lights, stop bars, guard bars, lead on/lead-off lights, airfield signage and apron lighting.

Runway 08R/26L Approach Lighting Inspection (Level 1)

The Runway 08R/26L approach lights (including all CAT III supplementary systems) are inspected once a week. Each full approach lighting system, its cables, light fittings, masts and other support structure are checked for general safety and serviceability by a physical check on foot.

CAT III Runway Hold Bars, Lights and Taxiway Unavailable Bars (TUBs) Inspection (Level 1)

The CAT III Runway Hold Bars, Lights and Taxiway Unavailable Bars (TUBs) are inspected once a week. Faults must be reported immediately to GAL Airfield Engineering.

Taxiway and Apron Inspection and Areas Adjacent to the Boundary (Level 1)

The taxiways and aprons are inspected four times in each 24-hour period. Airfield Operations Controllers note and report anything which may affect the serviceability of the taxiway and apron, and will, where aircraft safety is at immediate risk, close the taxiway (via ATC).

Additional inspections are carried out at the request of ATC, after a taxiway closure, or at the cessation of works/maintenance. Additional inspections may also take place prior to the reopening of an aircraft parking stand or after maintenance works.

Inspections of the areas adjacent to and surrounding the airport boundary will be made to check that there are no obstructions affecting safeguarded surfaces particularly in the approach and departure tracks of each runway. Items such as cranes or Unmanned Aircraft Systems (UAS) without a valid permit should be dealt with immediately. Any agricultural activity that may attract heavier concentrations of birds to the vicinity of the airfield should also be noted and reported.

Runway Walking Inspection (Level 2)

The Runway 08R/26L is inspected in detail four times per year. The runway is divided into equal sections and each shift will inspect their allocated section led by an Airfield Control Lead. The full length and width of the runway is inspected during the cycle. Particular attention is paid to the touchdown zones, Rapid Exit Taxiways (RETs) and other areas highly trafficked by aircraft. Rubber build-up that may affect the runway surface friction co-efficient will also be assessed. Signage will be checked for general conspicuity and damage with a physical check of foundations and anchorage points undertaken. Runway markings are checked for conspicuity, particularly in the touchdown zones where rubber deposits may have blackened certain markings. A selection of light fittings will be checked for general safety and security of attachment.

Taxiway and Apron Inspection (Level 2)

The Movement Area (excluding Runway 08R/26L) is divided into zones with one zone being inspected daily. Results from these inspections are used to inform preventative or minor maintenance requirements and wider decisions on capital asset replacement programmes.

Stand Equipment (Level 2)

Stand Equipment including Stand Entry Guidance (SEG), Fixed Electrical Group Power (FEGP), a sample of passenger boarding bridges and telephones are checked daily.

Taxiway Lighting Inspection (Level 2)

The taxiway lighting system is divided into zones with one zone being inspected each night. The inspection is carried out by Airfield Operations in conjunction with the ATC Lighting Panel Operator which allows each green selectable route and red stop bar to be checked in turn.

Environmental Inspections (Level 2)

In compliance with ISO14001 Environmental Standards, environmental inspections are carried out of specific airside areas each week by the Airfield Operations Controllers. The areas include worksites, aircraft engineering chemical and waste storage facilities, the fire training ground and electric vehicle charging units. Health, safety and environmental hazards in these areas, including unsecure compounds, damaged bunding, uncontained skips and evidence of spills are noted and reported. The inspections will be recorded in the Daily Log.

Runway Walking Inspection (Level 3)

Twice a year Aerodrome Operations senior management, including Airfield Engineering senior and civil engineering management, walk the full length of Runway 08R/26L. This allows managers to retain an up to date working knowledge of the condition of the runway. This inspection will be recorded and photographs taken where appropriate. The Level 3 for Runway 08L/26R is carried out as part of the standard Level 3 taxiway rolling inspection programme. The information collected will be used by GAL to monitor the runway surface conditions along with the runway friction coefficient to predict when resurfacing will be required, or remedial action taken.

Taxiway and Apron Inspection (Level 3)

The Level 3 taxiway and apron inspection is carried out weekly and divides the aprons, stands and taxiways in such a way that each area is audited/inspected 3-4 times per year. The audit team log their findings on Level 3 report forms and each area is given a score. Any major problems found are reported immediately to the Aerodrome Operations Manager who coordinates the Level 3 process. Prior to the Level 3 inspection a check will be made of the previous Level 2 detailed inspection report of the same area.

Other Inspections and Related Activities

Routine Airfield Sweeping/Cleaning Programme

A high standard of pavement cleanliness is to be maintained at all times and a daily programme of mechanical sweeping of stands undertaken. The routine programme can be interrupted at any time should any urgent sweeping be required as identified through the routine Level 1 airfield inspection process. A programme of litter picking and general FOD clearance is also undertaken daily by the Airfield Operations Support Team. A stand scrubbing programme is carried out at regular intervals to ensure surfaces do not become slippery or greasy and cause a hazard to personnel, vehicles or aircraft. 'FOD BOSS' mats are used regularly to supplement the general FOD clearing programme.

Assessment of Runway Friction

Trained and competent Airfield Operations staff carry out runway friction assessments in accordance with ADR.OPS.C.010 and CAP 683. If the friction level deteriorates to a Minimum Friction Level of 0.50 or less, the runway will be notified by NOTAM as 'slippery wet'. Periodic monitoring tests, as required by ADR.OPS.C.010 and CAP 683, are conducted using self-wetting surface friction testing equipment.

Pavements in Winter Operations

During winter conditions it is essential that extreme care is taken to avoid having runway and other movement area surfaces contaminated by snow and ice. If the formation of ice is considered likely, frequent inspections of the movement area are undertaken. In addition, information is provided by ice detection equipment installed on the main runway which feeds live data into Airfield Operations.

GAL's policy is to ensure the effects of aerodrome operations on the surrounding environment are minimised. Accordingly, the minimum amount of media is used to maintain safety and procedures are in place to apply this media in varying concentrations depending on the conditions. To ensure maximum availability of meteorological information, GAL utilise information from the Met Office which provides detailed weather information and predictions of surface conditions and temperatures.

The Aerodrome Operations Manager is responsible for initiating de-icing or anti-icing action which is carried out by Airfield Operations. Anti/De-icing media is used to remove or combat ice formation on the movement areas. The main media in use is Safegrip SF and Eco 2. Salt is never used on the aerodrome. All applications of de-icing media are recorded in the Airfield Operations daily log (or the Snow/Ice Log which is brought into use when the Snow Plan is in operation). The Adverse Weather Plan (AWP) details the procedures and processes for operations in adverse weather conditions and is published annually by Stable Operations. The Snow Plan element of the AWP is managed by the Aerodrome Operations Manager.

Pavement Inspections – Adverse or Extreme Weather Events

During adverse or extreme weather events such as excessive heat, excess rain/flooding and dust clouds additional inspections of the aerodrome facilities should be carried out by Airfield Operations and recorded in the daily log. Water depth is measured by the runway inspection team using a purpose made depth gauge.

Aerodrome Inspection and Assessment Criteria

The following table provides a detailed description of the inspection and assessment criteria used by the Inspection teams.

Area	Inspection Criteria
Runway	General condition of the runway strip, Runway End Safety Area (RESA), and Clear and Graded Area including any obstructions that should be frangible and delethalised.
	General runway condition including cleanliness, rubber build up and pit/drain covers.
	No FOD is present and if found is removed immediately or runway closed.
	Damage to the friction course particularly cracking, spalling and loose joint seal.
	Runway signs and paint markings for damage, wear and conspicuity.
	Physical condition and general alignment of all PAPI units and Runway Guard Lights and Bars.
	Working condition of the RETILS.
	General security of runway lights and flush wing bars including securing of nuts.
	RTILS for 08L/26R.
	General drainage on and around the runway particularly any standing water, ponding and water logging.
	Obstructions infringing the runway strips and its safeguarded surfaces are marked/lit.
	Work in progress is safely controlled and at correct distances from the runway centrelines.
	Condition and conspicuity of all windsleeves for day/night operations.

	Tyre marks in unusual locations are to be noted, recorded and reported.
Taxiways and Taxilanes	Cleanliness of the pavement surfaces particularly regarding ingestion hazards.
	Condition of the pavement particularly cracking, debris, break-up and spalling.
	Taxiway signs and paint markings checked for cleanliness, damage or wear.
	Obstructions and excavations that affect the taxiway strip.
	Works in progress on or adjacent to the taxiway system.
	Any mud-pumping, ponding or water-logged areas.
	General security of taxiway centreline and/or edge lights including securing of nuts.
	General condition of storm drains, manhole covers etc.
	State of the grass edge including markers, erosion, grass length, wheel rutting and waterlogging.
Grass Areas	General condition of the vegetation, particularly any areas of blast erosion.
	Grass length and the amount of weeds.
	Long grass obscuring lights or signs.
	Any areas of ponding or waterlogging.
	Any excessive depressions or aircraft wheel tracks.
	Any excessive difference in levels between grass and pavement surfaces.
	All items of FOD either removed or reported.
	Wildlife activity.
Apron and Stand Areas	General apron surface condition and any pavement damage or break-up.
	Apron cleanliness particularly fuel/oil spillages, debris and FOD.
	Incorrect parking of aircraft, vehicles, equipment, passenger boarding bridges etc.
	All passenger evacuation routes are clear.
	All waste bins are covered and no waste is uncontained or on the ground.
	Condition of the service roads and equipment parking areas where the surface may cause damage to vehicles or injury to passengers or personnel.
	Signs, markings and lights including those associated with the Stand Entry Guidance (SEG) and Information/Emergency signs checked for general conspicuity and functionality.
Airfield Lighting	Individual light fitting outages.
	Misalignments.
	Damage and vandalism, in particular the Approach lights in landside areas.
	Circuit unserviceabilities.
	Dim lighting.
	Un-suppressible lights (Ghosting).
Airfield Worksites	Worksite within a compound secure from unauthorised access.
	Compliant lighting installed and working.
	Correct storage of hazardous chemicals.
	Waste bins and skips contained.
	Operating in compliance with local instructions.
	Safeguarding barriers compliant and fit for purpose.
	Relevant site approval and contact details clearly displayed and in date.

9.3 Inspection Intervals and Times, Reporting Results and Follow-up Actions

Type of Inspection	Interval	Reporting Results and Follow-up Action
Level 1 Designed specifically to provide an overview of the general condition of all airfield areas and facilities.	Daily	Recorded in Airfield Operations daily log. Details of significant unserviceabilities or hazards are promulgated via ATC (ATIS and/or NOTAM).
Level 2 The total airfield area (excluding Runway 08R/26L) is divided up into zones, with one zone being inspected in detail each day.	Detailed daily	Any defects are recorded on a map of the area and faults raised with GAL Airfield Engineering as required.
Level 3 Senior Management audit of the Level 2 detailed inspections.	Weekly	Findings on recorded on report forms and each area scored. Significant problems are reported immediately.
Runway Approach Lighting Approach lighting – Runway 08R/26L approach lights (including all CAT III supplementary systems) undertaken by Airfield Operations.	Weekly	Faults are recorded electronically and reported immediately to GAL Airfield Engineering.
Times of inspections are detailed in Para 9.2 above.		

10 Procedures for the Inspection and Routine and Emergency Maintenance of Visual and Non-Visual Aids and Aerodrome Electrical Systems.

10.1 Inspection, Checklist, Logbook and Record Keeping

Inspections of Aerodrome Visual aids are described in Paragraph 9 and are recorded in the Daily Log. To support this inspection activity GAL Airfield Engineering have a planned programme of inspections and maintenance of Visual Aids and electrical systems. These inspections are recorded on the GAL computerised maintenance management system (CMMS). Non-visual aids are inspected, managed and maintained by the ATC provider.

10.2 Inspection Intervals, Times, Reporting Results and Follow-Up Actions

Inspection of runway lighting is carried out as soon as possible after the lighting has been switched on, with any defects being reported to Airfield Engineering for follow-up action and rectification. In general, runway lighting repairs take priority over other work. The AOM initiates NOTAM action in the event of major defects, the CAA are advised if these are likely to be long term.

The main runway centreline, and edge lighting is photometrically checked bi-weekly and touchdown zone checked every four weeks. Flight inspections are carried out on runway AGL and ILS every 6 months for the Main Runway (08R/26L) and every 12 months for the Northern Runway (08L/26R) by an approved flight check operator.

The ATC Engineering section has a programme of inspection and maintenance of Non-Visual Aids. This is a flexible programme, any postponement of maintenance e.g. due to limited access may disrupt the whole programme. If for any reason the ATC Watch Manager considers it necessary to postpone maintenance, details are recorded in the ATC Watch Log.

An ATC facility may be reported to be defective by a pilot. The ATC Duty Engineer, after consultation with the Watch Manager, will inspect and examine as required and decide on one of the following actions:

- To retain the facility in operation as fully serviceable.
- To retain the facility in operation with specified limitations and ensure a NOTAM is raised as required.
- To withdraw the facility from service and ensure a NOTAM is raised as required.

11 Operating, Maintenance and Repair Instructions, Servicing Information, Trouble Shooting and Inspection Procedures for Aerodrome Equipment

GAL uses a computerised maintenance management system (CMMS) to manage the inspection and maintenance of its assets:

- Planned maintenance is entered into the system.
- The Airfield Engineering Management team ensures maintenance schedules comply with regulations and asset stewardship procedures and keep asset records up to date.
- Engineering managers and leaders use the CMMS to allocate resources to tasks.
- Faults are reported and entered into the CMMS and routed to the correct engineering team.
- Technicians use the CMMS to record time, problems, causes and remedies.
- The CMMS is used for fault trend analysis and asset performance.

Planned Maintenance

Planned maintenance activities fall into three categories:

- Periodic, necessary to ensure the reliability or to sustain the design life of an asset.
- Predictive condition monitoring activities used to predict failure.
- Preventive maintenance that can be initiated without routine or continuous checking (e.g. using information contained in maintenance manuals or manufacturers' recommendations) and is not condition-based.

Condition-Based Preventive Maintenance

Preventive maintenance initiated as a result of knowledge of an item's condition from routine or continuous monitoring and servicing.

Condition Monitoring, Trouble Shooting and Continuous Improvement

Continuous or periodic inspection, assessment, measurement and interpretation of the resultant data, to indicate the condition of a specific component and to determine the need for some preventive or remedial action. Continuous improvement activities are carried out with aim of optimising asset performance.

Corrective Maintenance

The remedial actions performed as a result of failure, to restore an item to a specified condition. Corrective maintenance may or may not be programmed.

Critical Assets

Assets for which the levels of service to customers and/or the financial or business consequences of failure are sufficiently severe to justify proactive inspection and rehabilitation. Critical assets have a lower threshold for action than non-critical assets. A number of detailed inspections such as Pavement Condition Index (PCI) are carried out on civils and structural engineering assets which are detailed in relevant Engineering procedures.

12 Procedures for the Maintenance of the Movement Area

12.1 Maintenance of the Movement Area including Paved and Unpaved Areas, Runways and Runway Strips and Aerodrome Drainage

Construction, maintenance, surveys and repair work is carried out on the Movement Area (all areas used for the movement of aircraft including runways, taxiways, and aprons and associated grass areas) and other external airside areas by day and night. The safety of those working on maintenance, construction or repairs airside is governed by the GAD 'Safety Instructions for Works Airside and the Procedure for the Issue of Daily Airside Work Permits' issued by Aerodrome Operations, GAL.

Contractors working on GAL or commercial assets for repair, alteration or improvements, should apply for work requests through the GAL work permit system before starting works on-site. This is in addition to the requirements laid out below. Requests to carry out works on the airfield in the first instance should be made through the Airside Works scheduling process detailed in the GAD 'Safety Instructions for Works Airside and the Procedure for the Issue of Daily Airside Work Permits'.

GAL Work Permit System

The GAL work permit system is a web-based tool that provides the airport with increased control and management of those Environmental, Health and Safety risks presented by contractors working on commercial or GAL assets. Briefly, it identifies work type, start/stop time, location, people, competencies, risk and method statements, change control and hazardous activities.

The only contractors who will be exempt from applying for GAL work permit system requests will be those working within the control of the GAL Construction Team (where construction sites are secure and completely hoarded off and generally managed under the statutory control of the Construction Design and Management (CDM) regulations), and those contractors servicing the operational requirements for aircraft, delivering supplies or contract cleaning.

Aerodrome Areas Concerned

Works which are to be conducted in external airside areas to infrastructure and fixed facilities must be approved in advance by GAL Aerodrome Operations. This includes interior building works which may affect external airside areas i.e. due to the location of a skip, contractor's compounds, painting and vehicle parking etc. Internal building works which do not affect external airside areas are exempt. In addition, any works landside in areas where airfield infrastructure is installed e.g. approach lighting, substations; must also be approved in advance by Aerodrome Operations.

Airfield Works Scheduling Meeting

This group meets on a weekly basis and discusses and plans all forthcoming works in progress on the movement area. The meeting is chaired by the Operations Integrator (Airfield) with other attendees being from the various GAL departments, contractors and ATC.

Longer term projects which require permanent changes to layouts and facilities or long-term closure of facilities must, in the first instance, be brought to the attention of the Aerodrome Operations Manager responsible for project integration and the Airfield Technical and Planning Lead. Works of this nature may require the prior approval from external organisations such as the CAA and ATC and the production of various Airfield Works Instructions and other communications. This will require several months' notice.

Management of Airfield Works and Notice Periods

Following approval for planned works all requests for airfield works should then be directed to the Airfield Operations Control Room or the Airfield Control Lead (ACL), giving full details of the work proposed, 24 hours in advance or the last working day before the start of works. A Daily Airfield Works Permit will then be generated.

Daily Airfield Work Permits are generated by the GAL work permit system. Contractors are required to contact the Airfield Operations Control Room in order to activate the permit before commencing work. This also includes works by the Construction Team that take place outside of any marked works compound.

The minimum notice period for longer term works which affect airside areas, not including longer term works requiring external approval and consultation as mentioned above, is three weeks to allow adequate provision for the assessment of effects on Aerodrome Operations, Air Traffic Control and the issue of relevant notices.

The only exceptions to the above are operationally urgent and essential repairs.

Daily Airfield Works Permit (DAWP)

The supervisor or sponsor of any airside works must be in receipt of a Daily Airfield Works Permit before any work can start. Details of the proposed works should be notified to the ACL or Airfield Operations Control Room by 16:00L on the last working day before the works are due to be carried out.

All permits are authorised by the ACL who will enter on the permit the conditions applicable to the works which must be adhered to at all times.

Before work commences the works operator (supervisor, sponsor, or competent person with good knowledge of the works) will contact the Airfield Operations Control Room to activate their works permit. The Airfield Operations Control Room will cross reference the works scheduling approvals sheet to ensure the closure required has been approved by Airfield Operations, ATC and Flow Planning. Any issues, restrictions and changes required to the works permit will be discussed. Any changes to the plan of works or original agreements must be communicated immediately to the ACL. When work is completed the works operator must inform Airfield Operations who will carry out an inspection and take necessary action to restore the area to normal operations or ensure that it is safeguarded. The Daily Airfield Works Permit should be de-activated when the work is complete at the end of each shift.

Further details concerning DAWPs may be found in the GAD 'Safety Instructions for Works Airside and the Procedure for the Issue of Daily Airfield Work Permits'.

Responsibilities

GAL Airfield Operations is responsible for the following where appropriate:

- Issuing the Daily Airfield Works Permit and briefing the works supervisor concerned.
- Co-ordinating any closures and diversions required including obtaining ATC clearance, if appropriate, before work starts.
- Specifying and supplying the GAL Airfield Operations follow-me vehicle or third-party follow-me cover to be provided and making arrangements for any RTF or visual communications to be used.
- Briefing the supervisor on the permitted working hours and the layout, protection, marking and lighting of the works area by day and night.
- Specifying the vehicle and pedestrian access routes to be used.

- Specifying and briefing any 'look-out' arrangements.
- Briefing the (supervisor, sponsor, or competent person) on the conditions and arrangements for withdrawal of the works if applicable.
- Checking any temporary diversion of the airside road system when it has first been set up.
- Inspecting any area where work has been completed and taking the action required to restore normal operations.
- Issuing of NOTAMS.

The works operator is responsible for the following :

- Contacting the Airfield Operations Control Room to receive the Daily Airfield Works Permit and be briefed on the operational safety aspects of the works.
- Ensuring that all airside safety and personnel safety rules are complied with.
- Ensuring strict compliance with all instructions given in respect of the Daily Airfield Works Permit.
- Providing all the materials, signs and lighting for the works area. Barriers and lights used for short term and urgent closures on the Manoeuvring Area (areas provided for take-off and landing and surface movement of aircraft excluding aprons and maintenance areas) will be provided by GAL Airfield Operations when necessary.
- Long term work sites must have appropriate fences and lighting as per Airside Planning Technical Standards, and all such fencing and marking must be supplied by the contractor.
- Preventing FOD and rubbish being deposited or left airside.
- Advising GAL Airfield Operations when work is completed.
- Obtaining Airside Driver Permits and Airside Vehicle Permits for all necessary personnel, vehicles and equipment. The GADs 'Airside Driving Permits' and 'Airside Vehicle Permits' refer.
- Arranging a contractor's safety briefing with the appropriate GAL representative where appropriate.
- Producing method statements, risk assessments and other permits through the GAL works permit system.
- Ensuring:
  - Hot works must not take place within 16 metres/50 feet of an aircraft, fuelling equipment and/or fuel hydrant/supply system.
  - An exclusion zone of 50 m must be maintained if carrying out hot works activities in the vicinity of a refuelling aircraft.

  GAL Engineering Hot Works Standard Operating Procedure 20000-XX-Q-XXX-STD-000090 and the permit to work system refer.
- Designing and setting up any temporary diversion of the airside road system in accordance with Chapter 8 of the Traffic Signs Manual (Highways Agency).

Manoeuvring Area

Some contractors such as grass cutters are trained and authorised to operate independently with RTF communications on the Manoeuvring Area. Daily Airfield Works Permits are required to ensure coordination and safeguarding of their activities. ATC clearance must also be obtained before their operations can start and any permits issued. Additional permits required from GAL Engineering for hot works, excavation works, working in confined spaces and Change Control approvals, are subject to the GAL works permit process.

Instrument Landing System Critical Area

Strict control, ATC approval and Daily Airfield Works Permits are required to ensure coordination and safeguarding of any activity in these areas before works start. ATC Engineering approval may also be required.

12.2 Overload Operations

Pavements have been assessed to take into account overload operations. New aircraft types are assessed for pavement loading impact prior to operating at the airport. Changes to the pavement design or structure will also be assessed for possible overload operations impact. The assessment will be carried out by the Principal Civil Engineer, based on the pavement design, aircraft weight and frequency of use and where necessary a suitable enhanced technical inspection regime established to monitor pavement condition.

13 Procedures for Aerodrome Works

13.1 Co-ordinating, Planning and Carrying Out Construction and Maintenance Works

At the start of any project/concept, it is GAL policy to ensure that Aerodrome Operations input is given. This will ensure that any development will be in accordance with CAA requirements. Before any such project or development is financially approved, the GAL process requires the approval of the Head of Aerodrome, or appointed representative, thus ensuring that any project or development meets the requirements of the Aerodrome Certificate.

An Airfield Works Scheduling meeting is held on a weekly basis and discusses and plans all forthcoming works in progress on the movement area. The meeting is chaired by the Operations Integrator Lead (Airfield) with attendees from the various GAL departments, contractors, ATC and Airfield Operations. GANs are issued by GAL to advise the airside community of aerodrome works. The procedures described above in 12.1 regarding DAWP procedures apply to maintenance and project works. Longer term projects may be covered by an Airfield Works Instruction in place of DAWPs. Airfield Operations monitor work sites during WIP to ensure works are being undertaken as agreed. The GAL Construction Team plan and carry out the majority of works, as shown in **Appendix 3 Section 2.4 Safety Management Reporting Structures** – Safety Management Manual.

13.2 Communication with Air Traffic Control during Aerodrome Works

A weekly stand and block closure list is available electronically to ATC detailing the programme of works being carried out on the aerodrome. DAWPs are authorised by GAL Airfield Operations to facilitate the works taking place on the aerodrome and this process includes communications with ATC to confirm the works can proceed. Communication with ATC during aerodrome works is carried out by Airfield Operations as required.

14 Procedures for Apron Management

14.1 Transfer of Aircraft between ATC and Apron Management Unit

Gatwick does not have an apron management unit.

14.2 Allocation of Aircraft Parking Positions

The Airfield Performance Lead and Flow Planning team are responsible for:

- Allocation of aircraft parking in accordance with stand constraints for each aircraft type to ensure optimal airfield performance.
- Runway throughput and on-time performance, including winter and adverse operations.
- The arrival and departure of Air Traffic Movement (ATM) flow and safe and compliant stand planning and aircraft turn performance.

- Managing and leading the Single Operations Centre and its teams towards on time performance.
- Ensuring the airfield operates according to the Airport Collaborative Decision-Making model (ACDM).
- Working with the Aerodrome Capacity Planner towards the development of medium to long term strategies for stand planning.
- Organising and leading airside disruption cells and airside readiness meetings.
- Liaison with ATC around flight plan restrictions, aircraft spacing and flow rates.
- Implementation and adherence to airside contingency plans and adverse weather plans during times of disruption.
- During periods of significant disruption due to incidents, emergencies and other events, ensuring the efficient throughput of aircraft movements by liaising with the relevant stakeholders i.e. ATC, Handling Agents, Airport RFFS, AAIB, Meteorological Offices, Airlines, Police and the GAL Control Centre Manager.
- Plan for and utilise Remote Holding Procedures, as required, in conjunction with ATC.

14.3 Aircraft Engine Start and Pushback

During aircraft engine start ground crews must ensure the area immediately behind the stand is clear of aircraft, staff, passengers, vehicles and equipment. Ground crews should notify their flight crew of any hazard that could result from the starting of engines, and if required the engine start should be prevented/ceased.

The GAD 'Standard Aircraft Pushback Procedures', provides details for tug drivers of the standard pushback procedures to be adopted whilst pushing aircraft back from stands. These procedures have been agreed with ATC.

14.4 Aircraft Marshalling

The marshalling of aircraft will only be undertaken by fully trained, competent and authorised GAL Airfield Operations staff; they have sole responsibility for marshalling aircraft on the Manoeuvring Area and for the turning of aircraft onto and on stand. Internationally recognised signals are used and marshalling will be carried out using bats or illuminated wands during low visibility and at night. In order that they may be clearly identified as Marshallers, Airfield Operations staff wear approved high visibility clothing and ensure they remain within the pilot's vision at all times.

"Follow Me" Service

Airfield Operations vehicles may be used for guiding aircraft to their parking position. The vehicles are equipped with two-way VHF and UHF radios for communications with ATC and signs, visible at day and night, reading "Stop" and "Follow Me." The vehicle is driven at a steady speed for aircraft to follow.

15 Procedures for Apron Safety Management

15.1 Protection from Jet Blast

The GAD 'Aircraft Jet Blast' informs all flight and ground crews of the hazards that may result from aircraft blast and fumes. It describes procedures to reduce the risk of damage to buildings, aircraft and equipment and injury to staff and passengers in the aircraft Movement Area. Jet blast risk is considered during taxiway design and works in progress as detailed in the Airside Technical Planning Standard 20000-XX-Q-XXX-STD-000011.

15.2 Enforcement of Safety Precautions During Aircraft Refuelling

The GAD 'Fuelling of Aircraft' sets out the safety precautions during aircraft refuelling operations.

- Supervision of fuelling.

- Precautions Prior to and During Fuelling.
- Fire Extinguishers.
- Hydrant Refuelling and Emergency Stop Buttons (ESB).
- Clear Exit Paths.
- Fuelling Safety Zone.
- Aircraft with Passengers Boarding or Disembarkation during Fuelling.
- Fuelling of Aircraft with fuel vents over Grass Areas
- Helicopters
- Fuel Spillages.
- Fuelling of Aircraft Inside Hangars.

Airfield Operations monitor the above during routine airfield inspections.

15.3 FOD Prevention, Apron Cleaning and Sweeping

'Foreign object damage' or 'foreign object debris' both abbreviated to FOD, are a potential source of catastrophic damage to aircraft - particularly engines. FOD can also be a tripping or slipping hazard resulting in injury to personnel and passengers.

The GAD 'Foreign Object Debris (FOD)' sets out measures for FOD prevention. The GAL FOD Management Policy also provides further guidance and structure for airport FOD management.

A high standard of pavement cleanliness will be maintained at all times and a daily programme of:

- mechanical sweeping of stands and taxiways including regular use of a FOD BOSS trailer.
- litter picking and general FOD clearance.
- stand scrubbing will also be carried out at regular intervals so that surfaces do not become slippery or greasy and cause a hazard to personnel, vehicles or aircraft.

If the programme is interrupted for operational reasons, it must be resumed and completed.

15.4 Monitoring Compliance of Personnel on the Apron with Safety Procedures

The GAD 'Airside Safety Awareness – eLearning', sets out the need for a safety training policy and details of the initial airside safety training requirement for all staff working in apron areas including all airside roads and the manoeuvring area. All airside employers must ensure all airside employees receive a safety briefing prior to gaining access to the apron and manoeuvring area.

Airside Safety Training Policy

GAL seeks continuous improvement in airside safety through its Safety Management System. Training is an essential part of the system, ensuring that all airside employees are competent to carry out the tasks required by their employer. Additionally, all employers have a responsibility to train their employees under requirements set out in the Health & Safety at Work Act 1974 and associated regulations. The CAA seeks to ensure the safety of aircraft at aerodromes and also requires all employees working in or around aircraft are competent to do so.

Working within the airside environment has unique hazards. An airside employer's safety training must address these in addition to the normal safety training requirements. Many of the hazards encountered on the apron are shared by all or most airside employees and employers. Therefore, for the safety of employees, passengers and aircraft, a policy and standard on airside training is necessary. The basis for common standards of safety training is a policy that all airside employers must implement. The following is the policy for airside employers at Gatwick Airport.

Airside employers must, through training, provide airside employees with the skills and competencies to work safely and effectively whilst carrying out their tasks on the airport as follows:

- Ensuring a safety briefing is given prior to gaining access to the apron and manoeuvring area.
- Individually and in co-operation with other airport users, identifying skills and competency requirements through training needs and risk assessment.
- Developing training programmes in co-operation with employees and other airside employers.
- Delivering appropriate training in a timely fashion.
- Regularly reviewing the effectiveness of the programme.

GAL will assist in achieving the policy as follows:

- With the assistance of other airside employers, identifying common training needs and standards.
- After consultation with airside employers, set training standards for commonly shared risks, e.g. airside driving, basic apron safety training and common Ground Service Equipment (GSE) operation.
- Publishing standards in GADs.
- Increasing awareness through the Airside Safety Group, FLOPSC, consultation groups, seminars, posters, etc.
- Auditing airside employers' training programmes and reviewing the results with the aim of continually improving training.

Airside employers must, through a process of risk and training needs assessment, develop their own training plans, programs and training sessions; keep the training needs under review and record all training.

Common training needs may be provided by other airport companies or professional training organisations external to the airside employer. Advice on safety training assessment, delivery and recording is available from GAL Aerodrome Operations. There are training packages and organisations available to provide training. GAL and other organisations are able to give advice on these. Further detailed information on Safety Training and Education Programmes can be found in Appendix 3 Section 14 – Safety Management Manual.

Auditing

GAL will audit airside employers' safety training processes to ensure compliance with this policy via the Airside Operators' Licence process.

16 Procedures for the Control of Vehicles Operating on or in The Vicinity of the Movement Area

Full details of the requirements for both vehicles and drivers airside are contained in the following GADs which include traffic rules, right of way, speed limits, the methods for issuing driving and vehicle permits and means of enforcement:

- GAD 'Airside Driving Permits' incorporating the *Gatwick Airport Airside Driving Permits Guide*
- GAD 'Airside Vehicle Permits' incorporating the *Gatwick Airport Airside Driving Permits Guide*
- GAD 'Airside Driving and Vehicle Standards' incorporating the *Gatwick Airport Airside Driving and Vehicle Standards Manual*
- GAD 'Procedures for Vehicles Operating on the Manoeuvring Area'
- GAD 'Use of Taxiway Crossings by Airside Driver'
- GAD 'All Airside Vehicles and Equipment Livery'

The Gatwick Airport Airside Driving and Vehicle Standards Manual has been developed using best practice guidance from the following documents and publications:

- UK Regulation (EU) 139/2014.
- CAP 393 Regulations made under powers in the Civil Aviation Act 1982 and the Air Navigation Order 2016 .

- The Gatwick Airport London Byelaws 1996.
- The Manual of Air Traffic Services Part 1 (CAP 493) and 2.
- CAP 168 Licencing of Aerodromes (guidance only).
- CAP 1168 Guidance Material for Organisations, Operations and Design Requirements for Aerodromes.
- CAP 637 Visual Aids Handbook.
- CAP 642 Airside Safety Management.
- CAP 700 Operational Safety Competencies.
- CAP 413: Radiotelephony Manual.
- Global Action Plan for the Prevention of Runway Incursions (GAPPRI).
- GADs

Drivers who are also required to operate on the Manoeuvring Area undergo additional training by the GAL Aerodrome Training Team or accredited third-party trainers. Drivers are required to maintain communications with ATC throughout their vehicle's presence on the Manoeuvring Area by maintaining a listening watch on RTF.

17 Wildlife Hazard Management

The aim of wildlife hazard management is to maintain, as far as is reasonably practicable, a bird and animal free airfield. The Aerodrome Operations Lead is accountable for ensuring wildlife strike management is carried out in accordance with ADR.OPS.B.020, CAP 772 and the Wildlife Habitat Control Management Plan. Wildlife control duties are carried out by the Airfield Operations Duty Team H24.

To assess and control wildlife hazards on and around the aerodrome the following are undertaken:

- Wildlife Habitat Control Management Plan (WHCMP)
  The WHCMP defines and implements the appropriate wildlife control measures to reduce and mitigate the risk and is the accountability of the Head of Aerodrome.
- 13km Monitored Bird Site Locations Map
  A bird hazard safeguarding map is maintained based on an Ordnance Survey map. It highlights the assessed local hazards and also shows on a wider scale such sites as landfills, gravel extraction and water bodies.
- Local Wildlife Hazard Management Working Group
  The group meet quarterly to discuss wildlife strikes, habitat management issues, risk assessments and training issues and to track recommendations and action points from audits. The group has a standard terms-of-reference and the members include Airfield Operations, landscape managers, grass management contractors and any other individuals concerned with wildlife hazard management, Appendix 3 Section 3.6.7 Local Wildlife Hazard Management Group - Safety Management Manual refers.
- Wildlife Patrols
  Wildlife Patrols are carried out across the active airfield to ensure that:
  - the presence of birds and animals on the airfield and in the surrounding area is minimised.
  - an environment conducive to the presence of birds and animals is not created.
  - birds and animals on the airfield are detected and dispersed.
  - warning can be passed to aircraft and ATC about the presence of flocks of birds on the airfield.
  - the formation of night roosts is prevented.

  All areas are patrolled, with emphasis rather than concentration being on the active runway.
  Vehicles involved in wildlife hazard management activities are suitably equipped and maintained.
- UK CAA Birdstrike Committee
  GAL has representation on this Committee when it sits.

- Natural England
  Aerodrome Operations works in partnership with Natural England to manage the wildlife hazard on the airfield in a responsible and compliant manner. Natural England issue Class License 12 (CL12) and specific agreed wildlife species individual licenses. Report of action taken is submitted annually.

Training and Firearm Usage

Individuals who are trained and competent for firearms usage will be named on the Registered Firearms Dealers certificate (RFD). The firearms and ammunition registered to the certificate, may only be used by the named individuals whilst they are in employment by Gatwick Airport Ltd, Airfield Operations.

New team members are provided with training regarding the safe use of firearms. The training is conducted by an independent firearms expert to ensure training is applied correctly in the workplace and refresher training takes place every 3 years.

Staff with responsibility for wildlife management attend an approved bird hazard management training course, which includes bird hazard management operations, bird identification, local ornithology and reporting procedures. Refresher training is planned every 3 years and is conducted by an independent Bird Hazard Management expert and in addition, staff undergo an annual competency review by an authorised person to ensure basic and refresher training is applied correctly to the workplace.

Wildlife Hazard Assessment, Warning and Reporting

Wildlife hazard assessment is carried out via the tactical wildlife patrols and strategic analysis by the Wildlife Habitat and Hazard Manager and Aerodrome Operations management.

Aircrew are warned whenever the presence of birds in large numbers is thought to constitute an immediate hazard. This is achieved by informing Airfield Operations or ATC by radio, this warning is then passed on to aircraft directly or via the Automated Terminal Information Service (ATIS). In the event of a prolonged infestation of birds on or immediately adjacent to the airport, NOTAM action may be taken to warn aircrew of the hazard. This should only cover periods of short to medium duration and will be cancelled when the hazard ceases to exist.

All wildlife strikes or suspected strikes are reported immediately by Airfield Operations, ATC or ground staff and are assessed to ensure suitable follow-up action is carried out. This may include a detailed investigation depending on the severity, frequency or potential for significant safety event. An electronic Aviation Safety Reporting Form is completed online via the ECCAIRS portal by the Wildlife Habitat & Hazard Manager on all occasions where there is a confirmed strike. Aircraft operators, maintenance personnel, servicing personnel and ATC must ensure any confirmed or suspected wildlife strikes are reported to Airfield Operations.

Comprehensive records are kept of all bird control activities, firearms training and assessments.

18 Obstacle Control, Monitoring and Aerodrome Safeguarding

18.1 Obstacle Control and Monitoring

As detailed in Paragraph 9.2 as part of the 3 Tier Inspection process, inspections of the areas within and surrounding the airport boundary will be made to check that there are no obstructions affecting safeguarded surfaces particularly in the approach and departure tracks of each runway. Items such as cranes or Remotely Piloted Aircraft Systems (RPAS)/ Uncrewed/Unmanned Aircraft Systems (UAS) without a valid permit should be dealt with immediately. Any agricultural activity that may attract heavier concentrations of birds to the vicinity of the airfield should also be noted and reported.

GAL must ensure that all temporary obstacles on and around the airport, such as mobile or tower cranes and other tall construction equipment detailed in the GAD referred to below, do not endanger aircraft in flight, nor interfere with any visual aids, Communication, Navigation and Surveillance (CNS) equipment or Instrument Flight Procedures (IFPs). GAD 'Procedure for the Approval of Cranes and Other Tall Construction Equipment' describes the approval process and requirements for operating this type of equipment.

Obstacles are controlled and monitored in accordance with the requirements of CAP 1732 – Aerodrome Survey Guidance and Annex IV Part Operations Requirements — Aerodromes (Part-ADR.OPS). An Aerodrome Survey is carried out annually which highlights additional obstacles and any requiring removal. Follow up action is taken including the management of an Annual Tree Maintenance Plan. Where there is a change to the current obstacle data published in the AIP this will be notified to AIS by Aerodrome Compliance. Paragraph 2.4 *Quality Management System for Aeronautical Data and Information Provision* details the protocol for providing crane locations in line with ADIQ requirements.

The CAA are notified of the nature and location of any relevant obstacles through the CAA Safety and Airspace Regulation Group (SARG) CAP 791 procedure, the CB, AIP updates and the Type A Charts.

18.2 Monitoring and Mitigating Hazards Related to Human Activities and Land Use on the Aerodrome and its Surroundings

Aerodrome Safeguarding is managed by the Aerodrome Safeguarding Officer (ASO) on behalf of the Head of Aerodrome Compliance in accordance with ADR.OPS.B.075, the Town & Country Planning Law in DfT Circular 01/2003 the 'Safeguarded Aerodromes, Technical Sites and Military Explosives Storage Areas Direction 2002' and CAP 785 'Safeguarding of Aerodromes'. Aerodrome Safeguarding ensures development does not infringe Obstacle Limitation Surfaces (OLS) or affect Instrument Flight Procedures (IFPs) or impact on Communication, Navigation and Surveillance (CNS) equipment. The processes also ensure other considerations such as materials, lighting, proposals that may increase the bird strike risk such as landscaping, works in progress and the use of RPAS/UAS do not endanger aircraft safety. The ASO oversees all safeguarding and works closely with the Airfield Technical & Planning Lead who is responsible for assessing on-aerodrome development.

The GADs 'Airport Development – Safeguarding and Approval Procedures' and 'Electronic Communications Approval Process - ECAP' provide management of change requirements. Further detailed information is contained in the Aerodrome Safeguarding Manual. Paragraph 9.2 details procedures for safeguarding related operational inspections and monitoring.

19 Aerodrome Emergency Plan

The Chief Fire Officer is responsible for Aerodrome Emergency Planning and will ensure that the aerodrome emergency plan includes the ready availability of, and coordination with appropriate specialist rescue services. The wider airport response to incidents is described in further detail in Appendix 3 Section 6 – Safety Management Manual which also includes reference to the GAL Incident and Crisis Management Manual (ICMM) which contains details of the Incident and Crisis Management procedures for non-emergency orders related events. The Gatwick Police Reception Centre Process (RCP) Plan also provides guidance for Gatwick Police to establish a process that enables the initial provision of welfare to individuals involved in a serious incident or accident.

19.1 Dealing with Emergencies at the Aerodrome

The Emergency Orders are jointly promulgated to indicate the responsibilities of all relevant agencies personnel and the action to be taken in the event of:

- Aircraft Accident Imminent.
- Aircraft Accident.
- Aircraft Accident Off Airport.
- Aircraft Ground Incident.
- Full Emergency.
- Local Standby.
- Weather Standby.
- Domestic Fire and Special Services.
- Fuel Farm Fire.
- Hi-Jack Unlawful Act.
- Bomb Warning in Aircraft.
- Act of Aggression Ground (Suspect Bomb, Bomb Detonation and Suspect CBRN).
  Note: The term CBRN is used to describe the whole range of incidents that occur as a result of either a deliberate or accidental release of chemical, biological, radiological or nuclear materials.

The orders also serve as a guide to other external organisations that may provide a response to an airport emergency.

Off Airport

RFFS response area Off the Aerodrome:

- Airport RFFS provide a full response to 2 miles (3km) when an accident occurs outside the Aerodrome boundary.
- A partial response is provided between 2 miles and 5 miles (3km to 8 km).
- Accidents beyond 5 miles do not normally require any action by airport services but may do so at the discretion of the Duty Station Manager and on request from the Local Authority Fire Service.
- Airport RFFS will inform ATC via the AOM of any change to the Fire Category.

19.2 Testing Including Frequency of Facilities and Equipment to be Used in Emergencies

Facilities pertaining to the deployment of emergency service vehicles and resources are tested on a daily basis.

Equipment used in emergencies is tested and inspected to company or manufacturers' standards and recorded on an electronic database system. This database is programmed and monitored. Key personnel are trained in its use to retrieve and sign off equipment tests.

Difficult Environs, the 1000m Area and Access Roads

A 1000 metre assessment has been conducted detailing areas of risk and special interest. Any decision to access the 1000 metre threshold area will be dependent on weather conditions, ground conditions and the judgement of the RFFS Duty Station Manager at the time of the incident. A review of the 1000 metre assessment will be undertaken annually by RFFS.

Low Visibility Operations (LVOs)

RFFS practice procedures within LVO conditions twice a year by carrying out 1 theory session and 1 practical session. These training sessions are recorded electronically.

19.3 Exercises to Test Emergency Plans Including Frequency

RFFS follow the modular approach for Aerodrome Emergency Planning testing in accordance with UK AltMoC1 ADR.OPS.B.005(c). The modular exercises 1 to 10 detailed in CAP 1168 are scheduled over a four-year period. A combination of desktop, table-top, live exercise methods and actual incidents are utilised. The schedule and completed modules are tracked by RFFS.

Full scale exercises involving the Airport RFFS and all external emergency services are carried out to test the emergency plan every four years, the last was held in March 2025.

In order to ensure satisfactory response to off-airport emergencies, off-airport exercises should be conducted periodically. In order to achieve this, Gatwick will plan to carry out one in every four of its full-scale or partial exercises off-airport, subject to the operational environment at the planned time.

20 Rescue and Firefighting Facilities, Equipment, Personnel and Procedures

Rescue and Firefighting Services are provided H24 by the GAL Rescue and Fire Fighting Service (RFFS). Accidents on airport and within two miles require a full attendance. Partial attendance within a two to five mile area to support the Local Authority Fire and Rescue Service (LAFRS) may also be requested. If an accident occurs more than two miles from the airport the Duty Station Manager will determine the response to an off-airport aircraft crash depending on the distance from the airport and the size of the aircraft. Attendance off airport may affect the category of fire cover declared. The rescue and firefighting level of service declared for the airport is Category A10 which requires the following personnel and appliances:

Vehicle Type – Call Sign	Number of Managers	Number of Crew Mangers/Firefighters
Fire 1 - Command and Control Vehicle	1	0
Fire 3 – Major Foam Tender (MFT)	1	2
Fire 4 – MFT	0	2
Fire 5 – MFT	0	3
Fire 6 – MFT	0	2
Fire 8 – Rescue Stairs		1
Total	**2**	**10**

The primary difference between Category A9 and Category A10 is the use of the rescue stairs.

The extinguishing media, rescue equipment and personnel provided in line with certification and company standards for the promulgated category will be carried on appliances and/or specialist vehicles.

In the event of a reduction in the availability of the promulgated RFFS cover, the Duty Station Manager will determine the resources and personnel available and ascertain what level of RFFS Category can be provided. The Duty Station Manager is responsible for informing the Aerodrome Certificate holder, through Aerodrome Operations, of any changes in the level of RFFS protection available. A NOTAM will be required which will be issued by Aerodrome Operations. Staffing for lower categories is contained within RFFS guidance documents.

Facilities

The RFFS is based in a purpose-built fire station located at the Junction of Taxiways Romeo and Juliet. The location of the fire station enables the RFFS to achieve the response times specified in Annex IV Part-ADR-OPS-Sub-Part B. The fire training ground is located at the western end of the airfield north of Taxiway Juliet. It includes purpose-built units to facilitate fire behaviour and heat training.

Equipment

A comprehensive range of rescue equipment, including fire appliances and specialist vehicles, is available based on an Equipment Needs Analysis. Medical equipment is also available as required by RFFS SOPs and CAA regulations. Various forms of communication, some of which are discreet communication channels, are utilised such as alerting procedures, alarms, emergency communications lines, radios (including handheld), mobile telephones and a PA system. All equipment is tested and inspected regularly.

Domestic Fire Cover

A domestic fire appliance is available to protect infrastructure and assist with business continuity. This resource is also utilised to support special services and requests for assistance and can be called upon to support the normal airfield response to aircraft incidents.

Extinguishing Media

The primary media carried is Moussol Fluorine Free 3% which meets the requirement of ICAO Performance Level 'B' foams. Secondary media carried on each fire appliance is a high-performance Dry Powder called Monnex. All appliances carry hand-held C02 extinguishers with the exception of the Rescue Stairs. Media is stored on the airfield in approved containers, storage tanks, on appliances, or in an approved area. All reserve stocks are available for immediate use. The airport has a clean water ring main hydrant system and a dirty water hydrant system.

Major Incident Vehicle (MIV) and Emergency Trailer

The MIV is used to respond to major incidents and for large spills. Trauma packs which include medical supplies are provided for the MIV by RFFS. The Emergency Trailer is a contingency vehicle used in addition to or when the MIV is unavailable and includes limited supplies. The Emergency Trailer and MIV are mobile units and are kept at the Airside Operations Building. The AOM (White Watch) is responsible for routinely inspecting the Emergency Trailer and MIV, carrying out periodic inventory checks and updating the forms in situ in the trailer and MIV.

Medical Services

Requirements for medical supplies are to have sufficient to treat the passenger and crew capacity of the largest aircraft normally using the aerodrome, however as more than one aircraft may be involved in an aircraft accident, medical supplies to handle this possibility are available as determined by a Medical Needs Analysis. Medical equipment is kept on the MIV and will be deployed as per the GAL Emergency Orders by GAL Airfield Operations. RFFS vehicles also carry equipment sufficient to deal with medical emergencies as well as trauma related incidents including defibrillation.

Personnel

The RFFS organisation structure and staffing levels are shown on the chart in Part B, Paragraph 2.1 Role profiles for the Chief Fire Officer, Deputy Chief Fire Officer and the Station Managers are included in **Appendix 3 Section 2.5** – Safety Management Manual.

RFFS personnel are trained and assessed in accordance with CAA regulations and hold a current certificate of competence. They are first aid trained, hold a valid Large Goods Vehicle (LGV) licence and are medically assessed periodically. Selected personnel are also trained in specialist disciplines: Road Traffic Collision Instructors, Breathing Apparatus Instructors, Emergency Response Driving Instructors, First Aid Instructors.

Procedures

Details of RFFS procedures are contained in the GAL Emergency Orders, Operational Guidance Notes (OGNs), Equipment Needs Analysis, Medical Needs Analysis, and Standard Operating Procedures (SOPs).

21 Removal Plan of Disabled Aircraft, Relevant Arrangements, Equipment and Procedures for Implementation

Responsibility for the management of aircraft recovery resides with the airline operator or aircraft owner, in liaison with the GAL Head of Aerodrome or representative. GAL does not have the capability to recover disabled aircraft therefore, as detailed in the AIP, airlines must have a confirmed contract in place with an aircraft recovery/salvage contractor for aircraft recovery. Aircraft recovery arrangements must be submitted to GAL via airsidecompliance@gatwickairport.com Plans should include relevant arrangements, equipment and procedures for implementation.

Only staff authorised by the aircraft owner are permitted to remove the aircraft. GAL staff will assist if authorisation from the aircraft owner is received and will not be liable for any loss or damage resulting from the use of equipment, materials or personnel during the recovery operation. The Aerodrome Operations Manager is the initial point of contact during an incident via 07803 120115 or aom@gatwickairport.com. The Airport RFFS team includes several members specifically trained in disabled aircraft recovery procedures who can assist, further information is available in the MAO and the RFFS SOP 43 Disabled Aircraft Recovery. GAL will keep a record of all events and decisions taken during the recovery operation, supplemented by sketches, photographs, video and drawings of the site.

22 Procedures for Ensuring the Safe Handling and Storage of Fuel and Dangerous Goods in the Aerodrome

22.1 Equipment Storage Areas, Delivery, Dispensing, Handling and Safety Measures

Gatwick has a lease arrangement with the Gatwick Airport Storage and Hydrant Company Ltd (GASHCo) which is the delegated authority under Part 8, Chapter 1, Article 220 of the Air Navigation Order 2016. GASHCo are based at the landside Fuel Farm at Gatwick. Fuel is delivered via pipelines and road-tankers and stored in tanks at the Fuel Farm, it is dispensed directly to aircraft stands via an underground pipe network and hydrants. Bowsers are used only occasionally. Limited defueling facilities are available by prior arrangement between airline and into-plane fuelling companies. Details and procedures regarding fuelling operations are given in the GAD 'Fuelling of Aircraft'.

Handling and safety measures are achieved by fuel operations being carried out in accordance with the agreed oil industry procedures and standards of the Joint Inspection Group (JIG) guidance document for 'Aviation Fuel Quality Control & Operating Procedures for Joint Airport Depots and Hydrant Systems'. The guidance document does not preclude the use of other operating procedures, equipment or inspection procedures that may be in place to meet the needs of local requirements. The fuel storage facility is subject to Control of Major Accident Hazards (COMAH) Regulations.

Any company storing and/or dispensing aviation fuel should be a member of the Joint Inspection Group or equivalent industry body.

22.2 Quality and Correct Specification of Aviation Fuel, Audit and Inspection Intervals, Checklists, Sampling and Record Keeping

Quality and Correct Specification of Aviation Fuel

Jet A-1 is the only aviation fuel used at the airport and complies with the most recent issue of the Aviation Fuel Quality Requirements for Jointly Operated Systems (AFQRJOS) and the most stringent requirements of the following three specifications:

- British Ministry of Defence Standard DEF STAN 91-091 (NATO Code F35).
- ASTM Standard Specification D 1655 97.
- International Air Transport Association (IATA) Guidance Material.

The document AFQRJOS Joint Fuelling Check List for Jet-A-1 has the agreement of the major oil companies. Some of the foregoing information is referred to in ADR.OPS.B.055 using Joint Inspections Group (JIG) standards for guidance. This satisfies the quality and correct specification of the fuel used.

Audit and Inspection Intervals

The GASHCo joint facilities are inspected not less than once a year by one of their members who will also be a member of JIG.

An Annual Audit by the Group Inspector of Air BP ensures continued compliance with procedures and work instructions of the Air BP operating and management system.

Other Annual audits – these may be carried out on occasions by the CAA, Federal Aviation Authority (FAA) and airline customers.

As part of the GAL compliance monitoring procedure, in accordance with ADR.OPS.B.055, organisations involved in storing and dispensing fuel to aircraft are subject to audits as part of the ACMA rolling 3-year audit programme. This will include GASHCo and current into-plane (ITP) fuelling companies. This is to verify that they have procedures to ensure aircraft are provided with uncontaminated fuel of the correct specification. Visits are also included as part of the Compliance Annual Aerodrome Audit.

Checklists, Sampling and Record Keeping

GASHCo and ITPs are members of JIG or an equivalent industry body and therefore the use of checklists, sampling programmes and record keeping is mandatory.

Dangerous Goods

The GAD 'Liquid Storage, Use and Disposal', sets out the regulations and procedures to be adhered to for ensuring safe handling and storage. It applies to all individuals working at the airport and sets out the necessary controls and procedures that must be followed to prevent unauthorised or uncontrolled discharges to foul or surface water systems and to prevent land contamination.

A variety of potentially polluting liquids such as oil, fuel, lubricants, greases, solvents, degreasing agents, battery acid, antifreeze, detergents, chemicals, paint, aircraft/runway de-icers, herbicides and firefighting foam concentrate may be stored in various types of approved containers at the airport. The storage, carriage and transportation of dangerous goods is to be carried out in accordance with international and national regulatory requirements.

23 Low Visibility Operations Procedures, Coordination with ATC, Standard Taxiing Routes, Control of Activities, Measurement and Reporting of Runway Visual Range

During periods of reduced visibility, it is essential to restrict airside activities so aircraft movements can continue safely. As a pilot's vision can be severely restricted during these conditions, routes must be kept clear of all possible obstructions. There is also a requirement to safeguard the various navigational aids on which the pilot relies in low visibility.

Low Visibility Operations are designed to protect the runway from intrusion by vehicles or aircraft and to protect the signals transmitted from the Instrument Landing System (ILS), regardless of the category of approach available.

Operating procedures during low visibility have been approved by the CAA and are detailed in the GAD 'Low Visibility Operations (LVOs)' and in the Manual of Air Traffic Services Part 2. Coordination with ATC, and control of activities are included in these procedures. Formal published standard taxiing routes are not used at the airport, aircraft are directed by ATC. The procedures are subject to a minimum bi-annual review with relevant stakeholders including a tabletop exercise.

Instrumented Runway Visual Range (IRVR)

IRVR is available for Runways 08R/26L and 08L/26R. The IRVR system is considered to be operational at all times unless notified otherwise by ATC Engineering. IRVR values are to be passed to inbound and outbound aircraft whenever an IRVR value is displayed (subject to serviceability). If the touchdown transmissometer is unserviceable, the mid-point reading is to be used. IRVR values are not broadcast on the ATIS. Manual assessment of Runway Visual Range (RVR) is not available at Gatwick.

24 Procedures for Winter Operations, Snow Removal Plan and Implementation, Available Means and Relevant Arrangements

GAL Stable Operations publish an Adverse Weather Plan (AWP), which includes the Aerodrome Snow and Ice Plan annually, prior to the commencement of the winter period. The Snow and Ice Plan element of the AWP is managed by the Aerodrome Operations Manager. The Aerodrome Snow and Ice Plan is published in accordance with the requirements of UK Regulation (EU) 139/2014 and CAP 2173: Assessment, Measurement and Reporting of Runway Surface Conditions for Certified Aerodromes. The plan covers all airside areas including runways, taxiways, aprons, roads, and passenger walkways. It describes the means and arrangements in place to implement the plan including the responsibilities of key personnel, communications and vehicles and equipment to be utilised. An annual review of procedures is carried out. The Snow and Ice Plan is effective from 1 November to 31 March annually and is issued with the agreement of all affected parties following a tabletop review.

The aim of the Aerodrome Snow and Ice Plan is to provide information relating to procedures to keep the airport open for operations as far as is reasonably practicable. The actual plan to be adopted by Aerodrome Operations will have regard to such factors as:

- Severity of the snow conditions.
- Forecast weather conditions.
- Time of day/night.
- Traffic movements expected.
- Staff and equipment available.

25 Procedures for Operations in Adverse Weather Conditions

In addition to procedures for winter operations and low visibility operations as detailed above, there are procedures to be followed in the event of other adverse weather conditions such as rain, heat, Cumulonimbus (CB) activity and strong wind. Strong wind conditions can give rise to hazards from wind-blown items and in very strong winds there is a possibility of structural damage to aircraft. The principal threats are of engine ingestion or airframe damage to aircraft. There is also a danger of personal injury for airside staff and for damage to vehicles and equipment.

When adverse weather warnings are received by Airfield Operations, the details of the warning will be communicated by various means to other relevant parties. Warnings associated for snow, ice, wind, flood, rain, thunderstorms, heat, low visibility, and volcanic ash will have the relevant weather state promulgated via email and the Community App (airport-wide software application to provide aerodrome operators up to date aerodrome information). Weather State information is detailed within the AWP. Full details of the procedures are contained in GAD 'Adverse Weather'.

26 Procedures for Night Operations

The aerodrome has suitable visual aids installed, operated and maintained to allow safe aircraft operations at night. Details of visual aids are provided in the AIP.

There are noise restrictions on the operation of aircraft at night. Full details of the restrictions are contained in GAN - 'Operation of Aircraft at Night' and the AIP Section EGKK AD 2.21.

27 Procedures for the Protection of Radar and other Navigational Aids, Control of Activities and Ground Maintenance in the Vicinity

In order to prevent disruption to navigational equipment the following procedures are in place:

Aerodrome Works

ATC approval and Daily Airfield Works Permits are required to ensure proper coordination and safeguarding of any activity in these areas and before works start. ATC Engineering approval may also be required.

Airside Driving

Specific rules apply for drivers required to operate on the Manoeuvring Area. The Localiser and Glide Path aerials have protected safeguarded areas around them to provide integrity of the signals and are free from objects, these areas are known as the ILS Critical Areas. Anything entering these areas will have an adverse effect on the signals projected by the aerials. Entry by personnel and/or vehicles is strictly prohibited.

The critical area for the Instrument Landing System (ILS) is defined by markers and signs. Under no circumstance should the ILS Critical Areas be entered without obtaining prior permission from ATC.

28 Procedures for Operation of Aircraft with Higher Code Letter including Taxiing Routes

Although referenced as a Code E aerodrome, some stands and taxiways are available for Code F aircraft. Taxiway routes are marked in yellow on the AIP Aerodrome Chart AD 2-EGKK-2-5, stands will be allocated by the Airfield Flow team. Procedures are further detailed in MATS Part 2 and the MAO. The taxiway system is designed for Cockpit Over Centreline (COCL) techniques however judgemental oversteer may be used at crews' discretion.

29 Procedures and Measures for Prevention of Fire at the Aerodrome

The following Airport Notices, SOP and process support the Aerodrome in achieving compliance with ADR.OR.C.040 Prevention of Fire:

- GAD 'Mandatory Fire Safety Training'.
- GAD 'Fuelling of Aircraft'.
- GAD 'Airside Smoking Facilities'.
- GAD 'Liquid Storage, Use and Disposal'.
- GAD 'Lithium-Ion Battery Charging'.
- GAD 'Gatwick's Electric Vehicle Infrastructure Policy'.
- GAL Engineering Hot Works Standard Operating Procedure 20000-XX-Q-XXX-STD-000090.
- Permit to work system.

The GAD 'Mandatory Fire Safety Training', states:

'All organisations at Gatwick are required to make adequate arrangements to provide fire training for their employees annually. An organisation may train their own staff providing it has trainers who have attended an approved GAL Fire Trainers course within the last 3 years and hold a current valid GAL Fire Trainers certificate. Alternatively, they can make arrangements with any other qualified trainers from an approved organisation, provided the training content has been approved by the GAL Fire Safety Manager'.

GAL places the utmost importance on the capabilities of the trainer in achieving and preserving the high standard of fire training the fire risk assessment for the building demands. Companies will therefore be subject to periodic audits by the GAL HSE department and Airport RFFS. GAL HSE will attend one of the fire training sessions to ensure that the standards are maintained to the required level. Fire training courses are mandatory and therefore if a member of staff fails to attend, they can have their ID withdrawn or refused.

The airport has a Fire Risk Management Plan (FRMP) and Gatwick Fire Safety Policy. The purpose of the FRMP is to set out how fire safety risk is to be managed and controlled to operate a safe and secure airport. Accordingly, the Gatwick FRMP and its implementation will:

- explain the governance and management arrangements for fire risk management.
- provide the necessary information for effective and efficient fire safety management.
- ensure management and staff are aware of their responsibilities for fire safety management and are suitably trained.
- be compliant with the Regulatory Reform (Fire Safety) Order 2005, all relevant statutory controls and consistent with BSI fire safety management standards.
- co-ordinate with local fire service, buildings' insurers and other stakeholders in the management of fire risk.
- ensure third party tenants and operators understand their responsibilities and obligations within the FRMP.

30 Procedure for Calculating Reduced Declared Distances

In the event of Runway 08R/26L becoming unavailable due to surface breakout on the runway or temporary objects infringing the strip and/or obstacle limitation surfaces, the Aerodrome Operations Manager will consider activating Runway 08L/26R. GAL has a Loss of Runway 08R/26L Contingency Plan and the preferred option is to switch to Runway 08L/26R. Runway 08R/26L has intermediate declared distance departure points from Alpha, Bravo, Charlie, Golf and Hotel as published in the AIP.

There are no intermediate declared distance departure points for Runway 08L/26R.
The practice of manually calculating runway reduced declared distances is not undertaken.

31 Isolated Aircraft Parking Position

A designated Isolated Aircraft Parking position is described in the Emergency Orders. If circumstances do not allow the designated area to be used, an area agreed between GAL Airfield Operations and the Police Incident Officer should be agreed. If ATC cannot obtain the agreement of those in command of the aircraft to stop in a preferred area, then every effort must be made to get the aircraft to stop in a place that will cause the least interference or hazard to other aircraft, life or property.

32 List of Available Supporting Information

The following are available on request by email from AirsideCompliance@gatwickairport.com:

- Aerodrome Maps.
- Adverse Weather Plan (AWP).
- Gatwick Airport Conditions of Use.
- Gatwick Airport Airside Driving and Vehicle Standards Manual.
- London Gatwick Byelaws.
- Aerodrome Training Management Manual (ATMM).
- Manual of Aerodrome Operations (MAO).
- Airfield Planning Technical Standard (20000-XX-Q-XXX-STD-000011).

Gatwick Airport Directives and Notices are available by email from: airport.notices@gatwickairport.com.

Appendices

Categories of MOR

Source: UK Regulation (EU) 2015/1018 the UK MOR Occurrences Regulation – Occurrences in Civil Aviation to Be Mandatorily Reported

ANNEX I

Remark: This Annex is structured in such a way that the pertinent occurrences are linked with categories of activities during which they are normally observed, according to experience, in order to facilitate the reporting of those occurrences. However, this presentation must not be understood as meaning that occurrences must not be reported in case they take place outside the category of activities to which they are linked in the list.

1. AIR OPERATIONS

1.1. Flight preparation

(1) Use of incorrect data or erroneous entries into equipment used for navigation or performance calculations which has or could have endangered the aircraft, its occupants or any other person.

(2) Carriage or attempted carriage of dangerous goods in contravention of applicable legislations including incorrect labelling, packaging and handling of dangerous goods.

1.2. Aircraft preparation

(1) Incorrect fuel type or contaminated fuel.

(2) Missing, incorrect or inadequate De-icing/Anti-icing treatment.

3.3. Take-off and landing

(1) Taxiway or runway excursion.

(2) Actual or potential taxiway or runway incursion.

(3) Final Approach and Take-off Area (FATO) incursion.

(4) Any rejected take-off.

(5) Inability to achieve required or expected performance during take-off, go-around or landing.

(6) Actual or attempted take-off, approach or landing with incorrect configuration setting.

(7) Tail, blade/wingtip or nacelle strike during take-off or landing.

(8) Approach continued against air operator stabilised approach criteria.

(9) Continuation of an instrument approach below published minimums with inadequate visual references.

(10) Precautionary or forced landing.

(11) Short and long landing.

(12) Hard landing.

1.4. Any phase of flight

(1) Loss of control.

(2) Aircraft upset, exceeding normal pitch attitude, bank angle or airspeed inappropriate for the conditions.

(3) Level bust.

(4) Activation of any flight envelope protection, including stall warning, stick shaker, stick pusher and automatic protections.

(5) Unintentional deviation from intended or assigned track of the lowest of twice the required navigation performance or 10 nautical miles.

(6) Exceedance of aircraft flight manual limitation.

(7) Operation with incorrect altimeter setting.

(8) Jet blast or rotor and prop wash occurrences which have or could have endangered the aircraft, its occupants or any other person.

(9) Misinterpretation of automation mode or of any flight deck information provided to the flight crew which has or could have endangered the aircraft, its occupants or any other person.

1.5. Other types of occurrences

(1) Unintentional release of cargo or other externally carried equipment.

(2) Loss of situational awareness (including environmental, mode and system awareness, spatial disorientation, and time horizon).

(3) Any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.

2. TECHNICAL OCCURRENCES

2.1. Structure and systems

(1) Loss of any part of the aircraft structure in flight.
(2) Loss of a system.
(3) Loss of redundancy of a system.
(4) Leakage of any fluid which resulted in a fire hazard or possible hazardous contamination of aircraft structure, systems or equipment, or which has or could have endangered the aircraft, its occupants or any other person.
(5) Fuel system malfunctions or defects, which had an effect on fuel supply and/or distribution.
(6) Malfunction or defect of any indication system when this results in misleading indications to the crew.
(7) Abnormal functioning of flight controls such as asymmetric or stuck/jammed flight controls (for example: lift (flaps/slats), drag (spoilers), attitude control (ailerons, elevators, rudder) devices).

2.2. Propulsion (including engines, propellers and rotor systems) and auxiliary power units (APUs)

(1) Failure or significant malfunction of any part or controlling of a propeller, rotor or powerplant.
(2) Damage to or failure of main/tail rotor or transmission and/or equivalent systems.
(3) Flameout, in-flight shutdown of any engine or APU when required (for example: ETOPS (Extended range Twin engine aircraft Operations), MEL (Minimum Equipment List)).
(4) Engine operating limitation exceedance, including overspeed or inability to control the speed of any high-speed rotating component (for example: APU, air starter, air cycle machine, air turbine motor, propeller or rotor).
(5) Failure or malfunction of any part of an engine, powerplant, APU or transmission resulting in any one or more of the following:
    (a) thrust-reversing system failing to operate as commanded;
    (b) inability to control power, thrust or rpm (revolutions per minute);
    (c) non-containment of components/debris.

3. INTERACTION WITH AIR NAVIGATION SERVICES (ANS) AND AIR TRAFFIC MANAGEMENT (ATM)

(1) Unsafe ATC (Air Traffic Control) clearance.
(2) Prolonged loss of communication with ATS (Air Traffic Service) or ATM Unit.
(3) Conflicting instructions from different ATS Units potentially leading to a loss of separation.
(4) Misinterpretation of radio-communication which has or could have endangered the aircraft, its occupants or any other person.
(5) Intentional deviation from ATC instruction which has or could have endangered the aircraft, its occupants or any other person.

4. EMERGENCIES AND OTHER CRITICAL SITUATIONS

(1) Any event leading to the declaration of an emergency ('Mayday' or 'PAN call').
(2) Any burning, melting, smoke, fumes, arcing, overheating, fire or explosion.
(3) Contaminated air in the cockpit or in the passenger compartment which has or could have endangered the aircraft, its occupants or any other person.
(4) Failure to apply the correct non-normal or emergency procedure by the flight or cabin crew to deal with an emergency.
(5) Use of any emergency equipment or non-normal procedure affecting in-flight or landing performance.

(6) Failure of any emergency or rescue system or equipment which has or could have endangered the aircraft, its occupants or any other person.
(7) Uncontrollable cabin pressure.
(8) Critically low fuel quantity or fuel quantity at destination below required final reserve fuel.
(9) Any use of crew oxygen system by the crew.
(10) Incapacitation of any member of the flight or cabin crew that results in the reduction below the minimum certified crew complement.
(11) Crew fatigue impacting or potentially impacting their ability to perform safely their flight duties.

5. EXTERNAL ENVIRONMENT AND METEOROLOGY

(1) A collision or a near collision on the ground or in the air, with another aircraft, terrain or obstacle[1].
(2) ACAS RA (Airborne Collision Avoidance System, Resolution Advisory).
(3) Activation of genuine ground collision system such as GPWS (Ground Proximity Warning System)/TAWS (Terrain Awareness and Warning System) 'warning'.
(4) Wildlife strike including bird strike.
(5) Foreign object damage/debris (FOD).
(6) Unexpected encounter of poor runway surface conditions.
(7) Wake-turbulence encounters.
(8) Interference with the aircraft by firearms, fireworks, flying kites, laser illumination, high powered lights, lasers, Remotely Piloted Aircraft Systems, model aircraft or by similar means.
(9) A lightning strike which resulted in damage to the aircraft or loss or malfunction of any aircraft system.
(10) A hail encounter which resulted in damage to the aircraft or loss or malfunction of any aircraft system.
(11) Severe turbulence encounter or any encounter resulting in injury to occupants or deemed to require a 'turbulence check' of the aircraft.
(12) A significant wind shear or thunderstorm encounter which has or could have endangered the aircraft, its occupants or any other person.
(13) Icing encounter resulting in handling difficulties, damage to the aircraft or loss or malfunction of any aircraft system.
(14) Volcanic ash encounter.

6. SECURITY

(1) Bomb threat or hijack.
(2) Difficulty in controlling intoxicated, violent or unruly passengers.
(3) Discovery of a stowaway.

Notes

1 Obstacle includes vehicle.

ANNEX II

1. MANUFACTURING

Products, parts or appliances released from the production organisation with deviations from applicable design data that could lead to a potential unsafe condition as identified with the holder of the type-certificate or design approval.

2. DESIGN

Any failure, malfunction, defect or other occurrence related to a product, part, or appliance which has resulted in or may result in an unsafe condition.

Remark: This list is applicable to occurrences occurring on a product, part, or appliance covered by the type-certificate, restricted type-certificate, supplemental type-certificate, [UKTSO][1] authorisation, major repair design approval or any other relevant approval deemed to have been issued under Commission Regulation (EU) No 748/2012 [2].

3. MAINTENANCE AND CONTINUING AIRWORTHINESS MANAGEMENT

(1) Serious structural damage (for example: cracks, permanent deformation, delamination, debonding, burning, excessive wear, or corrosion) found during maintenance of the aircraft or component.

(2) Serious leakage or contamination of fluids (for example: hydraulic, fuel, oil, gas or other fluids).

(3) Failure or malfunction of any part of an engine or powerplant and/or transmission resulting in any one or more of the following:
(a) non-containment of components/debris;
(b) failure of the engine mount structure.

(4) Damage, failure or defect of propeller, which could lead to in-flight separation of the propeller or any major portion of the propeller and/or malfunctions of the propeller control.

(5) Damage, failure or defect of main rotor gearbox/attachment, which could lead to in-flight separation of the rotor assembly and/or malfunctions of the rotor control.

(6) Significant malfunction of a safety-critical system or equipment including emergency system or equipment during maintenance testing or failure to activate these systems after maintenance.

(7) Incorrect assembly or installation of components of the aircraft found during an inspection or test procedure not intended for that specific purpose.

(8) Wrong assessment of a serious defect, or serious non-compliance with MEL and Technical logbook procedures.

(9) Serious damage to Electrical Wiring Interconnection System (EWIS).

(10) Any defect in a life-controlled critical part causing retirement before completion of its full life.

(11) The use of products, components or materials, from unknown, suspect origin, or unserviceable critical components.

(12) Misleading, incorrect or insufficient applicable maintenance data or procedures that could lead to significant maintenance errors, including language issue.

(13) Incorrect control or application of aircraft maintenance limitations or scheduled maintenance.

(14) Releasing an aircraft to service from maintenance in case of any non-compliance which endangers the flight safety.

(15) Serious damage caused to an aircraft during maintenance activities due to incorrect maintenance or use of inappropriate or unserviceable ground support equipment that requires additional maintenance actions.

(16) Identified burning, melting, smoke, arcing, overheating or fire occurrences.

(17) Any occurrence where the human performance, including fatigue of personnel, has directly contributed to or could have contributed to an accident or a serious incident.

(18) Significant malfunction, reliability issue, or recurrent recording quality issue affecting a flight recorder system (such as a flight data recorder system, a data link recording system or a cockpit voice recorder system) or lack of information needed to ensure the serviceability of a flight recorder system.

Notes

1 Word substituted by Aviation Safety (Amendment etc.) (EU Exit) Regulations 2019/645 Pt 4(9) reg.425 (December 31, 2020: substitution has effect subject to savings and transitional arrangements specified in SI 2019/645 reg.427 and Sch.3).

2 Commission Regulation (EU) No 748/2012 of 3 August 2012 laying down implementing rules for the airworthiness and environmental certification of aircraft and related products, parts and appliances, as well as for the certification of design and production organisations (OJ L 224, 21.8.2012, p. 1).

ANNEX III

Remark: This Annex is structured in such a way that the pertinent occurrences are linked with categories of activities during which they are normally observed, according to experience, in order to facilitate the reporting of those occurrences. However, this presentation must not be understood as meaning that occurrences must not be reported in case they take place outside the category of activities to which they are linked in the list.

1. AIRCRAFT-RELATED OCCURRENCES

(1) A collision or a near collision on the ground or in the air, between an aircraft and another aircraft, terrain or obstacle[1], including near-controlled flight into terrain (near CFIT).
(2) Separation minima infringement[2].
(3) Inadequate separation[3].
(4) ACAS RAs.
(5) Wildlife strike including bird strike.
(6) Taxiway or runway excursion.
(7) Actual or potential taxiway or runway incursion.
(8) Final Approach and Take-off Area (FATO) incursion.
(9) Aircraft deviation from ATC clearance.
(10) Aircraft deviation from applicable air traffic management (ATM) regulation:
  (a) aircraft deviation from applicable published ATM procedures;
  (b) airspace infringement including unauthorised penetration of airspace;
  (c) deviation from aircraft ATM-related equipment carriage and operations, as mandated by applicable regulations.
(11) Call sign confusion related occurrences.

2. DEGRADATION OR TOTAL LOSS OF SERVICES OR FUNCTIONS

(1) Inability to provide ATM services or to execute ATM functions:
  (a) inability to provide air traffic services or to execute air traffic services functions;
  (b) inability to provide airspace management services or to execute airspace management functions;
  (c) inability to provide air traffic flow management and capacity services or to execute air traffic flow management and capacity functions.
(2) Missing or significantly incorrect, corrupted, inadequate or misleading information from any support service[4], including relating to poor runway surface conditions.
(3) Failure of communication service.
(4) Failure of surveillance service.
(5) Failure of data processing and distribution function or service.
(6) Failure of navigation service.
(7) Failure of ATM system security which had or could have a direct negative impact on the safe provision of service.
(8) Significant ATS sector/position overload leading to a potential deterioration in service provision.
(9) Incorrect receipt or interpretation of significant communications, including lack of understanding of the language used, when this had or could have a direct negative impact on the safe provision of service.
(10) Prolonged loss of communication with an aircraft or with other ATS unit.

3. OTHER OCCURRENCES

(1) Declaration of an emergency ('Mayday' or 'PAN' call).
(2) Significant external interference with Air Navigation Services (for example radio broadcast stations transmitting in the FM band, interfering with ILS (instrument landing system), VOR (VHF Omni Directional Radio Range) and communication).

(3) Interference with an aircraft, an ATS unit or a radio communication transmission including by firearms, fireworks, flying kites, laser illumination, high-powered lights lasers, Remotely Piloted Aircraft Systems, model aircraft or by similar means.
(4) Fuel dumping.
(5) Bomb threat or hijack.
(6) Fatigue impacting or potentially impacting the ability to perform safely the air navigation or air traffic duties.
(7) Any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.

Notes

1 Obstacle includes vehicle.
2 This refers to a situation in which prescribed separation minima were not maintained between aircraft or between aircraft and airspace to which separation minima is prescribed.
3 In the absence of prescribed separation minima, a situation in which aircraft were perceived to pass too close to each other for pilots to ensure safe separation.
4 For example: air traffic service (ATS), automatic terminal information service (ATIS), meteorological services, navigation databases, maps, charts, aeronautical information service (AIS), manuals.

ANNEX IV

1. SAFETY MANAGEMENT OF AN AERODROME

Remark : This Section is structured in such a way that the pertinent occurrences are linked with categories of activities during which they are normally observed, according to experience, in order to facilitate the reporting of those occurrences. However, this presentation must not be understood as meaning that occurrences must not be reported in case they take place outside the category of activities to which they are linked in the list.

1.1. Aircraft- and obstacle-related occurrences

(1) A collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain or obstacle[1].
(2) Wildlife strike including bird strike.
(3) Taxiway or runway excursion.
(4) Actual or potential taxiway or runway incursion.
(5) Final Approach and Take-off Area (FATO) incursion or excursion.
(6) Aircraft or vehicle failure to follow clearance, instruction or restriction while operating on the movement area of an aerodrome (for example: wrong runway, taxiway or restricted part of an aerodrome).
(7) Foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants or any other person.
(8) Presence of obstacles on the aerodrome or in the vicinity of the aerodrome which are not published in the AIP (Aeronautical Information Publication) or by NOTAM (Notice to Aviation) and/or that are not marked or lighted properly.
(9) Push-back, power-back or taxi interference by vehicle, equipment or person.
(10) Passengers or unauthorised person left unsupervised on apron.
(11) Jet blast, rotor down wash or propeller blast effect.
(12) Declaration of an emergency ('Mayday' or 'PAN' call).

1.2. Degradation or total loss of services or functions

(1) Loss or failure of communication between:
(a) aerodrome, vehicle or other ground personnel and air traffic services unit or apron management service unit;
(b) apron management service unit and aircraft, vehicle or air traffic services unit.
(2) Significant failure, malfunction or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants.
(3) Significant deficiencies in aerodrome lighting, marking or signs.
(4) Failure of the aerodrome emergency alerting system.
(5) Rescue and firefighting services not available according to applicable requirements.

1.3. Other occurrences

(1) Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person.
(2) Aerodrome security related occurrences (for example: unlawful entry, sabotage, bomb threat).
(3) Absence of reporting of a significant change in aerodrome operating conditions which has or could have endangered the aircraft, its occupants or any other person.
(4) Missing, incorrect or inadequate de-icing/anti-icing treatment.
(5) Significant spillage during fuelling operations.
(6) Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil and potable water).
(7) Failure to handle poor runway surface conditions.

(8) Any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.

2. GROUND HANDLING OF AN AIRCRAFT

Remark: This Section is structured in such a way that the pertinent occurrences are linked with categories of activities during which they are normally observed, according to experience, in order to facilitate the reporting of those occurrences. However, this presentation must not be understood as meaning that occurrences must not be reported in case they take place outside the category of activities to which they are linked in the list.

2.1. Aircraft- and aerodrome-related occurrences

(1) A collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain or obstacle[1].
(2) Runway or taxiway incursion.
(3) Runway or taxiway excursion.
(4) Significant contamination of aircraft structure, systems and equipment arising from the carriage of baggage, mail or cargo.
(5) Push-back, power-back or taxi interference by vehicle, equipment or person.
(6) Foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants or any other person.
(7) Passengers or unauthorised person left unsupervised on apron.
(8) Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person.
(9) Aerodrome security-related occurrences (for example: unlawful entry, sabotage, bomb threat).

2.2. Degradation or total loss of services or functions

(1) Loss or failure of communication with aircraft, vehicle, air traffic services unit or apron management service unit.
(2) Significant failure, malfunction or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants.
(3) Significant deficiencies in aerodrome lighting, marking or signs.

2.3. Ground handling specific occurrences

(1) Incorrect handling or loading of passengers, baggage, mail or cargo, likely to have a significant effect on aircraft mass and/or balance (including significant errors in loadsheet calculations).
(2) Boarding equipment removed leading to endangerment of aircraft occupants.
(3) Incorrect stowage or securing of baggage, mail or cargo likely in any way to endanger the aircraft, its equipment or occupants or to impede emergency evacuation.
(4) Transport, attempted transport or handling of dangerous goods which resulted or could have resulted in the safety of the operation being endangered or led to an unsafe condition (for example: dangerous goods incident or accident as defined in the ICAO Technical Instructions[2]).
(5) Non-compliance on baggage or passenger reconciliation.
(6) Non-compliance with required aircraft ground handling and servicing procedures, especially in de-icing, refuelling or loading procedures, including incorrect positioning or removal of equipment.
(7) Significant spillage during fuelling operations.
(8) Loading of incorrect fuel quantities likely to have a significant effect on aircraft endurance, performance, balance or structural strength.
(9) Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil and potable water).
(10) Failure, malfunction or defect of ground equipment used for ground handling, resulting into damage or potential damage to the aircraft (for example: tow bar or GPU (Ground Power Unit)).

(11) Missing, incorrect or inadequate de-icing/anti-icing treatment.
(12) Damage to aircraft by ground handling equipment or vehicles including previously unreported damage.
(13) Any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.

Notes

1 Obstacle includes vehicle.
2 Technical Instructions For The Safe Transport of Dangerous Goods by Air (ICAO — Doc 9284).

ANNEX V

For the purposes of this Annex:

(a) 'Aircraft other than complex motor-powered aircraft' means any aircraft other than that defined in Article 3(j) of Regulation (EC) No 216/2008;

(b) 'Sailplane' has the meaning assigned in Article 2(117) of Commission Implementing Regulation (EU) No 923/2012[1];

(c) 'Lighter-than-air vehicles' has the meaning assigned in point ML10 of the section 'Definitions of terms used in this list' of the Annex to Directive 2009/43/EC of the European Parliament and of the Council[2].

1. AIRCRAFT OTHER THAN COMPLEX MOTOR-POWERED AIRCRAFT EXCLUDING SAILPLANES AND LIGHTERTHAN-AIR VEHICLES

Remark: This Section is structured in such a way that the pertinent occurrences are linked with categories of activities during which they are normally observed, according to experience, in order to facilitate the reporting of those occurrences. However, this presentation must not be understood as meaning that occurrences must not be reported in case they take place outside the category of activities to which they are linked in the list.

1.1. Air operations

(1) Unintentional loss of control.

(2) Landing outside of intended landing area.

(3) Inability or failure to achieve required aircraft performance expected in normal conditions during take-off, climb or landing.

(4) Runway incursion

(5) Runway excursion.

(6) Any flight which has been performed with an aircraft which was not airworthy, or for which flight preparation was not completed, which has or could have endangered the aircraft, its occupants or any other person.

(7) Unintended flight into IMC (Instrument Meteorological Conditions) conditions of aircraft not IFR (Instrument flight rules) certified, or a pilot not qualified for IFR, which has or could have endangered the aircraft, its occupants or any other person.

(8) Unintentional release of cargo[3].

1.2. Technical occurrences

(1) Abnormal severe vibration (for example: aileron or elevator 'flutter', or of propeller).

(2) Any flight control not functioning correctly or disconnected.

(3) A failure or substantial deterioration of the aircraft structure.

(4) A loss of any part of the aircraft structure or installation in flight.

(5) A failure of an engine, rotor, propeller, fuel system or other essential system.

(6) Leakage of any fluid which resulted in a fire hazard or possible hazardous contamination of aircraft structure, systems or equipment, or risk to occupants.

1.3. Interaction with air navigation services and air traffic management

(1) Interaction with air navigation services (for example: incorrect services provided, conflicting communications or deviation from clearance) which has or could have endangered the aircraft, its occupants or any other person.

(2) Airspace infringement.

1.4. Emergencies and other critical situations

(1) Any occurrence leading to an emergency call.

(2) Fire, explosion, smoke, toxic gases or toxic fumes in the aircraft.

(3) Incapacitation of the pilot leading to inability to perform any duty.

1.5. External environment and meteorology

(1) A collision on the ground or in the air, with another aircraft, terrain or obstacle[4].
(2) A near collision, on the ground or in the air, with another aircraft, terrain or obstacle[5] requiring an emergency avoidance manoeuvre to avoid a collision.
(3) Wildlife strike including bird strike which resulted in damage to the aircraft or loss or malfunction of any essential service.
(4) Interference with the aircraft by firearms, fireworks, flying kites, laser illumination, high powered lights lasers, Remotely Piloted Aircraft Systems, model aircraft or by similar means.
(5) A lightning strike resulting in damage to or loss of functions of the aircraft.
(6) Severe turbulence encounter which resulted in injury to aircraft occupants or in the need for a post-flight turbulence damage check of the aircraft.
(7) Icing including carburettor icing which has or could have endangered the aircraft, its occupants or any other person.

2. SAILPLANES (GLIDERS)

Remark: This Section is structured in such a way that the pertinent occurrences are linked with categories of activities during which they are normally observed, according to experience, in order to facilitate the reporting of those occurrences. However, this presentation must not be understood as meaning that occurrences must not be reported in case they take place outside the category of activities to which they are linked in the list.

2.1. Air operations

(1) Unintentional loss of control.
(2) An occurrence where the sailplane pilot was unable to release either the winch cable or the aerotow rope and had to do so using emergency procedures.
(3) Any release of the winch cable or the aerotow rope if the release has or could have endangered the sailplane, its occupants or any other person.
(4) In the case of a powered sailplane, an engine failure during take-off.
(5) Any flight which has been performed with a sailplane which was not airworthy, or for which an incomplete flight preparation has or could have endangered the sailplane, its occupants or any other person.

2.2. Technical occurrences

(1) Abnormal severe vibration (for example: aileron or elevator 'flutter', or of propeller).
(2) Any flight control not functioning correctly or disconnected.
(3) A failure or substantial deterioration of the sailplane structure.
(4) A loss of any part of the sailplane structure or installation in flight.

2.3. Interaction with air navigation services and air traffic management

(1) Interaction with air navigation services (for example:. incorrect services provided, conflicting communications or deviation from clearance) which has or could have endangered the sailplane, its occupants or any other person.
(2) Airspace infringements.

2.4. Emergencies and other critical situations

(1) Any occurrence leading to an emergency call.
(2) Any situation where no safe landing area remains available.
(3) Fire, explosion, smoke, or toxic gases or fumes in the sailplane.
(4) Incapacitation of the pilot leading to inability to perform any duty.

2.5. External environment and meteorology

(1) A collision on the ground or in the air, with an aircraft, terrain or obstacle[4].
(2) A near collision, on the ground or in the air, with an aircraft, terrain or obstacle[4] requiring an emergency avoidance manoeuvre to avoid a collision.
(3) Interference with the sailplane by firearms, fireworks, flying kites, laser illumination, high powered lights lasers, Remotely Piloted Aircraft Systems, model aircraft or by similar means.
(4) A lightning strike resulting in damage to the sailplane.

3. LIGHTER-THAN-AIR VEHICLES (BALLOONS AND AIRSHIPS)

Remark : This Section is structured in such a way that the pertinent occurrences are linked with categories of activities during which they are normally observed, according to experience, in order to facilitate the reporting of those occurrences. However, this presentation must not be understood as meaning that occurrences must not be reported in case they take place outside the category of activities to which they are linked in the list.

3.1. Air operations

(1) Any flight which has been performed with a lighter-than-air vehicle which was not airworthy, or for which an incomplete flight preparation has or could have endangered the lighter-than-air vehicle, its occupants or any other person.

(2) Unintended permanent extinction of the pilot light.

3.2. Technical occurrences

(1) Failure of any of the following parts or controls: dip tube on fuel cylinder, envelope pulley, control line, tether rope, valve seal leak on burner, valve seal leak on fuel cylinder, carabiner, damage to fuel line, lifting gas valve, envelope or ballonet, blower, pressure relief valve (gas balloon), winch (tethered gas balloons).

(2) Significant leakage or loss of lifting gas (for example: porosity, unseated lifting gas valves).

3.3. Interaction with air navigation services and air traffic management

(1) Interaction with air navigation services (for example: incorrect services provided, conflicting communications or deviation from clearance) which has or could have endangered the lighter-than-air vehicle, its occupants or any other person.

(2) Airspace infringement.

3.4. Emergencies and other critical situations

(1) Any occurrence leading to an emergency call.

(2) Fire, explosion, smoke or toxic fumes in the lighter-than-air vehicle (beyond the normal operation of the burner).

(3) Lighter-than-air vehicle's occupants ejected from basket or gondola.

(4) Incapacitation of the pilot leading to inability to perform any duty.

(5) Unintended lift or drag of ground crew, leading to fatality or injury of a person.

3.5. External environment and meteorology

(1) A collision or near collision on the ground or in the air, with an aircraft, terrain or obstacle[4] which has or could have endangered the lighter-than-air vehicle, its occupants or any other person.

(2) Interference with the lighter-than-air vehicle by firearms, fireworks, flying kites, laser illumination, high powered lights lasers, Remotely Piloted Aircraft Systems, model aircraft or by similar means.

(3) Unexpected encounter of adverse weather conditions which has or could have endangered the lighter-than-air vehicle, its occupants or any other person.

Notes

1 Commission Implementing Regulation (EU) No 923/2012 of 26 September 2012 laying down the common rules of the air and operational provisions regarding services and procedures in air navigation and amending Implementing Regulation (EU) No 1035/2011 and Regulations (EC) No 1265/2007, (EC) No 1794/2006, (EC) No 730/2006, (EC) No 1033/2006 and (EU) No 255/2010 (OJ L 281, 13.10.2012, p. 1).

2 Directive 2009/43/EC of the European Parliament and of the Council of 6 May 2009 simplifying terms and conditions of transfers of defence-related products within the Community (OJ L 146, 10.6.2009, p. 1).

3 This item applies only to commercial operations within the meaning of Article 3(i) of Regulation (EC) No 216/2008.

4 Obstacle includes vehicle.

5 For example: air traffic service (ATS), automatic terminal information service (ATIS), meteorological services, navigation databases, maps, charts, aeronautical information service (AIS), manuals. Obstacle includes vehicle.

Appendix 2

Definitions of AAIB Notifiable Aircraft Accidents and Serious Incidents

Accident

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

1. a person is fatally or seriously injured as a result of: * being in the aircraft * direct contact with any part of the aircraft, including parts which have become detached from the aircraft * direct exposure to jet blast, except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew
2. the aircraft sustains damage or structural failure which adversely affects the structural strength, performance or flight characteristics of the aircraft, and would normally require major repair or replacement of the affected component, except for engine failure or damage, when the damage is limited to a single engine, (including its cowlings or accessories), to propellers, wing tips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes) or minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike, (including holes in the radome)
3. the aircraft is missing or is completely inaccessible.

Serious Injury

Serious injury means an injury which is sustained by a person in an accident and which involves one of the following:

1. hospitalisation for more than 48 hours, commencing within 7 days from the date the injury was received;
2. a fracture of any bone (except simple fractures of fingers, toes, or nose);
3. lacerations which cause haemorrhage, nerve, muscle or tendon damage;
4. injury to any internal organ;
5. second or third degree burns, or any burns affecting more than 5% of the body surface;
6. verified exposure to infectious substances or harmful radiation.

Serious Incident

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

The incidents listed below are typical examples of serious incidents. The list is not exhaustive and only serves as a guide to the definition of 'serious incident'.

- A near collision requiring an avoidance manoeuvre or when an avoiding manoeuvre would have been appropriate to avoid a collision or an unsafe situation.
- Controlled flight into terrain (CFIT) only marginally avoided.
- An aborted takeoff or a takeoff using a closed or engaged runway, a taxiway or unassigned runway.
- A landing or attempted landing on a closed or engaged runway, a taxiway or unassigned runway.
- Gross failure to achieve predicted performance during takeoff or initial climb.
- All fires and/or smoke in the cockpit, in the passenger compartment, in cargo compartments or engine fires, even though such fires were extinguished with extinguishing agents.
- Any events which require the emergency use of oxygen by the flight crew.
- Aircraft structural failure or engine disintegration, including uncontained turbine engine failure, which is not classified as an accident.
- Multiple malfunctions of one or more aircraft systems that seriously affect the operation of the aircraft.
- Any case of flight crew incapacitation in flight.
- Any fuel state which would require the declaration of an emergency by the pilot.
- Runway incursions classified with severity A. The 'Manual on the Prevention of Runway Incursions' (Doc 9870) contains information on the severity classifications.
- Takeoff or landing incidents, such as undershooting, overrunning or running off the side of runways.
- System failures, weather phenomena, operation outside the approved flight envelope or other occurrences which caused or could have caused difficulties controlling the aircraft.
- Failure of more than one system in a redundancy system which is mandatory for flight guidance and navigation.
- The unintentional or, as an emergency measure, the intentional release of a slung load or any other load carried external to the aircraft.

Safety Management Manual (SMM)

0 Document Information

0.1 Change History

Version	Date	Author	Modification
1.0	01/03/2018	Jerry Barkley	First draft
1.1	01/05/2019	George Carney	Update
1.2	01/02/2022	George Carney	Update and Appendix to Aerodrome Manual
1.3	01/12/2022	George Carney	Update
1.4	22/042024	George Carney	Update

0.2 System of Amendment and Revision

0.2.1 Person responsible for issuance and incorporation of amendments and revisions

The Head of Aerodrome Compliance is responsible for the issue and insertion of amendments and revisions. The Safety Management Manual forms part of the Aerodrome Manual and is reviewed by the Head of Aerodrome Compliance on a six-monthly basis to ensure its continued relevance to the operation and for any improvements to be made, in accordance with ADR.OR.D.005(b)(7). Temporary safety critical amendments may be issued via the Gatwick Airport Notification (GAN) process. Such amendments will be incorporated as soon as reasonably practicable via the re-issue of the entire document as a new version.

0.2.2 Handwritten amendments and revisions

Handwritten amendments and revisions are not permitted.

0.2.3 Annotation of pages

Each page will be annotated with a footer including the document reference number. For example:

- 20000-XX-Q-XXX-STD-010008 AMv10

0.2.4 Effective pages

All pages were reviewed and updated in this reissue. See Table 1 below.

Chapter	Pages	Dates
0	89-90	01/10/2025
Contents	91-96	01/10/2025
Tables	97	01/10/2025
Figures	97-98	01/10/2025
1	99-104	01/10/2025
2	105-122	01/10/2025
3	123-143	01/10/2025

Chapter	Pages	Dates
4	144-149	01/10/2025
5	150-154	01/10/2025
6	155-158	01/10/2025
7	159-167	01/10/2025
8	168-177	01/10/2025
9	178-194	01/10/2025
10	195-199	01/10/2025

Chapter	Pages	Dates
11	200-201	01/10/2025
12	202-209	01/10/2025
13	210-217	01/10/2025
14	218-227	01/05/2025
15	228-231	01/05/2025
Apps A to F	232-285	01/05/2025

Table 1: Effective Pages

0.2.5 Annotation of Changes

Amendments will be annotated by a solid black line in the page margin and will be recorded in the list of effective pages or paragraphs. For significant amendments the manual will be re-issued with a covering note summarising the main changes.

0.2.6 Temporary Revisions

Temporary revisions are not used. Permanent changes to the Safety Management Manual will require

the document to be issued with a new version number.

0.2.7 Distribution System

The Safety Management Manual is distributed as part of the Aerodrome Manual. See Aerodrome Manual Part A Para 0.2.8 for further information on the distribution process.

0.3 Enquiries

Enquiries regarding the content of this publication should be addressed to:

Name	Department	GAL Aerodrome Compliance	Email	AirsideCompliance@gatwickairport.com

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1 Overview

This chapter describes the purpose and scope of this Safety Management System Manual (SMM), its high-level roles and responsibilities, and its associated regulations and references. The SMM is an Appendix to the Aerodrome Manual.

1.1 Purpose

The purpose of this manual is to describe the Safety Management System (SMS) at Gatwick Airport in the context of the Aerodrome environment.

Gatwick Airport Limited (GAL) utilises an SMS framework, certified to ISO 14001, ISO 55001 and ISO 45001, which is continuously reviewed, revised and audited to ensure that the latest safety standards are employed and adhered to by all parties on the airport.

This manual outlines and details the safety policies, responsibilities, and processes that have been established at Gatwick Airport to be in compliance with national and international legislation and regulations, including the Air Navigation Order (ANO) 2016, UK Regulation (EU) 139/2014, ICAO Annex 14: Volume 1, and ICAO 9859. It applies to all GAL airfield personnel and those third-party stakeholders working on the aerodrome. GAL airfield personnel and third parties are required to be knowledgeable about the content of the SMS as it applies to their specific area of accountability and responsibility for safety.

1.2 Scope

The following elements are within the scope of this manual, details of:

- The policies and management structures that are in place to direct and facilitate effective safety management.
- The safety committees that oversee, assess, determine, and review safety management practices.
- The safety interfaces and stakeholders who also hold responsibilities for safety.
- The safety improvement targets identified for safety performance and achievement.
- The monitoring conducted to track and measure safety performance across the estate.
- The emergency response planning put in place to maintain the safety of its staff, stakeholders and passengers.
- The major safety documents that GAL issued to the airport community and the management processes used to review, revise and promulgate those documents.
- The safety management methodologies employed to assess, identify, report and mitigate risk.
- The reporting and investigation systems and procedures used to record and examine safety incident occurrences.
- The safety activities that are contracted out to third party organisations.
- The safety competency frameworks in place to define the knowledge, skills and behaviours required of personnel with safety responsibilities on the estate.
- The types of changes that are subject to a level of safety analysis.
- The communications channels and methodologies employed to disseminate safety changes and safety critical information.
- The training and education that GAL requires and/or provides to ensure that all aerodrome personnel understand and are aware of all relevant and required safety policies and procedures.
- The management of Aeronautical Data and Information Quality (ADIQ).

The following elements are out of scope of this manual. Details of the procedures employed for the management and execution of responses to:

- Specific safety incidents.
- Specific safety investigations.

- Specific compliance activities.
- 'Business as usual' airfield activities and procedures.

1.3 Roles & Responsibilities

The table below includes the following for each role:

Compliance with all regulatory requirements standards and recommended practices related to rescue and fire safety management, as described in this SMM and in accordance with Aerodrome Certificate requirements, GAL safety policies, processes and standards, and CAA regulatory publications.

Role	Responsibility
Aerodrome Operators (i.e. any third party, including contractors, working at the airport)	Aerodrome Operators working on the aerodrome shall be accountable and responsible for adhering to all regulatory requirements, standards and recommended practices related to airfield operations safety, as set out and agreed in their contracts, agreements and/or licences with GAL, any instructions, orders or directions promulgated by GAL, and any national and international safety legislation directly related to their aerodrome operations.
Airport Rescue and Fire Fighting Service (RFFS)	GAL's RFFS team shall be accountable and responsible for the operational efficiency and day-to-day running of GAL's Rescue and Fire Fighting Services.
GAL Aerodrome Compliance	GAL's Aerodrome Compliance team shall be accountable and responsible for ensuring compliance with, and the maintenance of, all regulatory requirements, standards, and recommended practices relating to Gatwick airfield's safety management compliance strategy in accordance with Aerodrome Certificate requirements, GAL safety policies, processes and standards, and CAA regulatory publications. Aerodrome Compliance shall also be accountable and responsible for the implementation, management and regular audit of this SMM.
GAL Airfield Engineering	GAL's Airfield Engineering team shall be accountable and responsible for the safe operational efficiency and day-to-day development, management and maintenance of GAL's Aeronautical Ground Lighting (AGL), stand facilities, and runway and taxiway pavements including associated infrastructure.
GAL Aerodrome Improvements and Projects	GAL's Aerodrome Improvements team shall be accountable and responsible for continuous development, management and maintenance of improvements on the Gatwick airfield, including strategic development, design, change control management, and communications coordination required for improvements to safe GAL and third-party operations on the airfield.
GAL Aerodrome Operations	GAL's Aerodrome Operations department, which includes the Airfield Operations team, shall be accountable and responsible for the operational safety, compliance, efficiency and day-to-day management, maintenance and operation of the airfield.
GAL Aerodrome Operations Senior Management	GAL's Aerodrome Operations Senior Management team shall be accountable and responsible for the overall oversight of the Gatwick airfield, including the safety development, management, maintenance, and tactical and operational planning required for safe GAL and third party operations on the airfield.
GAL Ground Handling and Apron Team	GAL's Ground Handling and Apron Team is accountable for the delivery of the Ground Handling and Apron strategy through the Ground Handling licence and

Role	Responsibility
	Airside Operators Licence (AOL). Responsible for the development, delivery and integration of projects, driving improvement across the airfield operation and optimising the use of the airfield infrastructure and airfield processes. Driving a high performing community by creating a safe and efficient airfield environment.
GAL Health Safety and Environment (HSE) team.	GAL's Airport Environment, Health, Safety and Environment (GAL HSE) team is accountable and responsible for the development, management, maintenance and monitoring of Gatwick Airport's EHS Management System, including all associated and required processes, assessments, controls, and audits required for safe GAL and third-party operations on the airfield. **Note**: In order to reduce possible confusion with the UK HSE (Health and Safety Executive) the team will be referred to as the GAL HSE team in this document.
GAL Stable Operations	GAL's Stable Operations department shall be accountable and responsible for Gatwick Airport's overall safety risk management and disruption response management, including development and oversight of contingency plans and incident planning, training and management required for safe GAL and third-party operations.

Table 2: Gatwick Airport departmental roles and responsibilities

For more information about the individual safety accountabilities and responsibilities of the key safety post holders at Gatwick Airport, please see the Chapter 2 Safety Policies & Management Structure.

1.4 Regulations & References

This Safety Management Manual (SMM) is stored electronically and available via a file sharing application and is also available via the Gatwick business website. The procedures for GAL's SMS are carried out as prescribed in the following regulations, documents, and guidance material:

- Gatwick Airport: London Byelaws 1996.
- Gatwick Airport: Conditions of Use.
- Gatwick Airport: Airside Operators Licence (AOL).
- Licence Agreement for Ground Handling Services at Gatwick Airport.
- Licence Agreement for Aerodrome Coaching Services at Gatwick Airport.

UK legal and regulatory standards:

- UK Regulation (EU) 139/2014.
- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations.
- Permanent Air Navigation (Restriction of Flying) Regulations.
- Regulatory Reform (Fire Safety) Order 2005.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- The Air Navigation (Cosmic Radiation) (Keeping of Records) Regulations.
- The Air Navigation (General) Regulations.
- The Air Navigation (Dangerous Goods) Regulations.
- The Civil Aviation Act.
- The Civil Aviation Authority Regulations.
- The Civil Aviation (Investigation of Air Accidents & Incidents) Regulations.
- The Civil Contingencies Act.

- The Construction (Design and Management) (CDM) Regulations.
- The Environmental Damage (Prevention and Remediation) Regulations.
- The Lifting Operations and Lifting Equipment Regulations (LOLER).
- The Manual Handling Operations Regulations (MHOR).
- The Personal Protective Equipment at Work Regulations.
- The Provision and Use of Work Equipment Regulations (PUWER).
- The Rules of the Air Regulations.
- Town and Country Planning Act.
- Workplace (Health, Safety and Welfare) Regulations.

BSI and ISO standards:

- ISO 45001:2018 Occupational Health and Safety Management System.
- ISO 9001:2015 - Quality Management Systems.
- ISO 14001:2015 - Environmental Management.
- ISO 55001:2014 - Asset Management.

European and International publications:

- Global Action Plan for the Prevention of Runway Incursions (GAPPRI).
- Global European Action Plan for the Prevention of Runway Excursions (GAPPRE).
- Eurocontrol Guidelines Supporting the Implementation of Aeronautical Information Requirements.

ICAO publications:

- ICAO 9137: Airport Services Manual.
- ICAO 9157: Aerodrome Design Manual.
- ICAO 9184: Airport Planning Manual.
- ICAO 9476: Advanced Surface Movement Guidance and Control Systems (A-SMGCS) Manual.
- ICAO 9774: Manual on the Certification of Aerodromes.
- ICAO 9859: Safety Management Manual (SMM).
- ICAO Annex 11: Air Traffic Services.
- ICAO Annex 13: Aircraft Accident & Incident Investigation.
- ICAO Annex 14: Volume I - Aerodrome Design & Operations.
- ICAO Annex 15: Aeronautical Information Services.
- ICAO Annex 16: Environmental Protection.
- ICAO Annex 19: Safety Management.

Civil Aviation Publications (CAPs).

The CAPs referenced below may need to be followed as a regulatory requirement however due to the Aerodrome Certification process, some may only be used as guidance. A number of CAPs state if it is a guidance only document although this isn't always consistent. If clarification is required, contact the Aerodrome Compliance team.

- CAP 168: Licensing of Aerodromes.
- CAP 785A: Oversight of UK Approved Procedure Design Organisations.
- CAP 785B: Volume II Implementation and Safeguarding of Instrument Flight Procedures (IFPs) in UK.
- CAP1054: Aeronautical Information Management.
- CAP1732: Aerodrome Survey Guidance.
- CAP1168: Guidance Material for Organisations, Operations and Design Requirements for Aerodromes.
- CAP 382: Mandatory Occurrence Reporting Scheme.

- CAP 393: Regulations made under powers in the Civil Aviation Act 1982 and the Air Navigation Order 2016.
- CAP 493: Manual of Air Traffic Services – Part 1.
- CAP 637: Visual Aids Handbook.
- CAP 642: Aerodrome Safety Management.
- CAP 670: Air Traffic Services Safety Requirements.
- CAP 683: The Assessment of Runway Surface Friction Characteristics.
- CAP 699: Framework for the Competence of Rescue and Fire Fighting Service (RFFS) Personnel.
- CAP 700: Operational Safety Competences.
- CAP 738: Safeguarding of Aerodromes.
- CAP 746: Requirements for Meteorological Observations at Aerodromes.
- CAP 748: Aircraft Refuelling and Fuel Installation Management.
- CAP 760: Guidance on the Conduct of Hazard Identification.
- CAP 772: Birdstrike Risk Management for Aerodromes.
- CAP 790: Requirement for an Aerodrome Driving Permit (ADP) Scheme.
- CAP 791: Procedures for Changes to Aerodrome Infrastructure.
- CAP 795: Safety Management Systems - Guidance to Organisations.
- CAP 1244: Passenger Welfare at Times of Major Disruption - Guidance for UK Airports.
- CAP 2173: Assessment, Measurement & Reporting of Runway Surface Conditions for Certificated Aerodromes.
- CAP 413: Radiotelephony Manual.
- CAP 722: Unmanned Aircraft System Operations in UK Airspace Guidance.

Associated Gatwick manuals, plans and reports:

- GAL Aerodrome Manual.
- GAL Adverse Weather Plan.
- Gatwick Emergency Orders.
- Gatwick Airport Airside Driving and Vehicle Standards Manual.
- Gatwick Incident & Crisis Management Manual (ICMM).
- Manual of Air Traffic Services (MATS), Part2.
- GAL Manual of Aerodrome Operations (MAO).
- GAL Aerodrome Training Management Manual (ATMM).
- GAL Risk Management Procedure.

Associated GAL policies:

- GAL Aerodrome Operations Safety Policy.
- GAL Aerodrome Safety Standards.
- GAL Environment, Health and Safety Policy.
- GAL Fire Safety Policy.
- GAL Management and Control of Contractors Policy.
- GAL Third Parties Safety Policy.
- GAL Airport User Safety Policy.
- GAL Contractor's Safety Policy.
- GAL Risk Management Policy.
- GAL FOD Management Policy.

Associated Gatwick Airport Directives (GADs):

- Aerodrome Manual.
- Airport Development Safeguarding and Approval Procedures.

- Safety Instructions for Works Airside and the Procedure for the Issue of Daily Airside Work Permits.
- Aircraft Catering and Cabin Waste.
- Airside Spill Prevention, Response, Reporting and Cost Recovery.
- Airside Driving Permits.
- Airside Vehicle Permits.
- Airside Driving and Vehicle Standards.
- All Airside Vehicles and Equipment Livery.
- Airport Waste and Recycling Management.
- Airside Safety Awareness – eLearning.
- Detention of Aircraft.
- Foreign Object Debris (FOD).
- Personal Protective Equipment (PPE) Airside.
- Low Visibility Operations (LVOs).
- Airfield Driving Maps.
- Procedures for Vehicles Operating on the Manoeuvring Area.
- Fuelling of Aircraft.
- Aircraft Jet Blast.
- Gatwick Airport Ltd Health, Safety and Environment Policy
- Airside Operators Licence (AOL) and Ground Handling Licence.
- Airside Discipline Process.
- Mandatory Fire Safety Training.
- Mandatory Occurrence Reporting (MOR).
- Reporting of Incidents, Accidents and Near Misses on the Airfield.
- Use of Taxiway Crossings by Airside Driver.
- Stand Entry Guidance System Safety Compliance.

2 Safety Policies & Management Structures

This chapter describes the key policies that convey GAL's safety management standards and practices to GAL personnel and third parties working on the aerodrome. It includes management structures holding key responsibilities for the identification, implementation and management of airport safety activities.

2.1 Safety Policies

This section summarises the key policies that communicate the acceptable and agreed safety principles, behaviours and outcomes.

2.1.1 Airport Safety Policy

GAL's overall commitment to EHS is detailed in its HSE Policy created in accordance with ADR.OR.D.005(b)(2). This policy forms the basis of Gatwick's SMS which is used to identify EHS risks, implement EHS controls, and improve EHS performance.

A detailed overview of Gatwick's SMS is available on the GAL HSE department's EHS Management System page on Airspace.

As the Aerodrome Certificate Holder and Owner, GAL recognises and accepts its responsibility to ensure, in so far as is reasonably practicable, that:

- The aerodrome and its aerodrome traffic zone are safe for use by aircraft.
- A safe working environment exists for GAL employees.
- A safe airfield environment exists for all airport staff, passengers, visitors and the general public whilst on the airport premises.
- In accordance with ADR.OR.D.005 Management System, just-culture principles will be applied at the aerodrome. The safety culture of an aerodrome is the product of corporate and individual safety values, attitudes, beliefs, competencies and behaviours which collectively represent a commitment to the safe management of all aviation related activities. Within this culture, every member of the aerodrome staff at every level will be empowered, motivated, trained and confident of taking ownership of safety issues. A significant component of the overall safety culture is the generation of an open, honest and just culture. Aerodrome Operations delivers safe aircraft operations with due regard to the principles of a just culture as referred to in Article 2.1 of UK Regulation (EU) 376/2014 and the guidance provided in the European Corporate Just Culture Declaration.
- The Gatwick HSE Policy, signed by the CEO (the Accountable Manager for Gatwick Airport), is promulgated to GAL personnel and third parties via 'GAD: Gatwick Airport Ltd's Health, Safety and Environment Policy. It is also available on the GAL HSE Notice board page on Airspace, and the Health, Safety and Environment page on gatwickairport.com. A copy of the policy follows:

Implementation of the Policy

The GAL Executive Management Board (EMB) will monitor and regularly review, this policy and supporting Management Systems at our Occupational Health and Safety Committee Meeting, ensuring it remains relevant to the company's OHSE risks/opportunities driving continuous performance improvement.

Details of the organisation and arrangements for delivering this policy are included in our company Management Systems.

All personnel working for or on behalf of Gatwick Airport will be subject to this Policy.

LONDON GATWICK

Occupational Health, Safety & Environment Policy

OHSE Policy

Reference Code: 4/HSE1 - Date of Issue: Sept 2025

Gatwick Airport Ltd (GAL) aims to prioritise and promote a strong OHSE culture by:

- Maintaining robust OHSE Management Systems that are certified to industry recognised standards including ISO 45001, ISO 14001 and SEQOHS, ensuring their integration into the organisation's business processes.
- Ensuring GAL Leaders understand their roles and responsibilities to demonstrate commitment to OHSE and promote a fair and Just OHSE culture through their behaviours (Attitudes, Values and Beliefs), visibility and engagement with Employees, Third Parties and Passengers.
- Ensuring GAL Leaders clearly assign and communicate roles and responsibilities at all levels of the organisation.
- Driving continuous improvement in our OHSE performance by the setting and monitoring of meaningful and measurable objectives that are both visible and compatible with the strategic direction of the organisation.
- Understanding and minimising our environmental impact through identifying and implementing controls at every stage of our life cycle including the Optioneering and Sustainability Assessment process, managing and minimising pollution risks, maintaining pollution prevention systems and continuing our industry leading approach to managing our biodiversity areas.
- Understanding and complying with legal and compliance requirements across the scope of our operation and at every stage of our lifecycle including the management of Third Parties.
- Managing Fire hazards with our Fire Prevention, Protection, and Emergency Response Objectives. Reducing the impact to business continuity and meeting our legislative responsibilities, whilst keeping staff and passengers safe from fire.
- Ensuring GAL leaders commit to their Fire Safety responsibilities, meeting requirements of the Regulatory reform (Fire Safety) order 2005 enabling GAL to fulfil the Fire Risk Management Plan aligned with BS9997.
- Incorporating hazard identification, assessment of OHSE risk and the identification of OHSE opportunities across the scope of our organisation and life cycle including the planning, design, procurement, construction, operation and decommissioning of our activities, facilities and assets.
- Preventing work-related injury & ill health and providing Safe and Healthy workplaces by ensuring elimination of hazards and control of Occupational Health, Safety and Wellbeing risk through implementation of suitable and sufficient control measures.
- Providing our Employees with clear and understandable information, instruction, training, supervision, emergency procedures and both practical and documented resources necessary to maintain a Safe and Healthy workplace.
- Ensuring our passengers have the information and instruction they require to travel through our airport safely.
- Implementing robust mechanisms to ensure effective employee consultation and participation across all levels and functions.
- Maintaining effective channels of communication with our Employees, Business Partners, Third Parties and Suppliers to ensure they have the right information, at the right time.
- Supporting, recognising, rewarding, and celebrating successes where positive OHSE behaviours are demonstrated at both an individual and organisational level and promoting a Fair and Just culture by responding to negative behaviours appropriately.
- Analysing and promoting the reporting of OHSE data including Incidents, Near Misses, Unsafe Conditions and undertaking investigations for the purpose of taking effective action on root causes to aid learning and drive performance improvement.
- Developing the maturity of our OHSE Management System and arrangements across all Business Units, including the evaluation of compliance and the effectiveness of our controls, through a robust and proactive programme of OHSE assurance.
- Proactively reviewing and updating our systems, procedures and standards to ensure we continually improve in all areas.

Pierre-Hugues Schmit

Chief Executive Officer

2.1.2 Aerodrome Operations Safety Policy

The Aerodrome Operations Safety Policy supplements and supports the Gatwick Airport HSE Policy. It ensures that the unique safety requirements and regulatory compliance specific to aerodrome operations are effectively addressed and managed. The policy is signed by the Head of Aerodrome. A copy of the policy is provided below.

LONDON GATWICK

VINCI | GLOBAL INFRASTRUCTURE PARTNERS

Aerodrome Operations Safety Policy

Reference Code: 1/OPS1 – Effective Date 1st October 2025

Policy

This policy supports the GAL Health, Safety and Environment (HSE) Policy.

GAL will ensure that the highest priority is given to aerodrome safety by:

- Managing aerodrome safety with involvement of all users.
- Continually evaluating and improving existing aerodrome safety processes.
- Working to enhance safety standards.
- Continually monitoring achieved levels of safety.

To achieve this, GAL will undertake the following activities:

- Implement and maintain an appropriate Safety Management System with a structure to manage, supervise and safely accomplish all aspects of aircraft operations which fall within the Aerodrome Certification area of responsibility.
- Ensure the availability of sufficient staff who are experienced and/or trained and competent to meet the requirements above.
- Ensure that the equipment and facilities provided are adequate to ensure that the aerodrome is safe for use by aircraft.
- Liaise with the Civil Aviation Authority on all matters of airfield development and safety.
- Ensure GAL meets at least the minimum standards set by regulatory bodies. Where standards are not externally set, standards appropriate to the intensity and type of operations conducted will be identified, evaluated and adopted.
- Follow industry best practice: to achieve this Gatwick Airport uses wherever practicable the guidance in CAP 642 – Airside Safety Management and other guidance material.
- Promote a 'Just' safety culture which creates an environment that allows colleagues to report all incidents and safety concerns without the threat of disciplinary action or loss of employment, except when there is gross negligence, or deliberate or wilful disregard to our standard operating procedures and practices.
- Ensure that the hazards arising from the activities of companies operating on the aerodrome relating to their own employees and to others who may be affected are identified, assessed, controlled and monitored. As procedures or circumstances/operations change the hazards will require to be updated.
- Ensure that operating procedures and practices are evolved with due consideration and respect for environmental issues.
- Ensure that standards, procedures, practices and related issues are effectively communicated to all relevant aircraft operators' agencies and companies.
- Operate a continuous improvement culture within GAL and promote this culture to other companies and agencies operating on the aerodrome.
- Ensure that the procedures and performance of GAL staff and other companies operating on the aerodrome are monitored and audited, with results published and follow up actions recorded and agreed.

Graham Alder

Head of Aerodrome

Whilst all operators and managers of companies engaged in aircraft operations have specific responsibility for safety, GAL as the Aerodrome Certificate holder and landlord has responsibilities to ensure safety on its premises. Whilst not detracting from or diminishing the responsibility of others, GAL will require its service partners, contractors and tenants, to have written safe working and operating practices and will encourage the adoption of industry best practice. This will be achieved through a process of liaison and co-operation to ensure that the required standards are agreed and achieved.

2.1.3 Other Safety Policies

GAL's commitment to safety covers the following additional areas:

- Fire Safety Policy - The GAL Airport Fire Safety Policy is available on the GAL HSE department's EHS Policies page on Airspace.
- Contractors' Safety policy – The GAL Management and Control of Contractors Policy is available on the GAL HSE department's EHS Policies page on Airspace.
- Third parties' Safety policy – The GAL safety policy for Third Parties is provided in the Aerodrome Manual.

2.1.4 Aerodrome Safety Standards

GAL has established and communicated a wide range of aerodrome safety standards to inform and educate the airport community. Safety standard example categories are as follows, with their promulgation outlined in Section 2.2 Policy Promulgation:

- Aerodrome working training and qualifications.
- Aerodrome working responsibilities, rules, regulations and restrictions.
- Aerodrome working standard operating processes and procedures.
- Aerodrome driving training and permits.
- Aerodrome driving operations.
- Runway management and operations.
- Aerodrome equipment management, maintenance, use and operations.
- Aerodrome asset management and maintenance.
- Aerodrome project management and maintenance.
- Aerodrome contracted works management.
- Adverse weather management and operations (including flood risk).
- Aerodrome emergency equipment, processes and procedures.
- Aerodrome incident identification, reporting and management.
- Aerodrome fault identification, reporting and management.
- Aerodrome communications.

Further details on these can be found in Gatwick Airport Directives and Notices.

2.2 Policy Promulgation

GAL's safety policies and standards are promulgated by email to GAL personnel and third parties working on the aerodrome using the Airport Notices System (GADs and GANs), widely promoted using GAL's other safety communication channels, and reinforced through GAL's safety training and education programmes.

For more information about:

- The safety communication methods that GAL employs to communicate its policies, see Chapter 13 Safety Communications.
- The safety training and education methods that GAL employs to reinforce its policies, see

Chapter 14 Safety Training & Education.

2.3 Safety Personnel

This section summarises the GAL personnel with key aerodrome safety accountabilities and responsibilities, in accordance with ADR.OR.D.005(b)(1).

A list of current post holders by name is detailed in Para 2.1 of the Aerodrome Manual.

2.3.1 Key Safety Post Holders (GAL unless indicated otherwise)

Person with Overall Responsibility for Safety and Accountable Manager					
Chief Executive Officer (CEO)					
Executive Member Responsible for Safety					
Chief Operating Officer (COO)					
Senior Person Accountable for Aerodrome Operations					
Head of Aerodrome					
Roles with Supervisory Responsibilities for Aerodrome Safety					
Manager responsible for Aerodrome Regulation & Safety	Manager responsible for day to day Aerodrome Operations	Manager responsible for Ground Handler and Apron Safety Performance	Manager Responsible for RFFS Provision	Manager Responsible for Aerodrome Airfield Facilities Safety	Nominated ATC providers representative
Head of Aerodrome Compliance	Aerodrome Operations Lead (AOL)	Ground Handling and Apron Lead	Chief Fire Officer	Senior Airfield Engineering Manager	General Manager ATC Services
Roles with Routine Responsibilities for Aerodrome Safety					
Aerodrome Compliance Managers	Aerodrome Operations Managers (AOM) Airfield Control Leads (ACL)	Aerodrome Ground Services Specialists	Deputy Chief Fire Officer Station Managers	Airfield Engineering Managers and Engineering Leaders	Head of ATC Operations Head of Safety Performance and Improvement Watch Managers

Table 3: Key Safety Post Holders

2.3.2 Authorisation in event of absence

Detailed in the Aerodrome Manual, Chapter 2.1 Aerodrome Organisation and Responsibilities.

2.4 Safety Management Reporting Structures

This section illustrates the safety managerial, organisational and reporting structures that are in place at Gatwick Airport.

2.4.1 GAL Roles with Airfield Safety Accountabilities & Responsibilities

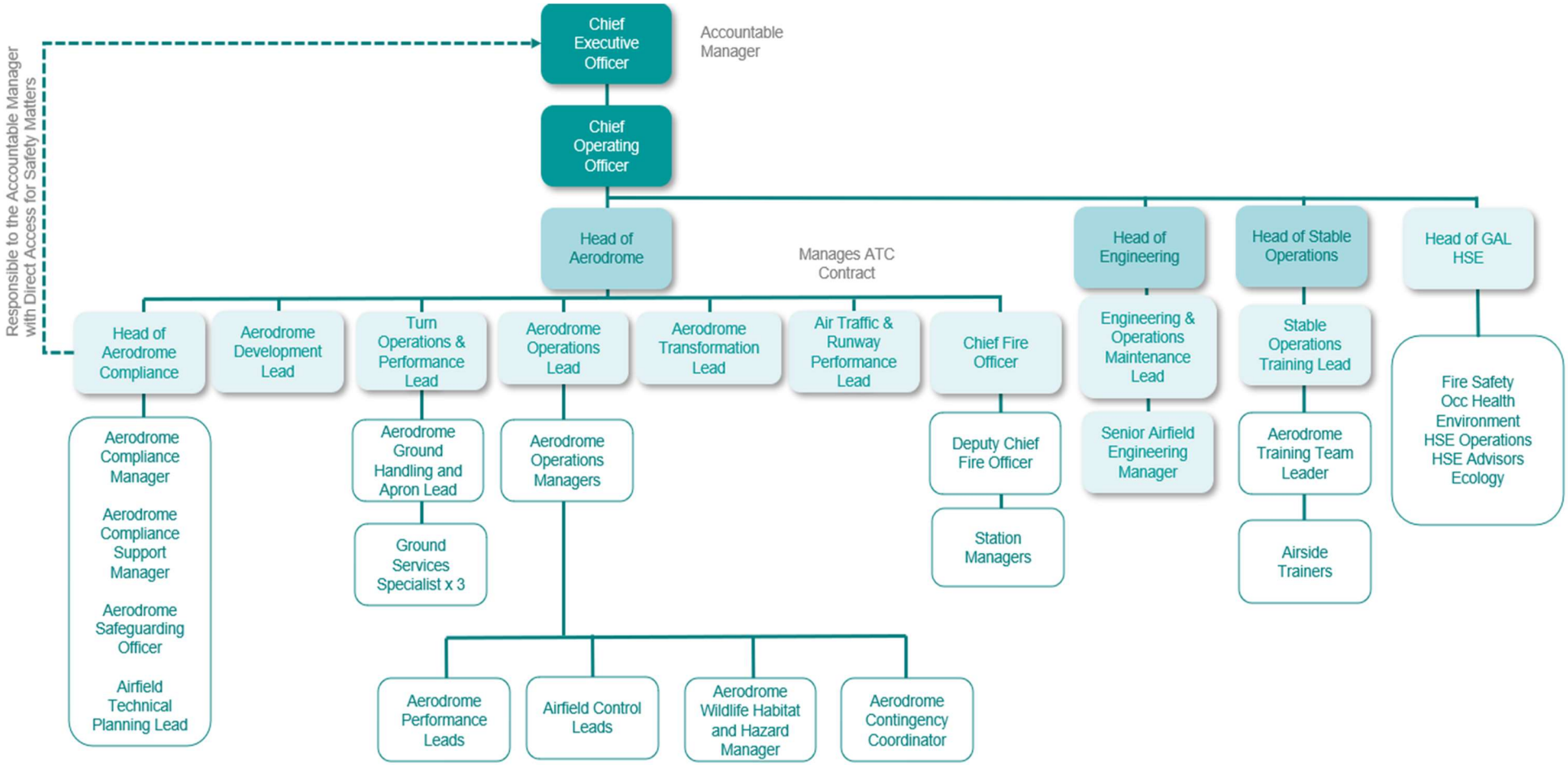

Figure 1: GAL roles with safety accountabilities and responsibilities organisation chart

2.4.2 GAL Aerodrome Operations Senior Management – See Aerodrome Manual Part B Para 2.1

2.4.3 GAL departmental organisational structures

The following organisational structures are provided in the Aerodrome Manual:

- GAL Aerodrome Operations senior management.
- GAL Aerodrome Engineering team.
- GAL Aerodrome Operations team.
- GAL Airport Resue and Fire Fighting Services.

2.5 Safety Accountabilities & Responsibilities

This section summarises the safety duties of key personnel, in accordance with ADR.OR.D.005(b)(2). A list of named current post holders is detailed in Para 2.1 of the Aerodrome Manual. In support of the information below, the Manual of Aerodrome Operations (MAO) contains a list of specialist tasks requiring specific authorisation and staff approved to authorise or carry out the task.

2.5.1 Chief Executive Officer (CEO and Accountable Manager)

The Chief Executive Officer is the Accountable Manager for GAL. The Chief Executive Officer has overall safety responsibility for passengers and GAL employees at the Airport and also has responsibility for ensuring safety consultation, facilitation and monitoring of the airport's business partners, suppliers and service providers is undertaken.

The Chief Executive Officer's key areas of responsibility include:

- Ensuring that the airport's safety policy and management systems are produced, kept up-to date and meet corporate policy standards and procedures.
- Taking a leadership role in the airport's safety programme and ensuring that safety never becomes subordinate to financial matters.
- Ensuring compliance with all safety related legislation applicable to the management of the aerodrome and airport facilities.
- Accountability for the annual business plan (including the capital programme) is sufficiently resourced to achieve compliance with the airport safety policy and management system.
- Ensuring that annual safety improvement objectives are implemented.
- Appointing safety conscious direct reports, monitoring their performance and ensuring that safety is given the highest priority within their training and development plans.
- Ensuring that full consideration is given to the safety integrity of changes in the airport's organisation structure and business processes.
- Ensuring that the policies, standards and procedures are set and complied with and they contribute to the success of the airport's safety policy and management system.
- Ensuring that the airport capital projects comply with the safety elements of GAL's project process.
- In the event of an incident occurring at the airport regardless of whether more senior GAL personnel are present, the airport Chief Executive Officer has overall accountability for the effective response and management of the incident.

2.5.2 Chief Operating Officer (COO)

The Chief Operating Officer is accountable to the GAL Board for defining, deploying and monitoring GAL's strategy and compliance process to enable the company and its departments to have safety focused strategic plans and compliance regimes. The Chief Operating Officer has prime responsibility for supporting the Chief Executive Officer to comply with their legal duties.

The Chief Operating Officer's key areas of responsibility include:

- Taking a leadership role in GAL's Operational Departments' safety programme and ensuring the provision of systems which ensure that safety never becomes subordinate to financial matters.
- Championing safety at GAL.
- Supporting all GAL departments and functions to monitor safety performance across GAL.
- Ensuring that the Operational Departments uphold GAL's Safety culture.
- Ensuring that the Operational Departments' policies, standards, procedures and practices contribute to the success of GAL's Safety Policy and Management System.
- Appointing safety conscious direct reports (and functional direct reports), monitoring their performance and ensuring that safety is given the highest priority within their training and development plans.
- Ensuring the annual business plans for the operational functions are sufficiently resourced to achieve compliance with the GAL safety policy and management system.
- Supporting the Chief Executive Officer to ensure that full consideration is given to the safety integrity of changes in the airport organisational structures and business processes.
- Ensuring that the airport process improvement work has safety as an integral and priority element.
- Ensuring that proper liaison takes place on the activities of the police and armed forces in so far as their shared risk activities fall under the jurisdiction of the Chief Executive Officer.
- Ensuring that there is liaison with those who have Operational functional responsibilities which might affect safety at Gatwick.

2.5.3 Head of Aerodrome

The Head of Aerodrome is the senior person accountable for Aerodrome Operations and is responsible for defining, deploying and monitoring the Aerodrome Operations strategy to enable departmental safety focused plans and compliance regimes.

The Head of Aerodrome key areas of responsibility include:

- Leading Gatwick Airport's Aerodrome Safety Management System and ensuring the Emergency Response Plan is delivered in accordance with Aerodrome Certification requirements.
- Ensuring that aerodrome safety is not subordinate to financial matters.
- Setting demanding objectives for airfield safety improvement and providing support to achieve them.
- Ensuring asset stewardship is effectively managed within the Operational departments to ensure safety during maintenance and project work.
- Ensuring that policies, standards, procedures and practices are aligned.
- Recruiting, motivating and mentoring safety conscious direct reports, identifying suitable individual development plans.
- Appraising members of the Executive team of all aerodrome operational matters that may impact compliance with aerodrome certification requirements.
- Maintaining and developing constructive relationships with all stakeholders in the safe and efficient operation of the airfield.
- Overall accountability for the wildlife hazard and control management plan at the aerodrome in accordance with ADR. OPS.B.020 Wildlife Strike Hazard Reduction and guidance in CAP 772 – Wildlife Hazard Management at Aerodromes.

2.5.4 Head of Aerodrome Compliance

The Head of Aerodrome Compliance is accountable to the Head of Aerodrome and is responsible for ensuring compliance standards and procedures are effectively managed in accordance with the Aerodrome Certification requirements.

The Head of Aerodrome Compliance key areas of responsibility at Gatwick include:

- Taking a leadership role for ensuring adherence to and delivery of outputs from the Safety Management System.
- Delivering the certification Compliance Management System oversight as described in ADR.OR.D.005 Management system, paragraph (b)(11) and the supporting acceptable means of compliance (AMC).
- Accountable for the delivery of the Aerodrome Compliance Monitoring Audit (ACMA) programme.
- Ensuring activities are undertaken to deliver GAL compliance objectives via an annual plan.
- Act as the Aviation Safety Manager in accordance with ADR.OR.D.005 Management System and ADR.OR.D.015 Personnel Requirements with direct access to the Accountable Manager.
- Chair the Aerodrome Safety Oversight Group meeting, joint-chair the Local Runway Safety Team (LRST) and if delegated, chair the Flight Operations Performance and Safety Committee (FLOPSC).
- Lead the Compliance Team to ensure compliance with and maintenance of aerodrome safety standards and recommended practices in accordance with the requirements of the Aerodrome Certificate.
- Manage the safeguarding process for the aerodrome in accordance with ADR.OPS.B.075 using CAP 738 for guidance.
- Accountable for the production and update of the Aerodrome Manual and Safety Management Manual.
- Oversight of the MOR management process including monitoring reports submitted by ATC, airlines and third parties in relation to GAL.
- Act as the 'Risk Champion' for the aerodrome operations department and oversee and manage the Aerodrome Risk Register.
- Oversight and promotion of the Management of Change (MoC) management process including reviewing, sampling and assessing its effectiveness.
- Appointing safety conscious direct reports, monitoring their performance and ensuring that safety and compliance is given the highest priority within their training and development plans.
- Ensuring effective communication processes are in place with the CAA SARG and other agencies.
- Working with the Aerodrome Operations team to ensure that best practice operational standards and procedures are identified and implemented.
- Ensuring compliance with regulatory requirements with regards to aeronautical data and information quality (ADIQ).
- Ensuring the UK Aeronautical Information Service (AIS) information is up to date via the Aeronautical Information Publication (AIP), Type A obstacle charts and other related information.
- Host the CAA annual performance-based oversight audits and other ad-hoc audits and coordinate the Airport response to findings and observations.
- Maintain the CAP700 based Aerodrome Operations Safety Competencies matrix.
- Work with the Aerodrome Ground Handling and Apron Lead to improve overall aerodrome compliance and safety through audit and investigation process outcomes.
- Meet with the CEO (Accountable Manager) at least twice per year to independently discuss generic and specific safety and compliance concerns.
- Engaging with new airlines as part of the onboarding process to ensure relevant operational aspects such as maintenance contracts and disabled aircraft recovery are in-place prior to starting operations at Gatwick and assessing the impact of new aircraft type operations.

In accordance with ADR.OR.D.015 (c) the Aerodrome Compliance Team is responsible for the development, maintenance and oversight of the Safety Management System. The Head of Aerodrome Compliance acts independently of other Managers within the organisation and has direct access to the Accountable Manager and to appropriate management for Aerodrome Compliance matters.

2.5.5 Aerodrome Operations Lead

The Aerodrome Operations Lead reports to the Head of Aerodrome and provides leadership for the Aerodrome Operations team to drive a high-performance safety culture aligned to the organisational values.

The Aerodrome Operations Lead key areas of responsibility include:

- Accountable for the safe and consistent delivery of operational, compliance and safety KPIs; safety performance, excellent airline and passenger service, on time performance and runway capacity performance.
- Work collaboratively to ensure GAL's, customers and stakeholders needs are met.
- Ensure resources and resilience are always available to enable delivery whilst staying within budget.
- Accountable for maintaining the Runway Friction characteristics in accordance with CAP683 - The Assessment of Runway Surface Friction Characteristics.
- Accountable for driving and improving standards and consistency across the operational teams.
- Accountable for developing people and the team; in particular technical competencies and behavioural skills are maintained and valid across the entire airfield operational duty teams. Ensure the department works as a team across shifts and functions.
- Drive an open, honest and just safety culture and ensure Gatwick operates beyond compliance.
- Drive continuous improvement through the H24 duty teams.
- Engagement and liaison within the Business Unit – Apron and Ground Handling, Improvements, Compliance, Fire, Engineering and Airspace, work together to implement the strategy of the Aerodrome organisation.
- Participation at FLOPSC, LRST, ASG (Aerodrome Safety Group) and Aerodrome Safety Oversight Group.
- Operate in accordance with the Aerodrome Manual, applicable regulations and key performance indicators.
- Accountability for the talent and performance processes for the aerodrome duty teams.
- Accountable for departmental disruption planning, wildlife hazard management and tactical safeguarding (block closures, crane, obstacle limitation surfaces).
- Accountable for delivery of the Snow and Ice Plan within the adverse weather plan and coordination of business continuity resilience.
- Authorised to extend proficiency training periods by 10% in exceptional circumstances.
- Authorised to approve temporary change to the 3-Tier inspection process during severe airport disruption.
- Accountable for developing and implementing the wildlife hazard and control management plan and reviewing its effectiveness.
- Controlling Manoeuvring Area and Runway Drivers numbers to the minimum necessary.

2.5.6 Aerodrome Operations Managers (AOM)

The Aerodrome Operations Managers report to the Aerodrome Operations Lead and are responsible for the day-to-day management of Airfield Operations. Accountable for the safety, environment, compliance and performance of the Airfield. Focal point for customers and airport partners and accountable for the H24 operation of the aerodrome in accordance with the certificate.

They are the Aerodrome Certificate Holder's delegated authority during the absence of the Accountable Manager and/or Head of Aerodrome. The AOMs are the authorised persons in accordance with the Air Navigation Order (ANO) Article 257 – Power to detain aircraft. GAD 'Detention of Aircraft' refers.

The AOMs key areas of responsibility include:

- Accountable for the line management, leadership and high performance of the Airfield

Operations team.

- Drive an open, honest and just safety culture.
- Ensure Gatwick operates beyond compliance.
- Define and execute the operating plan managing cost efficiently.
- Accountable for executing operations in accordance with the Aerodrome Manual, applicable regulations and key performance indicators.
- Ensure all standards, regulatory, legal and statute requirements are proactively met and adhered to accordingly, including compliance with Environment, Health and Safety, and sustainable development policies within the Aerodrome Operations function.
- Accountable for the Airfield Status in line with the Aeronautical Information Publication (AIP) and promulgation of NOTAMs and aerodrome operational information.
- Deliver excellent airline and passenger service, leading airfield On Time Performance.
- Accountable for delivering runway performance to meet the declared capacity.
- Accountable for winter and adverse operational performance.
- Accountable for the development of people and processes to meet business and customer requirements.
- Liaising with ATC, GCC, Airport RFFS, third party operators, AAIB, Meteorological Offices, Airlines and Police during periods of adverse weather, equipment serviceability, incidents and emergencies and any other major disruption.
- To manage, co-ordinate and control resources during emergency incidents, aircraft recovery operations, adverse weather conditions, equipment serviceability, ice falls/vortex damage and unscheduled movements.
- Leads communication with the Aerodrome team and provides aerodrome information to the wider business.
- Contributes to the capital development strategy and project execution.
- Manages aircraft ground engine testing, the night movement quota, the movement area works programme, airfield obstruction safeguarding and airfield congestion in accordance with statutory regulations and company policy.
- Oversees the quality completion and submission of airport occurrence reports and Mandatory Occurrence Reports (MORs) to CAA/EASA.
- Leads immediate actions following safety events to reduce risks to as low as reasonably practicable and oversees investigation of incidents as required.
- Compile detailed reports on incidents including identifying causal factors, root cause and making necessary recommendations.
- Manage wildlife risk in accordance with the Wildlife Hazard Control Management Plan ensuring it is effective and adequately resourced.

2.5.7 Airfield Control Leads (ACL)

The Airfield Control Leads are responsible for the shift operation of the Airfield through their team of Controllers and Support Team. Responsible for the Safety, Compliance and Performance of the Airfield with accountability for the execution of the operational plan and acting on behalf of the AOM in their absence.

The ACL's key areas of responsibility include:

- Ensuring Gatwick operates beyond compliance by driving a just safety culture, executing the operating plan, ensuring the airfield/ ramp are clean and the work place organised using the 5S principles.
- Maintaining the Airfield Status in line with the Aeronautical Information Publication (AIP) and promulgation of NOTAMs.
- Providing leadership to the Airfield Operations team driving a high-performance culture aligned to the organisational values.

- Working with the Aerodrome team to ensure the safe throughput of aircraft movements by liaising with the necessary stakeholders preparing and disseminating necessary airfield, aviation and operational inform.
- The continuous improvement and development of people and processes to meet business and customer requirements.
- Minimising disruption to the airfield, maintaining runway and airfield availability, including winter and adverse operational performance.
- Reporting of Mandatory Occurrence Reports to the CAA/EASA through the ECCAIRS reporting system within 72 hours of the incident taken place.
- Responsible for the daily implementation of active wildlife control measures with the operational teams in accordance with the Wildlife Hazard and Control Management Plan.

2.5.8 Senior Airfield Engineering Manager

The Senior Airfield Engineering Manager is accountable to the Head of Engineering, reports to the Engineering and Operations Maintenance Lead and is responsible to the Head of Aerodrome for delivering high service and performance for aeronautical ground lighting, aerodrome stand facilities and civils' infrastructure in accordance with Aerodrome Certification requirements.

The Senior Airfield Engineering Manager's key areas of responsibility include:

- The completion of safety, planned and corrective maintenance in line with the Aerodrome Operations Business Unit and Regulatory targets.
- Taking a leading role in developing and maintaining a culture of world class health, safety, security and environmental standards. Support safe systems of work structures, attaining any resulting required appointments. For example: Electrical Safety Rules (ESR), Authorised Persons (AP), Confined Spaces (CS) and High Voltage (HV).
- Achieving Core Service Standards for assets within the performance requirements structure.
- Manage the development, improvement and performance of operations plans.
- Working with the Aerodrome Operations Managers to ensure all compliance/regulatory requirements and performance targets are met.
- Implementation of agreed Aerodrome Engineering management strategy.
- Agrees, reviews and coaches performance of directly managed team to ensure that planned targets are met and potential of team members fulfilled.
- Working with other Stakeholder, Service & Engineering Managers and teams to drive continuous performance improvements.

2.5.9 Turn Operations Performance Lead

The Turn Operations and Performance Lead is responsible for the development and delivery of the aerodromes ground performance delivery plan, maximising the use of airfield infrastructure to enable growth through the delivery of On Time Performance. Provides leadership and line management of the Ground Handling and Apron Lead.

Key Accountabilities and Responsibilities:

- Monitoring and continually improving GHA safety performance through the performance of the Ground Handling and Apron Team.
- Using data to drive continuous improvement of safety across the ground operations community.
- Promoting and supporting 'just culture' across the ground operations community.
- Support the GHAs during the introduction of Ground Handling Regulations.
- Ensure suitable Ground Handling and Apron team attendance at Ground Handling Operations Safety Team (GHOST) meetings.
- Lead Gatwick's On-Time Performance improvement plan across third-party and ground handling teams, to enable Gatwick's growth through airlines' ground operational performance.

- Utilisation of Gatwick's stand assets ensuring the delivery of Pier Service Level, meeting Gatwick's Core Service Standards and Growth plans.
- Management oversight of those licensed to operate on Gatwick's Airfield to their respective license conditions.
- Sponsorship and integration of improvement programs across the ramp environment.
- Ensure delivery of formal ground operations safety forums.

2.5.10 Ground Handling and Apron Lead

The Ground Handling and Apron Lead reports to the Turn Operations and Performance Lead and shall ensure that the relevant safety standards and procedures are in place, covering third party operators, and contractor companies. It is the responsibility of Airfield Operations staff to ensure that the standards are put into practice and adhered to.

The Ground Handling and Apron Lead Manager's key areas of responsibility include:

- Provide airport level leadership of Ground handlers and those operating on the apron to drive a high-performance safety culture.
- Drive a strong EHS culture that engages third-parties and contractors on the airfield in EHS processes and through sharing best practice, establishing common standards and acting on lessons learned.
- Chair the Airside Safety Group (ASG) meeting.
- Implement and monitor EHS best practice to continuously improve EHS performance on the airfield.
- Work with ground handling teams to review current working practices, processes, and standards in order to drive continuous improvements and ensure that the teams perform at their best.
- Manage and support GAL's Ground Services Specialist, carrying out Aerodrome Document Controller elements, development and implementation of identified and assigned airfield operations procedures and their maintenance.
- Develop, implement, improve, and support Aerodrome user interfaces with EHS data management tools.
- Lead and conduct ground handler EHS audits as per the defined EHS audit programme.
- Maintain compliance with GAL safety policies and ensure that working practices minimise risk to self, other GAL personnel, third parties and the environment.
- Monitor all airfield safety incidents, actively participate in investigations and drive delivery of all agreed remedial actions from investigation outcomes where appropriate.
- Work with the Head of Aerodrome Compliance to improve overall aerodrome compliance and safety through audit and investigation process outcomes.

2.5.11 Aerodrome Development Lead (Gapped)

The Aerodrome Development Lead is responsible for managing the inception through to deployment of complex development and change programs into the Aerodrome environment, enabling Gatwick's growth and performance aspirations.

Key Accountabilities and Responsibilities:

- Develop strategic infrastructure requirements from theory to practical requirements to inform detail scopes, for the future of Gatwick's airfield.
- Plan and conduct all aspects of the program workstreams delivering capability through multiple lines of development.
- Using the required SMEs define and assure concept of operations for the operational use of the future asset in each of the programs, gaining relevant regulatory oversight, feedback and approval.
- Work alongside the Gatwick operational teams in Airfield, ATC and RFFS to ensure the

construction activities do not negatively impact aircraft ground traffic and on-time performance.

- Work in partnership with the respective project delivery teams to ensure projects are delivered safely and efficiently.
- Represent the programs in support of the sponsor at relevant approvals and update boards.
- Find safe creative solutions to maintain the intensity of Gatwick's airfield whilst intrusive construction is carried out.

2.5.12 Airfield Technical and Planning Lead

The Airfield Technical and Planning Lead reports to the Head of Aerodrome Compliance and is responsible for the creation, review and update of the Aerodrome Asset replacement plan and the Aerodrome strategic improvement plan.

The Airfield Technical and Planning Lead key areas of responsibility include:

- Defining and updating Gatwick specific requirements of the Airside Planning Technical Standards, specification drawings supporting information.
- Submission of change documentation to the CAA Safety & Airspace Regulation Group (SARG) in accordance with CAP 791 – Procedures for Changes to Aerodrome Infrastructure and UK(EU) Regulations.
- Responsible for the maintenance of Aerodrome Certification related data to ensure continuing validity of the Aerodrome Certificate.
- Ensuring the CAA is regularly updated on 'Prior Approval' and 'Non-Prior Approval' airside developments.
- Reviewing the scope and design of Aerodrome projects to capture and rectify non-compliances at the earliest opportunity.
- Internal and external interface with designers, engineers, contractors and project stakeholders to coordinate technical design aspects during development of Aerodrome facilities.
- Chair the Airfield Projects Oversight Group.
- Identification, communication and monitoring of known issues which may impact project completion and/or adversely affect airport operations.
- Robust record keeping to support future projects, CAA regulatory requirements and internal compliance oversight audits.
- Maintenance and production of airside driving, block and tug-route maps base drawings.

2.5.13 Air Traffic and Runway Performance Lead

The Air Traffic and Runway Performance Lead is responsible for maximising the performance of Gatwick's runway and supporting infrastructure, enabling the ATM growth within Gatwick's current and future infrastructure plans.

Key Accountabilities and Responsibilities:

- Lead Gatwick's relationships with Eurocontrol and NATS En-route, coordinating with Airlines accordingly to ensure Gatwick is best served.
- Delivery and community leadership of Networked Collaborative Decision Making (CDM) and road map to the Airport Operations Plan (AOP) with Eurocontrol.
- Leadership of Local ANSP performance KPI's and improvement plan.
- Drive innovation and improvement in Gatwick's Air Traffic Movement environment.
- Sponsorship and support of Air Traffic managed asset maintenance and replacement workstreams.
- Oversight and influence of aircraft flow from airspace entry through to stand and reverse, to maximise Runway throughput and asset availability.
- Chair the Runway Performance Improvement Group (RPIG) to safely drive airline, GAL and ATC

efficiencies.

- Management of ATC contract.
- Own and develop the ATM roadmap
- Monitor and drive ATC safety performance through relevant safety and performance forums.

2.5.14 Aerodrome Training Team Leader

Aerodrome Training Team Leader reports to the Head of Stable Operations and holds overall accountability for the development and delivery of the Aerodrome Operations training programme, including its courses, modules, material, record management, competency and proficiency checks, and audit processes.

The Aerodrome Training Team Leaders key areas of responsibility include:

- To provide proactive leadership of GAL's Aerodrome Training team and drive a high-performance culture aligned to organisational values.
- To manage the development and performance of GAL Aerodrome Training personnel, resources, and processes in order to meet all identified personal, business, and customer requirements.
- To define and execute the aerodrome operations training plan and manage cost efficiently.
- To ensure the alignment of the aerodrome operations training programme, including Airside Driving Permit (ADP) requirements, to comply with the Aerodrome Certification requirements and UK CAA regulations, and GAL safety standards.
- To ensure that appropriate and mandatory aerodrome operations training, including ADP requirements, is carried out to maintain continuous compliance with the Aerodrome Certification requirements, CAA and UK regulations, and GAL safety standards.
- To manage the delivery of aerodrome operations training modules to all levels of GAL personnel, from 'front line' operators to senior management, and that it covers topics including aircraft marshalling, aircraft flow planning, inspection processes, aerodrome driving, and safeguarding, as required.
- To manage the creation, delivery, and storage of aerodrome operations training materials to comply with the Aerodrome Certification requirements, CAA and UK regulations.
- To manage regular audits of third party and authorised training provider aerodrome operations training, including ADP requirements, to ensure that it complies with the Aerodrome Certification requirements, CAA, and UK regulations.

2.5.15 Chief Fire Officer

The Chief Fire Officer, reports to the Head of Aerodrome and is responsible for the overall operational efficiency of the Rescue & Fire Fighting Services (RFFS) and Aerodrome Emergency Planning. This is achieved through the effective management of the Fire Service team.

The Chief Fire Officer's key areas of responsibility and safety accountabilities at Gatwick include:

- Lead London Gatwick's Rescue & Fire-Fighting Service (RFFS) staff and resources to ensure compliance with the Aerodrome Certificate, company standards and CAA regulations.
- Ensure mandatory training is carried out to maintain continuous compliance with CAA regulations.
- As operationally required, taking charge/control of major airfield incidents by acting as a L3 incident commander.
- Ensure that safety is given the highest priority at all times in meeting the operational standards for equipment and personnel.
- Liaise with airlines, airport agencies, external emergency services and other bodies to achieve effective co-operation in all areas of responsibility.
- Comply with any safety targets set by the Chief Executive Officer (CEO).
- Ensure controls are in place to minimize the risk of environmental incidents.

- Maintaining and updating Emergency Orders to ensure Gatwick complies with the requirements of the Aerodrome certificate.
- Sponsor, lead and oversee Fire Service projects as required.

2.5.16 Deputy Chief Fire Officer (DCFO)

The Deputy Chief Fire Officer key areas of responsibility include:

- In support of the CFO, manage and co-ordinate aspects of Aerodrome Emergency Planning and support wider airport contingency planning and arrangements.
- As operationally required to Deputise for the CFO taking full operational control of an incident in emergency situations by acting as Silver Commander, liaising with external/ internal bodies in accordance with laid down regulation/procedures.
- Develop and maintain RFFS policies and processes.
- Deputise for CFO and/or represent RFFS in stakeholder meetings as required.
- As operationally required, accountable for the day-to-day operation of the RFFS and compliance with safe working practices, processes and systems.
- Incorporating safety checks into the daily operational plan, monitoring that processes and procedures are followed and that non-compliances are addressed.
- As operationally required, taking charge/control of major airfield incidents by acting as an incident commander.
- Develop contingency plans, systematically reviewing and developing risk assessments, utilising the risk register and being aware of the key business risks and mitigations.
- In support of the CFO, manage and co-ordinate aspects of Aerodrome Emergency Planning and support wider airport contingency planning and arrangements.
- Support GAL in various Operational & Fire Safety related matters.
- Manage the performance of the Station Managers through appraisals and development support.

2.5.17 Station Managers

Each watch has a Station Manager who is responsible for the operational efficiency and day to day running of the RFFS. The Station Manager reports directly to the Deputy Chief Fire Officer.

General responsibilities and safety accountabilities include:

- To fulfil the role of Incident Commander at an aircraft accident or incident. This role may then be handed over to the Incident Commander of the Local Authority Fire and Rescue Service on their arrival.
- Manage staff and resources to ensure compliance with, and maintenance of, aerodrome safety standards and recommended practices in accordance with the Aerodrome Certificate, company standards and CAA publications.
- Day to day liaison with other airport departments with regard to safety and security.
- To ensure any necessary risk assessments are carried out promptly and accurately and the findings disseminated to all RFFS personnel.
- Compile detailed incident reports and make necessary recommendations for follow up.
- Maintain competence in the role of Station Manager through the MOC Scheme.
- Disseminate all information to RFFS personnel with regard to Health & Safety aspects, and company standards.
- Initiate immediate inquiries following any accident or incident to members of staff, vehicles or equipment. Follow up any safety targets set by the Chief Fire Officer/ Deputy Chief Fire Officer
- Brief crews on operational safety matters.
- Strategic oversight of own Watch TQMs.

2.5.18 Senior Audit & Risk Manager

The Senior Audit & Risk Manager reports into the Head of Strategic Finance and holds overall accountability for the development and delivery of GAL's risk management framework.

Key Accountabilities and Safety Responsibilities:

- Proactive leadership of risk management across the airport adopting a collaborative approach engaging stakeholders to ensure compliance.
- Responsible for developing, communicating and ensuring compliance of risk management standard operating processes to ensure understanding.

2.5.19 Stable Operations Resilience Lead

The Stable Operations Resilience Lead reports to the Head of Stable Operations and is supported by the Resilience Manager. The resilience team holds overall accountability for developing and delivery of GAL's resilience strategy, ensuring that operations can withstand and adapt to the dynamic challenges across the campus.

Key accountabilities and safety responsibilities include:

- The development and delivery of a resilience framework, including business continuity management and crisis preparedness
- Oversight and management of activities within the GAL resilience cycle, including:
    - anticipation and assessment of resilience hazard scenarios
    - stimulating prevention or mitigation activities across the organisation, and liaising with departments or teams to support the development of continuity plans
    - leading preparation and planning, including effective training and exercising programmes for resilience measures, both internally and externally
    - validation and assurance of resilience and emergency planning for GAL
    - real-time support to incident or event response and recovery
    - leading the learning and lessons management workstreams to ensure continuous improvement.
- Oversight and management of the Incident Crisis Manual (ICM) and associated products or tools
- Ownership of a series of GAL plans, including but not limited to, the Emergency Reception Centre Plan and Adverse Weather Plan.
- Managing external agency relationships (emergency services and government authorities) to ensure Gatwick Airports discharges its responsibilities under the Civil Contingency Act, and to ensure effective partnership preparedness for emergencies or disruptive events.
- To co-chair the resilience planning group, which forms part of the Airport's statutory requirements under the Civil Contingencies Act 2004, with the purpose of this group to engage internal and external teams or stakeholders, undertaking resilience and emergency planning activities for incidents or events within the geographical boundary of Gatwick Airport, or where Gatwick may need to support activity across the local resilience forum
- To lead the Resilience Hazard Assessment Group, which brings together internal GAL teams and key stakeholders or partners to undertake detailed resilience horizon scanning activities, including anticipation and assessment of hazard scenarios which could impact operations at London Gatwick. This group enables the London Gatwick Resilience framework and resilience cycle, providing assurance of business continuity management arrangements.

2.5.20 Aerodrome Contingency Coordinator

The Aerodrome Contingency Coordinator is responsible for the resilience planning, preparation and testing of all Airfield Operations contingencies, Emergency Orders and Adverse Weather plans. Working with multiple agencies to continually review and improve Aerodrome documentation after every

disruptive event or incident.

2.5.21 Wildlife Habitat and Hazard Manager

The Wildlife Habitat and Hazard Manager is responsible to the Aerodrome Operations Manager for the coordination of the Wildlife Hazard Control Management Plan (WHCMP), reporting of wildlife strikes through the ECCAIRS reporting system, data download and maintenance of the Scarecrow bird dispersal system, Firearms and ammunition maintenance and stock control, and the 3 yearly licencing of firearms. The Wildlife Habitat and Hazard Manager also manages the safe use of cranes, drones and other tall equipment within the 6km Airfield infringement zone.

Key Accountabilities and Responsibilities:

- Responsibility for wildlife control and the delivery and implementation of the management plan.
- Monitoring effectiveness of measures that have been put in place and maintain habitat management schedule with delegated contractor.
- Ensure adherence to habitat management, airfield grass policies and associated maintenance programmes as per Guidance set out in CAP 772.
- Responsible for the grounds maintenance contract airside and ensuring continuous improvement is planned and managed.
- Attendance and contribution at CAA and UK wildlife meetings to support collaborative decision making and regulatory alignment.
- Responsible for reporting of confirmed and potential bird strike/risks by collating local ornithological data.
- Production and promulgation of reports.
- Keep Aerodrome Managers advised on matters relating to wildlife activities.
- Understand the implications of not managing wildlife strike hazards effectively and not following the plan and initiating any necessary changes.
- Plan and organise wildlife control operations.
- Supervise bird control record keeping.
- Facilitate the active surveillance, bird dispersal, culling and other field tasks.
- Seek advice and assistance from outside specialists on matter requiring expertise not available at the aerodrome.
- Ensure that all the necessary licenses and permits are current.
- Ensure regular liaison with the Sussex Police firearms unit to maintain compliance with current laws and regulatory requirements.
- Ensure the supply, safe keeping and maintenance of bird control equipment and consumables.
- Provide the communications channel between the policy makers, bird control operators and other interested parties.
- Accountable for reviewing and approving crane applications / permits via the GAL works permit system, assessing crane location/Type and height using Geometric Data Management System (GDMS)/Google Maps or Google Earth/Safeguarding Maps.
- Providing technical advice regarding tall reaching construction equipment for internal departments and external contractors.
- Accountable for engagement of NATS Safeguarding Limited (NSL) for review and approval of applications.
- Accountable for Safety Case promulgation, identifying risks and actions and assessing applications against the effect on the Obstacle Limitation Surfaces (OLS) and initial Instrument Flight procedure (IFP's) assessments.
- Accountable for Notice to Aviation (NOTAM) Promulgation with regard to the safety of aircraft and cranes or tall reaching equipment.
- Responsible for reviewing, approving and promulgation of RPAS/UAS applications that are within the 5KM Flight restriction zone (FRZ).

3 Safety Committees

This section describes the committees, boards, groups and regularly scheduled meetings that hold specific and significant responsibilities for safety governance and management at Gatwick Airport.

3.1 Safety Governance & Management Structure

GAL has a comprehensive safety governance and management committee structure in place that enables the airport to continuously monitor, maintain, and review the safety strategies, objectives, and activities across the airport.

This structure drives both formal and direct engagement between the non-executive board of directors, executive management, departmental management, personnel, and stakeholders, including regulators and local authorities.

The following diagram summarises GAL's safety governance and management committee structure at the high, business management level.

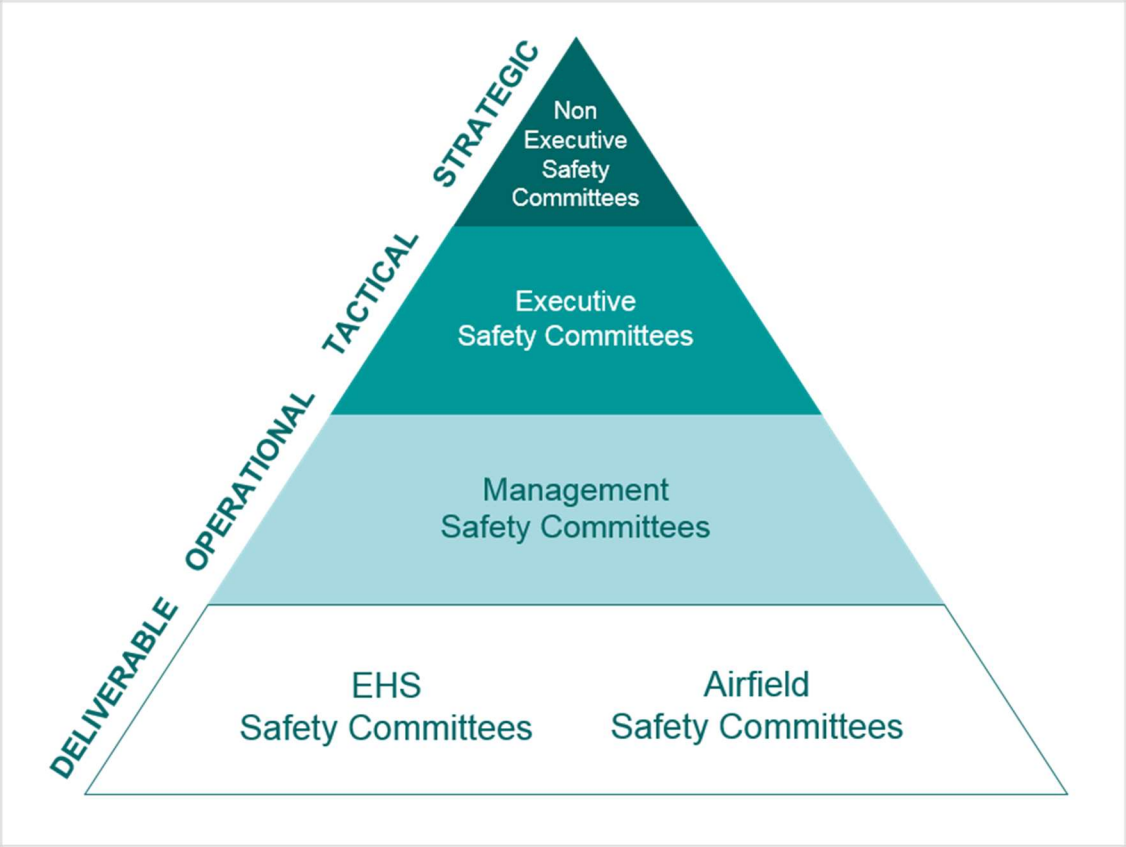

Figure 2: Safety committee structure at Gatwick Airport

This structure provides GAL with a model for effective safety governance and management and ensures that the airport's critical safety activities are given the attention and focus that they require at every level of the organisation and with the participation of all interested parties.

The following chart outlines the individual GAL safety committees with specific and significant responsibilities for safety oversight and the relationships between them.

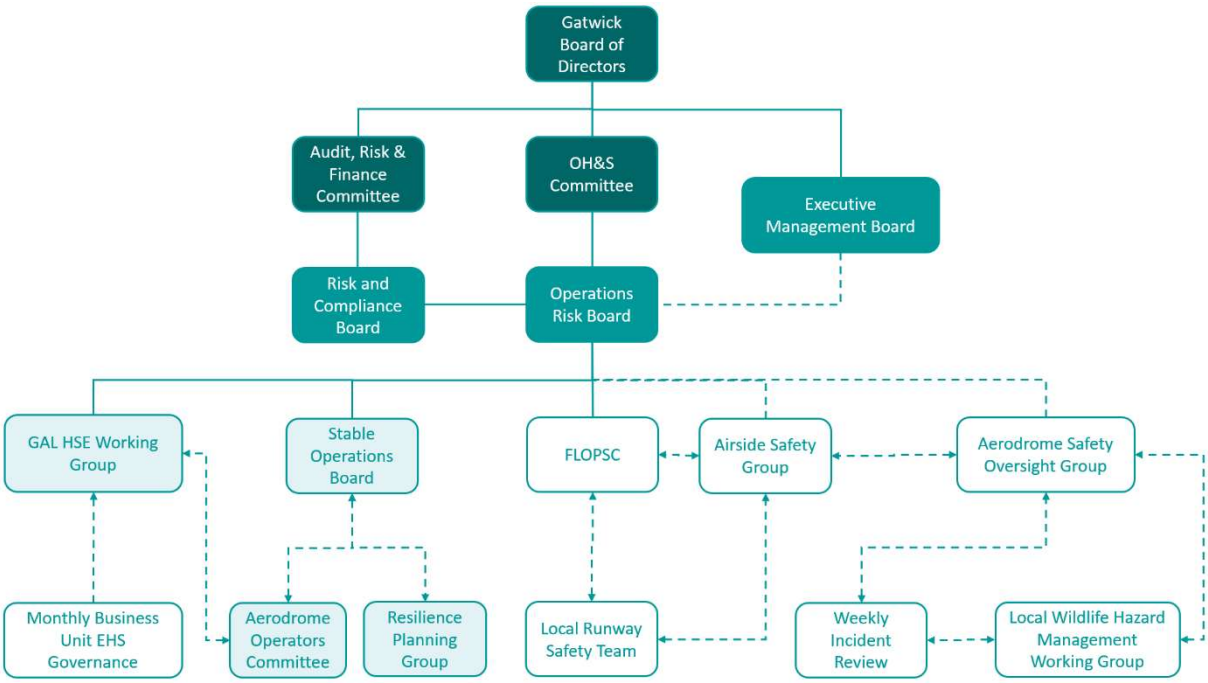

Figure 3: Relationships between individual safety committees at Gatwick Airport

Each safety committee described in this chapter is summarised as follows:

- Purpose: the core objective(s) of the committee.
- Chair: the person(s) responsible for overseeing the committee's meetings.
- Secretary: the person(s) responsible for the committee's administration.
- Members: the person(s) invited to and/or required to attend the committee.
- Frequency: the number of times that the committee convenes a meeting.
- Reporting: the authorities to whom the committee reports its findings/outputs.
- Reviews: the audit process that assesses the committee's ongoing suitability.
- Safety Duties: the committee's specific safety responsibilities.

3.2 Non-Executive Safety Committees

This section summarises the Terms of Reference (ToRs) for those safety committees with specific and significant responsibilities for the overall strategic approach to safety governance and management.

3.2.1 Audit, Risk & Finance Committee

Purpose:

To provide an independent oversight of corporate governance, system of internal control, risk management, and financial reporting processes for the company.

Chair:

A Non-Executive Company Director (as nominated by the Board of Directors)

Secretary:

As nominated by the Chair.

Membership:

The Committee shall be appointed by the Board of Directors, on the recommendation of GAL's Nomination & Remuneration Committee and in consultation with the Committee Chair, from amongst the

Non-Executive Company Directors (at least one of whom must have recent and relevant financial experience). The Committee shall consist of not less than three members, one of whom shall be the Chair.

The following participants may be invited to attend Committee meetings, as deemed required:

- Chief Financial Officer (CFO).
- Senior Audit & Risk Manager.
- External Auditors representative.
- Risk Management representative.
- Other Board of Directors members.

The External Auditors and the Senior Audit & Risk Manager shall have the right to meet with the Committee without Board of Directors members present. The Senior Audit & Risk Manager shall have direct access to the Committee Chair to ensure independence of the position.

A quorum shall be two members. The Board of Directors Chair cannot be a member.

Frequency:

Committee meetings shall be held a minimum of three times a year, and at such other times as it sees fit. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary. The External Auditors or Senior Audit & Risk Manager may request a meeting if they consider that one is necessary.

Reporting:

The Secretary shall minute proceedings and decisions of all Committee meetings, including recording the names of all participants. The minutes shall be circulated promptly to all members of the Board of Directors, External Auditors, Senior Audit & Risk Manager, and any other persons the Chair or Secretary deems necessary. The Chair shall report orally to the Board of Directors on the Committee's proceedings after each meeting, including all performance and material matters within its duties and responsibilities.

Where the Committee's monitoring and review activities reveal cause for concern or scope for improvement of a material nature, then recommendations shall be made to the Board of Directors on the action needed to address the issue or to make improvements.

Reviews:

Members shall conduct an annual review of the terms of reference and performance, confirm that all responsibilities have been carried out, and make any necessary recommendations to the Board of Directors. This review shall take into account the views of the Board of Directors on the Committee's performance.

Safety Duties:

- To review the company's corporate governance framework and processes.
- To review the effectiveness of the company's internal control systems.
- To review the company's risk assessment process and management responses to significant risks and be satisfied that the company has adequately discharged its duty in relation to effective risk management.
- To review management's processes to identify, control and report fraud risks and be satisfied that the company's policies on business ethics and whistle-blowing are being followed, and that control procedures are satisfactory.
- To review and approve the company's statements concerning corporate governance, internal controls and risk management, prior to endorsement by the Board of Directors.

3.2.2 Operations Health and Safety Committee (OH&SC)

Purpose:

The oversight of operations, asset replacement, resilience planning and EHS strategy and performance for the entire operation and activity at Gatwick Airport. Ops and H&S sub-committee meetings should be held after Gatwick Exec governance Operations Risk Board (ORB) meetings ensuring appropriate items are identified and included in the agenda.

Chair:

Chief Commercial and Operational Officer.

Secretary:

Chief Operating Officer.

Membership:

The Committee shall be appointed by the Board of Directors, on the recommendation of GAL's Nomination & Remuneration Committee and in consultation with the Committee Chair, from amongst the Non-Executive Company Directors.

Core Members – Non-Executive Director Airport Management, GAL Heads of Business Units / Shareholders / Other Senior Managers or external advisors may also at times be requested by the Chair to attend.

The Committee shall consist of not less than three members, one of whom shall be the Chair.

Specialist external advisors may also be invited to attend.

Frequency:

Six times a year and at such other times as it sees fit. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary.

Reporting:

Notice & Minutes – Notice of each meeting confirming the venue, time, date and agenda will be sent to each member no later than 7 working days before the meeting date. The meeting will be recorded for minutes and actions and these will be circulated to all members.

Reviews:

Members shall conduct an annual review of the terms of reference and performance, confirm that all responsibilities have been carried out, and make any necessary recommendations to the Board of Directors. This review shall take into account the views of the Board of Directors on the Committee's performance.

Safety Duties:

- Review the Company's strategy with respect to matters relating to:
  - Operations management.
  - Health, safety & environment (HSE) management.
  - Operational resilience & business continuity planning.
  - Asset replacement.
- Review the Company's exposure to operational and EHS risks and monitor the performance against agreed targets.
- Review the Company's exposure to Operational Resilience and Business Continuity risks and monitor the performance against those targets.
- Drive management commitment and accountability with respect to managing the previously mentioned risks.
- Review & approve, where considered necessary, company-wide Operational & EHS initiatives,

policies and procedures.
- Monitor and review stakeholder expectation (shareholders and community).

3.3 Executive Safety Committees

This section summarises the Terms of Reference (ToRs) for those safety committees with specific and significant responsibilities for the tactical approach to safety governance and management. ADR.OR.D.005(b)(1) requires an airport Safety Review Board (SRB). At Gatwick, the functions and responsibilities of the SRB are fulfilled through the following executive safety committees; Operations Health and Safety Committee, Executive Management Board, Risk and Compliance Board and Operations Risk Board, details of which are shown below.

3.3.1 Executive Management Board (EMB)

Purpose:

To assist the Board of Directors of the company by:

- Developing and implementing business strategy, plans, and budgets.
- Deciding matters affecting growth, reputation and achievement of business plans and targets.
- Ensuring effective monitoring of operating and financial performance, and the implementation of remedial actions where appropriate, at both the directorate and overall company level.
- Assessing and controlling risk and ensuring overall compliance with legal and regulatory requirements.
- Prioritising and allocating financial and human resources.
- Ensuring effective performance against business objectives and priorities and taking remedial action where necessary.
- Developing and implementing the company's vision, values, strategy, ethics, standards, policies, and procedures.
- Ensuring that the company's obligations to its shareholders and stakeholders are understood and met.

Chair:

Chief Executive Officer (CEO).

Secretary:

Company Secretary (or the Personal Assistant to the CEO).

Membership:

Membership shall comprise of the following participants, in addition to the Chair and Secretary (as required and available):

- Chief Commercial Officer (CCO).
- Chief Technical Officer.
- Development Director.
- Retail Director.
- Chief Financial Officer (CFO).
- Deputy Chief Financial Officer.
- IT Director.
- Capital Programmes Director.
- Chief Operating Officer (COO).
- Chief Planning Officer.
- Human Resources (HR) Director.

Other senior managers may also be invited to attend. A quorum shall be the Chair or CFO, plus two members.

Frequency:

Board meetings shall be held once a month. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary.

Reporting:

The Secretary shall minute the proceedings and decisions of all Board meetings, including recording the names of all participants. The minutes shall be circulated promptly to all members of the Board and the Board of Directors, and any other persons the Chair or Secretary deems appropriate. The Chair shall report orally the Board of Directors on the Committee's proceedings after each meeting, including all performance and material matters within its duties and responsibilities.

Reviews:

Members shall conduct an annual review of the terms of reference and performance (and that of the Sub-Committees and individual members) and make any changes as required.

Safety Duties:

- Consider and ensure that the needs and expectations of the company's key internal and external stakeholders are effectively managed.
- Receive and review updates arising from Gatwick Airport Consultative Committee (GATCOM) – the Joint Steering Group (JSG) and the Airline Operators Committee (AOC) being the key forums for external stakeholder engagement.
- Review responses to key stakeholders in respect of issues that will have significant financial, operational, investment, or Health, Safety, Security, and Environment (HSSE) impact.
- Consider and ensure implementation of the company risk management framework, oversee the monitoring of major and strategic risks affecting the business, and ensure reporting of such risks to the Board of Directors.
- Receive and review reports from the Resilience Planning Group and the Joint Resilience Forum.
- Review, assess, and monitor the adequacy of the company's emergency preparedness and the coverage and quality of disaster recovery and contingency plans.
- Approve the test schedule, appraise the test results, and ensure remedial action is taken where appropriate, to ensure disruption and risks to people, assets and the business is minimised and that GAL can recover in a timely, organised and cost effective manner.
- Ensure effective and efficient internal control and corporate governance processes are in place and operating.
- Agree the Internal Audit plans, to consider and monitor implementation of recommendations agreed in Internal Audit reports, and to oversee the implementation of recommendations agreed within the external auditor management letter as approved by the Audit, Risk & Finance Committee.
- Provide overall governance of Health, Safety, Sustainability, Environmental, and Section 106 (S106) requirements risks, targets, and incidents, and to update the Board in line with agreed reporting requirements.
- Review and approve the company's insurance programme, its coverage of significant risks, limitations of cover, key deductibles, and credit quality of the company's insurers, and report to the Board of Director as required.
- Provide overall governance of security risks and requirements.
- Consider, approve and communicate all corporate policies and mandates (ensuring alignment with strategy).

3.3.2 Risk & Compliance Board (RCB)

Purpose:

The Risk & Compliance Board (the 'RCB') is an Executive Management Committee reporting via the Audit,

Risk & Finance Committee ('the Committee') to the Board of Directors (the 'Board') of Gatwick Airport Ltd ('GAL') and provides strategic oversight and monitoring of GAL's risk management framework and ethics and compliance programme and GAL's initiatives designed to foster psychological safety and ensure a culture of honesty, integrity and compliance with the standards of behaviour required by law or otherwise by the business. The RCB shall:

- oversee the sound operation of GAL's risk management systems, including monitoring risk exposures, risk culture and risk appetite, and considering emerging and unknown risks.
- oversee GAL's implementation of the compliance programme, compliance policies and procedures required to meet legal, compliance and regulatory requirements.
- assist the Audit, Risk & Finance Committee in fulfilling its oversight responsibility for GALs risk management framework, compliance programmes, and risk & compliance policies and procedures.
- perform any other duties as directed by the Board or the Committee.

Chair:

Chief Finance Officer (CFO) or as nominated by the CFO.

Membership:

Membership shall comprise of the following participants, in addition to the Chair and Secretary (as required and available):

- Chief Executive Officer (CEO).
- Executive team.
- Heads of Business Unit/Department.
- Other Senior Managers.
- External advisors may also at times be requested by the Chair to attend.

A quorum shall be the Chair, plus two members.

Frequency:

Meetings shall be held bi-monthly. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary.

Reporting:

The RCB shall provide regular reports to the Audit, Risk and Finance Committee on key risk and compliance matters. Exception reports shall be submitted in the event of significant risk events, compliance breaches, or cyber security incidents. The RCB shall collaborate with relevant departments to communicate risk and compliance updates throughout the organisation.

Reviews:

Members shall conduct an annual review of the terms of reference and performance, and make changes as required.

Safety Duties:

- Recommend to the Committee, for consideration and approval, GAL's risk appetite across all major activities, taking into account the overall strategy for the company, its future plans, all other internal information, and the external environment.
- Oversee GAL's exposure to risks including operational, commercial, financial, reputational, health & safety, security, regulatory & compliance risks.
- Consider current and emerging risks and their impact on GAL on a regular basis.
- Review management of risks in line with the risk management framework and agreed risk appetites. This includes the review and challenge of all out of appetite risks at principal,

corporate and operational risk level.

- Review whether risk responses are appropriate (accept, eliminate, ALARP, mitigate or transfer) and where mitigation is required, oversee the implementation of corrective action plans to reduce the risk to an acceptable level.
- Review all very high risks (scored >15) which are deemed unacceptable under the risk management framework. These should be flagged at departmental risk forums and brought to RCB where progress against action plans will be monitored and challenged.
- Review on an at least an annual basis those risks which have been categorised as ALARP to ensure the risk profile has not changed.
  Encourage and drive senior management commitment and accountability with respect to corporate risk management initiatives, policies, and procedures.
- Recommend to the committee for consideration and approval GAL's strategy and action plan with respect to ethics and compliance.
- Assess and monitor GAL's culture to ensure a culture of psychological safety, honesty and integrity and compliance with GAL's standards of behaviour required by law and the business.
- Keep under review key ethics and compliance risks impacting GAL, to monitor the adequacy and effectiveness of policies, procedures, systems and controls designed to mitigate the risk of non-compliance with laws and regulations.
- Keep under review the adequacy and effectiveness of GAL's policies, procedures, systems and controls for the prevention, detection and remediation of non-compliance with laws and regulations, including GAL's code of ethics and professional conduct.
- Keep under review the adequacy and integrity of arrangements for GAL employees to raise concerns, in confidence, about possible wrongdoing, ensuring that such arrangements allow appropriate and independent investigation of concerns raised and adequate follow up action, and provide individuals raising concerns with protection from retaliation.
- Receive reports and review findings of significant internal and external investigations, audits and reviews regarding significant fraud, possible breaches of the law or possible breaches of GAL's standards of behaviour relating to ethics and compliance. Exercise oversight, where possible, over any such investigation impacting GAL.
- Refer significant concerns about potential misconduct to the Committee (and ultimately the Board).
- Receive regular updates on data protection risks and issues.
- Monitor and evaluate GAL's cyber security posture.
- Monitor and respond to cybersecurity threats and incidents.
- Keep under review the adequacy and effectiveness of cybersecurity policies and protocols.
- Monitor GAL's compliance with the general data protection regulations (GDPRr).
- Keep under review the framework for information governance at GAL.
- Support the enhancement of information governance across GAL by monitoring and reviewing current and anticipated risks; and supporting implementation and improvement activities.

3.3.3 Operations Risk Board (ORB)

Purpose:

- The role of the Operations Resilience Board (ORB) is to manage performance of the operations functions, in their delivery of a stable and resilient operation. Oversee the Operational directorates exposure to commercial, construction, IT, environment, health & safety, resilience and security risks.
- Encourage and drive senior management commitment and accountability with respect to ops-wide risk management initiatives, policies, and procedures.
- Assess and validate the effectiveness of risk management in operations.
- Identify critical stakeholders across the airport campus and wider industry to effectively align risk

management approach and actions.
- Review and validate the key risks identified through sub working groups (HSE, Asset Management, Airside Safety, Cyber, Security, Stable Ops).
- Monitor key risks to the operations directorate and prioritise resource to mitigate/treat risk items.

Chair:

Chief Operating Officer (COO) or as nominated by the COO.

Secretary:

Personal Assistant to the COO or as nominated by the chair.

Membership:

Membership shall comprise of the following participants, in addition to the Chair and Secretary (as required and available):

- Chief Executive Officer (CEO).
- Executive team.
- Heads of Business Unit/Department.
- Other Senior Managers.
- External advisors may also at times be requested by the Chair to attend.

A quorum shall be the Chair, plus two members.

Frequency:

Meetings shall be held bi-monthly. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary.

Reporting:

The Secretary shall minute the proceedings and decisions of all Board meetings, including recording the names of all participants. The Chair shall circulate any agreed actions to all members of the Group, and shall update the Risk & Compliance Board, EMB, OH&SC, and Board of Directors (or their Sub-Committees and Working Groups), on the Group's proceedings, as appropriate.

Reviews:

Members shall conduct an annual review of the terms of reference and performance, and make changes as required.

Safety Duties:

Health, Safety & Environment

- Monitor health, safety and environmental compliance and emerging risks.
- Review and monitor the business' leading and lagging safety performance during previous quarter.
- Review business' response to high-risk and very high-risk incidents (serious injury, fatality or near miss), including implementation of corrective action plans.

Asset Management

- Review and monitor risk and performance of our assets, statutory maintenance compliance and action plans to reduce risk and improve resilience.

Stable Operations

- Review and monitor the resilience and reliability of Gatwick Airport as an operating asset to deliver consistent, predictable, uninterrupted service that minimises passenger disruption, flight

delays and prevents reputational damage.

Cyber security and data protection

- Review and monitor Gatwick cyber security approach. Monitor the performance of Cyber Security resilience and ongoing risk mitigation methods.

Airside Safety and Compliance

- Review and monitor key risks and performance associated with aviation, air traffic management and airside operations.

3.4 Management Safety Forums

This section summarises the Terms of Reference (ToRs) for those safety committees with specific and significant responsibilities for the operational approach to safety governance and management.

3.4.1 GAL HSE Working Group

Purpose:

To facilitate and drive continuous EHS performance improvement across the business functions by supporting the ORB in delivering GAL's OH&SC strategy, objectives and targets by establishing a systematic and aligned management approach to:

- Monitor EHS incidents, trends and performance targets.
- Review the effectiveness of GAL's EHS Management System.
- Oversee and implement Risk Management Review of companywide EHS performance.
- Ensure commitment and accountability with respect to managing the company's risks in relation to EHS.
- Engage internal and external stakeholders in relation to the OH&SC strategy and delivery of a strong EHS culture.

Chair:

Head of GAL HSE.

Secretary:

Head of GAL HSE (Operations)/Senior GAL HSE department representative.

Membership:

Membership shall comprise of: Business Unit Senior Leaders/Heads of Function including:

- Fire Safety Manager.
- Occupational Health Manager.
- Environment Manager.
- Safety Manager.

Frequency:

Group meetings shall be held monthly. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary.

Reporting:

The Secretary shall minute the proceedings and decisions of all Board meetings, including recording the names of all participants.

The Secretary shall circulate any agreed actions to all members of the Group, and shall update the EMB, ORB, OH&SC, and Board of Directors (or their Sub-Committees and Working Groups), on the Group's

proceedings, as appropriate.

Reviews: Members shall conduct an annual review of the terms of reference and performance, and make changes as required.

Safety Duties:

- Identify business wide EHS issues and risks and agree actions to resolve.
- Provide updates on OH&SC targets.
- Provide EHS upskilling and education sessions on relevant topics.
- Share lessons learned to develop best practice approaches, deployable in relevant functions.
- Ensure effective communications on EHS focus areas.
- Influence ORB/Board on key EHS objectives and strategic decision making.

3.4.2 Stable Operations Board (SOB)

Purpose:

To review and monitor the resilience and reliability of Gatwick Airport as an operating asset to deliver consistent, predictable, uninterrupted service to minimise passenger disruption, flight delays and prevent reputational damage.

The role of the Stable Operations Board is to support the ORB in delivering Gatwick Airport's Environment, Health, Operations Health and Safety Committee (OH&SC) Strategy, Objectives and targets. It is to measure performance against the Stable Operations mission: to protect the operation and passenger experience, in a busier airport, by 'Preventing, Preparing or Responding and Recovering as quickly as possible from an incident.

Chair:

Chief Operating Officer (COO).

Secretary:

Operations Support Manager.

Membership:

Membership shall comprise of the following participants, in addition to the Chair and Secretary (as required and available):

- Core Members – Heads of Security, Stable Operations, Passenger Operations Aerodrome, and Engineering, Head of IT Operations, Head of IT Cyber Security, and Head of Transformation.
- Other members – Stable Operations Lead, Stable Operations Business Assurance Lead, Stable Operations Training Lead, Incident Operations Managers.

A quorum shall be the Chair, plus two members.

Frequency:

Board meetings shall be held once a month. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary.

Reporting:

The Secretary shall minute the proceedings and decisions of all Board meetings, including recording the names of all participants.

The Head of Stable Operations shall circulate any agreed actions to all members of the Board, and shall update the EMB, ORB, OH&SC, and Board of Directors (or their Sub-Committees and Working Groups), on the Board's proceedings, as appropriate.

Reviews:

Members shall conduct an annual review of the terms of reference and performance, and make changes as required.

Safety Duties:

Prevent

- Monitor trends from disruptive or potentially disruptive incidents.
- Monitor key risks (e.g. contractor risk, building control risk, IT O2 system resilience etc.) to a stable operation and prioritise resource to mitigate/treat those risks.
- Monitor effectiveness of lessons bring learned and these being embedded into the business processes, decision making and deployment of contingency.
- Monitor MOC (Management of Change) and associated processes to ensure they adequately safeguard against disruption due to building or project works.
- Ensure compliance with re-certification exercises.

Prepare

- Assure the development and delivery a refreshment plan for all contingency plans to ensure they remain appropriate as the business grows and changes.
- Assure the development and delivery a programme of training events, including SIMEX to improve and maintain competency within the Gatwick Business and wider Gatwick community.
- Review any events identified that may destabilise the operation in the next 3 months and oversee high-level planning to reduce the impact (e.g. seasonal readiness, major projects).
- Monitor development and delivery of future predictive tools e.g. IDL capacity, providing direction and prioritisation as appropriate.

Respond

- Monitor rate of response from incidents and the effectiveness of the response, to minimise impacts to the passengers, airlines and other agencies.

Recover

- Monitor end to end incident management capability, measuring timeliness, root cause identification and robustness of action planning.

3.5 EHS Safety Committees

This section summarises the Terms of Reference (ToRs) for those safety committees with specific and significant responsibilities for the day-to-day delivery of EHS governance and management.

3.5.1 Monthly Business Unit EHS Governance Meetings

Purpose:

To discuss, review and monitor the current EHS performance within an EHS team's area of responsibility, to identify trends, to identify improvements to the available EHS information, and to identify priorities for actions for continuous EHS improvements.

Each of the following EHS teams at Gatwick hold their own monthly EHS meeting:

- Operations.
- Environment & Sustainability.
- Construction.
- Occupational Health & Wellbeing.

Chair:

Head of Department/Director.

Secretary:

Nominated by the Chair.

Membership:

Membership shall comprise of EHS team representatives and Heads of Functions, in addition to the Chair and Secretary (as required and available).

Frequency:

Meetings shall be held every month. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary.

Reporting:

The Secretary shall minute the proceedings and decisions of all meetings, including recording the names of all participants. The minutes shall be circulated promptly to all meeting attendees, and any such other persons the Chair or Secretary shall deem appropriate.

Reviews: Members shall conduct an annual review of the terms of reference and performance, and make changes as required.

Safety Duties:

- Review and monitor current EHS audits/inspections.
- Review and monitor current EHS hot topics.
- Review and monitor current EHS communications.
- Review and monitor recent 'significant' incidents.
- Review and monitor EHS training.
- Agree and prioritise any required EHS actions.
- Track all agreed actions and audit recommendations to completion (ORB/CAT 1&2 actions).
- Review any legislation/procedures/policy updates.
- Review and monitor EHS statistics and trends.

3.6 Aerodrome Safety Forums

This section summarises the Terms of Reference (ToRs) for those safety committees with specific and significant responsibilities for the day-to-day delivery of airfield safety governance and management.

3.6.1 Aerodrome Safety Oversight Group (ASOG)

Purpose:

Provide governance to ensure performance is being delivered to achieve compliance through a robust aerodrome Safety Management System (SMS).

Chair:

Head of Aerodrome Compliance.

Secretary:

As nominated by the Chair.

Membership:

Membership shall comprise of the following participants, in addition to the Chair:

- Head of Aerodrome.
- Chief Fire Officer.
- Senior Airfield Engineering Manager.
- Aerodrome Ground Handling and Ramp Lead.

- Aerodrome Operations Lead.
- Aerodrome Project and Improvements Lead.
- GAL HSE Team representative.
- Construction Team Representative.
- Air Traffic Control representative.
- Aerodrome Compliance Manager (as required).
- Safeguarding Officer (as required).
- Wildlife, Habitat and Hazard Manager (as required).
- Aerodrome Operations Manager.

Frequency:

Group meetings shall be held once a month. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary.

Reporting:

The Secretary shall minute the proceedings and decisions of all Group meetings, including recording the names of all participants. The minutes shall be circulated promptly to all meeting attendees, and action holders as appropriate.

Reviews:

Members shall conduct an annual review of the terms of reference and performance, and make changes as required.

Safety Duties:

- Review and monitor aerodrome safety performance including the Safety Improvement Plan (SIP).
- Review and monitor aerodrome progress against its safety KPIs/SPIs.
- Review and monitor wildlife hazard management performance.
- Make any recommendations for aerodrome EHS improvements targets.
- Review any significant aerodrome safety incidents.
- Establish and review Safety Action Focus areas as required.
- Review and report on MOR reporting levels, significant events and CAA MOR requests.
- Agree and prioritise aerodrome safety and compliance actions.
- Review CAA MOR action progress.
- Review and monitor FOD prevention procedures and any FOD events.
- Track agreed actions to completion.
- Communicate and escalate any aerodrome safety learnings.

3.6.2 Flight Operations Performance & Safety Committee (FLOPSC)

Purpose: To discuss, review and monitor airline operational and safety performance, adherence to noise and track keeping rules, and to share best practice.

Chair:

Head of Aerodrome (if unavailable Head of Aerodrome Compliance).

Secretary:

As nominated by the Chair.

Membership:

Membership shall comprise of the following participants, in addition to the Chair (as required and available):

- Head of Aerodrome.

- Head of Noise & Airspace Strategy.
- Head of Aerodrome Compliance.
- Aerodrome Operations Lead.
- Aerodrome Operations department representatives.
- Sustainability Reporting & Emissions Manager.
- Aerodrome Compliance team representatives.
- Aerodrome Projects team representatives.
- Airspace Office team representatives.
- Airline company representatives.
- ATC representatives (NATS).
- CAA representatives.
- BALPA.
- Department for Transport (DfT) representatives (observer only, receives updates).

Frequency:

Committee meetings shall be held once every two months. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary.

Reporting:

The Secretary shall minute the proceedings and decisions of all Committee meetings, including recording the names of all participants. The minutes shall be circulated promptly to all meeting attendees, and any such other persons the Chair or Secretary shall deem appropriate.

Reviews:

Members shall conduct an annual review of the terms of reference and performance, and make changes as required.

Safety Duties:

- Review and monitor airline operational performance.
- Review and monitor airline environmental performance at the airport including CDO performance, noise infringements and track keeping.
- Review and monitor runway incursions.
- Review and monitor runway excursions.
- Review and monitor Airport Collaborative Decision Making (A-CDM).
- Review and monitor airline projects at the airport.
- Review and monitor airline safety related issues at the airport including incident reports.
- Review of Hotspots recorded on the AIP Aerodrome chart.
- Review and analyse go-around causes.
- Agree and prioritise any required airline performance actions.
- Track all agreed actions to completion.

3.6.3 Resilience Planning Group (RPG)

Purpose:

To discuss anticipation, preparation, prevention and response activities to incidents and events within the geographical boundary of Gatwick Airport, additionally when an aircraft crashes outside the airport perimeter the groups responsibilities will consider appropriate supporting functions.

Chair (Joint):

Chief/Deputy Fire Officer & Stable Operations Resilience Lead.

Secretary:

Nominated by Chair.

Membership:

Membership shall comprise of the following participants, in addition to the Joint Chairs (as required and available):

- Tactical Operations Inspector, Sussex Police, Gatwick Division.
- West Sussex Fire & Rescue Service.
- Surrey Fire & Rescue Service.
- Surrey Police.
- South East Coast Ambulance Service (SECAmb).
- West Sussex County Council.
- Surrey County Council.
- Highways Agency.
- National Air Traffic Services.
- Southern Railway.
- GAL Aerodrome Operations Representatives as required.
- GAL Stable Operations.
- GAL Passenger Operations & Services.
- Other agencies as applicable including AOC and UKBF.

Frequency:

Group meetings shall be held four times a year. Additional meetings are convened at the Chair's request to review progress on agreed actions. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to all members and the Sussex Operations Group by the Secretary.

Reporting:

The Secretary shall minute the proceedings and decisions of all Group meetings, including recording the names of all participants. The minutes shall be circulated promptly to all members and the Local Resilience Forum secretary, and any such other persons the Chair or Secretary shall deem appropriate.

Reviews:

Members shall conduct an annual review of the terms of reference and performance, and make changes as required.

Safety Duties:

- Develop plans and procedures to facilitate effective access to Gatwick Airport during and after any significant emergency.
- Ensure inter-agency co-ordination and communication with Casualty Bureau, EPIC and non-EPIC Airlines.
- Ensure that the processes and procedures relating to the 'Reception Areas' at Gatwick Airport are effective.
- Integrate 'caring services' agencies into the planning structure, particularly in regard to the reception areas process.
- Develop and co-ordinate Inter-Agency Learning and Development associated with the handling of emergencies at Gatwick Airport.
- Raise business partners awareness of the need for emergency training.
- Develop plans and procedures to facilitate a co-ordinated response to any emergency at Gatwick Airport; including suspect devices, bomb warnings and terrorist threats; and for the effective evacuation of Terminal areas to a planned place of safety.
- Improve inter-agency co-ordination and co-operation in the area of communications, equipment

and resources.

- Identify from emergencies, exercises and best practice, any possible gaps, lack of resilience or potential enhancements in the emergency procedures.
- Ensure that roles and responsibilities of each agency in handling the media in place, tested and exercised to ensure that the handling of an emergency is projected in a professional and co-ordinated manner.
- Ensuring that debriefs are carried out following emergencies so that actions and plans can be compared and reviewed to facilitate continuous improvement of Gatwick Emergency Plans.
- Ensuring that when appropriate, reviews/remedial actions following exercises or emergency debriefs are built into the Emergency Plans as appropriate.

3.6.4 Airside Safety Group (ASG)

Purpose:

To provide a forum to discuss and promote airside operational safety and health and safety matters with all GAL's business partners. To identify items of best practice in relation to airside safety and adopt those that could prove useful to Gatwick's operation. To promote safety awareness in airside companies through their training, testing and licensing procedures. To consult, discuss and establish, where appropriate, adequate apron regulations, codes of practice and safe systems of work. To provide information and statistical trends to all airside users on the apron accident / incident rates at Gatwick. To discuss and evaluate safety suggestions received from airside operators for improvements to facilities and the operating environment. The preparation and promotion of regular apron safety campaigns.

Chair:

Ground Handling and Apron Lead or as nominated by the Chair.

Secretary:

As nominated by the Chair.

Membership:

Membership shall comprise of the following participants, in addition to the Chair (as required and available):

- Head of Aerodrome.
- Aerodrome Operations Manager.
- Aerodrome Operations Lead.
- Aerodrome Project and Improvements Lead (as required to advise of project updates).
- Ground Service Specialists.
- Aerodrome Compliance Manager.
- GAL HSE department representatives.
- Aerodrome third party company representatives including ground handling, aircraft cleaning, catering, and refuelling.
- Aerodrome third party company driver trainers.

Frequency:

Group meetings shall be held four times a year. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary.

Reporting:

The Secretary shall minute the proceedings and decisions of all Group meetings, including recording the names of all participants. The minutes shall be circulated promptly to all meeting attendees, and any such other persons the Chair or Secretary shall deem appropriate.

Reviews:

Members shall conduct an annual review of the terms of reference and performance, and make changes as required.

Safety Duties:

- Review and monitor apron accident/incident data.
- Review and monitor compliance with relevant CAA regulations and directives.
- Ensure safety management system principles are applied to all aspects of aerodrome safety and operations.
- Review and monitor Safety Performance Indicators.
- Agree and prioritise actions to improve safety performance.
- Track all agreed actions and audit recommendations to completion.
- Promote safety through the use of awareness posters, campaigns and other communication channels.
- Review and monitor FOD prevention procedures and any FOD events.
- Share best practice on the airfield.
- Review and monitor aerodrome standards on the airfield.

3.6.5 Local Runway Safety Team (LRST)

Purpose:

To identify, implement, monitor and review actions as necessary to ensure that the management of runway safety is in line with the recommendations from the European/Global Action Plan for the Prevention of Runway Incursions and Excursions (GAPPRE and GAPPRI).

Chair (Joint):

Head of Aerodrome Compliance and Head of ATC Ops – Gatwick.

Secretary:

As nominated by the Joint Chairs.

Membership:

Membership shall comprise of the following participants, in addition to the Joint Chairs (as required and available):

- ATC representatives.
- Airline representatives.
- RFFS.
- Aerodrome Operations Lead.
- Aerodrome Operations Manager.
- Senior Aerodrome Engineering Manager.
- Aerodrome Training Team Leader.
- Civils Engineering Contractor.
- Habitat Management Contractor.
- CAA.
- UKFSC.
- Ground handling company representatives.
- BALPA.

Frequency:

Group meetings shall be held six times a year. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary.

Included within the group meetings, two manoeuvring area visits, known as 'Van Runs' will be conducted

each year. Locations visited on Van Runs are based on areas subjected to events such as aircraft mis-routings, works in progress, AIP Hotspot areas and/or significant layout changes.

Reporting:

The Secretary shall note the proceedings and decisions of all LRST meetings, including recording the names of all participants. The meeting notes shall be circulated promptly to all meeting attendees, and any other persons the Chair or Secretary deem appropriate.

Reviews:

Members shall conduct an annual review of the terms of reference and performance, and make changes as required. The number and severity of runway incursions and safety events will be assessed to help measure the effectiveness of the meeting.

Safety Duties:

- Review and monitor runway safety including incursions/incidents.
- Agree and prioritise any required runway safety management actions.
- Develop risk prevention measures.
- Review actions mitigating safety deficiencies.
- Track all agreed actions, runway incident reports and audit recommendations to completion.
- Review of Hotspots recorded on the AIP Aerodrome chart.
- Monitor and review the GAPPRI (Global Action Plan for the Prevention of Runway Incursions) and GAPPRE (Global Action Plan for the Prevention of Runway Excursions) and update LRST as required.
- Categorise Runway Incursions and Runway Safety Events. See note below.

Note: The Flight Safety Foundation Runway Incursion Classification Algorithm (RICA) may be used to classify runway incursions.

3.6.6 Weekly Incident Review Meeting

Purpose:

To discuss, review and monitor airfield safety incident performance, identify trends, identify improvements to the available safety information, and identify priorities for actions to reduce incidents.

Chair:

Ground Handling and Apron Lead or as nominated by the chair.

Secretary:

As nominated by the Chair.

Membership:

Membership shall comprise of the following participants, in addition to the Chair (as required and available):

- Aerodrome Operations duty team representatives.
- Safety representative.
- Aerodrome third party company representatives including ground handling, aircraft cleaning, catering, and refuelling.

Frequency:

Meetings shall be held once a week. Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided by the Secretary.

Reporting:

The Secretary shall minute the proceedings and decisions of all meetings, including recording the names of all participants. The minutes shall be circulated promptly to all meeting attendees, and any such other persons the Chair or Secretary shall deem appropriate.

Reviews:

Members shall conduct an annual review of the terms of reference and performance, and make changes as required.

Safety Duties:

- Review and monitor safety incident performance on the airfield.
- Review and monitor safety incident trends on the airfield.
- Review and monitor airfield safety information improvements.
- Agree and prioritise any required incident management actions.
- Track all agreed actions and audit recommendations to completion.
- Raise and issue safety awareness communication within GAL and 3rd parties.

3.6.7 Local Wildlife Hazard Management Working Group

Purpose:

To review all aspects of Gatwick Airport's wildlife hazard management.

Chair:

Aerodrome Operations Lead or AOM.

Secretary:

As nominated by the Chair.

Membership:

Membership shall comprise of the following participants, in addition to the Chair (as required and available):

- Aerodrome Operations department representatives.
- Wildlife Habitat and Hazard Manager.
- Aerodrome Compliance team representatives.
- Aerodrome Training Team Leader.
- Third party landscape contractor representatives.
- Third party grass management contractor representatives.

Frequency:

Group meetings shall be held four times a year.

Prior notice of the meeting venue, time, date, agenda items, and any supporting papers shall be provided to each member by the Secretary.

Reporting:

The Secretary shall minute the proceedings and decisions of all Group meetings, including recording the names of all participants.

The minutes shall be circulated promptly to all meeting attendees, and any such other persons the Chair or Secretary shall deem appropriate.

Reviews:

Members shall conduct an annual review of the terms of reference and performance, and make changes as required.

Safety Duties:

- Review and monitor wildlife strike incidents.
- Review and monitor wildlife hazard risk assessments.
- Review and monitor habitat management issues.
- Review and monitor wildlife hazard management training issues.
- Agree and prioritise any required wildlife hazard management actions.
- Track all agreed actions and audit recommendations to completion.

3.7 Other Safety Related Meetings

The following table details other safety related business-as-usual meetings.

Meeting Name	Frequency	Meeting attendees and typical meeting activities
Runway Friction Review	*3 monthly (4 times a year)	Attended by the Head of Aerodrome Compliance, AOM and Airside Civils Manager. Review latest runway friction run results. Review and status of equipment serviceability. Use friction run results to plan runway rubber removal activity. Review friction database figures to initiate early planning for runway resurfacing activities. *The frequency may be increased to monthly or higher frequency during the summer month period due to increased rubber transfer.
Aerodrome Compliance and Projects Update	Monthly	Attended by Compliance Manager and Airside Projects and Planning Lead. General overview of the status of Airfield Projects. Identify any impacts from projects that may require communication such as AIP amendments.
Annual Wildlife and Habitat Plan Review	Annually	Attended by Head of Aerodrome, the Wildlife Habitat and Hazard Manager, Head of Aerodrome Compliance and Aerodrome Operations Lead. Discuss habitat and wildlife management issues identified during the year and the actions planned for the next year.
Aerodrome Training and Compliance Team Liaison	Every 2 months	Attended by Compliance Manager and Aerodrome Training Team Leader. Identify MOR investigations where preventative and corrective action can be facilitated through training. Update on industry regulatory changes and safety notices.
Aerodrome and Construction Team Liaison	As required by current projects	Attended by AOM, ACL, Construction Team Project Lead and Construction Stakeholders (if required). Discuss where and when airfield works will be taking place. Highlight any weather and operational issues that may affect the works.
Daily Operational Review (DOR)	Daily	Attended by AOM, ACL, RFFS representative, Airfield Engineering representative and ANSP Watch Manager/ATC representative as required. Discuss issues that may affect the operation of the airfield including Weather, Works in Progress and department Staffing Levels.

4 Safety Interfaces & Stakeholders

This chapter describes the relevant safety interfaces between GAL and stakeholders. It indicates how each stakeholder – and the corresponding interface – contributes to the safe operation of the aerodrome, and the means of interaction.

4.1 Interface Overview

GAL interfaces with a number of stakeholders across industry. It is important that forums and communication lines are established which ensure issues or changes to operations are promulgated to the relevant stakeholder in an efficient manner. GAL interfaces with the following stakeholders, whose relationship with GAL is illustrated in Figure 4.

- Air Navigation Services Provider.
- CAA.
- Emergency Services.
- Airlines.
- Ground handlers and other third parties.

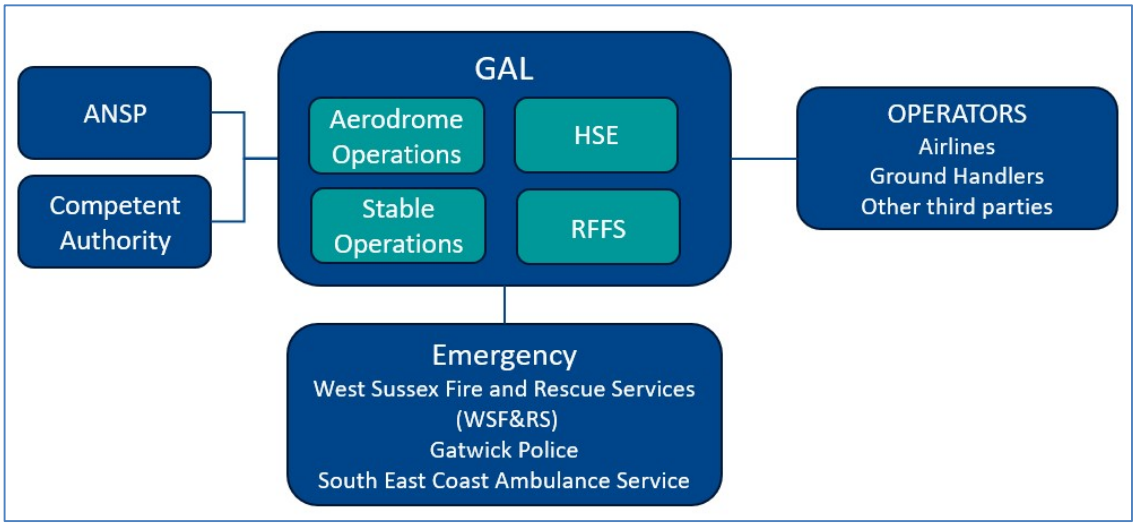

Figure 4: GAL safety interfaces with stakeholders.

The following paragraphs outline how GAL interfaces with these stakeholders, specifically, they describe how information and changes are communicated between parties.

4.2 Forums and Working Groups

A number of forums and working groups are used by GAL to interface with aerodrome stakeholders. This ensures that relevant and critical information is passed on to relevant parties at appropriate points.

The forums and working groups set up by GAL, with their aims, communicated information and meeting frequency are as follows with details of the safety duties:

Head of Aerodrome Compliance – Accountable Manager (CEO)

Meeting Owner: Head of Aerodrome Compliance

Aims of meeting:

- Discuss Aerodrome safety and compliance issues in the event of not being addressed by the usual chain of command.

- General update on compliance, safety and regulatory matters.

Information and documents that may be required:

- Aerodrome Manual.
- Certification Basis.
- Audit reports as required.

Frequency: 3 monthly to achieve minimum of twice per year.

ATC Unit Safety Steering Group (USSG) Meeting

Meeting owner: ATC Safety Manager

Aims of meeting:

- Report status of Unit Safety Investigations.
- Ensure investigation findings are understood and applied across the unit.
- Track safety management system outputs

Information and documents presented and/or communicated:

- Unit Safety Steering Group Actions Tracker.
- Owned and distributed by the ATC.

Frequency: 3 monthly (4 times a year)

ATC-GAL Strategic Partnership Operations Board (SPOB)

Meeting owner: Head of ATC Operations

Aims of meeting:

- To review safety, asset and operational performance.

Information and documents presented and/or communicated:

- Presentation report pack including action log.
- Owned and distributed by the ANSP.

Frequency: Monthly

Runway Performance Improvement Group (RPIG) (sub-meeting of FLOPSC as required):

Meeting Owner: Air Traffic and Runway Performance Lead

Aim of meeting:

- To monitor airline performance.
- To enhance process and procedures for performance improvement.

Information and documents presented and/or communicated:

- Project and action logs.
- Progress and outcomes reported to FLOPSC.

Frequency: Monthly (variable based upon operational requirements)

Aerodrome Compliance – ATC Safety Performance & Improvement

Meeting Owner: Joint - Head of Aerodrome Compliance and ATC Head of Safety Performance & Improvement

Aim of meeting:

- To identify operational improvements and safety initiatives from incident and investigation reports.
- To discuss potential ATC changes to benefit safety performance.
- To share safety plans (e.g. risk registers, safety documents).

Information and documents presented and/or communicated:

- MOR Reports.
- Runway safety events, LRST outputs.
- Safety improvement sharing (changes to signage, markings etc.).
- Risk register alignment.
- ANSP – action tracker and safety recommendations.

Frequency: Four to six weeks

CAA Liaison meetings

Meeting Owner: Head of Aerodrome Compliance

Aims of meeting:

- To review occurrence investigations.
- To discuss airfield developments (formally every 6 months, led by the Airfield Technical and Planning Lead).
- To update CAA on audit actions.
- To update CAA on non-prior approval projects (formally every 6 months, led by the Airfield Technical and Planning Lead).

Information and documents presented and/or communicated:

- MOR reports.
- Audit action lists.
- Development plans and programmes.
- Non-prior approval projects.

Frequency: Monthly

Airline Operators Committee (AOC)

Meeting Owner: Gatwick Airport Community Trust Chair

Aim of meeting:

- Act as voice of airlines.
- Inform airline members of aerodrome plans and improvements, and any planned disruption.

Information and documents presented and/or communicated:

- Aerodrome developments.
- Airline performance.

Frequency: Monthly

CAA Accountable Manager meeting

Meeting Owner: Head of Aerodrome Compliance

Aims of meeting:

- To review audit findings within 6 months following audit.
- To oversee aerodrome safety performance.

Information and documents presented and/or communicated:

- Audit findings.
- Documentation in response to identified key safety risks from the CAA.

Frequency: Yearly as dictated by the CAA.

Aerodrome Compliance, GASHCo and Into-Plane (ITP) Fuelling Company Liaison Meeting

Meeting Owner: Head of Aerodrome Compliance

Aims of meeting:

- Review safety events associated with aircraft refuelling.
- Review product quality related information.
- Update on airport projects.

Typical information and documents presented and/or communicated:

- Aerodrome Developments.
- Apron accident/incident data and reports.

Frequency: 3 monthly (4 times a year)

Aerodrome Works Scheduling Meeting

Meeting Owner: Operations Integrator (Airfield)

Aims of meeting:

- Review work permit applications and discuss conflicts.
- Agree resolution to conflicts and details of works.
- Apply performance management by reviewing previous week requested closures vs actual closures.

Information and documents presented and/or communicated:

- Publish weekly works scheduling spreadsheet.

Frequency: Weekly.

FLOPSC, LRST, ASG and RPG are the main forums where safety interfaces occur and are described in more detail in Chapter 3 - Safety Committees.

4.3 Stakeholder Groups

4.3.1 Air Navigation Service Provider

The Air Navigation Service Provider (ANSP) at Gatwick is integrated into the normal operations and interacts with GAL through a number of forums and working groups. The interface with ANSP and GAL

enables the smooth running of the airfield and any issues to be communicated and dealt with in an efficient manner.

4.3.1.1 Forums and working groups

The following list provides the forums and working groups in which GAL and the ANSP interact:

- ATC-GAL Performance Meeting.
- Runway performance improvement group (RPIG) (when required).
- Head of Aerodrome Compliance – Head of Safety & Security ANSP.
- RPG.
- FLOPSC.
- LRST.
- Daily Operational Review (DOR).

4.3.1.2 Changes

At the ATC-GAL Performance Meeting, changes to increase the airfield's efficiency – e.g. equipment, infrastructure, procedural – may be proposed. Actions are then assigned to the relevant attendees with a given deadline. Following the deadline, a decision is made to continue with the change.

Should a change be made impacting the ANSP, the management of change process as described in Chapter 12 – Management of Change is followed to ensure that the ANSP is provided with the relevant information and at the appropriate point:

- Identification of impacted stakeholder: Aerodrome Operations identifies the ANSP as an impacted stakeholder when adapting or drafting an Aerodrome Supplementary Instruction (ASI) or Airport Temporary Operating Instruction (ATOI).
- Safety analysis workshop: Aerodrome Operations invites the ANSP to the safety analysis workshop. The safety analysis workshops focus on discussing and classifying the unmitigated risks inherent in the procedure, working towards signing off the procedure as safe. If deemed more suitable, the use of the ANSP hazard analysis process may be considered.
- Distribution: Should all risks be mitigated to an acceptable level, the procedure receives the relevant sign-off and is distributed to the ANSP ahead of the procedure being brought into force.

Further details of the timelines involved with amendments affecting ANSP documents are provided in Chapter 12 – Management of Change.

4.3.2 CAA

4.3.2.1 Forums and working groups

The following list provides the forums and working groups in which GAL and the CAA interact, and how they contribute to the safe workings of GAL:

- CAA Liaison meetings.
- FLOPSC.
- LRST.
- Annual Accountable Manager meeting.

4.3.2.2 Gaining CAA approval for changes

Changes requiring CAA Prior Approval are outlined in Chapter 12 - Management of Change. The changes will be submitted to the CAA through the SARG.

4.3.2.3 Notifying the CAA of non-prior approval changes

Where changes have been made without the need for Prior Approval from the CAA, GAL meets with

the CAA Aerodrome Inspector on a 6 monthly basis when details of all changes that have been made are provided and reviewed. A copy of the changes is provided to the inspector, post-meeting, in the form of an Excel spreadsheet.

4.3.3 Emergency Services

4.3.3.1 Forums and working groups

The following list provides the forums and working groups in which GAL and the Emergency Services interact, and how they contribute to the safe workings of GAL. Further details are outlined in the Chapter 6 Emergency Planning.

- RPG.
- LRST.

4.3.4 Airlines

The following list provides the forums and working groups in which GAL and the airlines interact, and how they contribute to the safe workings of GAL:

- AOC.
- FLOPSC and LRST.
- FLOPSC sub-group as required by specific projects.
- RPIG (as required, when formed).
- RPG.
- Airside Safety Group.

4.3.5 Ground Handlers and Other Parties

The following list provides the forums and working groups in which GAL, GHAs and other parties interact, and how they contribute to airport safety

- FLOPSC and LRST.
- Airside Safety Group.
- Weekly Incident Reviews.

4.4 Other Interfaces

The following table details interfaces between GAL and other aviation partners.

Meeting Name	Frequency	Meeting attendees and typical meeting activities
Airports UK Safety Committee (previously known as AOA) Aerodrome Safety & Compliance (ASC) Working Group	3 monthly (4 times a year)	Attended by the Head of Aerodrome Compliance and/or Compliance Managers. Share best practices between airport group members. Focus on safety risk mitigation and operational standards. Discussion and consult on planned regulatory changes.
CAA Flight Operations, Aerodrome and ATC Liaison	Quarterly or as required when cross functional issues are identified.	Attended by CAA Flight Operations Team, Head of Aerodrome Compliance and ATC Safety Manager. Discuss aerodrome safety, airspace control and flight operations cross functional issues.
VINCI Airports Safety Committee	3 monthly (4 times a year)	Attended by the Head of Aerodrome Compliance. Discuss International and European regulatory changes. Review of group safety performance indicators (SPIs). Discuss and share learnings from safety events such as Runway Incursions.

5 Safety Performance Improvement

This chapter describes how GAL monitors, reviews and improves safety performance in line with defined Safety Performance Indicators and in accordance with ADR.OR.D.005(b)(5). Safety programmes are established using a range of activities as detailed below and include planned safety meetings and forums, incident reporting and trend analysis, audits, the safety improvement plan (SIP) and targeted safety-improvement events.

5.1 Safety Monitoring

5.1.1 Safety Performance Indicators

Safety metrics are a requirement for tracking the safety performance of an aerodrome. For GAL the following Safety Performance Indicators are set:

- Go-arounds.
- Wildlife strikes.
- Incursions.
- Number of Mandatory Occurrence Reports (MORs).
- Aircraft Damage.
- Foreign Object Debris (FOD) on Taxiways/Runways.
- Incorrect pushback.
- Vehicle/Aircraft conflict.

These indicators are continuously monitored by GAL. The Aerodrome Safety Oversight Group holds primary responsibility for monitoring these Safety Performance Indicators by collating metrics, which is indicated in their terms of reference found in the Chapter 3 - Safety Committees.

The Aerodrome Safety Oversight Group holds a monthly meeting, and the Chair of the meeting provides a monthly report on the status of each Safety Performance Indicator.

5.1.2 Additional safety performance metrics

To provide a wider view of safety performance, Aerodrome Operations monitor an additional set of safety performance metrics against associated objectives. These may change from year to year and are assigned on an annual basis, such as reduction in road traffic incidents. They are determined by reviewing recent performance data, such as incident reports, and identifying the key metrics Aerodrome Operations seeks to improve over the course of the year.

5.1.3 Safety targets

Safety targets are set annually in the Safety Improvement Plan (SIP) and reviewed as part of the SIP monitoring process. Paragraph 5.3 refers.

5.1.4 Trend analysis

A trend analysis is conducted of Gatwick airport's overall performance. The trend is based on a 36-month rolling period with updates every month.

Safety performance must be evaluated over an extended period. While monthly performance reports can provide immediate indications of performance drops i.e. greater number of incidents, analysis over an extended period provides an indication whether the procedures and safety initiatives have contributed to an overall increase in safety.

The Aerodrome Safety Oversight Group holds responsibility for maintaining safety performance trend analysis and is based on safety data from the previous 36 months. The data is stored electronically on a shared cloud-based drive and is available for sharing with the CAA when required.

Any resulting action from the output of trend analysis shall be documented in an action log and routinely

tracked at Aerodrome Safety Oversight Group. Where appropriate, continuous negative trends may be highlighted to OH&SC as a metric to ensure suitable executive and board level support and focus. For more details on safety improvement actions, refer to Section 5.3.1- Safety actions.

5.1.5 Safety Committees

The safety committees detailed in Chapter 3 provide oversight and safety monitoring capabilities. The Aerodrome Safety Oversight Group is the primary airfield safety monitoring committee.

5.2 Safety Review

5.2.1 Reports

5.2.1.1 Safety Oversight Report

The Aerodrome Safety Oversight Group is responsible for developing a monthly compliance report of the Safety Targets and SPIs. This will be prepared in advance of the monthly meeting and distributed to all members following the meeting and will cover as a minimum:

- Summary of Safety Target metrics (go-arounds, wildlife strikes, incursions) progress (Year-To-Date, YTD) against original targets.
- Details of any actions, both for the given month and month ahead, raised to respond to identified performance issues. These shall include what the action is, the assigned individual, and its deadline.
- Comparison of a given month's performance against the same month the previous year.

5.2.1.2 Aerodrome Operations Reports

The Ground Handling and Apron Lead is responsible for delivering a safety report to the aerodrome community, the aim of which is to continually improve standards on the airfield. The report highlights the high-risk areas, individuals and companies from the previous week, with a set of corrective actions.

5.2.2 Audits

5.2.2.1 Compliance Monitoring

Compliance monitoring activities undertaken by the Aerodrome Compliance Team are detailed in the Aerodrome Compliance Governance Handbook and include Aerodrome Compliance Monitoring Audits (ACMA) implemented at Gatwick Airport to ensure that GAL's operations are compliant with the requirements of Part-ADR.OPS as well as other operational requirements determined by GAL.

The roles and responsibilities for compliance monitoring are as follows:

- Aerodrome Compliance: Responsibility for the delivery of the compliance monitoring activities
- Airfield Operations: Responsibility for carrying out monitoring, inspections and audits.

The ACMAs are carried out according to an agreed schedule. This ensures that all activities are monitored and inspected over a 3-year period.

Along with the audit schedule, Aerodrome Compliance undertake an annual audit of the Aerodrome Operations Team, covering operational procedures, systems and facilities. Ad-hoc audits as required are undertaken based on safety reports, confidential reporting and safety related sources such as CHIRP.

For further details of the compliance monitoring activities including reporting procedures and how follow-up and corrective actions are managed refer to Chapter 2.3 Compliance Monitoring of the Aerodrome Manual.

5.2.2.2 Third-party safety assurance

GAL aims to ensure as a community that the highest priority is given to aerodrome safety and occupational health and safety. To achieve this the objective has been set to monitor safety within third parties and GAL Operations. "Third parties" includes the employees of companies, agencies, tenants and concessionaires authorised continuous airfield access for the conduct of their work.

Safety assurance of third parties is achieved through the following channels:

- The Airside Operators Licence (AOL).
- Ground Handling (GH) Licence
- AOL periodic audits.
- GH Licence audits.
- 'Self-certified' audit questionnaire.

Generally airlines are not audited directly by GAL as they are regulated separately by the CAA. Should there be a significant safety concern the airport may wish to carry out an ad-hoc audit of an airline and/or its engineering department.

AOL and GH Licences.

The AOL and GH Licence are legally binding documents entered into by GAL and the third-party organisation. The licence process ensures companies provide the following:

- The required insurance policies are in place.
- Companies only provide services as specified.
- Limit the number of vehicles used airside to the number specified in their licence.
- Comply with all Directives and Notices issued by GAL.
- Co-operate with GAL to improve safety and environmental performance.
- Submitted documentation and risk assessments accurately reflect the activities undertaken by the organisation at the time of application and are amended and revised to reflect significant changes to maintain accuracy throughout the life span of the licence.

Licences are issued at the sole discretion of GAL. Applicants must have a contract or a letter of intent to supply a service to an existing airside operator or airline before applying.

The licence must be signed by the Managing Director or a Company Director (who is an officer of the Company) or the company authorised signatory for Gatwick who has joined the Gatwick ID Scheme.

GAL may consult with the Airport Operators Committee (AOC) before issuing a licence or signing an agreement.

AOL Periodic Audits.

Performance based audits are conducted by Airdat on companies with an AOL. The audit will focus on safety, maintenance, and training records. The decision to conduct the audit on the licensee will be determined through analysis of safety performance and accuracy contained in the company's application risk assessment. Organisations to be audited are jointly agreed by GAL and Airdat.

The aims of third-party audits are to:

- Verify compliance to the documented procedures to assure the management. systems and operational deliverables are working optimally.
- Involve various levels of management in the audit process.
- Correct potential issues which are identified by the audit.
- Manage aerodrome safety with the involvement of all users.
- Monitor and enhance safety standards.

Any non-compliance is brought to the attention of the third-party company and actions with timescales based on the severity of any safety concerns will be agreed and recorded in an action plan.

The action plan is monitored and followed up to ensure all safety concerns have been addressed.

GH Licence Audits.

The auditing of Ground Handling Agents is managed by the Ground Handling and Apron Team. Two GHA shall be audited annually and are managed through a 'self-certify' audit questionnaire which is required to be completed and returned within 10 days prior to the agreed audit date. The findings of the audit will be captured and shared with the audited GHA with any corrective actions. The audit will focus on the following, but not limited to:

- Airside safety policy.
- Contingency plans.
- Environmental policy.
- Health and safety policy.
- Training records.
- Risk assessments.
- Vehicle management policy.

'Self-certified' audit questionnaire.

The questionnaire used to initially assess a GHA may also be used by the Aerodrome Compliance team on an ad-hoc basis to address specific safety concerns with a company holding an AOL or Ground Handling Licence.

5.2.2.3 Training audit

Regular internal and external audits are carried out on the Airfield Operations training programmes and material. The details of the training programmes can be found in the Aerodrome Operations Training and Assessment policy, within the Aerodrome Training Management Manual.

Internal audit

The internal audit is carried out by an internal quality assurer who uses a Quality Assurance (QA) strategy to plan what activity will be monitored as well as ensuring the QA systems are fit for purpose. The audit will evaluate the quality of the assessment activity and has provisions to manage and improve the quality of the assessment. For further details refer to the Aerodrome Operations Training and Assessment policy, within the Aerodrome Training Management Manual.

External audit

The external audit provides an additional level of assurance through the provision of an independent – non-GAL – assessor. The external audit is carried out annually to support, monitor and sample systems in all aspects relating to training, assessment and internal quality assurance practises and processes.

The external audit also reviews the Aerodrome Operations Training Assessment policy. Full details of the scope of the external audit can be found in the Aerodrome Operations Training and Assessment policy.

5.3 Safety Improvement

Aerodrome Operations produce a Safety Improvement Plan (SIP) outlining key safety initiatives designed to continually improve airside safety. The SIP is shaped by both leading and lagging safety indicators and safety data as well as the objectives and targets established for Safety Performance Indicators. Progress on SIP initiatives is monitored and reviewed through the Aerodrome Safety Oversight Group (ASOG) and other standalone SIP review meetings as required.

5.3.1 Safety actions

Safety performance is proactively managed through the assignment of actions identified during safety committees and other safety meetings to appropriate members of staff. Actions may be raised in response to a variety of factors, which may include identification of safety performance issues or scope for improvements.

Actions raised at a formal safety committee or safety meeting must be logged in an action list alongside the owner and deadline. Open actions shall be tracked at each meeting until closure.

If a third-party company operating on the airfield displays poor safety performance the Head of Aerodrome may formally request a formal Corrective Action Plan from the third-party's senior management. The Corrective Action Plan will be timebound.

5.3.2 Lessons learnt

Lessons learnt from the results of Safety Target and SPI monitoring are logged within the Aerodrome Safety Oversight Group. The Secretary is responsible for managing the list of lessons learned which may influence plans for managing safety improvement projects.

5.3.3 Implementing committee and audit actions

The Aerodrome Safety Oversight Group is responsible for evaluating the findings of aerodrome audits. Findings shall be discussed during the committee meetings, with action plans raised for delivering safety improvements required by the findings.

When a committee or audit action results in a requirement to implement a change, the responsible party shall follow the relevant processes outlined in Chapter 12 – Management of Change. This will include carrying out the relevant change safety analysis and consultation with the impacted stakeholders. Should funding be required, the request will be sent to the ORB and/or EMB for approval.

5.3.4 Safety communication

GAL employs a range of communication methods to notify the community of operational changes, safety critical information and feedback following safety investigations.

The ways in which GAL informs stakeholders is covered in detail in Chapter 13 – Safety Communications, and covers:

- GADs and GANs.
- Notifications and newsletters.
- Notice Boards and briefings.
- Safety promotion events.
- Websites.
- Gatwick Community App.
- Other available safety communication methods.

6 Emergency Planning

This chapter provides an overview of provisions in place to react to and manage emergencies at Gatwick. It covers the Emergency Orders document and other key provisions needed to support the emergency response, in accordance with ADR.OR.D.005(b)(10) and CAP1168.

6.1 Emergency Orders

6.1.1 Emergency Orders Overview

Aerodrome Operations are required to plan for emergency events. The GAL Contingency Plan – GAL Emergency Orders (20000-XX-Q-XXX-STD-010007) covers all areas of responsibility including terminals, runways, taxiways, aprons, roads passenger walkways, grass areas, stands and off-airport incidents. The Emergency Orders document provides guidance to internal and external organisations involved with Gatwick airport emergency response.

The plan is jointly reviewed on an annual basis by the Resilience Planning Group (RPG). It is promulgated to key stakeholders and details the responsibilities and the action to be taken under each Emergency Order.

Each Emergency Order is made up of the following elements:

- Description.
- Responsibility and process of each stakeholder (stakeholders are listed in Section 6.2.2 Roles and responsibilities).
- Process for each stakeholder related to upgrading, downgrading or cancelling the Emergency Order. Only defined stakeholders may upgrade, downgrade or cancel the Emergency Order. This is outlined in Section 6.2 Emergency Planning Management & Coordination.

Key stakeholders must be aware of the emergency orders and their responsibilities. Promulgation of Emergency Orders is achieved using the standard document promulgations process detailed in Chapter 12 Management of Change.

6.1.2 Emergency Orders additional details

The following additional details are provided in the Emergency Orders document:

- Grid map: This overlays the Aerodrome satellite imagery with a grid system, supporting the quick identification of emergency areas.
- RFFS Response Areas and Rendezvous Points: This provides the required response level (full response/partial response) required dependant on location of the emergency; a map is provided. It also provides instructions on how to communicate the location of the emergency i.e. distance and direction from the aerodrome with reference to the grid map.
- Runway standby positions: This details the standby positions for the Fire Service in the event of a Full Emergency or Local Standby.
- GAL Crisis Management Team (CMT): This details the roles and responsibilities of the CMT.

6.1.3 Emergency Orders Titles

Emergency Orders in operation at Gatwick Airport are shown below. Definitions of each Order are contained within the Emergency Orders document.

Emergency Order Titles
Aircraft Accident Imminent
Aircraft Accident
Aircraft Accident Off Airport

Emergency Order Titles
Aircraft Ground Incident (AGI)
Full Emergency
Local Standby
Weather Standby
Domestic Fire and Special Services
Fuel Farm Fire
Hi-Jack Unlawful Act
Bomb Warning in Aircraft
Act of Aggression Ground (Suspect Bomb, Bomb Detonation and Suspect Chemical Biological, Radiological, Nuclear (CBRN) event.

Table 4: Emergency Orders Description

6.2 Emergency Planning Management & Coordination

6.2.1 Initiation and cancellation of emergency orders

An initiation and cancellation procedure is provided within the Emergency Orders document. Each Emergency Order is matched to a stakeholder responsible for initiating the order. These are:

- Air Traffic Control.
- Airport Resue and Fire Fighting Services (RFFS).
- Police.

Following initiation, it can be decided to upgrade the order (Bronze/Silver/Gold), downgrade, or cancel. For Bronze, Silver and Gold status see Section 6.2.1.1 Incident & Crisis Management Structure.

Upgrading can be taken by the following positions:

- Airport RFFS – office in charge.
- Police Scene Commander.
- Air Traffic Controller.

Full detail for upgrading, downgrading or cancelling, such as communication procedures, can be found in each Emergency Order.

6.2.1.1 Incident & Crisis Management Structure

GAL has adopted the national Three Tier Model as used by the UK Government and national responders to support ICM. The GAL adaption provides a structured approach to ICM and ensures that the appropriate levels of leadership are available to provide strategic, tactical and operational direction, decision making and resource allocation. The Incident and Crisis Management Manual (ICMM) provides furthermore detailed information.

The following provides an overview of the ICM cycle:

- Incident occurs.
- Detect and assess situation using facts, appropriate assumptions, constraints and timescales.
- Define criticality as Bronze/Silver/Gold.
- Put plans into action.
- Review actions and process.

The following table taken from the ICMM outlines the escalation criteria for Bronze, Silver and Gold incidents:

	Bronze	Silver	Gold
Response Level	Incident	Major Incident	Crisis
Oversight	Silver Commander	Gold Commander	GAL Board
Escalation IMT Lead			Gold Command
		Silver Command	Silver Command
	Bronze Command	Bronze Command	Bronze Command
Escalation Criteria Guidance			
Expected Duration	< 12 hours	12 - 24 hours	> 24 hours
Business Objectives	Minor impact	Major impact	Significant impact
Passenger Disruption	< 10%	10% - 50%	> 50%
Airline Disruption	< 10 aircraft	10 - 40 aircraft	> 40 aircraft
Financial Cost	< £100k	£100k - £200k	> £200k
Available Resource	< 80%	50% - 80%	< 50%
Infrastructure (power failure, runway closure)	Bronze Commander informs Silver Commander	Silver Commander considers invoking Silver Command	Silver Commander informs Gold when invoking Silver

Table 5: ICM level disruption and escalation matrix

The following table provides the key actions for each level:

Level	Primary Function	Representatives
Bronze Implementation and delivery of tactical plans (Do)	Establish operational reality Action appropriate SOPs Coordinate operational actions, resources and associated communications Maintain CRIP Regular DSM briefings	Operational Duty Manager (Pool = duty managements) Stakeholder Duty Managers GAL Police Duty Inspector
Silver Tactical directions planning and coordination (Plan)	Tactical reality check Ensure compliance, regulation and GAL's values Invoke and develop contingency plans Institute Hot Planning Establish planning work streams Coordination of all communications Allocation of GAL resources Set reporting template	Duty Senior Manager (Pool = GAL Heads of Function) Stakeholder Station Managers GAL Police Chief Inspector
Gold Strategic Direction and Oversight (Think)	Strategic reality check Ensure Corporate compliance with regulation and GAL's values Stakeholder communications Control of GAL resources Horizon scanning 12 hrs plus Direct additional Contingency Planning Set Strategic Direction Set reporting timelines	GAL Executive Team Stakeholder CEOs and COOs GAL Police Superintendent

Table 6: ICM level functions and responsible representatives

6.2.2 Roles and responsibilities

The roles and responsibilities of each department at Gatwick Airport with relation to the Emergency Order are detailed in the Emergency Orders document.

6.2.3 Aerodrome Operations Incident Debrief Process

Chapter 9, Para 9.3.5.1 provides an overview of the Aerodrome Operations Incident Debrief Process.

7 Document and Data Management

This chapter outlines how documents and data within GAL are managed and maintained. There are a number of policies in use to manage documents which should be referred to:

- Document Management Technical Standard - 20000-XX-Q-XXX-STD-000033
- Information & Document Retention and Disposal Policy - Reference Code: 38LEG3
- Information Security Policy - Reference Code: 18IT2
- Master Retention Schedule - 20000-XX-Q-XXX-TMP-067004

7.1 Major Safety Documents

GAL Aerodrome Operations issue safety related documents to promulgate safety information to relevant members of the airport community. Some documents are issued regularly whereas other documents are issued as and when they are required with a detailed expiry. There is also a requirement to keep up-to-date with various changes within the aviation industry, particularly regulatory documents. As such, all important documents are assessed to ensure that changes to requirements are properly adopted.

The following list provides the major safety documents for the airport and their owners:

• Aerodrome Manual	Head of Aerodrome Compliance
• Safety Management Manual	Head of Aerodrome Compliance
• ICM Manual	Head of Stable Operations
• Contingency Plans	Aerodrome Operations Lead
• Emergency Orders	Chief Fire Officer
• Adverse Weather Plan (AWP)	Stable Operations
• AWP – Snow and Ice Plan Element	Aerodrome Operations Manager
• Safety Policies	GAL HSE/Aerodrome Operations Lead
• Manual of Aerodrome Operations	Aerodrome Operations Lead
• Gatwick Airport Directives	Applicable Department Lead
• Gatwick Airport Notice	Applicable Department Lead
• Aerodrome Supplementary Instruction	Aerodrome Operations Lead
• Aerodrome Temporary Operating Instruction	Aerodrome Operations Lead
• Operational Change Notice	Aerodrome Operations Lead
• Manual of Air Traffic Services Pt. 2	Air Navigation Service Provider

The diagram below provides an overview of the hierarchy of aerodrome documents.

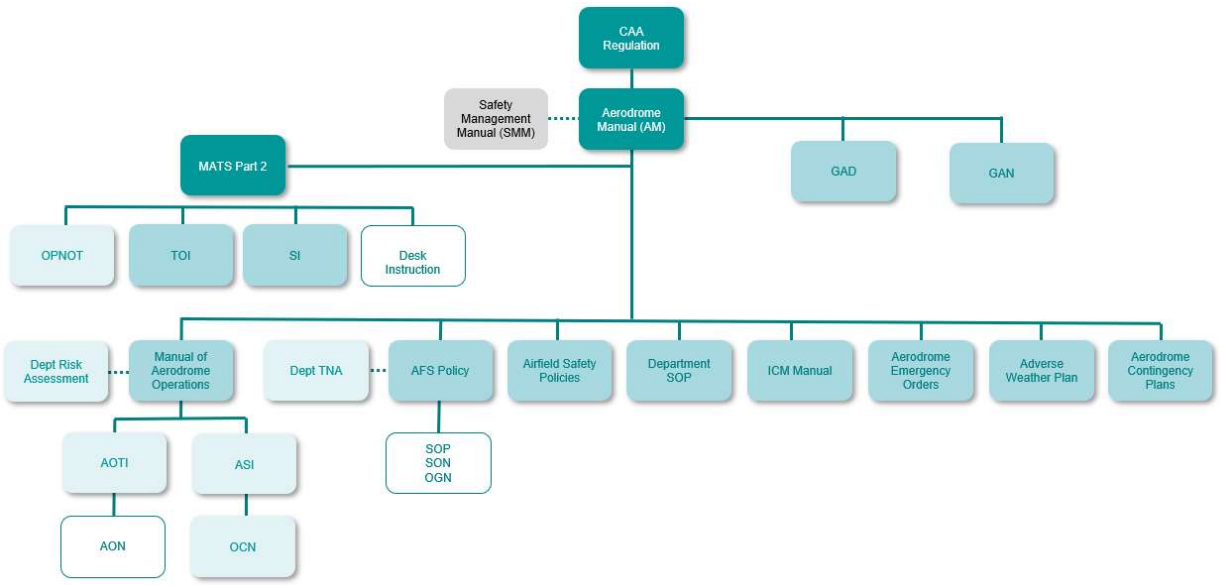

Figure 5: Aerodrome Documentation Hierarchy

The following table provides a summary of the above documents, providing an overview of the purpose and distribution, and the frequency of document review. Information relating to Aeronautical Data and Information Quality is provided in the Aerodrome Manual, Part B Para 2.4 – Quality Management System for Aeronautical Data and Information Provision.

Name	Purpose & Distribution	Frequency of review
Aerodrome Manual (AM)	The Aerodrome Manual is a regulatory requirement and sets out the details of the characteristics, policies, and procedures for the safe operation of the airport. The Gatwick Airport Aerodrome Manual is produced by GAL Aerodrome Operations (in consultation with GAL and third-party stakeholders), published electronically as a PDF on the Gatwick Business website and on the Airdat website, linked via the GAD/GAN. It is also sent to selected ATC, CAA, GAL, and third-party aerodrome operator representatives by email, and distributed to the wider-airport community via 'GAD: Gatwick Aerodrome Manual'.	Quarterly
Safety Management Manual (SMM)	The SMM is an Appendix to the Aerodrome Manual and describes the Safety Management System (SMS) in place in context to the Aerodrome environment. It is distributed and stored as a PDF document.	Quarterly
Manual of Aerodrome Operations (MAO)	The MAO is an Aerodrome Operations document detailing standard procedures. It sets out the detailed instructions and procedures for safely carrying out routine and non-routine airfield operations tasks and activities. It is produced as a PDF document and stored on MS Teams. Any changes or amendments to instructions and procedures contained within the Manual of Aerodrome Operations must be cross referred to the Aerodrome Manual to ensure alignment to the regulatory requirement. The Aerodrome Manual takes precedence over the MAO. The process for producing an ASI is provided in Chapter 12- Management of Change.	Twice Annually
ICM Manual (ICMM)	The ICMM sets out Gatwick's Incident and Crisis Management (ICM) processes, including the airport's approach to ICM, the command-and-control structure, roles, responsibilities, procedures, processes, and supporting tools. The GAL ICM Manual is produced by GAL Stable Operations (in consultation with GAL and third-party stakeholders), stored on a collaborative electronic storage system, published electronically as a PDF, printed and distributed physically in IMT meeting locations and to those GAL departments and third parties with responsibilities within the plan.	Annually
Contingency Plans	The contingency plans set out the considerations and activities required by GAL personnel and third parties (where appropriate) to manage different types of safety incident and to mitigate the impacts on the operation during disruption. GAL's airfield contingency plans are produced using a pre-designed template by GAL Aerodrome Operations (in consultation with third	Annually

Name	Purpose & Distribution	Frequency of review
	parties, where appropriate), published electronically as PDFs and printed and distributed physically in IMT meeting locations and those GAL departments and third parties with responsibilities within the plans.	
Adverse Weather Plan (AWP)	The Adverse Weather Plan sets out the considerations and activities required by GAL personnel and third parties (where appropriate) to manage the impacts of different types of adverse weather conditions. The GAL Adverse Weather Plan is produced by GAL Stable Operations. The Snow and Ice Plan element is produced by Aerodrome Operations (in consultation with Gatwick and external stakeholders). It is published electronically as a PDF on the Gatwick Business website and a shared cloud-based application and printed and distributed physically in IMT meeting locations and to those GAL departments and third parties with responsibilities within the plan.	Annually
Emergency Orders	The Emergency Orders set out the considerations and activities required by GAL personnel and third parties (where appropriate) to manage the impacts of different types of emergency operations on the airfield, in line with the terms of the airport's Aerodrome Certificate. The GAL Emergency Orders are produced by GAL Aerodrome Operations Airport Rescue and Fire Fighting Services (in consultation with Gatwick and external stakeholders), published electronically as a PDF and distributed to GAL departments and third parties with responsibilities within the plan.	Annually
Safety Policies	The safety policies set out the acceptable and agreed safety principles, behaviours, and outcomes at the airport for the airport community. GAL's aerodrome-related safety policies are produced using a pre-designed template by GAL HSE and Aerodrome Operations (as appropriate to their subject matter), approved by the EMB, issued on behalf of GAL's CEO, published electronically as PDFs on Airspace and a shared cloud-based application and further promoted using appropriate GADs. The process for producing any airport-wide policy is established through the use of a standard policy format available via the GAL intranet site.	Annually
Standard Operating Procedures (SOPs)	SOP is a generic term for set out instructions for safely carrying out routine activities for other GAL personnel and third parties (where appropriate). GAL SOPs are produced using pre-designed templates (as appropriate to the subject matter), and published electronically as PDFs (in line with the department's document management processes). Guidance for producing an engineering SOP document is available via the GAL Engineering Team.	Max every 3 years
Gatwick Airport Directive (GAD)	A GAD communicates permanent and mandatory operational instructions for the aerodrome, i.e. a procedure and/or policy that must be adhered to, until such time that it is superseded by a new GAD. GADs are produced and approved by authorised GAL personnel using a	As required

Name	Purpose & Distribution	Frequency of review
	SharePoint workflow, issued on behalf of GAL's CEO, published electronically as PDFs, and sent to GAL personnel and third parties directly using a 'no reply' Gatwick email address.	
NOTE	GADs have a set expiry date. Prior to expiry it shall be reviewed and either updated and republished with a new expiry date or allowed to automatically expire (if to be superseded by a new GAD).	
Gatwick Airport Notice (GAN)	A GAN communicates a temporary operational instruction for the aerodrome, i.e. a procedure, activity, policy, or campaign that covers a fixed time period. GANs are produced and approved by authorised GAL personnel using a SharePoint workflow, issued on behalf of GAL's CEO, published electronically as PDFs and sent to GAL personnel and third parties directly using a 'no reply' Gatwick email address.	As required
NOTE	GANs have a set expiry date. Prior to expiry it shall be reviewed and either updated and republished with a new expiry date or allowed to automatically expire (if to be superseded by a new GAN).	
MATS Pt 2	As per the UK CAA requirements, CAP 670, the MATS Pt 2 provides the Air Traffic Services instructions specific to London Gatwick Airport. It is wholly owned by the ANS provider at Gatwick Airport and submitted to the CAA.	Annual

Table 7: Safety document purpose, distribution, format and review cycles

7.2 Document Management

7.2.1 Document Management Technical Standard

Aerodrome Operations Document Management is aligned with the GAL Document Management Technical Standard. The standard supports a collaborative way of working and provides full details of the process for document management.

The key aspects covered within the standard include:

- Document numbering policy and scheme.
- Documents version control policy.
- Document handover and retention policy.

Aerodrome Operations document control is aligned with the GAL Document Management Technical Standard and critical Aerodrome publications are stored on the document management system. The Ground Services Specialist (GSS) is responsible for managing the local Aerodrome Operations' documents management system and supporting the Aerodrome Operations team to ensure document standards are adhered to.

7.2.2 Document Management team

The GAL Document Control Team provide a range of document management services, which ensures all GAL documents, including Gatwick-wide procedures, are held within the Document Management System. The GAL Document Control Team are the custodians of the GAL Document Management System and ensure all records stored within it are maintained and auditable.

The services of the GAL Document Control Team cover the following aspects:

- Document upload: When GAL users upload any document to the Document Management System, this will be issued to the GAL Document Control Team to undertake quality compliance checks before it is declared as a record within the system.
- Processing of Incoming and Outgoing documentation to/from GAL: Any exchange of information upon a Project within GAL that is set up within the Document Management System, must be sent formally using the appropriate processes detailed within the Document Control Procedures. The GAL Document Control Team ensure any incoming or outgoing documentation is QA checked and correct before accepting or issuing.
- Training: Training is provided for new GAL staff members and external contractors when they have been assigned to a GAL project under which they will need to issue formal documentation.
- Administrators of GAL Document Management System: The GAL Document Control Team are responsible for setting up and managing any GAL user that is provided an account for the Document Management System. They are able to change/amend user's permissions within the system and provide 1st Line Support to any GAL user who has issues or queries with the system.

7.2.3 Document retention

7.2.3.1 Paper records and documents

The need to retain paper records is becoming obsolete as information is more often retained electronically. Paper copies of electronic files should be disposed of using the confidential shredding bins provided. Should paper records need to be stored for legal reasons advice should be sought from the GAL Legal Team.

7.2.3.2 Electronic Records

All electronic information and documentation are stored in the Aerodrome Operations shared drive, cloud-based application or current document control system indefinitely.

7.2.4 Review and changes

7.2.4.1 Implementing changes

The owners of the key safety documents have primary oversight of their respective documents. Therefore, any change to the documentation must be approved by the respective owners.

All document and subsequent procedural changes must also be evaluated for their safety impact and CAA approval requirements. The process for managing document change is outlined in Appendix E – Management of Change.

The safety assurance process for changes to procedures and their associated documentation, namely MAO, SOP, ASI, ATOI, Operational Change Notice (OCN), is covered in Chapter 12 – Management of Change.

The revision requirements for the remaining safety documents – Aerodrome Manual, SMM, ICM, Emergency Orders, Contingency Plan, Adverse Weather Plan, and Safety Policies – are outlined in each document but shall conform to the basic Management of Change procedures detailed in Chapter 12 Management of Change.

7.2.4.2 Document expiry

The following key safety documents have a finite life-span and expiry dates:

- GAD.
- GAN.

- ASI.
- ATOI.
- OCN.
- AON.

Once the documents reach their expiry date, the document becomes invalid and must not be used for operation. If the procedure or document is required to remain valid, it must go through the relevant safety analysis workshops and stakeholder consultation to enable either (i) the procedure becomes permanent, or (ii) the expiry date to be extended. These procedures are outlined in Chapter 12 – Management of Change . Uncontrolled copies are not permitted.

7.2.5 Document locations

The table below provides a list of where critical records and documents are held within GAL:

Record	Responsibility	Location	Retention Period (yrs)
Accidents and Incidents			
RIDDOR Reports	GAL HSE	GAL HSE	5
Cat 1 & 2 incident reports and investigations	GAL HSE	GAL HSE	5
Cat 3 & 4 investigations	Business Units / Departments	PRIME	5
Prosecution, enforcement, improvement and warning notices and communications	GAL HSE	GAL HSE	5
Incident trend data	GAL HSE	PRIME	5
Equipment, Maintenance & Inspection			
Calibration certificates	Engineering	Asset Management Centre	Asset Lifespan
Railway (ITTS) Safety Case	Engineering	Engineering	Asset Lifespan
Statutory Inspection Records Pressure vessel	Engineering	Asset Management Centre	Asset lifespan
Lifting equipment Initial inspection Maintenance	Business Units / Departments	Document Management System (DMS)	Asset lifespan 2
Radiation Dose Requirements	Engineering	DMS	50
Asbestos Records	Engineering	DMS	40
Fluorinated Gases / Refrigerant Records	Engineering	DMS Ultimo	Asset lifespan
Maintenance Records	Engineering	Ultimo	Asset Lifespan
Reservoir Inspections	Engineering	DMS	Asset Lifespan
Construction			
CDM H&S files	Development (production)	DMS	Life of the Building

Record	Responsibility	Location	Retention Period (yrs)
	Asset Stewards (maintenance)	BU (Asset Management Centre)	
Construction phase H&S plan	Construction	DMS	12 years post project
Environment Management Plan	Construction	DMS	12 years post project
Site Waste Management Plan	Construction	DMS	6 years post project
Construction environmental monitoring	Construction	DMS	12 years post project
Occupational Health			
Medical surveillance records (including exposure records)	Occupational Health Provider	Occupational Health Provider	40
Medical Treatment Records	Occupational Health Provider	Occupational Health Provider	5
Training			
First aid certificates and training records	Training	Training	Employment period
EHS Training	Training	Training	Employment period
Fire Safety plans			
Building Fire Safety Plans	Business Units/Departments	Business Units	5 post life of building
Waste			
Duty of Care Transfer Notes	Airport Waste Contractor	Airport Waste Contractor	2
Hazardous waste Consignments	Airport Waste Contractor	Airport Waste Contractor	3
Quarterly Returns	Airport Waste Contractor	Airport Waste Contractor	3
Audits			
Internal Audit Reports	GAL HSE	GAL HSE	5
External Audit reports	GAL HSE	GAL HSE	5
EHS Quality Monitoring			
Water Quality Monitoring Data	Engineering	Asset Management Centre	40
Air Quality Monitoring Data	Corporate Responsibility & Sustainability	Asset Management Centre	40
Ground condition/contaminated land surveys	GAL HSE and Development Team	Asset Management Centre	Life-time of the site
Noise monitoring data	GAL HSE	GAL HSE	20

Record	Responsibility	Location	Retention Period (yrs)
	(Airline noise via GAL Airspace team)		
Environmental complaints (including noise)	GAL HSE (Airline noise via GAL Airspace team)	GAL HSE (Airline noise via GAL Airspace team)	10
Utility invoices for UK ETS verification and CRC	Engineering	Engineering	10
KPI Performance Data	ORB	ORB Database	10
Risk Assessments			
Risk Assessments	Business Units/Departments	Business Units/Departments	10
CAA records (refer to Aerodrome Regulations and aerodrome manual)	Airfield	Airfield	As per CAA requirements
COSHH Assessments	Business Units/Departments	Business Units/Departments	Lifetime of product
Risk Register	Business Units/Departments	Business Units/Departments	Current version
Aspects and Impacts Register	GAL HSE	GAL HSE	Current version
Licences / Permits & Consents			
Legal Register	GAL HSE	GAL HSE	Current version
Energy Performance Certificates	Property	DMS	Life time of the building
Flood defence consent	Engineering Development	DMS	Life time of licence + 3 years
DEFRA licences	Engineering Development	DMS	Life time of licence + 3 years
EA Environmental Permits	Engineering	DMS	Life time of permit + 3 years
EA Discharge consents	Engineering Development	DMS	Life time of permit + 3 years
EA Environmental Permit exemptions	Engineering Development	DMS	Life time of permit + 3 years
Trade effluent consents	Engineering	DMS	Life time of consent + 3 years
Natural England Bird Kill Records	Aerodrome Operations	Aerodrome	2 years

Table 8: Document storage details

7.2.6 Retention Periods

The table below provides the retention period of critical GAL documents:

Document	Retention Period
Certificates, As-built drawings and maps	Until rendered obsolete by a subsequent certification or assessment.
Action Trackers	Retain electronic – minimum of 6 years
Adverse Weather Plan	Retain electronic – minimum of 6 years
Aerodrome Manual	Live document retain while valid Historical issues retain electronic – minimum of 6 years
Aerodrome Regulatory Inspections	Retain electronic - minimum of 6 years
Aerodrome Safeguarding Documentation	Retain electronic - minimum of 6 years
AGL Flight Checks	Retain electronic - minimum of 6 years
Audit Reports	Retain electronic - minimum of 6 years
Audit Schedules	Retain electronic - minimum of 6 years
Change Requests	Retain electronic - minimum of 6 years
Daily Logs	Retain electronic - minimum of 6 years
Emergency Orders	Retain electronic - minimum of 6 years
Formal Arrangements	Retain electronic – minimum of 6 years
Gatwick Airport Directives	Retain electronic - minimum of 6 years
Health and Safety Records	Retain electronic - minimum of 5 years
Incident, Accident, Near Miss Reports	Retain electronic - minimum of 5 years
Mandatory Occurrence Reports (MORs)	Retain electronic - minimum of 6 years
Manual of Aerodrome Operations (MAO)	Retain electronic - minimum of 6 years
Manuals of Aerodrome Equipment or Systems employed at the Aerodrome	For as long as they are used at the Aerodrome minimum of 6 years
Minutes of Meetings	Retain electronic – minimum of 6 years
Non-conformance Reports	Retain electronic - minimum of 6 years
Aerodrome Survey Report and Aerodrome Check Survey Report	Retain electronic – minimum of 6 years
Aerodrome Survey Data	Retain electronic - minimum of 6 years
Operations in Winter Conditions	Retain electronic and paper records – minimum of 6 years
Records of Training	Retain electronic - minimum of 6 years
Risk Assessments	Retain electronic - minimum of 10 years
Risk Register	Retain electronic - minimum of 6 years
Runway Friction	Retain electronic - minimum of 6 years
Standard Operating Procedures	Retain electronic - minimum of 6 years
Wildlife Hazard Management Data	Retain electronic - minimum of 6 years

Table 9: Document retention periods

8 Safety Risk Management

This chapter describes GAL processes to manage risks across the organisation, including Aerodrome Operations. It includes the risk management framework, which ensures regular reviews of risks via the risk registers and outlines the risk assessment process – which covers new tasks, jobs or processes and details how hazards in operations are identified, in accordance with ADR.OR.D.005(b)(3) and ADR.OR.D.005(b)(4).

8.1 Risk Management Methodology

8.1.1 Risk Management Framework

GAL's Risk Management Policy (Reference Code: 5/EHS/2) and Risk Management Procedures document, owned by the GAL Senior Audit & Risk Manager, utilises a structured approach to identify and assess risk. This considers 'top down' and 'bottom up' inputs and is internally and externally focused to ensure that GAL captures those risks present within the business and the impact of any risks that are outside of GAL's direct control. This means appropriate interventions can be determined to manage the risks identified. Risk mitigations are usually in the form of preventative controls or actions which prevent or reduce the frequency of a particular event occurring or minimise its impact. These controls may be delivered through improvements to policies and processes, the capability of people or infrastructure and systems. The risk management processes and tools are shown below in Figure 7.

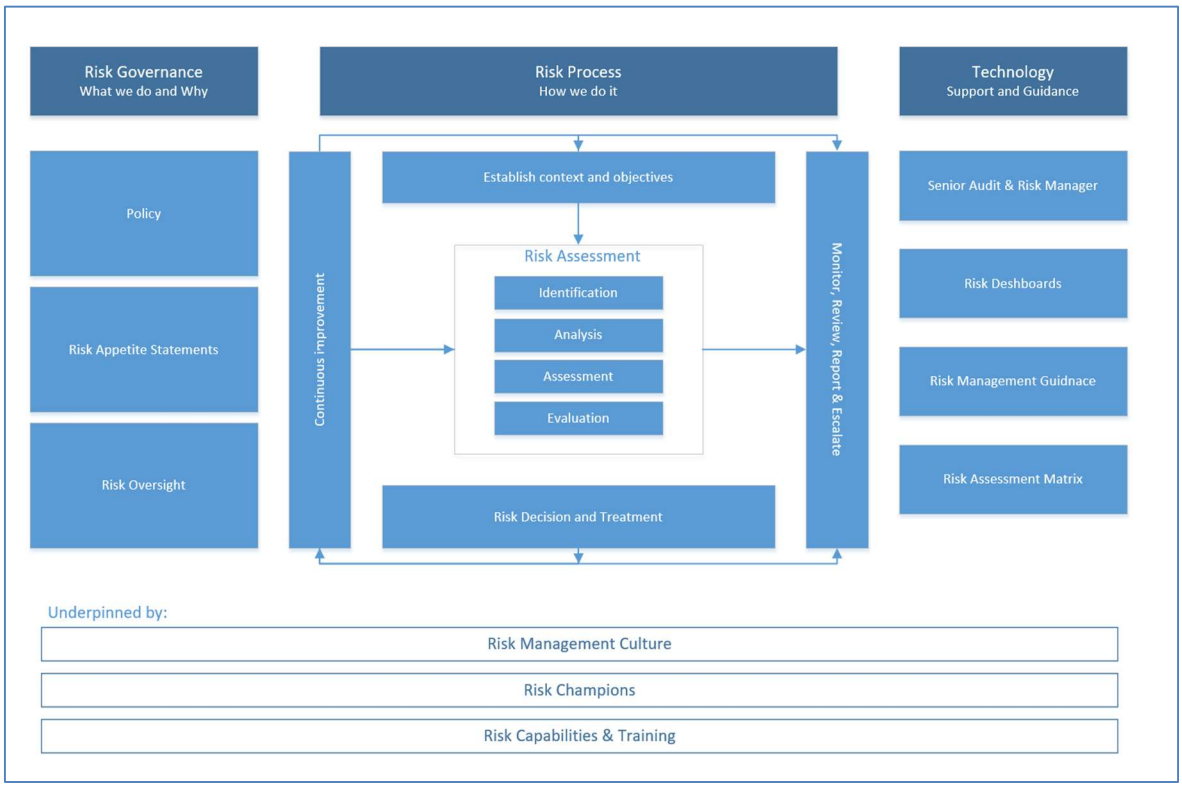

Figure 6: Hierarchy of risk assessments and reviews of risk registers

8.1.2 Risk Management Approach

London Gatwick's approach to risk management is set out in the Risk Management Procedure which is available from the Senior Audit and Risk Manager. Risks within GAL are monitored and managed at the Departmental level. Each Department is responsible for continuously monitoring, managing, and reporting any risks from its business activities.

To manage the risk identification and assessment process, every Gatwick function, including Aerodrome

Operations, are required to maintain a detailed Risk Register. This is a 'live' system-based register which is subject to regular reviews and updates by the functional heads. This ensures that all hazards are effectively captured, mitigations established, and the risk reduced to within the agreed risk appetite thresholds (see Risk Management Procedure) or as low as reasonably practicable (ALARP). The risk registers are also complemented by a series of risk assessments for individual tasks and processes, outlined in more detail in Section 8.4 Risk Assessments. These departmental risk registers create an overarching risk register which can be viewed by the Senior Audit & Risk Manager, Executive Directors and other functions/roles as agreed by the Risk and Compliance Board. Within the online tool, risks can be categorised as a 'Corporate Risk'. These corporate risks are subject to additional scrutiny by the Risk & Compliance Board and Audit, Risk and Finance Committee.

All managers and risk owners have access to their departmental risk register once they have requested access via IT Service Desk and approved by the Senior Audit & Risk Manager (who has delegated authority from the Risk & Compliance Board to approve access levels for users). All directorates will have at least one Risk Champion to help manage their risk management responsibilities.

The detailed Business Unit (Departmental) Risks Registers are 'live' registers and the HODs and departmental risk champions are responsible for ensuring they are subject to regular reviews and updates to reflect the current business context.

Each Business department is required to have a Risk Champion to take responsibility for co-ordinating and populating their Risk Register and to have it ratified by their HOD. Where risks are known to be common across multiple departments, it is the responsibility of the risk champion to liaise with their counterparts in those departments, and the Senior Audit & Risk Manager, to verify that they have understood and scored the risks appropriately within their Risk Register.

Where a risk is identified as a potential 'Corporate Risk', this must be flagged to the Senior Audit & Risk Manager who will agree Executive ownership for the risk, and in which register the risk will be recognised. Due to the sensitive nature of their risks, Security department registers are only visible to those with appropriate clearance (CTC).

Risks which are within the articulated risk appetite threshold may be managed at a Departmental level. Where a risk has been assessed as out of appetite, this should be escalated to the Director for a decision on the risk treatment. Each Department is required to have an appropriate forum where departmental risks are subject to regular review by the Executive Director and Senior Leaders in that area.

Key risks identified through Operational sub working groups (HSE, Asset Management, Airside Safety, Cyber, Security, Stable Ops) will be reviewed and validated at the Operations Resilience Board (ORB). The ORB will monitor these risks and prioritise resource to mitigate/treat the key risk items according to the risk appetite.

The ORB will ensure appropriate operational risks associated with Gatwick Airport activities are included in the sub-committee (OHSC and/or Risk & Compliance Board) agenda.

Directors will escalate their out of appetite risks to the Risk & Compliance Board for review and challenge on what action should be taken and how the action plans agreed are progressing. The Risk and Compliance Board meets five times per annum in line with the Audit, Risk and Finance Committee schedule.

ALARP risks will be reviewed by the RCB annually to ensure these remain ALARP or if management want to pursue a different risk treatment strategy to manage the risk.

Any risk with a score above or equal to moderate (3) on the stable operations impact assessment, either from a newly identified risk, or a change in risk scoring, must be raised and discussed at the next monthly Stable Operations Board for review.

Where risks are deemed intolerable (see categories in 8.2.4 the risk is not signed off, operations are ceased and further mitigation must be established to reduce the risk before operations commence. Further details are provided under Risk tolerability.

To bring a business-wide view, the risk registers of each Gatwick function are passed through a set of review levels, sub-department level, department level, then through the Risk & Compliance Board to the Audit, Risk and Finance Committee, which consists of producing an updated consolidated risk register across the business and gaining a view on the top corporate risks.

Figure 8-below shows the risk review levels and are described in more detail in Section 8.3.3 Review process.

Figure 8: Hierarchy of risk assessments and reviews of risk registers

8.2 Risk Definitions

When defining risk, it is important that all staff have a common understanding of the practical implications and assumptions related to various levels of risks. The following sections provide definitions related to risk severity, risk likelihood, risk classification and risk tolerability for GAL operations. Further definitions related to other functional areas are provided in Appendix C Additional Risk Definitions.

8.2.1 Risk Impact

When defining an impact of a risk, the following criteria is used.

Classification	Potential consequences	Value
Catastrophic	Aircraft/equipment/vehicle/structure destroyed Fatality or multiple fatalities, or multiple serious injuries Major fire or explosion with substantial loss of critical infrastructure Total reduction in safety margins, severe physical distress or workload such that the operators cannot be relied upon to perform their tasks	5
Significant	Extensive damage to aircraft / equipment / vehicle / structure Single major injury; loss of limbs, permanent disability (RIDDOR Serious) Fire or explosion with partial loss of critical infrastructure Significant reduction in safety margins, physical distress or workload such that the operators cannot be relied upon to perform their tasks accurately or completely	4
Moderate	Moderate damage to aircraft/equipment/vehicle/structure Lost time injuries to person(s) (RIDDOR reportable) Fire or explosion with partial loss of infrastructure Reduction in safety margins, distress or workload such that the efficiency of	3

	the operators cannot be relied upon	
Minor	Light damage to aircraft / equipment / vehicle / structure Minor injuries (First Aid treatable) Fire or explosion with disruption to operations Operating limitations	2
Limited	No damage to aircraft / equipment / vehicle / structure Nuisance or distraction but nil injury or near miss Fire with no disruption to operations Slightly reduced margin of safety but controlled within existing procedures	1

Table 10: Risk consequence definitions

8.2.2 Risk Likelihood

When defining the likelihood of a risk, the following criteria is used:

Likeli-hood	Description	Summary	Probability	Time Based
1	Very Unlikely	Has never happened before and there is no reason to think it is any more likely now.	<10%	>2 years
2	Unlikely	There is a possibility that it could happen, but it probably won't.	10-30%	Yearly
3	Possible	On balance, the risk is more likely to happen than not.	30-50%	Monthly
4	Likely	It would be a surprise if the risk did not occur either based on past frequency or current circumstances.	50-80%	Weekly
5	Very Likely	Either already happens regularly or there is some reason to believe it is virtually imminent.	>80%	Daily

Table 11: Risk likelihood of occurrence definitions

8.2.3 Risk classification

Once the impact and likelihood of a risk is defined, the classification of the risk can be determined. The risk classification indicates the highest level of risk associated with a task or process. The risk classification scheme used by GAL is presented in the figure below.

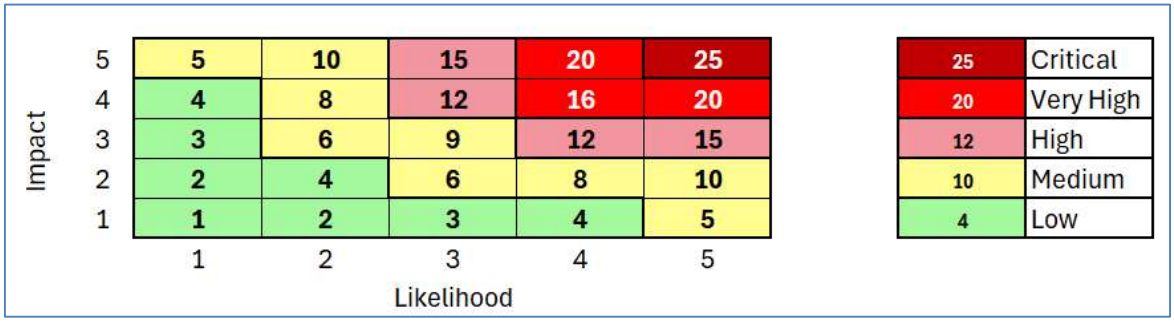

Figure 7: Risk matrix

Once the impact and likelihood of a risk has been determined – using the definitions provided – the risk register or assessment outputs a score between 0-25. This can then be referenced against the risk appetite thresholds to determine its tolerability in Section 8.2.5.

The process for determining the overall impact and likelihood of a risk is provided in Section 8.3.2 Classifying risk.

8.2.4 Risk Categories

A risk category is a group of potential causes of risk. Grouping risks in this way supports the development of an integrated and holistic view of risks and are not intended to be exhaustive. At Gatwick we classify our risks into the following categories:

Risk Category	Category Description
Health & Safety	Safety risks concerning potential accidents, collisions, or other safety-related incidents involving aircraft, passengers, and airport personnel and third parties.
Security	Security Risks are those involving threats to airport security, including terrorism sabotage, or unauthorised access to restricted areas.
Reputational	These risks consider the damage that can occur to Gatwick's brand or reputation when it fails to meet the expectations of its stakeholders and is thus negatively perceived.
Financial	Risks covering economic factors, budgeting, and financial stability.
Commercial	Risks from day to day activities of running an airport and can include- market demand risks, customer risks, product or service risks or competition risks.
Environmental	These risks consider the impact of airport operations on the environment such as noise pollution, emissions, and waste management.
Regulatory & Compliance	These are risks arising from non-compliance with laws and regulations, leading to legal issues, fines or reputational damage.
Operational / Stable Ops	Stable Operations these encompass a wide range of risks associated with the day-to-day operations of GAL. Some key elements of SO risks include: • Internal processes and systems risks: risks associated with failures or inefficiencies in internal processes, systems or controls that can lead to errors, delays or disruptions. • Human factor risks- risks arising from human actions, including errors, negligence, fraud or inadequate training, which can impact operations. Supply chain and vendor risks- Risk associated to dependencies on external suppliers in the supply chain or failure of key suppliers. • Technology risk- concerns related to the use of technology, including cyber security threats, system failures, or technological obsolescence. • Business continuity and disaster recovery risks- risks associated with the GALs ability to recover and continue operations in the event of a business interruption or disaster.

As part of the annual review by the Risk & Compliance Board, the risk categories will be reviewed to ensure they continue to accurately represent the risks faced by the business. Risk categories may be added or changed following the outcome of the annual review.

8.2.5 Risk Appetite

Risk appetite is the level of risk the business is prepared to accept in order to achieve its objectives. Articulating a risk appetite enhances the ability to make informed and effective business decisions whilst keeping risk exposures within acceptable boundaries. Acceptance of some risk is necessary given the trade-offs between GAL's objectives and the fact some of the risks faced are systemic in nature and would require significant investment and time to mitigate. Acceptance of some risk is also often necessary to foster innovation and growth.

Clarity around risk appetite promotes consistent, 'risk-informed' decision-making that is aligned with strategic aims and it also supports robust corporate governance by setting clear risk-taking boundaries, thus enabling consistent and transparent decisions between risks and rewards. It also helps to drive more efficient, risk-based resource allocation.

GAL risk appetite is set by the Board (at RCB) and approved by the Audit & Risk Committee annually or following a significant event. If the risk appetite of London Gatwick changes, risk owners will be required to mitigate the risk to within the updated risk appetite level.

Each risk category will have its own, specific, risk appetite statement. The risk appetite statements shape the extent of controls necessary to achieve the tolerable or target risk level.

The risk appetite statements are defined using a five-point scale between averse-risk appetite and open-risk appetite (see below for definitions). The risk appetite represents the willingness of the London Gatwick to be exposed to a high likelihood and/or a high impact of a risk. Strategic goals and objectives influence the level of risk GAL should be willing to take.

GAL's risk appetite definitions are:

Appetite	Description
Hungry	A very high-risk appetite, actively seeking opportunities for expansion, innovation, and growth, even if it involves taking significant risks.
Open	Embraces innovation and is willing to take calculated risks to implement new technologies and improve passenger experience further its strategic objectives.
Balanced	Willing to consider all potential delivery options and choose the one that is most likely to result in successful delivery while also providing an acceptable level of reward (and value for money).
Cautious	Takes a measured approach, considering potential risks and implementing preventative measures to minimise impact. Preference for safe options that have a low degree of residual risk.
Averse	Avoidance of risk or preference for ultra-safe and secure options that have a low degree of inherent risk.

Once the impact and likelihood of a risk is defined, the risk is categorised and appetite applied. The tolerability of the risk can be determined. The risk category and corresponding appetite indicates the highest level of risk associated with a task or process. The current risk appetite thresholds are:

Risk Categories	Risk Appetite	Risk Scoring Threshold
Health & Safety	Averse	≤4
Security	Averse	≤4
Regulation & Compliance	Averse	≤4
Environmental	Cautious	≤6
Service Quality	Cautious	≤6
Financial	Balanced	≤10
Reputational	Balanced	≤10
Operational	Balanced	≤10
Commercial	Open	≤15
Risks scored >15 or Very High are not accepted - funded action plan required		

8.2.6 Control rating

A control rating is used to indicate whether the level of mitigation is deemed appropriate for the risk. Where controls are insufficient, further mitigations are required which will reduce risk to an acceptable level. However, where risk controls exceed the level required to manage the risk, a review of the mitigating controls is required to adjust the mitigation to a practical level. The control level provides an indication of the efficiency of the mitigating controls. The control levels are defined as follows:

- Controls exceed the level required to manage the risk.
- Controls are reasonably practicable, comprehensive and commensurate with the risk.
- Controls are working as intended.
- Some shortfall in level of controls but do not materially affect the level of residual risk.
- Weaknesses and inefficiency in controls do not treat the risk as intended. Remedial action in place and residual risk rating has been adjusted accordingly.

8.3 Risk Registers

Risk registers are developed by each GAL function, recording key risks and the effect of management and/or corrective action, in a format which enables the review and reporting of risks at a corporate and operational level.

A Functional Risk Co-ordinator – the Safety Manager for Aerodrome Operations, as per ADR.OR.D.015 – is assigned by the relevant Head of Department and is responsible for developing and maintaining the risk register. The Aerodrome Operations risk register is reviewed quarterly by the Aerodrome Operations Senior management team.

The following sections provide an overview of the process by which the risk registers are developed, maintained and reviewed.

8.3.1 Risk identification

Risk identification is key to the ongoing safe operation of Gatwick's aerodrome operations. Three main methods are used by GAL to identify airfield risks:

- Quarterly review of risk: Senior management of Aerodrome Operations conduct a quarterly review of current and emerging risk, both tactical and strategic. The register is then reviewed and updated as required to evaluate the impact, likelihood and mitigations.
- Changes to procedures or development of new procedures indicating new risks: Where new procedures or changes to procedures highlights new risks to the airfields operation, these are fed into the risk register, which is updated to reflect the new risk. The risk identification related to a new procedure and changes to procedure is to be carried out in accordance with Management of Change outlined in Chapter 12.
- Incident reports reviews and governance processes identify new risks: Through GAL's SMS procedures related to incident reviews, there may be cases where a risk has not been captured or captured incorrectly. Where the risk needs to be addressed, the risk register is updated and reviewed by the Aerodrome Operations Senior management team to ensure that the register captures the risk appropriately.

8.3.2 Classifying risk

For each risk, the inherent impact and likelihood is established (non-mitigated) followed by establishing the mitigating controls and current risk i.e. impact and likelihood post mitigation.

The impact of the risk – Level 1 to 5 – is noted against each of the following areas (the definitions for these additional areas are provided in Appendix C Additional Risk Definitions):

- Health and Safety.
- Security.

- Environment.
- Financial.
- Reputation.
- Service Quality.
- Stable Operations.

The worst-case eventuality from the listed areas of the risk impact is used in conjunction with the risk likelihood. This provides the risk classification between 0-25, as defined in Section 8.2.3 Risk classification, which in turn indicates the tolerability of each risk.

8.3.3 Review process

As indicated in Section 8.1.2 Risk Management Approach, the risk registers go through multiple levels of review and consolidation. These include:

- Senior Audit & Risk Manager (Risk Management)
- Stable Operations Board & Operations Risk Board.
- Risk & Compliance Board.
- Gatwick Audit, Risk & Finance Committee.

Within the review cycle, the risks are also matched to the corporate risks, giving both the bottom-up and top-down company-wide view of risk. The following reviews are carried out, as detailed in the risk management procedure:

Aerodrome risk review meeting:

These meetings are carried out quarterly and are attended by the Aerodrome Operations Senior Leadership Team. The primary aim of the meeting is to review current and likely tactical and strategic risks. The risk register may also be updated with risks identified at this meeting.

Input to session: Management overview of current and emerging risks.

Output of session: Confirmation of risk and update to risk register.

Risk challenge session:

These sessions are organised regularly and are attended by Head of Department, Functional Risk Co-ordinator, Business Continuity, Senior Audit & Risk Manager and EHS. The aim of the session is to challenge the risk register and ensure that all risks have been appropriately captured.

Where inaccuracies are found, the Functional Risk Co-ordinator must re-address the risks as per the risk identification process and re-submit the risk register for review.

Input to session: Risk Register.

Output of session: Reviewed Risk Register.

SOB & ORB:

Following the Risk Challenge Sessions, Business Continuity and Risk Management review and agree the out of appetite operational risks, which is the basis for delivering a bi-annual operational risk report. This is reviewed by the SOB and ORB.

Input to session: Operational risk report.

Output of session: Reviewed operational risk report.

Gatwick Corporate and Operational Risks:

Once the out of appetite operational risks have been agreed upon, the Corporate Risk and Operational Risk paperwork is completed and reviewed by the RCB. The RCB then develop and own the Corporate Risk Register.

Input of session: Operational and Corporate Risk paperwork.

Output of session: Corporate Risk Register.

Audit, Risk & Finance Committee:

The Audit, Risk & Finance Committee is the final stage of review. The agreed corporate risks and out of appetite operational risks are presented to the committee for final approval.

Input to session: Agreed Corporate Risks and out of appetite Operational Risks.

Output of session: Corporate Risk and out of appetite Operational Risks sign-off.

As outlined in the Risk Management procedure, any comments received from any stage of the review process must be address before the review continues. This is done in consultation with the Senior Audit & Risk Manager (Risk Management). A current status system is operated to readily identify those risk assessments which require updating.

8.4 Risk Assessments

8.4.1 Risk assessment overview

The Aerodrome Operations risk assessment process is detailed in Chapter 2.2 of the MAO. The procedure provides the steps for both the development of new risk assessments and review and update of existing risk assessments.

8.4.2 New risk assessment

A responsible team shall be assigned for the development of the risk assessment. The following steps shall be followed by the team carrying out the risk assessment process for a new job/task/process:

- Note relevant stakeholders, their details and task/job/process details.
- Complete the Health, Safety and Environmental Hazard Checklist, and Environmental Hazards forms.
- Evaluate hazards and populate the GAL risk assessment template.
- Deliver risk assessment to Ground Services Specialist.

Once delivered to the Ground Services Specialist, the risk assessment is further reviewed by the Ground Handling and Apron Lead for final review and sign off.

Risk mitigation should always be provided where practically possible, which should reduce the severity of the potential consequence and/or the likelihood of occurrence.

For any high risk identified on the risk assessment where severity of potential consequence and/or likelihood of occurrence cannot be reduced the Head of Aerodrome shall be required to sign off the risk assessment.

8.4.3 Review of existing risk assessment

In the case of an existing risk assessment, the responsible party for carrying out the review shall locate the master copy and review it with a risk assessor. This shall then be passed to the Ground Services Specialist to progress for final review as outlined in Section 8.4.2 - New Risk Assessments.

8.4.4 Aerodrome Risk Assessments

Aerodrome risk assessments are reviewed every 3 years, or sooner if required, for example as a result of an incident investigation.

8.4.5 Useful Risk Reactive, Proactive and Predictive Guidance

The table guidance below provides useful information in relation to risk management.

	Reactive Risk Management	Proactive Risk Management	Predictive Risk Management
Definition	Actions in response to hazard/risk occurrence.	Actions that address perceived hazard/risk occurrence before it actually occurs.	Actions that attempt to forecast future, potential hazard/risk occurrence.
Management Activity	After hazard/risk occurrence, taking measures (i.e. corrective actions) to prevent re-occurrence. Management does this by processing incident/accident reports.	Before an identified hazard occurs, management creates control measures to prevent initial occurrence. Identifying these hazards usually happens through proactive activities or by reviewing proactive reports.	Analysing current operations to identify areas of potential concern in future, hypothetical situation. This is done almost exclusively by reviewing existing systems and processes.
Front Line Employee Activity	Once hazard occurs, employees take action to prevent an accident. If risk occurrence is inevitable, employees take actions to mitigate damages. These issues must be reported.	Hazard mechanisms and threats are identified before hazard occurrence (and hazard occurrence is mitigated). These issues are generally "voluntary" reports, but it's a best practice to encourage employees to report these issues.	N/A.
Examples	• MOR. • Incident Report. • Accident Report.	• Audits/ Inspections. • Voluntary Reporting. • Surveys.	• System Analysis. • Safety Case.

9 Safety Reporting & Investigation

This chapter describes the GAL reporting and investigation systems for safety incidents that occur on the aerodrome, in accordance with ADR.OR.D.030.

9.1 Reporting & Investigation Overview

The safety reporting and investigation strategy is designed to enable GAL personnel and third parties working on the aerodrome to report safety incidents using general, mandatory or voluntary safety reporting systems available, as appropriate to the type of incident involved. GAL HSE incidents that occur at Gatwick Airport must be reported internally for further investigation.

Once an incident has been reported, an internal investigation shall be undertaken by GAL to establish the likely causes of the incident, and identify the appropriate remedial actions required to prevent further recurrences of the incident. The following diagram provides a high-level overview of the GAL HSE reporting and investigation strategy at Gatwick Airport:

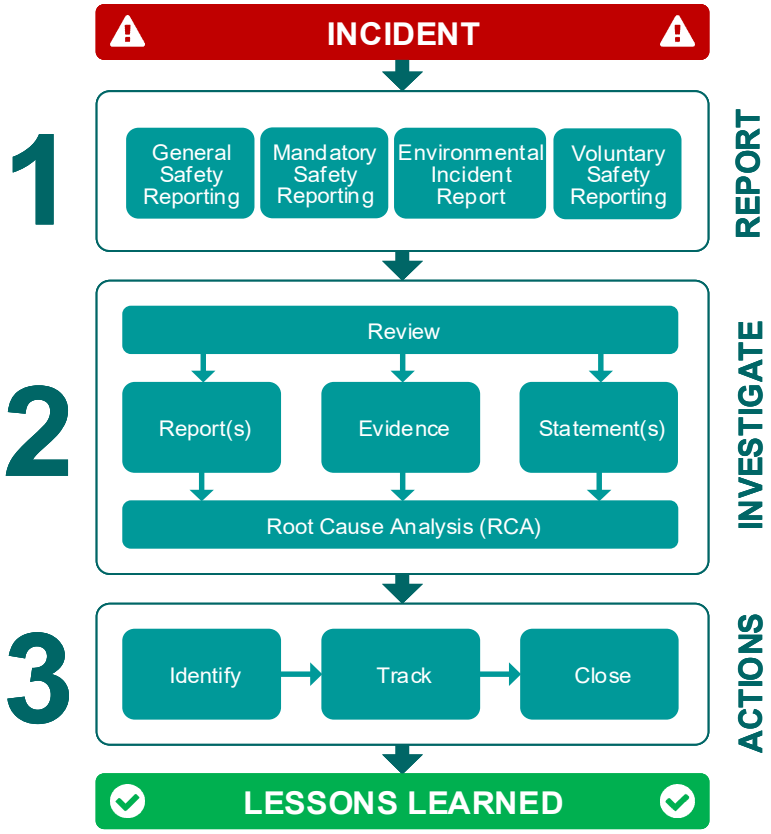

Figure 8: GAL HSE reporting and investigation strategy

9.2 Safety Incident Reporting

This section summarises the available safety reporting systems that GAL has put in place to enable their personnel and those third parties working on the aerodrome to quickly and effectively report safety incidents that have occurred on the airfield. There are four core types of safety reporting available:

- General and Voluntary Safety Reporting: all GAL EHS incidents, near misses, unsafe acts or conditions that occur at Gatwick Airport must be internally reported and recorded on the Prime reporting database. Voluntary anonymous GAL HSE reporting is covered below.

- Mandatory Safety Reporting: specific types of safety incident require the appropriate authority to be notified and/or a report submitted to them, in addition to being internally reported and recorded on the PRIME reporting database:

    - Mandatory Occurrence Reporting (MOR): any safety incident "which may represent a significant risk to aviation safety" as defined in UK Regulation (EU) 376/2014 must be reported to the CAA, in line with the guidance set out in CAP 382: Mandatory Occurrence Reporting Scheme. Appendix 1 to the Aerodrome Manual provides an extract of Regulation 376/2014 detailing which events require an MOR. Further detail is provided below.
    - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR): any incident that causes a death, specified injury to a person, disease, and/or dangerous occurrence under the terms of RIDDOR 2013, must be reported to the Health & Safety Executive (UK HSE) authority.

- Environmental Incident Reporting: any activity that "causes an imminent threat of environmental damage" or "has caused environmental damage", as defined in The Environmental Damage (Prevention and Remediation) Regulations 2015 must be reported to the UK Environment Agency.
- GAL HSE Voluntary Anonymous Safety Reporting: any HSE issues or concerns that GAL personnel or third parties may have about the aerodrome's operation can confidentially be reported to GAL, who will assess whether a GAL HSE report is required. Further detail is provided in Section 9.2.5 below.

Care should be taken to ensure access to personal information is restricted to relevant personnel only when completing safety incident reports.

All third parties (including contractors working on airfield development or maintenance projects) must ensure that the relevant reporting procedures are included in their staff induction training, and all staff should clearly understand the GAL HSE notification process and numbers as defined in 'GAD: Reporting of Incidents, Accidents and Near Misses on the Airfield'.

The following sections describe GAL's HSE safety reporting systems in more detail.

9.2.1 General Safety Reporting Management

All incidents, accidents and near misses must be reported on GAL's web-based reporting database, PRIME, within 12 hours of the incident occurring.

All GAL departments must ensure that their staff are aware of this requirement and to establish processes that comply with this requirement for their area of responsibility, as directed in the GAL/HSE/SOP/018 Incident Response Reporting and Investigation.

GAL's Aerodrome Operations department hold overall responsibility for general aerodrome safety reporting, and their aerodrome safety incident reporting process is set out in the MAO Chapter 10.

Where non-Aerodrome Operations personnel, third party operating companies, or contractors are involved in a safety incident that occurs on the airfield, supplementary reporting process considerations apply:

- Third Party Operating Companies and GAL Non-Aerodrome Operations Staff:
  third party companies and GAL non-aerodrome operations staff operating on the airfield must report any safety incident that occurs on the airfield to GCC by telephone immediately (who shall then notify Aerodrome Operations and any other GAL department impacted by the incident), and all near misses that occur on the airfield directly to GAL Aerodrome Operations by either telephone or email, as directed in 'GAD: Reporting of Incidents, Accidents and Near

Misses on the Airfield'.

- Contractors: Except in the case of an emergency, contractors working on development or maintenance projects on the airfield must report any safety incident that occurs on the airfield to their GAL Project Manager, GAL Senior Field Engineer and/or GAL HSE Manager, as appropriate to the type and severity of the incident involved, and as set in the '20000-XX-Q-XXX-GLN-155002 Contractor Incident Actions Process' which is provided to all contractors as part of their Contract Works Schedule.

The GAL Project Manager responsible for the works shall notify Aerodrome Operations by telephone, who can then make an assessment of whether a MOR is required.

Failure to report an incident, non-compliance with the correct reporting procedure, leaving the scene of an incident, or the removal of vehicles involved in an incident without the prior approval of Aerodrome Operations may result in action being taken against the persons and/or companies involved in line with GAD – Airside Discipline Process.

9.2.2 Mandatory Occurrence Reporting (MOR)

GAL Aerodrome Operations hold overall responsibility for mandatory occurrence reporting at Gatwick Airport. GAL's MOR reporting system is defined in 'GAD: Mandatory Occurrence Reporting (MOR)'. Appendix 1 to the Aerodrome Manual provides an extract of Regulation 376/2014 detailing which events require an MOR. Further operational guidance for GAL's MOR reporting process is set out in Chapter 10 of the MAO. The Aerodrome Compliance Team review MORs and related Gatwick Health and Safety reports (Prime) on a weekly basis. This review ensures MORs have been submitted by the operational teams in accordance with regulatory requirements and identifies occurrences that would benefit from a more detailed investigation and/or those likely that the CAA will request a full investigation for. Actions from MOR investigations are recorded, tracked and reviewed via a centralised actions tracker.

9.2.2.1 Definition

UK Regulation (EU) 376/2014 requires the mandatory reporting of hazardous or potentially hazardous incidents or occurrences affecting an aircraft. An occurrence means any safety-related event which endangers or which, if not corrected or addressed, could endanger an aircraft, its occupants or any other person.

Should the occurrence be a reportable 'accident', 'serious injury' and/or 'serious incident', as defined in the Civil Aviation (Investigation of Air Accidents & Incidents) Regulations 1996, the aircraft or wreckage involved must not be moved or interfered with until permission has been granted by the AAIB via the AOM.

The figure below shows the MOR process used by GAL.

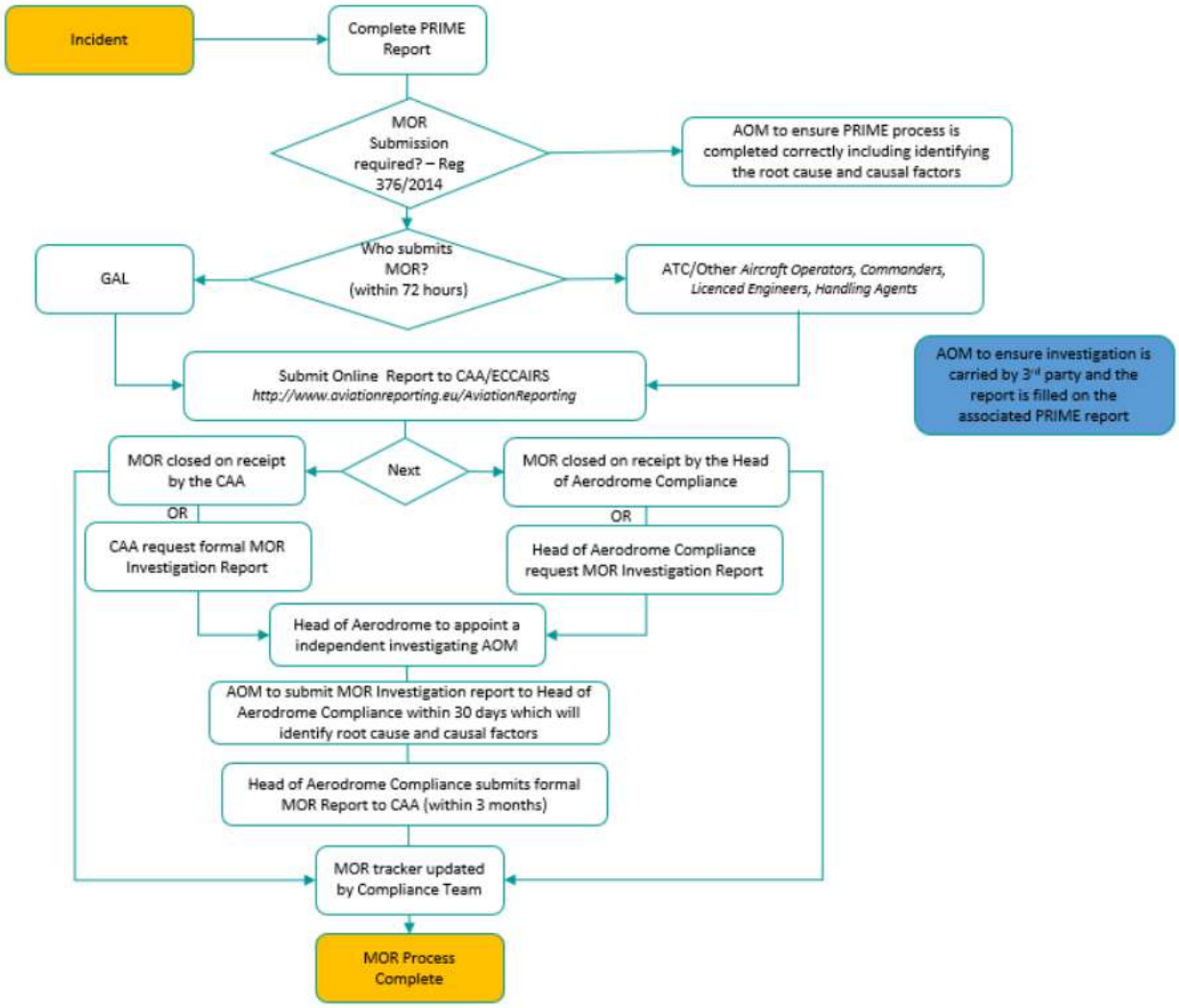

Figure 9: GAL MOR Process

9.2.2.2 Notification

GAL Aerodrome Operations requires to be notified of all potential and confirmed reportable occurrences arising from activities on the aerodrome, including those arising from the activities of third parties working on the aerodrome.

Third parties must ensure that the relevant mandatory reporting procedures are included in their staff induction training, including the need to inform GAL. When the AOM becomes aware of a potential or confirmed reportable occurrence, they shall obtain as much information as possible about the occurrence and consult with the ATC Watch Manager to decide whether to submit a report.

The AOM and ATC Watch Manager are responsible for notifying reportable accidents to the AAIB, in accordance with GAL Emergency Orders.

NOTE	A third party reporting a mandatory occurrence does not prevent GAL from submitting their own report.	

9.2.2.3 Reporting

The report should be made using the ECCAIRS reporting system. All MOR reports must be filed with

the CAA via ECCAIRS within 72 hours of the incident, as required by, and in accordance with, UK Regulation (EU) 376/2014.

Electronic copies of any MOR submitted by GAL shall be retained for a minimum of six years.

9.2.2.4 Evidence

Following any mandatory occurrence, some or all of the following actions will be undertaken by GAL Aerodrome Operations in order to preserve evidence:

- Photographs.
- Statements from those involved.
- Preservation of ATC recordings.
- Interrogation of CASPER (to track aircraft).
- Incident scene management.

GAL welcomes copies of Air/Ground Safety Reports or Mandatory Occurrence Reports filed by third party operating companies. In addition, third parties are requested to share with GAL any MOR reports that they have submitted for incidents which occur on the ground or during the initial (take-off) or final (approach and landing) phases of flight.

For runway incursion events the Global Plan for the Prevention of Runway Incursions (GAPPRI) recommends that adequate information is collected on runway incursion incidents so that causal and contributory factors can be identified, lessons learned and actions taken. GAL uses a Human Factors Questionnaire which is given to drivers and, where possible, flight crew involved in a runway incursion. It is designed to collect information on human and other causal factors that to assist with identifying and understanding the root cause of the incursion. The Human Factors Questionnaire can be found in the Airfield Operations Documents Library.

Note: The Human Factors Questionnaire may also be used for taxiway incursions and significant aircraft movement obstructed events.

In line with GAPPRI recommendations, the Protected Area of the runway should be defined locally through agreement between the aerodrome operator (GAL) and the Air Navigation Service Provider (ANSP). At Gatwick, this Protected Area includes:

- The runway.
- The stopway.
- The Runway End Safety Area (RESA)
- The lateral area along each side of the runway, extending up to the runway holding positions.
- The clearway.
- The Instrument Landing System (ILS) Glidepath and Localiser critical areas.
- The ILS sensitive area.

A Critical and Sensitive Area map defining distances for each component of the Protected Area, is distributed to key stakeholders and is available on demand from the Airfield Technical and Planning Lead.

9.2.3 Reportable Injuries, Diseases & Dangerous Occurrence Regulations (RIDDOR)

GAL HSE team hold overall responsibility for RIDDOR reporting, with GAL's Aerodrome Operations department holding responsibility for notifying the GAL HSE team of any RIDDOR incidents on the airfield.

9.2.3.1 Definition

RIDDOR 2013 requires notification to the relevant enforcing authority and the mandatory reporting of any death, injury, or dangerous occurrence of a type that is reportable arising out of or in connection with work. The UK HSE produce a useful guide which is reflected in the information below and as linked: 'A brief guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 INDG453'

Incidents that fall under the following definitions must be reported to comply with RIDDOR 2013:

- Accidents that have resulted in an employee dying, excluding suicide, suffering a specified reportable injury, or being absent from work or unable to do their normal duties for more than seven days, not including the day of the accident due to a work-related injury.
- Accidents which have resulted in a member of the public suffering an injury and being taken to a hospital for treatment which was caused by a work-related injury.
- An employee or self-employed person suffering one of the specified work-related diseases.
- One of a set of specified 'dangerous occurrences' - these do not necessarily result in injury but have the potential to do significant harm.

The full list of reportable incidents is published in Regulations 4 to 11 of RIDDOR 2013.

9.2.3.2 Notification

GAL Aerodrome Operations must be notified of all potential and confirmed incidents that are reportable under the terms of RIDDOR arising from work and activities on the aerodrome, including those arising from the activities of third parties working on the aerodrome.

When the ACL becomes aware of a confirmed RIDDOR incident on the airfield, they will refer to the UK HSE 'A brief guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)' and will make the GAL HSE department aware of the incident.

9.2.3.3 Reporting

The incident report should be made using the relevant form on Prime. This could be 'Incident', 'Unsafe Condition' or 'Near Miss'. Once the initial report is completed the GAL HSE Team will generate a RIDDOR report.

All RIDDOR reports shall be submitted to the Health and Safety Executive in line with RIDDOR Reporting Guidelines by GAL HSE.

Electronic copies of any RIDDOR report submitted by GAL will be stored for 5 years by GAL HSE.

9.2.4 Environmental Incident Reporting

GAL HSE hold overall responsibility for environmental incident reporting at Gatwick Airport. The environmental incident reporting process is set out in GAL/HSE/SOP/018 Incident Response Reporting and Investigation.

9.2.4.1 Definition

The Environmental Damage (Prevention and Remediation) (England) Regulations 2015 require notification to the relevant enforcing authority of any activity that "causes an imminent threat of environmental damage, or an imminent threat of damage which there are reasonable grounds to believe will become environmental damage" or "has caused environmental damage or has caused damage where there are reasonable grounds to believe that the damage is or will become environmental damage".

Incidents at Gatwick Airport that fall under the following definitions shall be reported in order to comply with Environmental Damage (Prevention and Remediation) (England) Regulations 2015.

Minor environmental incidents such as:

- Any inappropriately controlled emission to land, atmosphere, or aquatic resources that has the potential to cause environmental harm.
- Any non-compliance with GAL environmental requirements and associated procedures.
- Any situation where a Major Environmental Incident was narrowly avoided (see below).
- Any substantiated complaint regarding real or possible environmental impact from the activities affecting local residents or persons who work or carry out business in the vicinity of the airport.

Major environmental incidents such as:

- Any event or series of events causing environmental harm or requiring the assistance of external organisations.
- Any breach of environmental legislation.
- Any breach of consent conditions that is likely to lead to statutory/regulatory body intervention; and/or issue of a legal enforcement notice.

9.2.4.2 Notification

The GAL Environment Manager is to be notified of all potential and confirmed incidents that are reportable under the terms of Environmental Damage (Prevention and Remediation) Regulations arising from work and activities on the airfield, including those arising from the activities of third parties working on the aerodrome.

Should a likely environmental incident occur, the person managing the incident should immediately notify the GAL Environment Manager, the EOM, or the Water Quality Manager (if not already involved as part of incident management), who shall undertake a risk assessment of likely and/or actual environmental impact. If the impact is considered to be significant, the GAL Environment Manager, EOM or Water Quality Manager shall notify the Environment Agency.

Third parties (including contractors working on development or maintenance projects on the airfield) must ensure that the relevant environmental incident procedures are included in staff induction training, and all staff should clearly understand that the first call must be to notify GAL.

9.2.4.3 Reporting

The report should be made using the 'Incident > Environment' reporting facility on PRIME, as is appropriate to the type of environmental incident involved.

An Environmental Incident report shall be filed with the Environment Agency on receipt of a request by the Environment Agency.

Electronic copies of any Environmental Incident report filed by GAL shall be stored indefinitely, and paper copies shall be retained for a minimum of 6 years.

9.2.5 Voluntary Anonymous Safety Reporting

A number of reporting channels are available to GAL personnel and third parties working on the aerodrome to report any airfield safety concerns or issues directly as stated above or anonymously and in confidence as below.

9.2.5.1 Anonymous Reporting

To reflect best practice and to promote a positive safety culture amongst the airport community, GAL employs a confidential reporting facility via a QR process and promulgated via a GAN 'Anonymous Reporting of Environment Health and Safety Concerns and Ideas'.

This facility is free for use by any person concerned about health, safety, and/or environmental

practices at the airport that they feel are not being addressed satisfactorily through the normal, local reporting procedures. This includes personnel working for airlines, handling agents, aircraft servicing companies, cleaners, retail outlets, and other third parties.

An anonymous report can be made by scanning the QR code or clicking the link provided in the GAN as shown below:

Figure 10: GAL HSE Anonymous Incident Report QR Code

If a voluntary report relates to aerodrome safety, it shall be forwarded to the Head of Aerodrome Compliance who will investigate the issue or concern and, if deemed appropriate, notify the appropriate authority.

9.2.5.2 GAL Code of Ethics and Conduct Policy and Speak Up Policy

The GAL Code of Ethics and Conduct Policy is a set of principles designed to guide the behaviour and decision making of all GAL employees. The policy also includes the GAL Speak Up Policy which provides guidance on how to report concerns that attitudes, behaviours or actions have fallen short of what is expected.

In most cases employees should raise ethics and conduct concerns with their line manager either face to face or in writing. If the concerns are of a very serious nature or for any reason the employee would prefer to not speak to their line manager or HR the GAL Legal and Compliance team can be contact via the following communication channels;

- Email speak.up@gatwickairport.com
- GAL confidential Speak Up service on **0800 068 8907**
- Make an online report (anonymously if preferred) at https://secure.ethicspoint.eu/domain/media/en/gui/106706/index.htmi

The QR code below provides a link to the Code of Ethics and Conduct guide.

9.2.5.3 Confidential Human Factors Incident Reporting Programme (CHIRP)

The Confidential Human Factors Incident Reporting Programme (CHIRP) is charity funded by the CAA, with the aim of contributing to the enhancement of aviation safety by providing a totally

independent confidential (but not anonymous) reporting system.[1]

If an employee working in the aviation sector feels unable to report their safety concerns to either their employer or the CAA they can contact CHIRP.

CHIRP is primarily concerned with safety-related reports about Human Factors and/or Just Culture/Reporting Culture issues. Such reports may include but are not confined to:

- Human skills.
- Performance and training.
- Rules, procedures and regulations.
- The design and use of aircraft and equipment.
- Communication.
- Workplaces.
- Personnel.
- Organisation and management.

A confidential report to CHIRP can be made by scanning the QR code as shown below:

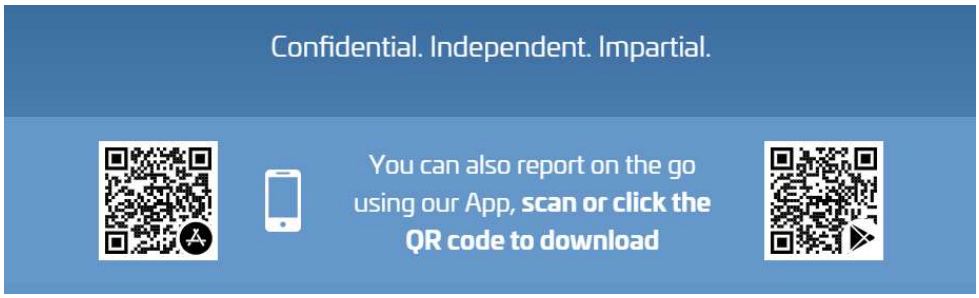

Figure 12: CHIRP Confidential and independent reporting programme QR code

9.2.6 Aerodrome Safety Incident Reporting Procedure

The procedure for Aerodrome Safety Incident Reporting is detailed in Appendix D Safety Reporting Procedures.

9.3 Safety incident investigations

This section summarises the safety investigation system that GAL has put in place to internally investigate safety incidents reported by GAL personnel and third parties working on the aerodrome, in order to comprehensively evaluate the events leading up to an incident, and to identify and record its likely causes.

The following sections describe GAL's safety investigation system in more detail.

9.3.1 General Safety Investigation Management

Safety incidents (including near misses) reported at the Airport will be investigated at an appropriate level depending on the category of incident, trend increases or possible safety improvement benefits realised. Line managers responsible for an area or activity that is the subject of an incident report shall carry out an initial assessment of the incident. This will identify any immediate safety improvements required and also provide an initial assessment of investigation requirements.

For Aerodrome Operations, as an initial assessment the line manager should consider implementing a tailored corrective action plan for the individual(s) involved in the incident.

Corrective action may involve the following:

- ADP - removal of specific ADP competencies eg Apron, Manoeuvring and/or Runway

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depending on the nature and location of the incident.

- Other removal of specific competencies if safety may be compromised.
- Duty of care interview to be conducted by the line manager to consider:
- Human factors.
- Causal factors.
- Impact of the event and human/causal factors on ability/fitness to remain on duty.

The action plan may include an element of formal re-training. In this case the line manager should consult with the Aerodrome Training Team Lead to formalise a plan detailing requirements, input required from the training team and how specific aspects of the event are addressed. Competency assessments and re-training courses delivered can be used as part of the wider incident investigation. For incidents involving airside driving, limited ADP competencies may be returned subject to assessment and approval by the line manager and as part of the corrective action plan. This may take place whilst the wider incident investigation is ongoing.

Weekly reviews of incidents are carried out as detailed in Section 9.3.5.2 - Review Meetings which describes the process for reviewing incidents and the need for a more detailed level of investigation.

GAL departments are obligated to establish processes to identify trained and suitable individuals to conduct incident investigations and to ensure that all investigations are completed within the seven-day timescale, as directed in the GAL/HSE/SOP/018 Incident Reporting and Investigation.

The Aerodrome Operations department hold overall responsibility for airfield safety investigations. Further investigation guidance for Aerodrome Operations staff is provided in the MAO Chapter 10. Investigations for significant events involving GAL Aerodrome Staff may be carried out by another GAL department as directed by the Head of Aerodrome. For example, the Head of Aerodrome or Head of GAL HSE may allocate RFFS to carry out an investigation using trained investigators for an event involving Airfield Operations.

Where non-Aerodrome Operations personnel, third-party operating companies or contractors are involved in an airfield safety incident, supplementary investigation process considerations apply:

Non-Aerodrome Operations Personnel: where personnel from another GAL department are involved in an airfield safety incident, Aerodrome Operations shall liaise with the department involved to agree necessary investigation responsibilities and avoid duplication of effort.

Third Party Operating Companies: third party companies operating on the airfield are obligated to carry out their own investigations and to share their reports with GAL, as directed in 'GAD: Reporting of Incidents, Accidents and Near Misses on the Airfield';

Contractors: contractors working on development or maintenance projects on the airfield are obligated to carry out their own investigations and to share their final reports with GAL, as set in the 20000-XX-Q-XXX-GLN-155002 Contractor Incident Actions Process.

Failure to cooperate with an incident investigation may result in action being taken GAD – Airside Discipline Process. The Aerodrome Operations department will contact third-party operating companies and airlines following significant safety events to ensure a full investigation has been conducted and suitable corrective actions have been completed.

9.3.2 Category 1 & 2 Safety Investigation Management

In the event of a significant incident, the Head of GAL HSE shall determine the categorisation of the incident, after discussion with the relevant GAL department heads.

GAL employs competent trained investigators and internally trains investigators to the Kelvin TOPSET system for investigating Category 1&2 safety incidents as defined below. The system utilises a set of indicators that are commonly found in safety incidents as a framework which can be used during the investigation process. This process aids in understanding the causes of an incident and helps to

prevent a recurrence.

When a Category 1 or 2 incident has been reported, the Head of GAL HSE will initiate an investigation by selecting a Lead Investigator who is competent to manage the investigation. An investigation team will be selected to conduct the investigation process by Root Cause Analysis (RCA) of the incident, and identify SMART actions (Specific, Measurable, Accountable, Realistic, Time-Scale) in order to reduce the likelihood of the incident recurring.

9.3.3 Safety Incident Categorisations

As part of any GAL HSE incident investigation, the assigned GAL incident categorisation matrix below will be used to establish a formal incident category rating for the incident.

NOTE	The incident category rating given by the incident investigators may differ from the rating initially given by the incident reporter.	

Either Actual or Potential			
Category Rating	**People**	**Asset/Operational**	**Environment**
1	• Single/ Multiple fatalities • Permanent total disability or long-term health ill effect resulting from injury or occupational Illness. • Major non-conformance with regulations or permits resulting in prosecution	• Major shutdown of Airport Operations or construction activities.	• Major uncontrolled environmental release resulting in extensive fish mortality, major effect on air quality, extensive ground or groundwater contamination, public endangerment, or major damage to nature conservation/habitats • Major non-conformance with regulations or permits resulting in prosecution • EA environmental impact categorisation - Category 1 (major, serious, persistent and/or extensive impact or effect on the environment, people and/or property)
2	• Major injury or, illness requiring immediate hospital treatment with long term effects to health • Incident leading to a HSE Prohibition, improvement Notice or fine • RIDDOR Reportable/ Specified Injury and LTI's over seven days.	• Partial shutdown of Airport Operations or construction activities. • RIDDOR Reportable/ Dangerous Occurrence • Failure of lifting equipment • Major damage to vehicles and/or infrastructure/equipment that renders it non-operational.	• Significant environmental release impacting vicinity of site, resulting in significant fish mortality, air quality impact, ground contamination requiring protracted remediation or significant damage to nature conservation/habitats • Major non-compliance with regulations or permits resulting in potential for enforcement notices • EA environmental impact categorisation - Category 2 (significant impact or effect on the environment, people and/or property) • Spills over 600 litres (flammable liquids release >500kg)
3	• Minor injury or illness • Restricted workday cases (1-to-6-day LTI or unable to carry out their regular duties) • Incident leading to a HSE Improvement Notice	• Minor damage to the Airport or construction works. • vehicle/ infrastructure/equipment damage but is still operational	• Any Spills above 20 litres or those that have entered drains or impacted unmade ground • Failure to meet waste Duty of Care requirements • Work activities not permitted by GAL causing impact on natural habitats or ecology • Minor non-conformance with regulations, permits or internal processes and policies not resulting in environmental damage or enforcement (i.e., EA site warning received)

4	• First Aid cases and medical treatment cases • Exposure to health hazards that give rise to noticeable discomfort, minor irritation, or transient effects reversible after exposure stops.	• minor damage to vehicles / infrastructure/equipment	• Air emission or waste management issues. • Spill (less than 20 litres) that has been contained without entering drains or contaminating unmade ground. • Occurrence of increasing emissions or failure of plant but no breach of environmental permit or regulation. • In correct use of waste facilities, poor segregation and fly tipping

Figure 13: GAL incident categorisation matrix.

9.3.4 Evidence Collection

Following a safety incident, some of the actions below may be undertaken by the assigned GAL incident investigators in order to collect and record evidence:

- Photographs.
- Statements from those involved including witnesses.
- Preservation of ATC recordings.
- Interrogation of CASPER (to track aircraft).
- Relevant and related risk assessments.
- Incident management minutes/logs.

In addition, GAL incident investigators may request further information and/or copies of any reports filed by third party operating companies involved in the incident. Third party operating companies must provide information and share reports with GAL when requested, as set out in 'GAD: Reporting of Incidents, Accidents and Near Misses on the Airfield'.

All documented evidence collected shall be attached to the relevant safety incident report(s) on PRIME by the GAL incident investigators.

9.3.5 Safety Incident Reviews

More than one safety incident review may be conducted as part of the internal safety incident investigation process depending on the GAL departments involved and the likely causes of the incident. For significant events, two types of review shall be conducted, normally driven by the Stable Operations team:

- Incident Debriefs: safety incidents shall be reviewed as part of a hot-debrief within 24 hours of incident stand-down, and a cold-debrief may also be conducted a minimum of five days after incident stand-down.
- Incident Review Meetings: safety incidents reported at Gatwick Airport, regardless of their incident categorisation, shall be reviewed during scheduled weekly safety meetings.

The following sections describe these safety incident reviews in more detail.

9.3.5.1 Incident Debriefs

Incident debriefs are managed by GAL's Stable Operations department, as part of Gatwick's ICM processes, and as set out in the Gatwick ICM Manual.

A hot-debrief shall be conducted within 24 hours of an incident being stood down, and with all affected parties present, so that feedback can be captured immediately. Hot-debriefs may also be conducted for those events not requiring Incident Command and Control but with the potential for

recurrence.

In addition, a cold-debrief shall be held if an incident either:

- Has a recurring root cause.
- Is a Bronze, Silver or Gold event.

GAL's Stable Operations department may also conduct a cold debrief outside of the above criteria carried out at Stable Operation's discretion.

A cold-debrief shall be conducted a minimum of five days after an incident has been stood down. This allows time for the incident participants to reflect on the incident and its outcomes, prior to participating in the cold-debrief session.

Any immediate lessons learned and/or remedial actions identified shall be recorded on PRIME and/or departmental logs (as appropriate), promulgated to GAL personnel and third parties as deemed necessary, and stored electronically indefinitely.

There may be occasions when an event does not trigger a Bronze response by the Stable Operations team but a formal Aerodrome debrief is required. This should take place as soon as practicable after a significant incident from which critical safety and/or operational lessons may be learned. Hosted by an appointed person from the relevant operational team the debrief will aim to capture what went well during the incident and what needs improving, including effectiveness of contingency plans. Actions may be generated and will be tracked by the relevant team. The MAO Chapter 10.8 provides further detail and documentation.

For more information on how GAL plans for and manages safety incidents and emergencies, see Chapter 6 - Emergency Planning.

9.3.5.2 Review Meetings

Safety incidents reported at Gatwick Airport, regardless of incident categorisation or the GAL department(s) conducting the subsequent investigation, shall be reviewed at an appropriate GAL HSE meeting, such as the HSE Working Group meeting or Fire Safety Working Group. Safety incidents reported on the airfield shall be reviewed as part of the investigation at the Weekly Incident Review Meeting, chaired by the Ground Handling and Apron Lead and more serious events or trends are reviewed at the Aerodrome Safety Oversight Group (ASOG) monthly meeting.

Every 7 days the GAL Incident Reporting System Data is reviewed and assessed by the GAL HSE Team. This information is provided to the Senior Leadership Operations Meeting weekly to highlight any trends and risks across the airport campus.

Reports entered on PRIME that relate to the incident, as well as any evidence collected and recorded on the system, shall be examined as part of the reviews to assist with the identification of the likely causes of the incident and any remedial actions required to reduce the likelihood of further incidents.

Remedial actions identified as part of the reviews shall be recorded on PRIME and/or departmental logs as appropriate. Significant safety incidents shall also be reviewed at the appropriate GAL safety committee meeting to ensure a robust approach to safety incident management and risk mitigation.

For more information about GAL's safety committees, including the Weekly HSE Meeting and the Weekly Incident Review Meeting, see Chapter 3 - Safety Committees.

9.3.6 Root Cause Analysis

In order to fully understand the reasons behind incident occurrence, GAL is committed to conducting a full Root Cause Analysis (RCA) for all significant (i.e. category 1 and 2) incidents. RCA may also be

implemented for lower impact incidents where the frequency of recurrence or potential of significant impact is of notable concern. This helps identify and carry out mitigations to reduce the likelihood of recurrence. actions to mitigate recurrence, and to better structure its contingency planning. It also ensures that the airport community is better placed to proactively prevent incident recurrences, and to more effectively manage in-incident activities to reduce operational impacts in the future.

Third parties involved in the incident (including contractors working on development or maintenance projects on the airfield) may be asked to conduct their own RCA. Their findings will be submitted to GAL to determine whether the RCA is satisfactory, log the RCA output, including identified actions, and to ensure that action owners and deadlines have been established.

RCA conducted internally by GAL or as supplied by a third party shall be attached to the relevant safety incident report(s) by the GAL incident investigators, with any remedial actions identified from the RCA process logged and tracked to completion by the relevant GAL department.

9.3.7 Disclosure of Investigation Information

The disclosure of any safety incident investigation reports or supporting evidence collected by GAL to third parties must only be undertaken following discussions with, and authorisation by GAL's Legal Team . Documents must not be copied or distributed to any third party unless authorised by the GAL Data Protection Officer.

9.3.8 Aerodrome Safety Incident Investigation Procedure

The procedure for aerodrome safety incident investigation is provided in Appendix D Safety Reporting Procedures.

9.4 Safety Incident Actions

This section summarises the process to manage, monitor, and complete actions identified as part of an internal safety incident investigation, in order to learn lessons and help prevent further recurrences. The following sections describe GAL's actions management system in more detail:

9.4.1 General Safety Action Management

GAL departments are obligated to establish processes to identify trained and suitable individuals to manage and monitor actions identified through to completion and to ensure that all actions identified are completed within the 21-day timescale, as directed in the GAL/HSE/SOP/018 Incident Response Reporting and Investigation.

GAL's Aerodrome Operations department hold overall responsibility for aerodrome safety action management.

Where non-Aerodrome Operations personnel, third party operating companies, or contractors are required to carry out actions following an airfield safety incident investigation, supplementary action management considerations apply:

- Non-Aerodrome Operations Personnel: where personnel from another GAL department are required to carry out actions following an airfield safety incident investigation, Aerodrome Operations shall liaise with the department involved to assign the actions required and shall track the assigned actions through to completion.
- Contractors: contractors working on development or maintenance projects on the airfield are obligated to carry out the actions that have been assigned to them following either a GAL investigation or their own investigation and to regularly share progress with GAL, as set in the '20000-XX-Q-XXX-GLN-155002 Contractor Incident Actions Process.

Failure to cooperate with completion of identified remedial actions following an airfield safety incident investigation may result in action being taken against the GAL personnel or third-party companies

involved.

9.4.2 Category 1 & 2 Safety Action Management

In the event of a Category 1 or 2 incident investigation, all actions arising from that investigation must be discussed and agreed with the Departmental Head assigned the action. No actions arising from a Category 1 or 2 incident investigation can be closed without agreement from the Head of GAL HSE.

9.4.3 General Safety Actions

A number of general safety actions are available to help prevent further recurrences of safety incidents at Gatwick Airport. These include:

- An Airfield Penalty Notice may be issued to an individual for any action that puts the health and safety of other people at risk. GAD – Airside Discipline Process refers.
- An Airfield Positive Observation/Notice maybe issued to an individual as recognition for demonstrating positive safety behaviours.
- Safety Alerts: A range of safety alerts are available for promulgation to GAL personnel and third parties in order to inform them of incident lessons learned, to highlight identified risks, and/or to notify them of activities that they need to carry out to prevent further recurrences.

For more information about GAL's safety notices, as well as the other safety communication formats available see Chapter 13 - Safety Communications.

- Procedure & Plan Reviews: GAL SOPs relating to the safety incident and/or GAL Contingency Plans invoked during the safety incident shall be reviewed by their GAL departmental owners to determine whether any lessons learned from the incident need to be incorporated to help prevent further recurrences. The documents shall be revised and stored in line with GAL's document management processes. For more information about GAL's document management processes, please see Chapter 7 - Document and Data Management.
- Training Reviews: GAL training courses or material relating to the safety incident shall be reviewed by their GAL departmental owners to determine whether any lessons learned from the incident need to be incorporated to help prevent further recurrences. The training shall be revised in line with GAL's safety training management processes.

For more information about GAL's safety training management processes, please see Chapter 14 - Safety Training & Education.

9.4.4 Action Ownership & Tracking

Actions identified during an internal safety incident investigation shall be monitored through to completion at the appropriate departmental safety meeting.

Actions identified following an internal airfield safety incident investigation should be assigned to suitable and appropriate owners and monitored through to completion at the Weekly Incident Review Meeting, chaired by the Ground Handling and Apron Lead.

NOTE	Safety recommendations issued by the AAIB or UK HSE as part of the MOR and/or RIDDOR reporting process and subsequent external investigation shall be assigned owners and tracked through to completion, as required by the enforcing authority.	

Once a remedial action is in progress, the status of the action should be amended to 'In Progress' on PRIME, and its current status entered on any GAL departmental logs, in line with their own action management processes.

9.4.5 Action Completion

Once a remedial action has been successfully completed, the status of the action should be amended to 'Complete' on PRIME, and its current status entered on any GAL departmental logs, in line with their own action management processes.

NOTE	Action resulting from a Category 1 or 2 incident investigation must be agreed with the Head of GAL HSE before it can be marked as 'Complete' on PRIME.	

9.4.6 Aerodrome Safety Incident Action Management Procedure

The Aerodrome Safety Incident Management Procedure is detailed in Appendix D Safety Reporting Procedures.

10 Contracted Activities

This chapter describes the processes in place to ensure the safe operation of contractors working on the airfield. It outlines how contractors are vetted and the services contracted by GAL.

10.1 Contractor Vetting Process

To give GAL the confidence that any company working on-site has the capability to carry out; building, plant, equipment maintenance, construction activities, surveying or training no matter how they are engaged or procured, it is a mandatory requirement that all contractors are certified by an established industry certification process. This requirement provides GAL with an assurance that all contractors working onsite are compliant with legislation and able to operate in a safe and responsible manner.

The contractor vetting procedure is covered by the SafeContractor Vetting SOP. The Contractor Support Centre (CSC) is responsible for the implementation of the procedure, which covers the following aspects:

- Roles and responsibilities of all stakeholders.
- Regulations and Reference documents.
- Relevant costs.
- Process for vetting existing contractors.
- Process for vetting new contractors.
- Exclusions and exemptions.
- Process in the case of Emergency or Urgent Works, and Short Duration, Single Visit Works.
- Renewals.
- Non-compliance.

Following contractor vetting, the contractor is added to the Clients Approved list in the Safe Contractor portal and may work on the airfield. Details regarding approving projects on the airfield are covered in the Chapter 12 - Management of Change. For specialist contracts such as Aerodrome Survey provision consideration will be given to conducting a recorded pre-contract audit to ensure the contracted organisation has the necessary authorisations, declarations, approvals, resources and competencies in-place. This will be in addition to the vetting process detailed above. Further guidance can be found in the UK HSE 'Using Contractors a Brief Guide' document available via the UK HSE website.

10.2 Contracted Activities Summary

Activities and services carried out by contractors must have a contract and/or service level agreement in place outlining the requirements of the work.

Contract managers must carry out oversight activities of their contracts to confirm continued validity, resources, and competence to undertake the contracted task. If a contract supplier changes, contract managers should carry out the Management of Change process in accordance with Chapter 12 - Management of Change in order to identify non-contact related changes such as requirements for new driving permits, change to meeting attendance and updates to operational documents and procedures.

The following table details what contracted activities are undertaken:

Activity	Overview	Contractor	Contract owner
Inspections			
- Flight inspections	Flight inspections for the AGL and communication, navigation and surveillance (CNS) equipment, and are carried out on a 6-monthly basis.	Flight Calibration Services Ltd, contracted by ATC	ANSP (Senior Air Traffic Engineer)

Activity	Overview	Contractor	Contract owner
Surveys			
- Obstacle limitation surfaces	Identify all obstacles that infringe the prescribed obstacle limitation surfaces appropriate to the existing or proposed runway coding and to record any new or changed features on the airfield. Annual check survey compliant with CAP1732. Authorised Source for AIP amendment.	SLC Associates	Head of Aerodrome Compliance
-Type A Surveys	Provision of data necessary to enable the aircraft operator to comply with the operating limitations of ICAO Annex–6 - Operation of Aircraft	SLC Associates	Head of Aerodrome Compliance
-Approach Surface surveys	Identification of obstacles within both precision and non-precision approach areas, applicable for all runway ends.	SLC Associates	Head of Aerodrome Compliance
-Review of Aerodrome Survey	Independently review the annual aerodrome survey.	CYRRUS	Head of Aerodrome Compliance
-Pavement Conditioning Index	The PCI covers a third of the airfield per year and helps formulate 5-year project plans to improve the airfield surface. Based upon the PCI survey outputs, GPR can be used on a project-by-project basis to scan smaller sections of pavements to evaluate structural integrity.	Jacobs/Atkins	GAL Engineering (Lead Principal Engineer)

Activity	Overview	Contractor	Contract owner
Operational Management			
Wildlife	Ongoing provision of wildlife safeguarding advice, relating to aerodrome project plans and developments and wildlife hazard management plans. Off-airport monitoring of water bodies, providing regular monthly monitoring report of bird activities. Auditing wildlife procedures, providing initial check and two follow up audits throughout year.	Bird Strike Management Ltd (BML)	Aerodrome Operations (Wildlife Habitat and Hazard Manager)
Habitat Management	Maintaining aerodrome habitat in order to maintain aviation safety and reduce the risk of wildlife strikes.	Glendale	Aerodrome Operations (Wildlife Habitat and Hazard Manager)
Firearms Maintenance	Provides specialist firearm servicing and maintenance.	Sporting Services	Aerodrome Operations (Wildlife Habitat and Hazard Manager)
Firearms Training and Maintenance	Provides firearm handling initial and refresher training for airfield operations staff.	Airshot Services Limited	Aerodrome Operations (Wildlife Habitat and Hazard Manager)
iAirport	Flow planning. Airport operating database (AODB) for flight schedules and activities	IBS PLC	GAL IT
iAirport Reference data	ACDM Portal reference data for aircraft registrations & aircraft particulars	Cirium (LNRS Data Services)	GAL IT
OSP	Stand Planning tool	Constraint technologies International	GAL IT
Stand Entry Guidance Systems (SEGS)	Provision of SEGS hardware and support	ADB Safegate	Airfield Engineering
Safegate Apron Management System (SEGS network)	User interface and network system to kink SEGS and related information.	ADB Safegate	GAL IT
Vehicle Telematics	Fleet management tool which provides vehicle speed and journey data allowing customised reports to be generated including heat maps.	ORTUS Group	Aerodrome Operations (Head of Aerodrome Operations)

Activity	Overview	Contractor	Contract owner
-Weather forecasting	Delivery of daily weather reports	Met Office	Aerodrome Operations (Aerodrome Contingency Coordinator)
Air Traffic Management	Delivery of all Air Traffic Management services	NATS	Aerodrome Operations (Head of Aerodrome Operations)
Ground Handling Services	Delivering ground handling services for airlines.	Ground Handling Service Provider	Contracted through airlines
PRM	Provision of PRM services, such as delivery/pick-up to/from aircraft and operation of PRM lifts	Wilson James	GAL Passenger Operations & Services (Head of Passenger Operations and Services)
Aviation fuel depot	Storage of fuel at the airport and maintenance of the fuel hydrant system	GASHCo	GAL Real Estate Head of Real Estate
Maintenance of safety critical equipment			
- AGL system upgrades	Managing and implementing AGL system upgrades	ATG	Airfield Engineering (Senior Airfield Engineering Manager)
-CNS	Maintenance of all nav aids, as per regulatory requirements	ATC	ANSP (Senior Air Traffic Engineer)
-Ice detection	Maintenance of ice detection sensors on runways, including annual calibration	Vaisala	Airfield Engineering (Senior Airfield Engineering Manager)
-Fire Training Rig	Maintenance of structure and fire scenario control system and equipment	Alpine Metal Tech (AMT)	Airfield Engineering (Senior Airfield Engineering Manager)
-Runway Friction Measuring	Maintenance and support for runway friction measuring equipment.	ASFT	Aerodrome Operations (Aerodrome Operations Lead)
Aircraft recovery	Provision of aircraft recovery services for stranded aircraft on the airfield.	Airline arrangements IATP or with recovery agents	N/A

Activity	Overview	Contractor	Contract owner
IFP design	Development of instrument flight procedures	CYRRUS/Trax	Corporate Affairs, Planning and Sustainability (CAP) (Head of Noise and Airspace Strategy)
Airspace design	Technical advice and support for airspace changes	Project by project basis	CAP (Head of Noise and Airspace Strategy)
Safety Training and Training Support	Provide airport safety training and support as requested by GAL.	Airdat Ltd	Stable Operations (Aerodrome Training Team Leader)
Airside Operators Licence Support	Manage the Airside Operators Licence application process, including risk assessment reviews and safety performance	Airdat Ltd	Aerodrome Operations (Ground Handling and Apron Lead)
Aerodrome Civil Engineering	Provide planned preventative maintenance and reactive maintenance to ensure the aerodrome pavement surface is safe and compliant to operate.	M Group Rail and Aviation	Airfield Engineering (Civil Engineering Manager)
Surface Cleaning contaminated water removal	Ad-hoc removal of contaminants and cleaning to support Airfield Operations.	Sweeptech	GAL Engineering (Snr Airfield Engineering Mgr)

Table 12: Contracted activities

11 Safety Competency Frameworks

This chapter describes how the framework by which GAL ensures the relevant competencies are held by personnel in positions with safety responsibilities. It outlines the competency matrix held by GAL and the process by which competencies should be addressed when a role is vacated.

11.1 Operational Safety Competency Matrix Overview

An Operational Safety Competency Matrix is based on CAP700 and forms part of the SMS. The aim of the matrix is to ensure that required competencies are accounted for and owned by a position within Gatwick Airport.

The matrix lists the following main subject areas:

- Aerodrome Certification.
- Aerodrome Physical Characteristics.
- Aerodrome Safety Management and Flight Safety.
- Risk Management.
- Safety Management and Human Factors.
- Airside Work in Progress.
- Aerodrome Safeguarding.
- Airside Vehicle Operations.
- Runway Surface Friction.
- Snow and Ice Procedures and Runway Contamination.
- Wildlife Hazard Control.
- Air Traffic Services.
- Aeronautical Information Systems.
- Low Visibility and Night Operations.
- Fire and Rescue Operations.
- Aviation Fuel Safety.
- Aviation Emergency Procedures.

11.2 Ownership

On behalf of the Head of Aerodrome, the Head of Aerodrome Compliance is the owner of the Operational Safety Competency Matrix and is responsible for reviewing the matrix and ensuring it is kept up to date with the relevant tasks, posts and named persons.

11.3 Safety Responsibility Vacancies

11.3.1 Filling a vacancy

When an employee leaves a role with a task listed in the safety competency matrix, it is vital that the safety responsibility is covered. The safety responsibility may be shifted to another specified post, as defined in Chapter 2.5 - Safety Accountabilities & Responsibilities, or a new named person may fill the original specified post.

In both situations, evidence must be provided to show that the new Named Person covering the task holds the required competency. A safety assessment must also be undertaken to show that the new role or person taking on the safety responsibilities will maintain the safety of GAL's operations. This is outlined in Chapter 12 - Management of Change.

11.3.2 Gap analysis

The provision of the required competency and held competency enables GAL to assess whether the

named person for a task is adequately qualified for the responsibility at hand. In all instances, the held competency should be equal to, or greater than the required competency.

If it is found that a Named Person does not have the required level of competency, relevant training shall be provided to the required staff, as per the training requirements and processes identified in Chapter 14 - Safety Training & Education. Alternatively, a new specified post can be transferred the responsibility, or a reassignment of the named person to one who is appropriately qualified.

Any new appointment shall be carried out in accordance with the personnel changes in Chapter 12 - Management of Change, which provides the necessary provisions for establishing competency.

11.4 Review

As the document owner, the Head of Aerodrome Compliance must ensure that the tasks, names and positions listed in the matrix are kept up to date.

This involves an annual review of the document, establishing the following:

- Whether any named persons have left the organisation or moved roles
- Identification of new tasks required to be covered.
- Identification of new specific posts/named persons for staff departures/new tasks.
- Review of the applicability of the specific posts attached to each task. These shall be updated to a different post should a different post be more appropriate.

A six-monthly review of the matrix is carried out as recorded in the Compliance Team Annual Plan.

11.5 Storage

The Safety Competency Matrix is stored on a shared Aerodrome Operations Compliance drive. Access is only granted through a request via IT and is authorised by Head of Aerodrome Compliance.

12 Management of Change

To maintain operational safety and efficiency it is critical that aerodrome changes are managed and communicated effectively to all stakeholders.

12.1 Introduction

This chapter provides an overview of how to introduce operational change and amend current procedures. Appendix E provides full details of the steps to be taken to ensure operational change has been thoroughly assessed, with risks mitigated or reduced to as low as reasonably practicable (ALARP). More complex Infrastructure Change procedures which would normally be part of a wider project are covered below with detailed guidance provided in Appendix F.

Certain changes to the aerodrome or its operation require Prior Approval from the CAA as referenced in ADR.OR.D.005(b)(6), AMC1 ADR.OR.B.040 and associated Guidance Material (GM) GM1 ADR.OR.B.040. CAP1168 – 'Guidance Material for Organisations, Operations and Design Requirements for Aerodromes' and CAP791 – 'Procedures for Changes to Aerodrome Infrastructure' provide further guidance on how to submit a change request to the CAA. Examples of changes requiring Prior Approval are detailed in Section 12.7 - Regulatory Changes Requiring CAA Prior Approval. Further guidance on change management is also provided in the GAD *Airport Development Safeguarding and Approval Procedures*.

Acceptable Means of Compliance (AMC) document defines the Aerodrome Operator's requirement to notify the CAA of changes to the aerodrome or its operation.

Comprehensive collaborative and timely stakeholder engagement are key to ensuring change is introduced safely and efficiently.

Changes introduced by the CAA/regulatory bodies will be raised at the Aerodrome Safety Oversight Group meeting then impact assessed against the Aerodrome Manual and other operational procedures prior to following the change management process detailed below.

Anyone can manage a change. For complex changes, a sponsor may be required who will nominate someone to manage the change for them. For less complex changes the sponsor and change manager may be the same.

The Management of Change User Guide provides comprehensive, step-by-step guidance for effectively managing and communicating change activities. It is available within the Airfield Operations Documentation Library on Microsoft Teams.

12.2 Process Flows and Procedures

Detailed procedures and flow charts for delivering change in the relevant areas are provided in Appendices E and F. Figure 13 below assists with initially deciding on the change management process required. Notwithstanding the detailed procedures the basic steps for any change are summarised below:

- Identify the need for change.
- Confirm a change manager and/or sponsor.
- Identify stakeholders.
- Engage with key stakeholders.
- Understand the impact of the change.
- Identify hazards and assess the risks associated to the change.
- Collectively agree the change with key stakeholders.
- Update procedures and documents.
- Communicate the change.

- Carry out a post-change review after a suitable period of time.

It is essential that any change is assessed and managed using the Operational Change Safety Assessment and Stakeholder Sign-off (OCSA&SSO) form in Appendix E6.

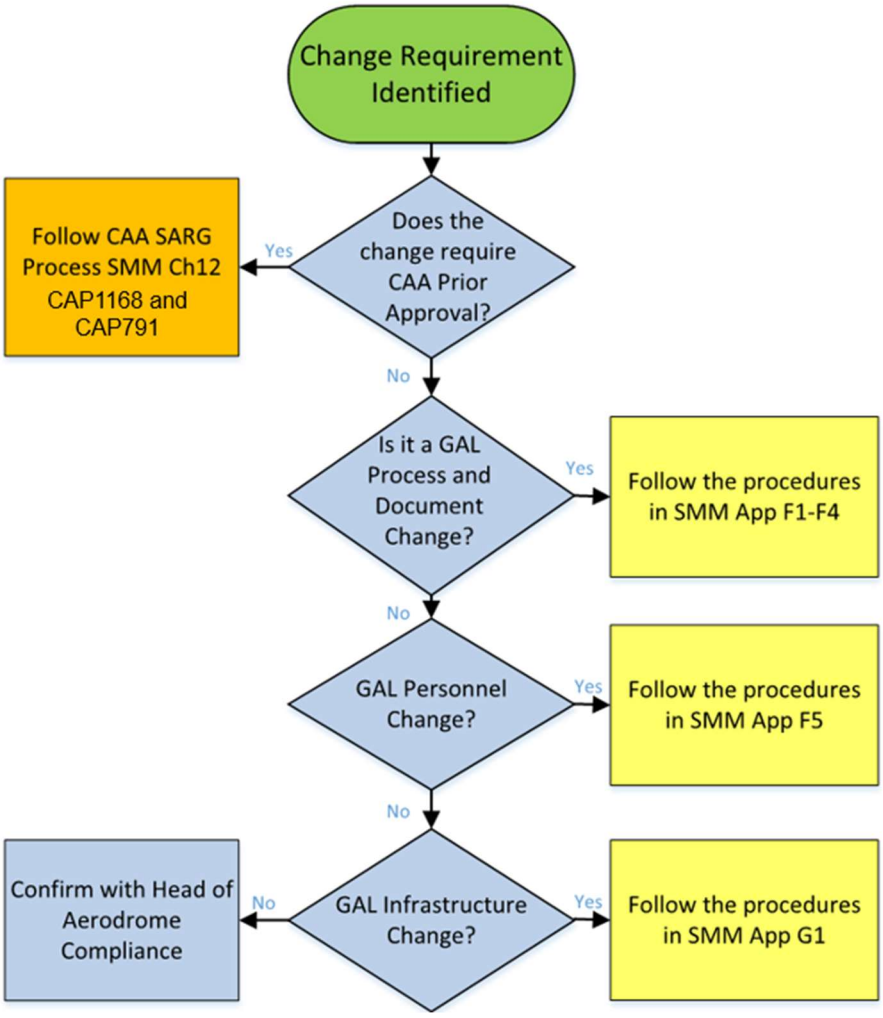


Figure 13: Higher Level Management of Change Decision Chart

It is recommended that change is delivered with a communication strategy which should plan out the communication strategies for the project and enable the change manager to evaluate the progress of the change. An example of a partially completed Communication Strategy form is shown in Figure 14 below. The communication strategy activities are not exhaustive and additional considerations may be required based on the individual circumstances of each project/change.

Project / Change Title			
Change Manager		Work Starts / Effective Date	
Background	*Reason for the change eg historical background, people/teams involved*		
Activities	Comments	Actions and Owners	Status (RAG)

Briefing Paper	Required - Yes/No		
CAA Liaison/ Approval	*Identify:* • *If any documents need to change i.e. CB, certificate, OB.* • *Is a SARG development submission required?* • *Liaise with the Aerodrome Inspector.*		
Update CB, Certificate & OB			
Aerodrome Survey	*Identify whether there is an impact on survey data/requirements.*		
MATS Pt 2/SI/ATIS/TOI's	*ATC Liaison required – Yes/No*		
Update the Airside Operations Department including - AGLS/ RFFS/Aerodrome Training/ GHA Team	*Consider:* • *Email communication.* • *Suitability of an AON.* • *Add info to noticeboards.* • *Shift Briefings.*		
AOM/ACL/APL Briefings	*Consider:* • *Shift Briefings.* • *Suitability of an AON.*		
Publicise at relevant meetings i.e. *ASOG, ASG, FLOPSC, LRST, GATCOM, NATMAG, LAIT, Daily Ops Briefing, etc*	Ask Chairs to brief during relevant meetings.		
Airline Community Liaison	*Consider:* • *Information leaflet /Poster.* • *Briefing Paper.* • *Operators Briefing Pack (OBP).*		
Safety Notice	*Required – Yes/No*		
Business Contingency/ Planning/Environmental Implications			
Airport Notices – GAN/GAD	*Consider:* • *Impact on existing GADs/GANs.* • *Is a new GAD/GAN required?*		
Update AIP	*Is a permanent change to the AIP required - Yes/No.*		
AIP Supplement	*Is a Supplement required – Yes/No*		
NOTAMS	*Are NOTAMS required – Yes/No*		
IT Systems	*Assess impacts with users/IT.*		
Advise 3rd Party Chart Issuers e.g. *Jeppesens/LIDO/Navblue*			
WIP – AWI/Works Scheduling	*Consider:* • *Updating the Aerodrome Construction/Project Teams.* • *Are works required to be programmed into Works Scheduling.*		
Emergency Orders/Contingency Plans/Adverse Weather Plan	*Advise owners of documents to enable them to review and update as appropriate.*		

Aerodrome Manual / Safety Management Manual Update	Review documents and assess implications.		
Update to Airport Plans	*Consider:* • *Airfield Driving maps.* • *Other GAL drawings.* • *Do revised areas need to be added to Annual Aerodrome Survey.*		
Safeguarding plans/procedures			
Management of Change (MOC) Process	*Consider:* • *Operational Change Safety Assessment (OCSA).* • *Stakeholder Sign off (SSO).* • *Assumptions.* • *Revision procedures.*		
PR – Press Release/Magazines/Intranet/Community App/B2B Website etc	*Assess the requirements.*		
Completion Date			
Follow Up	*Add any additional information of note, additional follow up required etc.*		

Figure 14: Communication Strategy Example

The following paragraphs provide an overview of the means by which the safety of such changes can be assured and delivered through relevant safety analysis processes. Appendices E1-E6 and F provide full details of each area.

12.3 Operational Changes – Overview

The paragraphs below outline how GAL shall implement operational changes. It is essential that the introduction of a new Document and Procedure, amendment to an in-use document and changes to Personnel are risk assessed and stakeholders are fully engaged from the early stages of the change process.

NOTE Due to the regulatory notification periods for changes involving ATC processes, lead times of up to 45 days are required and need to be factored into the GAL change processes. A GAL-ATC service level agreement (SLA) details the timescales involved which are provided in Appendix E2.

12.4 Document & Procedural change due to amendment or new issue.

The operational documents below are those normally subject to change or new issue. Changes or new issue are subject to an Operational Change Safety Assessment and Stakeholder Sign-Off (OCSA&SSO) as detailed in Appendix E6.

- ASI (Aerodrome Supplementary Instruction).
- ATOI (Airfield Temporary Operating Instruction).
- OCN (Operational Change Notice).
- Short Process Instruction (SPI) (A joint GAL-ATC process MATS Pt2 Ch22 refers).
- Aerodrome Manual.

- Emergency Orders.
- Safety Management Manual.
- Manual of Aerodrome Operations (MAO).
- GAD (Gatwick Airport Directives).
- GAN (Gatwick Airport Notices).
- MATS Part 2 (Manual of Air Traffic Services Part 2).
- Gatwick Airport Airside Driving and Vehicle Standards Manual.
- Airport Rescue and Fire Fighting Services procedures affecting other stakeholders.
- ATMM (Aerodrome Training Management Manual).

NOTE The MAO, ASI, ATOI and OCN, are the key GAL internal procedural documents. An overview of each is given below. 

Manual of Aerodrome Operations (MAO)

The MAO provides the Airfield Operations team with processes that meet regulatory requirements in order to maintain aviation, passenger and staff safety. It supports but does not supersede the Aerodrome Manual. The Aerodrome Manual is the authoritative regulatory document.

The MAO will be reviewed twice annually and re-issued as required, based on an assessment of the quantity and importance of amendments required. A re-issue will incorporate Aerodrome Supplementary Instructions and any applicable temporary instructions. Details for carrying out a change or introducing new elements to the MAO and associated procedures are provided in Appendix E3.

Aerodrome Supplementary Instruction (ASI)

ASIs are used for a permanent change to any regulated documents or procedures for operations on the movement area, any procedures affecting the safety of passengers and staff and where the interaction with stakeholders and business partner's is required. An ASI is used to publish new procedures and make amendments to current procedures within the MAO, further detail is included in Chapter 2 of the MAO. Details for producing or changing an ASI are provided in Appendix E3.

Airfield Temporary Operating Instruction (ATOI)

ATOIs are used for temporary changes to any regulated documents or procedures for operations on the movement area, any procedures affecting the safety of passengers and staff and where the interaction with stakeholders and business partner's is required. The maximum validity of any ATOI is 3 months from the date of approval. Prior to the expiry of this validity an ASI should be written or the ATOI will be cancelled as no longer required. Details for producing or changing an ATOI are provided in Appendix E3.

Operational Change Notice (OCN)

OCNs are for occasions where immediate action (within 5 days) is required to mitigate an issue with any regulated documents or operational procedures that *do not impact ATC*. They require a documented risk analysis conducted by a more limited group or individual (e.g. an AOM or ACL) than an ASI or ATOI and are issued for immediate implementation with an expiry date. The maximum validity of an OCN is 14 days. Prior to the expiry of an OCN, it shall be reviewed and where necessary a full risk-analysis ~~is~~ carried out in order to produce a permanent ASI and change to the MAO. An example of where an OCN would be required is the need for an aircraft to self 'power-back' from stand due to lack of ground handling equipment/resource and operational necessity. Details for producing an OCN are provided in Appendix E4.

Short Process Instruction (SPI)

The Short Process Instruction (SPI) is a joint process managed by ATC where a change requested by them or GAL requires operationally essential changes that may have a direct impact on aircraft ground movements or ATC procedures. The procedure is part of the ATC Safety Management System and is currently approved by GAL only for use as a joint procedure between GAL and ATC. A typical example is a

short notice block closures to enable fault rectification. MATS Part 2 Chapter 22 defines the SPI as a method of formalising restrictions or procedural changes arising from unplanned and short/no notice occurrences.

Airfield Operations Notice (AON)

AONs are used to communicate supplementary operational information to the duty teams for example to inform teams that there is an amendment to a document or manual. They must not be used to substitute a procedural change.

Standard Operating Procedure (SOP)

The MAO details airfield operational procedures. Where the term SOP is used in this document it is used generically and includes RFFS and Airfield Engineering procedures where applicable.

12.5 Personnel Changes

Any change to safety critical personnel and organisational structure has potential to fundamentally affect airport safety assurance unless it can be demonstrated that the management of the change process complies with all regulatory requirements and the SMS. It is the hiring/change manager's responsibility to ensure personnel and organisational structure changes are managed safely and effectively.

This includes, but not limited to:

- Safety critical staff.
- Managers.
- Staff with unique or specialist skills.
- Significant organisational structure or role changes.

Full details for carrying out Personnel Changes are provided in Appendix E5.

12.6 GAL Infrastructure Changes

GAL infrastructure changes generally relate to significant systems and equipment and will usually be delivered via a project team. The process for completing these changes is provided at Appendix F. Management of these changes would normally be carried out by the project delivery team using the SESC (Systems/Equipment Safety Case) process. Significant infrastructure changes may impact a number of operational documents and processes which will require a number of separate but linked changes.

12.6.1 Process

The structure of the SESC Parts 1 to 4 is shown below and gives an overview of the required content. The parts cover the following aspects of implementation:

- Part 1: Defining operational requirements
- Part 2: Confirming proposal under consideration meets operational requirements
- Part 3: Providing the transitional assurance
- Part 4: Assurance of the system/equipment's ongoing operation and maintenance

Where a supplier is proposing to use an existing product that has comprehensive safety documentation, then the purpose of the SESC shall be to confirm that the existing solution meets the safety requirements defined by GAL.

12.7 Regulatory Changes Requiring CAA Prior Approval

UK Regulation ADR.OR.B.040 requires that changes significantly affecting elements of the Aerodrome Operator's management system require Prior Approval from the CAA. CAP791 - Procedures for Changes to Aerodrome Infrastructure defines these changes as:

- Changes significantly affecting the organisation chart, policies or culture of the Aerodrome Operator's management system as required by ADR.OR.D.005.

In addition to the 'infrastructure and operational' changes required in ADR.OR.B.040 and it's supporting AMC, the CAA requires that the following changes are subject to Prior Approval:

- Changes within the areas monitored by the Aerodrome Operator in accordance with ADR.OPS.B.075 Safeguarding of Aerodromes, which may endanger safety and adversely affect the operation of the aerodrome.

Changes occurring at Gatwick Airport that fall into the classifications detailed above shall be submitted to the CAA Safety and Airspace Regulation Group (SARG) for Prior Approval in accordance with CAP791 - Procedures for Changes to Aerodrome Infrastructure.

12.7.1 List of changes requiring Prior Approval from the CAA

The following sections defines the changes that GAL will submit to the CAA (SARG) for Prior Approval:

Aerodrome Manual

- Changes that affect the Aerodrome Manual.

Certification

- Changes that affect the terms of the Certificate.
- Changes that affect the Certification Basis (CB).

Safety Management System

- Changes to the Safety Management System (SMS).

Infrastructure

- Changes to any obstacles that may endanger safety.
- Developments that may affect the sightlines from the Visual Control Room (VCR).
- Developments on the Movement Area*.
- Developments that may impact upon the Movement Area*.
- Developments that may impact upon taxiway clearances.
- New structures that may generate wind turbulence at a critical stage of flight.

Operational

- Developments on the Movement Area*.
- Developments that may impact upon the Movement Area*.
- Developments that may impact upon taxiway clearances.
- Use of the Aerodrome by higher code letter aircraft.
- Changes to the Declared Distances.
- Changes to Low Visibility Operations (LVOs).

Equipment and systems

- Changes to any safety critical aerodrome equipment.
- Developments on the Movement Area*.
- Developments that may impact upon the Movement Area*.
- Developments that may impact upon taxiway clearances.
- Changes to the Aerodrome Ground Lighting Control System (AGLCS).
- Changes to any infrastructure essential to aircraft safety.
- Significant maintenance projects impacting upon the Movement Area*.

* For the purposes of Prior Approval, the Movement Area shall be defined as:

'That part of an aerodrome intended for the surface movement of aircraft including the manoeuvring area, aprons and any part of the aerodrome provided for the maintenance of aircraft.'

In addition to the above requirements, formal safety assessment/stakeholder consultation shall be undertaken for processes and procedures affecting the following:

- Introduction of a new aircraft type or class to an aerodrome.
- Development or modifications of aerodrome procedures, including new
- Procedures to operate at the aerodrome premises.
- Changes/Establishment of training or re-training of operational and technical staff.
- Personnel change in a role with defined safety responsibilities triggered by structural reorganisation or resignation, retirement, promotion etc.

The above list is not exhaustive, all aspects of GAL operations where the Safety of passengers and staff are potentially affected by a change and where interaction with stakeholders and business partners is required, must be considered. To ensure safety and regulatory adherence all airside trials and innovations must also submitted to the CAA for prior approval through the CAP791 process.

Where changes have been made without the need for Prior Approval from the CAA, GAL shall submit to the CAA (SARG) details of all changes that have been made on a 6-monthly basis (in March and September each year). This shall be submitted in the form of an Excel spreadsheet via email to developments@caa.co.uk and shall include a brief synopsis of all of the changes made (including Safety Analysis Risk Assessments, HAZARD Logs, etc) as appropriate. Where possible this submission will be supported by a meeting with the CAA Aerodrome Inspector for Gatwick.

13 Safety Communications

This chapter describes the methods employed by GAL in order to suitably and proactively promote its current and agreed SMS objectives, processes and procedures, convey safety critical information, and reinforce the airport's safety culture to GAL personnel and third party stakeholders, either working on the aerodrome and/or with a vested interest in airport safety (for example, regulators, local authorities, public bodies, and special interest groups), in accordance with ADR.OR.D.005(b)(9). Safety documents are detailed in Chapter 7 Documents and Data Management.

13.1 Notifications and newsletters

The following notifications and newsletters are produced and promulgated to the Gatwick Airport community to inform or educate GAL personnel and third-party operators working on the aerodrome about airport safety matters. Third-party operators are encouraged to maintain their own safety notification processes.

Name	Purpose & Distribution	Frequency
GHA Weekly Incident Review	The weekly report is produced by the Ground Handling and Apron Team and provides a summary of all key safety incidents, hot spots, and high-risk areas, individuals and companies. The weekly report takes the form of a presentation and is distributed to the aerodrome community.	Weekly
GAL HSE Weekly Incident Review	The GAL HSE team review all reported incidents, near misses and unsafe condition data entered into the Prime reporting system. Any significant items are highlighted in the produced report that is issued to the GAL Heads of department to review and escalate where required.	Weekly
Gatwick Airport Directive (GAD)	A GAD communicates a permanent operational instruction for the aerodrome, ie. a procedure and/or policy that must be adhered to, until such time that it is superseded by a new GAD. The GAD should explain its purpose and if it includes changes why they have been made. Where the GAD relates to safety it should include safety critical information, why safety actions are being taken and explain why safety procedures have been introduced or changed. GADs are produced and approved by authorised GAL personnel using a SharePoint workflow, issued on behalf of GAL's CEO, published electronically as PDFs and sent to GAL personnel and third parties directly using a 'no reply' Gatwick email address.	Maximum 3 years
Gatwick Airport Notice (GAN)	A GAN communicates a temporary operational instruction for the aerodrome, ie. a procedure, activity, policy, or campaign that covers a fixed time period. The GAN should explain its purpose and if it includes changes why they have been made. Where the GAN relates to safety it should include safety critical information, why safety actions are being taken and explain why safety procedures have been introduced or changed. GANs are produced and approved by authorised GAL	As required

	personnel using a SharePoint workflow, issued on behalf of GAL's CEO, published electronically as PDFs and sent to GAL personnel and third parties directly using a 'no reply' Gatwick email address.	
NOTE	GADs and GANs have a set expiry date. Before expiry it shall be reviewed and either updated and republished with a new expiry date or allowed to automatically expire (if to be superseded by a new GAD/GAN).	
GAL HSE Alert	A GAL HSE Alert is issued for a specific EHS issue that, without action, could result in a serious or fatal injury or environmental damage. They are typically produced where dangerous equipment, processes, procedures, or substances are identified as a result of an audit, investigation, or industry notification. GAL HSE Alerts are produced by the GAL HSE Team using a pre-designed template, published electronically as PDFs on the Gatwick Airspace page, and sent to relevant GAL business units and stakeholders. The process for producing GAL HSE Alerts is set out in the 'GAL/PRO/MRS/31 - HSE Communication, Consultation and Participation Procedure' SOP.	After an EHS issue is identified
GAL HSE Lessons Learnt Report	A GAL HSE Lessons Learnt Report will be produced after a GAL HSE category 1 or 2 incident. The GAL HSE Lessons Learnt Report will either be a in the form of a GAL HSE Alert or report and will detail the following information: • An overview of the incident. • An overview of the investigation's findings. • An overview of the EHS learnings from the incident to avoid recurrence. The GAL HSE Lessons Learnt Report will be distributed to the effected business units and stakeholders. The process for producing an HSE Lessons Learnt Report is set out in the GAL/PRO/MRS/31 - HSE Communication, Consultation and Participation Procedure SOP.	If appropriate after a GAL HSE category 1 or 2 incident investigation
GAL HSE Monthly Dashboard	The GAL HSE Monthly Dashboard is produced by the GAL HSE Team using a pre-designed template and published electronically on the GAL HSE Airspace team page. The Dashboard is aimed primarily at an internal GAL audience and covers articles on GAL's current EHS performance, including: • EHS metrics (EHS KPIs). • Details of safety incident trends. • Details of EHS initiatives. • Details of EHS campaigns. The process for producing a GAL HSE Monthly Dashboard is set out in the GAL/PRO/MRS/31 - HSE	Monthly

	Communication, Consultation and Participation Procedure' SOP.	
Departmental Heads Up	Departmental Heads-Up newsletters are aimed primarily at an internal GAL audience and cover articles on the GAL department's current performance, projects, issues, and initiatives, including the critical safety campaigns and activities that specifically affect their personnel. Most GAL departments publish their own Heads Up, including, but not limited to: • Aerodrome Operations. • Engineering. • Stable Operations. • Security. • Passenger Operations & Services. Departmental Heads-Up newsletters are produced by selected GAL departmental personnel and are published electronically as PDFs on Airspace and Viva Engage.	Weekly or Monthly (depending on department)
Weekly Flyer Newsletter	The Weekly Flyer is primarily aimed at an internal GAL audience and covers a variety of articles on people, projects, issues, and initiatives across Gatwick Airport, including critical and high-profile safety awareness campaigns and activities. The Weekly Flyer is produced by GAL Communications and is published electronically on Airspace	Weekly
Airfield Operations Notice (AON)	AONs are used to communicate supplementary operational information to the duty teams for example to inform teams that there is an amendment to a document or manual. A background statement will be given as to why the new change or change to the procedure has been introduced. AONs must not be used to substitute a procedural change.	As required
Airfield Operations Safety Advice Email	Information and safety messages can be sent to the aerodrome community via the Airfield Operations Group Email. A standardised information message can be released such as notification of a runway change. Ad-hoc safety messages may also be sent to address emerging safety trends/events.	As required
Compliance Corner Newsletter	A Compliance Corner newsletter will be issued primarily to airfield operations duty teams to communicate information on compliance led areas relevant to aerodrome operation personnel.	3 to 4 issues per year (or as required)

Table 13: Safety notifications and newsletters implemented at Gatwick Airport

13.2 Events

The following activities are regularly organised for, or with the active participation of, the Gatwick Airport community to inform and/or educate GAL personnel and third-party operators working on the aerodrome

about airport safety matters.

Name	Purpose & Distribution	Frequency
Aerodrome Safety Days	Joint safety awareness days are run on a monthly basis, focusing on safety awareness on the airfield. Representatives from Aerodrome Operations, GHA, GATPOL and Border Force are located at various points on the airfield to monitor operations, with each department having its own metrics to monitor. The aim is to stop employees, engage with them on safety related matters, and coach employees where necessary.	Monthly
GHA and Third-Party crew-room briefings	GHA and third-party crew-room briefings are carried out regularly, led by Aerodrome Operations with the aim of the meeting to inform staff of any safety related trends or issues.	As required and appropriate to the operation
Departmental Away Days	All-day sessions organised around the live operation at a separate venue, that allow GAL personnel to plan and discuss the strategy, procedures, risks, issues, and concerns that fall within their department's remit, without distraction by their normal work routines. Away Days often incorporate specific presentations and/or discussions on those safety risks and issues that are of particular concern to that department.	As required and appropriate to the operation
Safety Awareness Events & Demonstrations	Sessions, days and weeks organised throughout the year around the live operation to raise awareness of specific aerodrome safety-related issues such as safety standards and processes, aerodrome compliance, incident prevention, risk management, and incident investigation. These events are typically organised in collaboration with other GAL departments and/or third parties, such as the CAA, Airports UK and emergency services.	As required and appropriate to the operation
Senior Leadership Tour (SLT)	An on-site visit by a GAL Department Head and/or Asset Steward, that focuses on building trust and leading the safety culture at the airport. SLTs allow the GAL Department Head/Asset Steward to understand and discuss any potential EHS issues within the area, whilst conducting the tour.	A minimum of 12 times a year
NOTE	The minimum frequency of SLTs shall be set by GAL HSE on an annual basis.	
Toolbox Talks	Regularly scheduled GAL departmental and team sessions on a specific activity, risk, issue, or other subject of interest or concern to the department/team, often with a particular focus on safety. A number of standard Toolbox Talks are also available from GAL HSE that focus on specific safety topics of interest or concern at Gatwick Airport.	Daily, Weekly or Monthly (depending on department)

Table 14: Safety promotion events carried out at Gatwick Airport

13.3 Websites

The following websites are available to GAL personnel and/or third party operators to enable them to find, store, submit and/or exchange safety-related information concerning the airport.

Name	Location & Purpose	Freq
Airspace Intranet (hosted on SharePoint)	https://airspace.gatwickairport.com GAL's internal intranet space	N/A
Gatwick Business Microsite	http://business.gatwickairport.com A publicly available microsite designed to be a source of information for all businesses operating at the airport.	N/A
Gatwick VISA Microsite	http://www.gatwickvisa.com A publicly available microsite designed to provide GAL personnel and third parties working on the aerodrome with key safety information to assist with safety incidents and emergencies.	N/A
Working at Gatwick Microsite	http://www.workingatgatwick.com A publicly available microsite designed to provide third party contractors with details of the core safety requirements for operating at Gatwick Airport.	N/A

Table 15: Safety related websites used at Gatwick Airport

13.4 Applications

The following software applications are available to the Gatwick Airport community to enable GAL personnel and third-party operators working on the aerodrome to find, submit, store, retrieve, and/or educate themselves about airport safety matters.

Name	Purpose & Distribution	Freq
AIRDAT	A third party, browser-based on-boarding, training management, and auditing platform, adapted for GAL. The platform enables: • GAL personnel and third parties to register for airport safety training, view their airport safety training history (including certifications), book training courses, and launch e-learning applications. • Third parties to register for Airport Operator Licences (AOLs) and ground handling and coaching licence agreements, and to manage their fleet. • GAL personnel and third parties to view key aerodrome safety documentation including a copy of the Aerodrome Manual, Adverse Weather Plan and Airfield Driving Maps.	N/A
AIRDAT Visa App	A third-party training management and auditing smartphone application, developed with GAL. The app enables GAL personnel and third parties working on the aerodrome to view their airport safety training history (including certifications), book training courses, and launch e-learning applications.	N/A
Airport Community App	A third-party operations information services smartphone application, developed with GAL. The app enables GAL personnel and third parties working on the	N/A

Name	Purpose & Distribution	Freq
	aerodrome to view up-to-date operational status information, including alerts on safety incidents, faults, or other issues currently affecting the airport's operation. It also allows users to report technical faults, view an airport calendar of upcoming events, and provides a list of useful telephone numbers that includes those for risk and incident reporting.	
Document Control Management System (Meridian Power)	A document management platform, adapted for GAL. Meridian provides secure and access-controlled document management throughout the document lifecycle, and stores document content, attributes, relationships, workflows, and version control. Meridian is used to store, manage, control, and share project works and asset management documentation, including the airport's technical standards, and EHS documentation relating to development or maintenance works on the aerodrome (including risk assessments, SOPs, safety tour reports, and EHS audit reports).	N/A
HSE Worksites (Hosted on SharePoint)	A browser-based content storage and information sharing platform, adapted by GAL. Each GAL department has their own EHS worksite space where they can upload and view safety documents, and/or share other safety-related information under the following default categories: • Contingency Plans. • Display Screen Equipment. • Fire Risk Assessments. • Governance. • Hot Topics. • Incident Report and Investigation. • Inspections and Audits. • Risk Assessments. • Roles and Responsibilities. • Toolbox Talks. • Training Needs Analysis. Further bespoke categories can be added by the departments to their space, should they require them.	N/A
Barbour EHS Legal Register	A third party, browser-based legal register service. Barbour EHS identifies any legislation changes with which the airport must comply and notifies GAL HSE team using an email alert. EHS then promulgate the details of the legislation change to the affected GAL departments and the GAL HSE Working Group using an HSE Alert. GAL HSE can review the legal register at any time to ensure the airport's compliance with all current regulations and legislation and demonstrate continuous EHS improvement.	N/A
GAL Works Permit System	A third party, browser-based contractor work authorisation system, adapted for GAL. The system enables third party contractors to raise permit and work requests for carrying out different types of development and maintenance works at the airport. GAL CSC manage the permit and work requests through GAL works permit system, ensuring that all competency and safety checks have been carried out and appropriate supporting document is in place (for example, RAMS and design documents) to the satisfaction of GAL before the	N/A

Name	Purpose & Distribution	Freq
	requests are authorised.	
PRIME	A browser-based EHS incident reporting application. The application enables GAL personnel to report a safety incident. All safety incidents **must** be reported using PRIME, including MOR, RIDDOR, and Environmental incidents. GAL uses the entered reports to internally investigate the root cause of safety incidents and to implement remedial actions to mitigate the likelihood of repeat occurrences. PRIME is also used to track these identified remedial actions through to completion.	N/A
Viva Engage	A third party, browser-based private social network. The network enables GAL personnel to share information by posting messages to either group feeds that staff choose to subscribe to, or the 'All Company' feed that all GAL personnel are automatically subscribed to by default. GAL HSE and Aerodrome Operations regularly use their own group feeds and the 'All Company' feed to promulgate safety information and to promote specific safety campaigns taking place on the airfield.	N/A

Table 16: Safety related applications used at Gatwick Airport

13.5 Other Available Safety Communication Methods

The following safety communication methods are additionally available to the Gatwick Airport community.

Name	Purpose & Distribution	Freq
Aerodrome Safety Nomination Scheme	A scheme specifically designed and managed by GAL Aerodrome Operations to recognise GAL personnel and third parties who have taken action to prevent an aerodrome incident from occurring.	As required
Gatwick HSE and Aerodrome Safety Awards	A scheme specifically designed and managed by GAL HSE team to recognise GAL personnel and third parties who have demonstrated a significant contribution or achievement in their approach to EHS at Gatwick.	As required
GAL HSE Noticeboards	GAL HSE team branded, specially designed noticeboards placed in prominent 'back office' areas across the airport (for example, crew report facilities, engineering bases, and offices), in order to purposely promote the current safety issues at the airport and to share the latest safety information with GAL duty teams and third parties.	N/A
GAL HSE Hot Topics	Posters and short videos created specifically to provide summary overviews on key safety topics, such as risk assessments, workplace inspections and incident reporting, in order to educate staff and stakeholders, and to improve general airport safety awareness. Hot Topics are produced by the GAL HSE team and published electronically on Airspace and Viva Engage.	As required
GAL Safety Event/Campaign Leaflets	Leaflets occasionally produced by GAL departments (typically with the support of GAL Communications) in order to raise awareness of specific safety events or campaigns focussed on specific safety issues. The leaflets are typically distributed for placement in key 'back office' areas across the airport (for example, crew report facilities, engineering bases, and offices) and/or given directly to GAL personnel and third parties during safety	As required

Name	Purpose & Distribution	Freq
	awareness events.	
GAL Safety Event/Campaign Posters	Posters occasionally produced by GAL departments (typically with the support of GAL Communications) in order to raise awareness of specific safety events or campaigns focussed on specific safety issues. The posters are typically distributed for placement on 'back office' doors, walls and noticeboards across the airport (for example, crew report facilities, engineering bases, and offices).	As required
Aerodrome Safety Weeks	GAL will host Safety Weeks initiated by either Airports UK, the VINCI Airports Group or the GAL HSE Team. Airport employees are encouraged to participate in safety events throughout the week. Activities may include FOD inspections, stop and engage activities, motivational safety talks and safety quizzes.	

Table 17: Other safety communication methods used at Gatwick Airport

14 Safety Training & Education

This chapter describes the safety training and education strategy employed by GAL in order to accurately identify the specific safety training needs of GAL personnel and third-party stakeholders working on the aerodrome. This helps ensure that they learn and retain the necessary appropriate skills to deliver high safety competence and compliance standards in accordance with ADR.OR.D.005(b)(8).

14.1 Safety Training & Education Overview

GAL seeks continuous improvement in safety through its Safety Management System. The safety training and education strategy is designed to continuously identify, implement, review, and adapt the levels of safety training available and required to effectively and comprehensively prepare GAL personnel and third parties working on the aerodrome to adopt safe working practises in their daily activities and to identify, understand, and appropriately respond to risks and hazards on the aerodrome.

The following diagram provides a high-level overview of the safety training and education cycle:

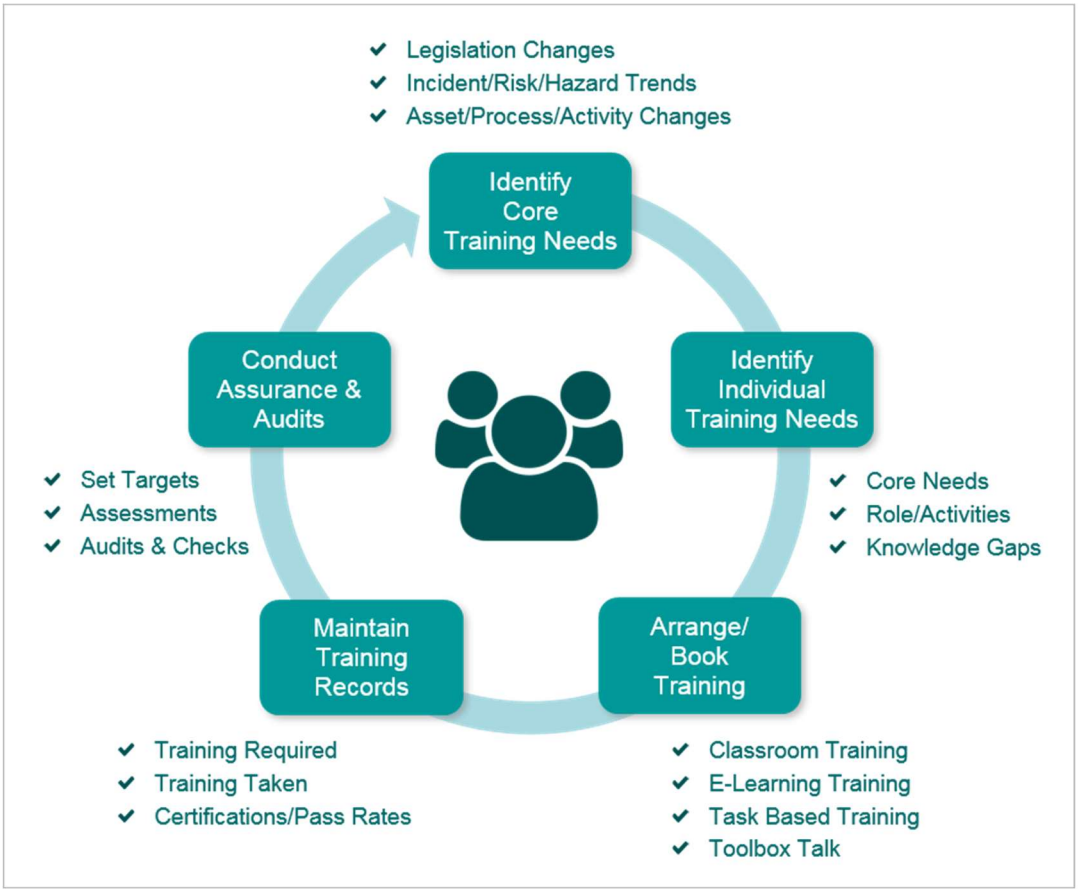


Figure 11: Safety training and education cycle

The airport's core safety training and education needs are centrally maintained using the latest legislation, safety incident, risk, and hazard trends, and any asset, process, or activity changes. Validating the effectiveness of the training is achieved through a range of methods including, on-the-job competency assessments, training audits and analysis of safety performance indicators such as the number RTIs or Aircraft damage events. These assessment activities then feed back into the airport's core safety training needs.

14.2 Safety Training & Education Programmes

This section summarises the available safety training programmes that GAL has established to enable GAL personnel and third parties to learn, retain and, where required, become certified in the safety management processes, practices, and techniques, required for safe working on the aerodrome.

While GAL's Training Programme uses terminology that differs from that found in **ADR.OR.D.005** , the intent and outcomes remain fully aligned with the regulation. The table below outlines these differences and explains how GAL meets the regulatory requirements.

ADR.OR.D.005 Terminology	**GAL Training Programme Terminology**
Initial Training	**Basic Training** will be provided to all relevant personnel before they undertake any safety related task. Basic training will comprise classroom and practical training. Practical training will be conducted in a sterile environment.
	Advanced Basic Training is delivered to personnel who require enhanced knowledge or skills beyond the scope of the basic training. It is typically delivered to supervisory, leadership and/or management roles.
	Job Specific Training allows personnel to build on core skills taught during basic training. Training will include variances to equipment or tasks. Training will comprise both classroom and practical training. Practical training will be conducted in a sterile environment.
On the Job Training	**Familiarisation Training** taking place in the live working environment.
Recurrent Training	**Refresher Training** is completed every 3 years. Training will comprise classroom and practical training. Practical training will be conducted in a sterile environment ie not on the job. **Refresher training** can also be delivered post significant safety incident or event. **Refresher training** may also be delivered to someone who has not performed a duty or exercised a skill for over 6 months eg due to a period of medical absence. *Note*: If a duty or skill is not exercised for over 12 months initial training will be completed.
Refresher Training	See above.
Proficiency Checks	**Competency Assessment s** will be conducted every 12 months. Assessments will be conducted in the working environment. Results will be validated to measure the effectiveness of the training programme.
Differences Training	This is not a commonly used term at the airport as initial training is often delivered as a basic requirement. The airport definition is shown below. **Differences Training** may be delivered as individualised, customised training for personnel who have either previously completed training or received equivalent instruction from another aerodrome operator. Differences Training may also be required if equipment has additional attachments introduced. In such cases, the Line Manager is responsible for carrying out a training needs analysis and where required completing a *Line Manager Training Exemption or Extension Form*, which can be found in the Aerodrome Training Management Manual.

Table 18. Training Terminology Alignment

There are a number of safety training programmes in place that meet the safety training requirements and standards for various activities on the aerodrome as detailed below. Training standards are provided in the

Aerodrome Training Management Manual (ATMM).

- Aerodrome Operations Training: GAL maintains a regulatory and safety focused airfield operations training programme for GAL personnel required to work on the apron areas (including all aerodrome roads and the manoeuvring area) of the aerodrome. This is augmented by supplementary airfield operations training that is dependent on role and individual personal development requirements, as well as providing direction on the safe airfield operations training requirements for third parties required to work on the airfield.
- Aerodrome Driver Training: GAL maintains a regulatory and safety focused aerodrome driver training programme for GAL personnel required to operate vehicles on the movement area of the aerodrome, as well as providing direction on the aerodrome driver training requirements and supporting training material for those third parties required to operate vehicles on the movement area.
- Contractor Health & Safety Training: GAL maintains a regulatory and safety focused site access safety training programme for contractors required to carry out development and/or maintenance works on the aerodrome, as well as a mandatory third party operated accreditation scheme that audits contractors' health and safety training framework as part of the certification assessment.
  Gatwick Standards and Consortium: To ensure the training of Ground Service Equipment (GSE) and Manoeuvring Area Driving is delivered to a consistent standard by appropriately qualified instructors the Ground Handling Licence mandates that ground handling companies should agree to be a member of the Gatwick Consortium. Consortium members agree to deliver GSE and Manoeuvring Area driver training courses to Gatwick Airport Standards which include minimum course duration, trainee to instructor ratio and instructor qualifications. Gatwick Airport Standards are described in the ATMM and training material must be approved by the Aerodrome Training Team. The Aerodrome Training Team will periodically audit training material, training delivery and training records of consortium members to assure the highest standards are being maintained.

The following sections describe the core training needs and subjects related to the GAL's safety training programmes, record keeping, and safety assurance and audits.

14.3 Airfield Operations Training

GAL's Aerodrome Training team hold overall responsibility for GAL's aerodrome operations training programme, and for promulgating all aerodrome operations safety training requirements for third parties working on the aerodrome, in accordance with ADR.OR.D.017.

GAL's Aerodrome Training team owns and maintains the AO Training and Assessment policy and Training Management Manual (ATMM), which outlines the training objectives and the roles and responsibilities for both the Aerodrome Training team and Aerodrome Operations staff. The following areas are covered in the policy document and ATMM: training; assessments; internal and external quality assurance; return to work following absence; equal opportunities; health and safety.

The management process is covered separately within 'GAD: 'Airside Safety Awareness – eLearning'.

Note: An overview of RFFS and Airfield Engineering training is provided in Part B Para 3 Required Aerodrome Personnel Qualifications/Training of the Aerodrome Manual

14.3.1 Core Training Needs

The airfield operations training programme is continuously reviewed by GAL Aerodrome Training Team as required to ensure that it meets:

- All current legislative requirements and any recent or forthcoming changes to legislation specifically in relation to airfield operations and management.

- Any requirements or remedial training actions necessary to mitigate persistent trends in safety incidents on the airfield and/or identified risks and hazards due to unsafe working practises on the airfield.
- Any changes to assets, equipment, processes, or activities on the airfield.
- Specific GAL airfield operations requirements.

14.3.1.1 New GAL Roles

A GAL Aerodrome Operations representative who is experienced in or knowledgeable about the likely day-to-day activities of the new role (typically the role's line manager) must complete a Training Needs Analysis (TNA), prior to any individual commencing the new role, as outlined in the Aerodrome Training Management Manual.

The TNA must include the identification of any additional training requirements, outside of those identified in the core airfield operations training programme, that are necessary for an individual to meet all health, safety, environmental, technical, operational, and business responsibilities ascribed to the role. The TNA will be reviewed throughout the learner's development, to ensure it is effective for them and updates recorded as necessary. Once the TNA is complete, it should be submitted to GAL Aerodrome Operations Training Team Leader, who shall arrange the training identified for the individual.

14.3.1.2 Existing GAL Roles

GAL Aerodrome Training Team shall review and identify the airfield operations training requirements for each existing role that sits within GAL Aerodrome Operations on an ongoing basis and as required by changes in legislative, safety, technical, operational, or business requirement. This shall ensure that all GAL personnel working on the airfield remain compliant within the scope of their individual roles. Once the review is complete, GAL Aerodrome Training Team shall arrange the training identified for each individual where required.

The Head of Aerodrome Compliance ensures that CEOs and COOs have suitable knowledge of aerodrome compliance related subjects such as the Aerodrome Manual, Certification Basis and Aeronautical Data Quality. The nominated Accountable Manager should complete the CAA Accountable Manager course.

Role specific training requirements are detailed in Appendix B of the ATMM. Should a line manager decide that due to prior experience for example a person in the role requires Differences Training (see Table 18 above) to that specified in the ATMM a *Line Manager Training Exemption or Extension Form* shall be completed by the line manager. The *Line Manager Training Exemption or Extension Form* is found in the ATMM. The completed form will be held by the Aerodrome Training Team Leader.

14.3.1.3 Third-Party Roles

Third party operating companies working on the airfield are obligated to provide their own adequate basic aerodrome safety training programme for those employees required to work in apron areas (including all aerodrome roads) and the manoeuvring area on the airfield, prior to those employees gaining access to those areas. This training requirement may be managed in-house or suitable arrangements made with GAL authorised training providers to manage this training requirement on their behalf.

14.3.2 Core Training Subjects

The GAL airfield operations foundation training programme provides theory and practical training at the introductory level, covering subjects that fall into the following training modules:

Regulatory framework	Stand management
Airfield layout	Turn control
Principles of flight	Adverse weather
Airline operations	Control of works in progress
Air Traffic Services	Human Factors
Health & Safety	Aircraft Marshalling
Safety Management System	Safeguarding
Airside Driving	Promulgation of information (eg NOTAM)
Radiotelephony	Environmental issues
Wildlife hazard management	Airside discipline
Runway surface friction	Fuelling of aircraft
Inspection process	Emergencies and contingency planning
Surface inspection	Control authorities
Lighting inspection	Special flights
Apron equipment inspection	

Table 19: GAL Core Training Subjects

In addition, specific operational and advanced training courses are also available to GAL personnel that offer more detailed and intensive learning opportunities around specific core competencies.

Attendance and completion of airfield operations training modules shall be dependent on the day-to-day activities of a person's role (as set out in their TNA). Many of the available airfield operations training modules have a specific refresher training timescale (annually, 3 yearly and 5 yearly) and GAL personnel shall be notified when their refresher training is due, prior to expiry.

Depending on the training provider (in-house or authorised third party, as appropriate), individual can arrange their training modules and assessments by using the AIRDAT platform, AIRDAT Visa App, and/or the training supplier's website, as appropriate to the specific courses required.

NOTE GAL Aerodrome Training Team can provide further guidance on booking the appropriate airfield operations training modules and assessments required, on request.

Third party operating companies should provide their own adequate basic aerodrome safety training programme that covers subjects that fall into the following categories in detail:

Category	Subjects
Communications	• Company Health and Safety Policy. • Information Sources. • International, European and UK Regulations. • Air Navigation Order (ANO). • Gatwick Airport Byelaws. • GADs and GANs. • CAA Publications. • Company Processes. • Security. • Risk Assessments. • Safety Incident Reporting. • Environmental Management.

Category	Subjects
	• Bird Hazard Awareness. • Fault Reporting.
Emergencies	• GAL Emergency Notification Procedures. • Individual Responsibilities.
Conduct on Stand	• Turn Round Procedures. • Individual and Joint Responsibilities. • Equipment (Condition and Storage). • Vehicle and Aircraft Signalling. • FOD Avoidance and Clearance. • Passenger Safety.
Personal Safety	• Personal Protective Equipment (PPE). • Aircraft Noise. • Jet Blast and Propeller Hazards. • Manual Handling. • Control of Substances Hazardous to Health (COSHH).
Airfield Topography	• Stand/Taxiway Markings. • Taxiway Crossing Procedures. • Restricted Areas.
Fire Safety	• Fire Precautions. • Main Fire Hazards/Causes. • Clear Exit Routes. • Maintenance Requirements. • Misuse of Equipment. • Refuelling Hazard Prevention. • Correct Fire Discovery Reporting Procedures. • Correct Evacuation Procedures.
Aircraft	• Jet Blast/Ingestion. • Mandatory Occurrence Reporting (MOR). • Servicing Hazards. • Movement on to and off Stand. • Aircraft Damage Reporting.
Weather	• Adverse Weather Procedures. • Snow. • Ice. • Rain. • High Winds. • Low Visibility. • Night Operations. • Hazardous Conditions Reporting Responsibilities.

Table 18: Third party safety training subjects

14.4 Training Execution

All GAL Aerodrome Operations staff are assigned mentors at the commencement of their employment. The mentor is responsible for overseeing the development and training of the new employee. Aligned with the TNA, the mentor shall ensure the relevant training is carried out, which may cover any one of

classroom-based training, simulated training and practical training.

The training itself will be carried out by appropriately qualified trainers, who are responsible for maintaining their own competencies. The responsibilities of the trainers when delivering the training is outlined in the Training and Assessment policy.

Material shall be provided to the Aerodrome Operations Training Team Leader for quality assurance and placement on the central server/shared drive.

14.5 Training Records

GAL Aerodrome Training Team shall track all individual training required and retain records of any training taken, including copies of all certifications received, for the duration of the individual's employment.

All documentation related to individual Aerodrome Operations training shall be held and recorded electronically on AIRDAT, which provides training expiry alerts, thereby enabling refresher training to be scheduled for individuals, prior to expiry.

NOTE In the event of a GAL employee taking up alternative employment, GAL shall provide the new employer, on request, the employee's training records.

All third-party operating companies working on the aerodrome must ensure that either they or their authorised training provider retain individual training records for their employees. GAL may request copies of these training records as part of an EHS training audit or safety incident investigation.

14.6 Competency Assurance & Audits

GAL employs a range of competency assurance checks and audits to ensure that individual competencies in all aspects of safety are achieved and maintained, and that the identified training remains suitable and appropriate.

14.6.1 Individual Competency Assurance & Audits

On completion of the training, a practical and theory assessment shall be carried out. A suitably qualified assessor must conduct the assessment. The assessor must not have been involved in the instruction on the course which is being assessed. This shall ensure objectivity and impartiality and protect the integrity of the assessment process.

GAL's Aerodrome Training Team Leader, in conjunction with the individual's line manager, shall also assess the individual's evidence log of tasks completed in relation to the airfield operations training modules. This shall ensure that the required minimum standard of competency has been achieved in all relevant areas. A review and assessment of competence check frequencies will be carried out to ensure they remain suitable based on the complexity and criticality of the task as well as frequency of individual completion of tasks and the training received.

In addition, each airfield operations training module has a specific proficiency check timescale (annually, 3 yearly and 5 yearly) and competency checks shall be carried out annually on specific activities by the individual's line manager.

Once the assessor is satisfied that the Aerodrome Operations personnel has achieved the required minimum standard, they shall sign off the training on behalf of the line manager. If GAL Aerodrome Operations personnel do not achieve the required minimum standard for an airfield operations training module assessment, proficiency check, or competency check, a gap analysis shall be carried out and the individual given extended training to achieve the required level of competency.

Certain activities may not be carried out by the individual unsupervised until they have achieved the required minimum standard. If the individual does not hold the required minimum standard, provisions shall be put in place for the relevant responsibilities to be covered by an alternative individual with adequate training.

There may be circumstances where an individual has been unable to complete their training modules within the described proficiency check timescale. This may be due to staff sickness, equipment serviceability or aerodrome disruption. An extension duration of maximum 10% may be applied but must be authorised by the Aerodrome Operations Lead (AOL). For example, an annual training programme may be extended to allow an individual to continue to operate for an extra 36 days. The Line Manager will be required to complete *Line Manager Training Exemption or Extension Form* as provided in the ATMM.

14.6.2 Training Programme Competency Assurance & Audits

14.6.2.1 Internal quality assurance

GAL shall review the effectiveness of the core GAL airfield operations training programme, including the courses, on a monthly basis through the relevant airfield safety committees. The associated training material shall be regularly reviewed, revised, and date stamped as required, under the ownership and management of GAL's Aerodrome Operations Training Team Leader.

An internal audit is also carried out to ensure all elements of training and assessment, which contribute to a continuous improvement cycle for each training programme, is delivered to the required quality. The audit covers both the training material and assessors and is underpinned by a quality assurance strategy. The full objectives, details and responsibilities for the audit are provided in the AO Training and Assessment policy and ATMM.

14.6.2.2 External quality assurance

External audits are also carried out on the training programmes to ensure the training programmes are delivered to the necessary quality. The External Quality Assurer (EQA) will conduct the audit in line with agreed Terms of Reference proposed by the Aerodrome Operations Training Team Leader. The output of the audit is provided to the CAA as evidence of the training programme quality.

The details of how the external audit is conducted is provided in the Training and Assessment Policy detailed in the ATMM.

14.7 Aerodrome Driving Training

GAL's Aerodrome Training team hold overall responsibility for GAL's aerodrome driving training programme and for promulgating aerodrome driving training requirements for third party drivers operating on the movement area, in accordance with ADR.OPS.B.025.

GAL's ADP Scheme framework including aerodrome driver training requirements is set out in GAD 'Airside Driving Permits'.

The Airside Driving Permit will cover subjects that fall into the following categories in detail:

Category	Subjects
Regulatory and Legal Requirements	• CAP 393 (Regulations made under powers in the Civil Aviation Act 1982 and the Air Navigation Order 2016). • Road Traffic Act. • Health and Safety at Work Act 1974. • GADs and GANs.
Personal Responsibilities	• Airside Driving Permit. • Driver medical/health standards. • Use of Alcohol and Psychoactive Substances. • DVLA licence requirements. • Incident Reporting.

Category	Subjects
	• Just Culture. • Human Factors. • PPE Requirements.
Penalties for Non-compliance	• Minor and Major Driving and Apron Offences Scheme.
Vehicle Standards	• Condition and maintenance. • The requirement to display obstacle lights and company livery. • Issue and display of Airside Vehicle Permits (AVPs). • Pre-trip Vehicle Inspection.
Airside Traffic Rules	• Speed limits. • Prohibited areas. • Parking procedures. • Low Visibility Operations. • Vehicle reversing procedures. • Vehicle key procedure. • Escorting of vehicles airside. • Use of seat belts.
Airfield Topography	• General geography of the aerodrome. • Surface markings and signs. • Aircraft stand configuration (MARS and MCA). • Hotspots.
Hazards	• Giving way to aircraft. • Aircraft anti-collision lights. • Aircraft arrival and departure. • Taxiway crossings. • Aircraft engine Ingestion and Jet blast. • Stand Entry Guidance system and aircraft marshalling. • Driving at Night. • FOD and spillages. • Aircraft Refuelling. • Staff and passengers walking across aprons. • Vehicle and Equipment Parking. • Airbridge operation. • Driving in Adverse Weather. • Baggage Tug and Trailers. • Construction sites.

The ADP Manoeuvring and Runway Driving course will include the following subjects in detail:

Subjects
• ADP holder responsibilities (including Human Factors and Crew Resource Management). • Aerodrome features and characteristics. • Surface Markings and Signage. • Taxiway and Runway Lighting. • The Role of ATC. • Radio Telephony. • Low Visibility Operations (LVO).

Subjects
• 08L/26R Northern Runway safeguarding. • Works in Progress safeguarding. • Pushback Tug Operations. • Non-Standard Operations. • Aircraft Recognition. • Runway Incursions. • Radio check and Airfield State. • Entering and exiting the manoeuvring area. • Driving on the manoeuvring area. • Situational Awareness and Defensive Driving. • Use of Taxiway and Vehicle Holding Points (VHP). • Manoeuvring area driving routing exercises. • ATC positive routing exercises.

The Global Action Plan for Prevention of Runway Incursions (GAPPRI) recommends that Manoeuvring Area driving permits, especially those with access to the Runway are as few as possible. This helps to ensure that only current and proficient drivers have access to high-risk areas.

The ATTL manages the Manoeuvring area and Runway driving permit application process through the use of a Manoeuvring Area and Runway Permit Application Form. The driver requiring the permit is required to record the reasons why they need to drive on the Manoeuvring Area and how they will maintain competence. The application will be approved or rejected by the AOL. The application form is found in the ATMM and will be held by the ATTL.

14.8 Contractor Health & Safety Training

GAL's CSC team (part of the Engineering department) hold overall responsibility for Gatwick's contractor site/ GAL works permit system access training programme, and for promulgating GAL's mandatory contractor accreditation requirements, which include an assessment of contractors' health and safety training frameworks and required certifications (based on company size and work activities).

GAL's contractor site/GAL works permit system access safety training requirements are set out in 'GAD: Safety Instructions for Works Airside and the Procedure for the Issue of Daily Airside Work Permits'. GAL's mandatory contractor accreditation requirements are set out in 'GAN: SafeContractor Accreditation Requirement' and further defined in the 'GAL/CSC/SOP/01: Contractor Vetting (SafeContractor)' SOP.

15 SMS Evaluation and Terminology

15.1 SMS Evaluation

An evaluation of the SMS will be carried out every two years using a suitable SMS maturity and effectiveness evaluation tool, such as the one provided by the CAA via the following link: https://www.caa.co.uk/Safety-initiatives-and-resources/Working-with-industry/Safety-management-systems/Safety-management-systems/

The results of this evaluation will be distributed to relevant GAL airport staff and departments and to the CAA if required.

Each element of the SMS will be assessed for the following:

- Present, clearly visible and documented.
- Suitable for the size, nature, complexity, and inherent risk of the activity.
- Operating and an output is being produced.
- Effective, achieving the desired outcome and having a positive impact.

A list of SMS operating outputs is recorded in the table below.

INPUTS	ACTIVITIES	OUTPUTS
Chapter 2 Safety Policies and Management Structure	Aerodrome Safety Policy	• Knowledge of shared responsibility for a positive safety culture in the organisation • Clearly defined lines of safety accountability throughout the organisation • Direct accountability for safety on the part of the accountable manager and senior management.
	Safety Management Reporting Structures	
	Key Safety Accountabilities and Responsibilities	
Chapter 3 and 4 Safety Committees and Safety Interfaces	Non-Executive Safety committee	• Appropriate resources allocated to achieve the established safety performance. • Implementation of corrective action plans within agreed timescales • Safety recommendations. • Safety Promotion. • Safety data analysis.
	Executive Safety committee	
	Management Safety committee	
	Aerodrome Safety Committees	
	Safety Interfaces	
Chapter 5 Safety Performance Improvement	Safety performance Indicators	• Mitigation, controls and defences are working effectively. • Safety and quality (compliance monitoring) are integrated and working closely together including third parties.
	Safety Targets	
	Monthly Safety Oversight Report	
	GHA Aerodrome Operations Report	
	Aerodrome Compliance Monitoring Audits (ACMA)	
	Airside Operators Licence (AOL)	
	Ground Handling Licence	
	AOL Periodic Audits	
	Training Audits	
Chapter 6 Emergency Planning	Aerodrome Emergency Orders	• Appropriate levels of leadership provide strategic, tactical, and operational direction, decision making and resource allocation
	Incident Crisis Management Structure (ICM)	

Chapter 7 Documents and Data Management	GAL Programme Documents Management Centre (PDMC) Team	• The SMS is accurate and appropriate.
	Archive Storage Area	
	Documents finite life span and expiry date	
	Document retention period	
Chapter 8 Safety Risk Management	GAL Risk Management Policy	• Levels of risk reduced to acceptable levels.
	Department Risk Register	
	Corporate Risk Register	
	Department Risk Coordinator	
	Risk Assessments	
Chapter 9 Safety Reporting and Investigation	GAD – Reporting of Incidents , Accidents and Near Misses on the Airfield	• Staff are encouraged at all levels to proactively report errors , raise issues and hazards. • Safety recommendations
	GAL HSE Incident Response, Reporting, Investigation and Enforcement' SOP	
	Development Team Incident and Near Miss Reporting (Contractors)' SOP	
	Airfield Safety Incident Reporting Procedure	
	Aerodrome Safety Incident Investigation Procedure	
	Aerodrome Safety Incident Action Management Procedure	
	PRIME web-based Incident Reporting Database tool	
	Mandatory Occurrence Reports (MORs) to the CAA through ECCAIRS2.	
	GAL Confidential Reporting Facility (QR Process)	
	Kelvin Top Set Investigation System	
	Incident Review Meetings	
	Incident Debrief (Hot debrief and Cold debrief).	
	Airfield Penalty Notice	
Chapter 10 Contracted Activities	Safe Contractor Vetting Stand Operating Procedure	• Contractors working onsite are compliant with legislation and able to operate in a safe and responsible manner.
	GAL Clients Approved List	
	Contract and/or Service Level Agreement	
	Named GAL Contract Owner	
Chapter 11 Safety Competency Frameworks	Operational Safety Competency Matrix	• Personnel with safety responsibilities have the relevant competencies
Chapter 12 Management of Change	Operational Change Safety Assessment (OCSA)	• Operational change is thoroughly assessed with risks mitigated or reduced to as low as possible. • Change is communicated effectively to all stakeholders.
	Stakeholder Sign Off (SSO)	
	Systems/ Equipment Safety Case (SESC)	
Chapter 13	Weekly Incident Review	
	Gatwick Airport Directive	

Safety Communications	Gatwick Airport Notice GAL HSE Alerts GAL HSE Lessons Learnt Report GAL HSE Monthly Dashboard GAL HSE Notice Board Department Heads Up Safety Event Campaign Leaflets and Posters Airfield Operations Notice Safety Events Gatwick Airspace Intranet Gatwick VISA microsite AIRDAT Training Management/ Auditing and Onboarding Application Gatwick Viva Engage Airport Community App EHS Awards	• All staff are fully aware of the SMS and the organisations safety culture. • All staff understand why actions and/or safety procedures are introduced or changed. • Suitable and effective safety communication.
Chapter 14 Safety Training and Education	Aerodrome Operations Training Management Manual. Aerodrome Operations Training and Assessment Policy Training Needs Analysis Airfield Operations Core Training Syllabus Third Party Core Training Syllabus Trainer qualification requirements Proficiency checks Internal Quality Assurance External Quality Assurance Driver Training Programme Contractor Health and Safety Training Programme GAD Airside Safety Awareness eLearning	• training as appropriate for their safety roles and responsibilities • operational staff, managers, supervisors, senior managers and the accountable manager trained and competent to perform their duties.

Table 19: Safety Management System Outputs

15.2 SMS Terminology

GALs Safety Management Manual uses terminology for content titles that differs from that found in AMC2 ADR.OR.D.005 (C) Management System. The Table below outlines these differences and demonstrates how they remain aligned in intent and outcome.

AMC2 ADR.OR.D.005 (C) Content of the Safety Management Manual	Safety Management Manual Content Title Terminology
Scope of the safety management system.	Chapter 1 – Overview.
Safety policy and objectives.	Chapter 2 - Safety Policy and Management Structures.
Safety responsibilities of key safety personnel.	Chapter 2 - Safety Policy and Management Structures. Chapter 3 – Safety Committees.

	Chapter 4 – Safety Interfaces and Stakeholders. Chapter 10 – Contracted Activities. Chapter 11 – Safety Competency Frameworks.
Documentation control procedures.	Chapter 7 - Document and Data Management.
Safety assessment process, including hazard identification and risk management schemes.	Chapter 8 - Safety Risk Management.
Monitoring of implementation and effectiveness of safety actions, and risk mitigation measures.	Chapter 5 - Safety Performance Improvement.
Safety performance monitoring.	Chapter 5 - Safety Performance Improvement.
Safety reporting (including hazard reporting) and investigation.	Chapter 9 - Safety Reporting and Investigation Differences Training.
Co-ordination of emergency response planning.	Chapter 6 – Emergency Planning.
Management of change (including organisational changes with regard to safety responsibilities.	Chapter 12 – Management of Change.
Safety promotion.	Chapter 13 – Safety Communications. Chapter 14 – Safety Training and Education.
Safety management system outputs.	Chapter 15 – SMS Evaluation and Terminology.

Table 21: SMS Terminology Alignment.

Appendix A – Glossary

A1 Terms

Term	Definition
Accident	Any undesired or unplanned occurrence that may cause personal injury, physical/environmental damage to property, plant or equipment, loss of output, or all three.
Accountable Manager	The single individual who (as defined in ADR.OR.D.015), has the authority for ensuring that all activities can be financed and carried out in accordance with the applicable requirements. The Accountable Manager shall be responsible for establishing and maintaining an effective management system.
Aerodrome	Any area of land or water designed, equipped, set apart, or commonly used to afford facilities for the landing and departure of aircraft. Shall include any area or space, whether on the ground, on the roof of a building or elsewhere, which is designed, equipped or set apart to afford facilities for the landing and departure of aircraft capable of descending or climbing vertically, but shall not include any area the use of which for affording facilities for the landing and departure of aircraft has been abandoned and has not been resumed.
Aeronautical Ground Lighting (AGL)	Approach, runway and taxiway lighting provided for the guidance of aircraft at night and in low visibility.
Airport Collaborative Decision Making (A-CDM)	Real-time data sharing between airport partners that utilises a set of operational procedures and automated processes, and which aims to reduce delays, increase the predictability of events during the progress of flights, and optimise airport capacity and resources.
Airport Consultative Committee (ACC)	The airline operators' highest level consultative body, constituted of representatives from the largest airlines by passenger volumes operating at Gatwick Airport, including the Chair of the AOC. It is consulted upon for strategic matters involving the medium-to-long-term development of the airport.
Airline Operators Committee (AOC)	The airline operators' consultative body which is consulted on day-to-day operational matters. Airlines at Gatwick Airport are invited to become members and it has an elected executive committee with a principal responsibility for escalating airline-related operational matters to GAL management.
Apron	A defined area on the aerodrome that is provided for the stationing of aircraft for the embarkation and disembarkation of passengers, the loading and unloading of cargo, and for parking.
Assembly Point	Designated and well-signposted areas where people can wait after evacuating buildings in an emergency situation. Each assembly point at Gatwick has an equipment box where GAL personnel can retrieve everything needed to carry out their evacuation role, i.e. 'Assembly Point Marshal' tabards, task cards and feedback forms.
Asset Steward	Holds overall accountability for all assets in a defined asset area of Gatwick Airport. Typically a role held by Departmental Heads.
Civil Aviation Authority (CAA)	The UK's independent specialist aviation regulator.

Term	Definition
Civils	Civil engineering. Responsible for the maintenance of existing civilian (i.e. public accessible) structures, or the design and construction of new civilian structures.
Continuous Descent Operations (CDOs)	A noise abatement technique of flight during which a pilot descends at a rate with the intention of achieving a continuous descent to join the glide path at the correct height for the distance. The procedure avoids the need for extended periods of level flight and results in keeping the aircraft higher for longer, reducing the need for thrust. In addition to aiding noise reduction, it also reduces fuel burn, thereby cutting emissions and producing an overall environmental benefit.
Contractor Support Centre (CSC)	GAL's control centre for the management of engineering services and utilities, including authorisations (permits) to carry out works on the Gatwick estate. The CSC is manned 24 hours a day by Airfield Duty Engineers, EOMs, and Technical Clerks.
Course	The intended path that an aircraft is flying.
Dangerous Occurrence	Any undesired or unplanned occurrence that has the potential to harm personnel at work in such a way that there is a legal requirement to report them. If something happens that does not result in a major injury, but clearly could have done, it may be classed as a dangerous occurrence.
Environmental Incident	Any undesired or unplanned spill of oil or chemicals, the mismanagement of waste, any damage to local habitats, or any other environmental damage.
Eurocontrol	See 'European Organisation for the Safety of Air Navigation'
EASA	An agency of the EU, governed by European public law, with specific regulatory and executive responsibilities in the field of civil aviation safety and environmental protection. The agency develops common aviation safety and environmental rules at the European level. It monitors the implementation of standards through inspections in the EU member states and provides the necessary technical expertise, training and research. The agency works hand in hand with the national authorities which continue to carry out many operational tasks, such as certification of individual aircraft or licensing of pilots.
European Organisation for the Safety of Air Navigation	An intergovernmental organisation with 41 member states and 2 comprehensive agreement states that works with national authorities, ANSPs, civil and military airspace users, airports, and other organisations to achieve safe, efficient and environmentally friendly air traffic operations across the European region.
Excursion	Any occurrence at an aerodrome involving an aircraft that departs the runway in use during landing or take-off.
Foreign Object Damage and Foreign Object Debris (FOD)	Any potential source of catastrophic damage to aircraft particularly engines. FOD can also be a tripping or slipping hazard resulting in injury to personnel and passengers. Examples of items that can constitute FOD are: bagged aircraft rubbish, plastic and paper bags, rags, empty cans, pieces of metal, nuts and bolts, plastic drink cups, plastic tags, luggage wheels, pieces of wood, newspapers, food waste, plastic shrink wrapping, packaging and other discarded materials.
Gatwick Airport Consultative	An independent statutory advisory body constituted in accordance with Section

Term	Definition
Committee (GATCOM)	35 of the Civil Aviation Act 1982 (and as amended by the Airports Act 1986), which provides views on how the operation and development of Gatwick Airport affects the local community, passengers, airlines, and other users of the airport. The committee's membership represents a wide range of interests including local authorities, civil aviation, passenger, business tourism and community, and environmental groups.
GATCOM Steering Group	An advisory body formed as part of GATCOM, with a specific focus on any new, urgent or detailed matters to be dealt with by GATCOM, and to make recommendations to GATCOM on how to proceed. The group's membership consists of GATCOM's Chair, Vice-Chair, and 10 further GATCOM members who reflect the composition of interests in the main committee.
GatwickSAFE	GAL's EHS strategy that sets out commitments, behaviours, and actions expected of GAL personnel and third parties for positive EHS provision and continuous improvement.
Hazard	A physical situation, often following from some initiating event, which may lead to an incident, accident or dangerous occurrence.
High Potential Incident	Any safety incident involving a serious injury, a fatality, or a near miss.
Incident	Any unplanned occurrence that may cause personal injury and/or physical/environmental damage to property, plant, or equipment.
Incursion	Any occurrence at an aerodrome involving the incorrect presence of an aircraft, vehicle, or person on the protected area of a surface designated for the landing and take-off of aircraft.
Joint Steering Group (JSG)	See 'GATCOM Steering Group'
Lost Time Injury (LTI)	An injury that has occurred to a member of GAL personnel as a result of a work-related activity and that results in them being absent from work for half a shift or more.
Local Resilience Forum (LRF)	A requirement under the Civil Contingencies Act 2004 the LRF is a forum attended by key responders and specific supporting agencies. An LRF allows responders a forum to consult, collaborate and disclose information with each other to facilitate planning and response to emergencies.
Mandatory Occurrence Reporting (MOR)	The reporting of hazardous or potentially hazardous incidents or occurrences affecting an aircraft. An occurrence means any safety-related event which endangers or which, if not corrected or addressed, could endanger an aircraft, its occupants or any other person.
Manoeuvring Area	The part of an aerodrome provided for the take-off and landing of aircraft, and for the movement of aircraft on the surface, excluding the apron and those parts of the aerodrome provided for the maintenance of aircraft.
Marshalling	The direction (by visual or other means) of the movement of aircraft on the ground.
Movement Area	The part of an aerodrome intended for the surface movement of aircraft including the manoeuvring area, aprons, and any part of the aerodrome

Term	Definition
	provided for the maintenance of aircraft.
Near Miss	Any undesired or unplanned occurrence (excluding dangerous occurrences) that does not lead to injury of personnel or physical/environmental damage to property, plant or equipment, but may have done under different circumstances.
Non-Executive	Does not form part of the Executive Management team, i.e. holds no responsibilities for decision making or enacting decisions and/or plans.
Notifiable Incidents	Specific types of aerodrome safety incident, accident, and dangerous occurrence where the appropriate authority and/or regulator must be notified immediately when the incident occurs.
Passenger Advisory Group (PAG)	An advisory body formed as part of GATCOM, with a specific focus on the comfort, care, safety and security of passengers using Gatwick Airport. Members visit the airport several times a year to monitor and assess facilities, in addition to reviewing passenger feedback, in order to make recommendations to GAL for improvements in these areas. The group's membership represents a wide range of interests including local authorities, civil aviation, passenger, business tourism and community, and environmental groups.
Policy	A statement of principles or position that is intended to guide or direct decision-making and operations, and that supports the achievement of an organisation's vision and objectives.
Quorum	The minimum number of members of a committee or other defined group that must be present at any meeting to make the outcomes of that meeting valid.
Reportable Incidents	Specific types of aerodrome safety incident, accident, and dangerous occurrence that must be reported to the appropriate authority and/or regulator.
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)	The reporting of any of the following: Accident that has resulted in an employee dying, suffering a major injury, or being absent from work or unable to do their normal duties for than 7 days, not including the day of the accident; Accidents which result in members of the public suffering an injury and being taken to a hospital; An employee or self-employed person suffering one of the specified work-related diseases; One of a set of specified 'dangerous occurrence' - these do not necessarily result in injury but have the potential to do significant harm.
Risk	The probability or frequency of occurrence of a defined hazard and the magnitude of the consequences of the occurrence.
Runway	A defined rectangular area on the aerodrome that has been prepared for the landing and take-off run of aircraft along its length.
Safeguarding	The control of development with the objective of protecting a particular amenity. Safeguarding of aerodromes is the process used to ensure that the operation and development of aerodromes is not inhibited by new developments in their vicinity. In particular, the process contributes to the safe operation of aircraft during the approach and landing procedure, while taking-off, while flying in their vicinity,

Term	Definition
	or while manoeuvring on the ground.
Safe Haven	Designated and well-signposted areas within buildings to where less mobile people can be escorted in an evacuation and can safely wait for further assistance by the emergency services (for example, an emergency exit stairwell). Each safe haven at Gatwick Airport has 'Emergency Assistance' signage and is equipped with a two-way telephone link to GCC.
Section 106 (S106)	Section 106 (S106) of the Town and Country Planning Act 1990 allows a Local Planning Authority (LPA) to enter into a legally binding agreement or planning obligation with a land developer. S106 agreements or planning obligations can act as an instrument for placing restrictions on developers, for example, to minimise impacts on the local community or provide community benefits.
Significant Incident	Any safety incident involving a serious injury, a fatality, or a near miss.
Stand	A parking area defined for aircraft at an airport.
Third Party	Companies, agencies, tenants or concessionaires who are authorised continuous aerodrome access for the conduct of their work.
Track	The actual path that an aircraft is flying.
Vehicle Holding Point (VHP)	Designated positions along the perimeter track to define access onto the taxiways.

App A1 Table 20: Glossary

A2 Acronyms & Abbreviations

Acronym	Definition
AAIB	Air Accidents Investigation Branch
A-CDM	Airport Collaborative Decision Making
ACC	Airport Consultative Committee
ACL	Aerodrome Control Lead
ADIQ	Aeronautical Data and Information Quality
ADP	Aerodrome Driving Permit
APL	Aerodrome Performance Lead
AFP	Airfield Flow Planner
AGL	Aeronautical Ground Lighting
AGLCS	Aerodrome Ground Lighting Control System
AIRDAT	Aerodrome Data And Training
AIP	Aeronautical Information Publication
Airport RFFS	Airport Rescue and Fire Fighting Service (Previously known as AFS)
Airports UK	Airports UK (Previously AOA)
AIS	Aeronautical Information Service
ALARP	As Low As Reasonably Practicable
AMC	Acceptable Means of Compliance
ANO	Air Navigation Order
ANSP	Airspace Navigation Service Provider
AOC	Airline Operators Committee
AOM	Aerodrome Operations Manager
AOTI	Aerodrome Operations Temporary Instruction
AP	Authorised Person
App	Application
A-SMGCS	Advanced Surface Movement Guidance and Control Systems
ASI	Aerodrome Supplementary Instruction
ATMM	Aerodrome Training Management Manual
ATOI	Airport Temporary Operating Instruction
ATC	Air Traffic Control
ATM	Air Traffic Management
BSI	British Standards Institution
BALPA	British Airlines Pilots Association
CAA	Civil Aviation Authority

Acronym	Definition
CAP	Civil Aviation Publication
CB	Certification Basis
CCO	Chief Commercial Officer
CDM	Construction, Design & Management
CDO	Continuous Descent Operation
CEO	Chief Executive Officer
CFO	Chief Financial Officer or Chief Fire Officer
CHIRP	Confidential Human Factors Incident Reporting Programme
CMT	Crisis Management Team
COO	Chief Operating Officer
COSHH	Control of Substances Hazardous to Health
CS	Confined Space
CSC	Contractor Support Centre
CSCS	Construction Skills Certification Scheme
CSS	Core Service Standards
DfT	Department for Transport
DNRF	Document Number Request Form
DOR	Daily Operational Review
DSE	Display Screen Equipment
DSM	Duty Senior Manager
EA	Environment Agency
EASA	European Aviation Safety Agency
EHS	Environment, Health and Safety
EMB	Executive Management Board
EQA	External Quality Assurer
ESR	Electrical Safety Rules
EU	European Union
FLOPSC	Flight Operations Performance & Safety Committee
FOD	Foreign Object Damage Foreign Object Debris
GAD	Gatwick Airport Directive
GAL	Gatwick Airport Limited
GAL HSE	Gatwick Airport Limited Health, Safety and Environment Department
GAN	Gatwick Airport Notice

Acronym	Definition
GATCOM	Gatwick Airport Consultative Committee
GATPOL	Sussex Police Gatwick Operations
GCC	Gatwick Control Centre
GCCEO	Gatwick Control Centre Emergency Operator
GEAP	Ground Equipment Assembly Point
GM	Guidance Material
GMC	Ground Movement Control
GSE	Ground Service Equipment
GSS	Ground Services Specialist (carrying out role of Airside Document Quality Assurance Controller)
HR	Human Resources
HSE (UK)	Health & Safety Executive
HSSE	Health, Safety, Security & Environment
HV	High Voltage
ICAO	International Civil Aviation Organisation
IATA	International Air Transport Association
ICM	Incident & Crisis Management
ICMM	Incident & Crisis Management Manual
IEMA	Institute of Environmental Management and Assessment
IFPs	Instrument Flight Procedures
IMT	Incident Management Team
IOM	Incident Operations Managers
IOSH	Institution of Occupational Safety and Health
IR	Implementing Rule
ISO	International Organisation for Standardisation
GSAT	General Security Awareness Training
JSG	Joint Steering Group
KPI	Key Performance Indicator
LOLER	Lifting Operations and Lifting Equipment Regulations
LPA	Local Planning Authority
LSS	Life Safety Systems
LTI	Lost Time Injury
LV	Low Voltage
LVO	Low Visibility Operations

Acronym	Definition
MATS	Manual of Air Traffic Services
MHOR	Manual Handling Operations Regulations
MoC	Management of Change
MOCS	Maintenance of Competence Scheme
MOR	Mandatory Occurrence Reporting
NATS	National Air Traffic Services
NEBOSH	National Exam Board in Occupational Safety and Health
NOTAM	Notice To Aviation
NUA	Notice of Unsafe Act
OCN	Operational Change Notice
OCSA & SSO	Operational Change Safety Assessment & Stakeholder Sign-Off
OHSAS	Occupational Health & Safety Assessment Series
OH&SC	Operations Health & Safety Committee
ORB	Operational Risk Board
OTP	On Time Performance
PAG	Passenger Advisory Group
PASMA	Prefabricated Access Suppliers and Manufacturers Association
PAT	Portable Appliance Testing
PDF	Portable Document Format
PDMC	Programme Document Management Centre
POM	Passenger Operations Manager
PPE	Personal Protective Equipment
PUWER	Provision and Use of Work Equipment Regulations
QA	Quality Assurance
QMS	Quality Management System
RAMS	Risk Assessment Method Statement
RCA	Root Cause Analysis
RCB	Risk and Compliance Board
RFFS	Rescue & Fire Fighting Services
RIDDOR	Reporting of Injuries, Diseases & Dangerous Occurrences Regulations
S106	Section 106
SAFE	Service Avoidance Field Environment
SAMP	Strategic Asset Management Plan
SARG	Safety and Airspace Regulation Group

Acronym	Definition
SECAmb	South East Coast Ambulance Service
SESC	Systems Equipment Safety Case
SIP	Safety Improvement Plan
SLT	Senior Leadership Tour
SME	Subject Matter Expert
SMM	Safety Management Manual
SMS	Safety Management System
SMSTS	Site Management Safety Training Scheme
SOB	Stable Operations Board
SOP	Standard Operating Procedure
SOM	Security Operations Manager
STM	Security Team Manager
TNA	Training Needs Analysis
TOP-SET	Technology, Organisation, People - Similar events, Environment, Time
ToR	Terms Of Reference
UK	United Kingdom
VCR	Visual Control Room
VHP	Vehicle Holding Point
WSF&RS	West Sussex Fire & Rescue Services
YTD	Year-to-Date

App A2 Table 21: Acronyms and abbreviations

Appendix B - Diagram Legends – Organisational Charts

App B Figure 12: Organisational charts legend

Appendix C - Additional Risk Definitions

IMPACT LEVEL		IMPACT AREAS						
Rating	**Overall Score**	**Health and Safety**	**Regulatory & Compliance**	**Environment**	**Financial cost**	**Damage to reputation**	**Service Quality**	**Stable Ops**
0	Negligible	None	No implications	No impact	None	None	No impact	No impact
1	Limited	Injuries treatable by first-aid only	Minor breach	Short term local damage	<£1m	Minimal effect on: brand, media coverage, government/regulator/ investor confidence	Limited unsustained impact on 2 core service standards /Airline service standards/On Time. Performance/QSMs/SLAs /Customer facing operations	Limited impact up to 2 hours (e.g. 5% passengers delayed and/or up to 5 aircraft /departures delayed/cancelled
2	Minor	Injuries likely to require medical treatment including outpatients.	Reportable breach	Short term regional damage	£1-5m	Minor damage to brand (small group of customers and/or local stakeholders). No sustained impact on government/regulator/ investor confidence	Minor un-sustained reduction	Minor - Impacted for 2-4 hours
3	Moderate	Injuries likely to require in-patient treatment. Long-term	Enforcement Notice/Prosecution	Long term local damage	£5-30m	Brand fails to meet airline/passenger/local stakeholder expectations but customer choices unaffected; some national and/or regional coverage (controlled); some limited	Moderate sustained impact	Moderate - Impacted 4-8 hours

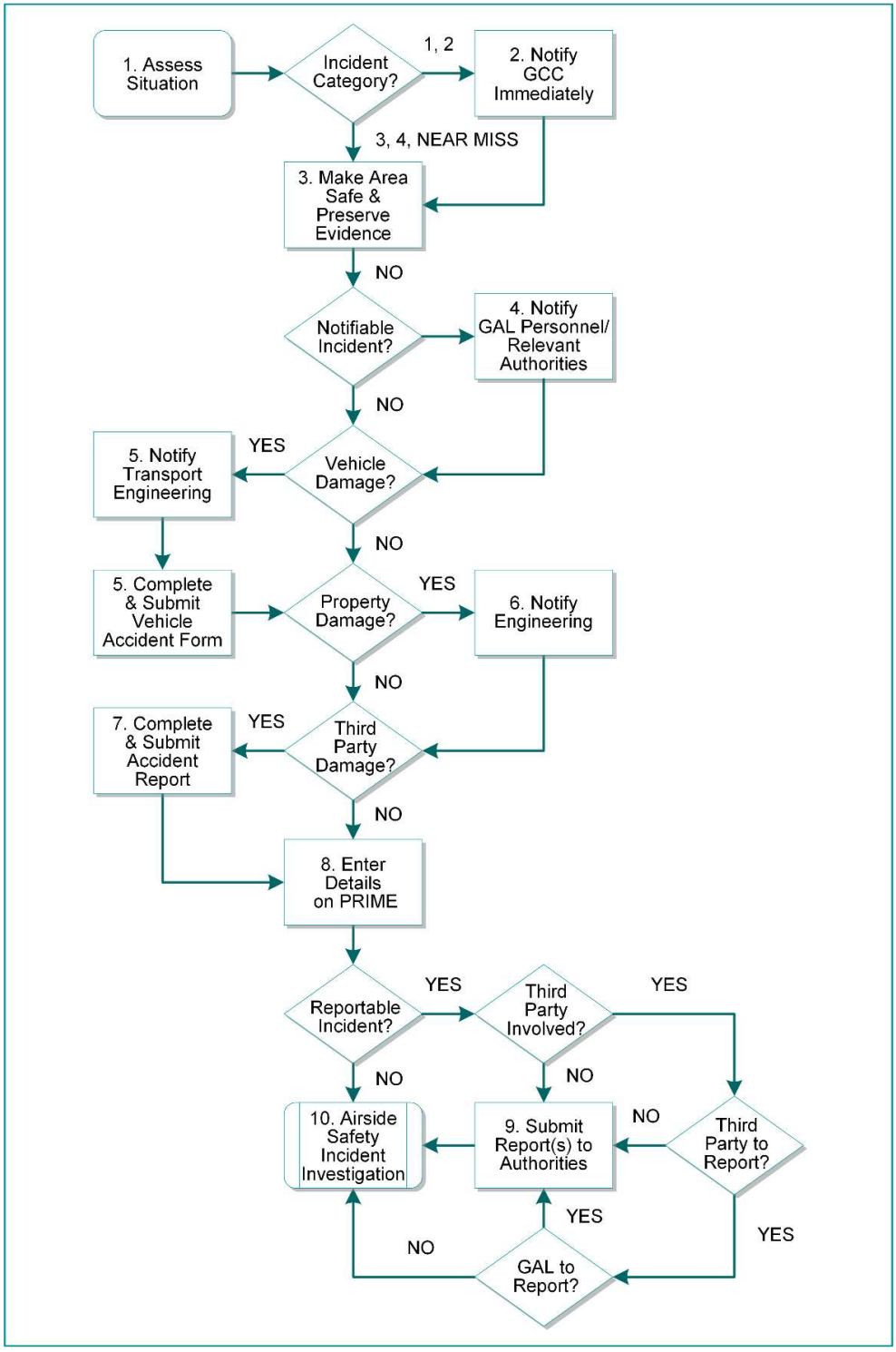
		health effect.				impact on government/regulator/ investor confidence		
4	Significant	Single fatality. Life-limiting injury or illness	Short airport closure	Long term widespread damage	£30-100m	Brand perception badly damaged with some negative impacts on customer choices; wide adverse coverage in national media and/or widespread negative feedback from lack stakeholders; reduction in government/ regulator/investor confidence	Significant sustained impact	Significant - impacted 8-12 hours
5	Catastrophic	Multiple fatalities. Life-limiting injury or illness to exposed groups.	Long airport closure	Widespread permanent damage	>£100m	Widespread, potentially irreversible impact to brand, significantly impacting airlines and passenger choices; significant adverse national (and international) press coverage and local stakeholder feedback. Significant reduction in government/regulator/ investor confidence.	Catastrophic sustained impact	Catastrophic - over 12 hours

App C Table 22: Additional risk definitions

Appendix D - Safety Reporting Procedures

D1 Aerodrome Safety Incident Reporting Procedure

The following diagram and steps illustrate the procedure for aerodrome safety incident reporting at Gatwick Airport:



App D1 Figure 13: Aerodrome safety incident reporting process flow diagram

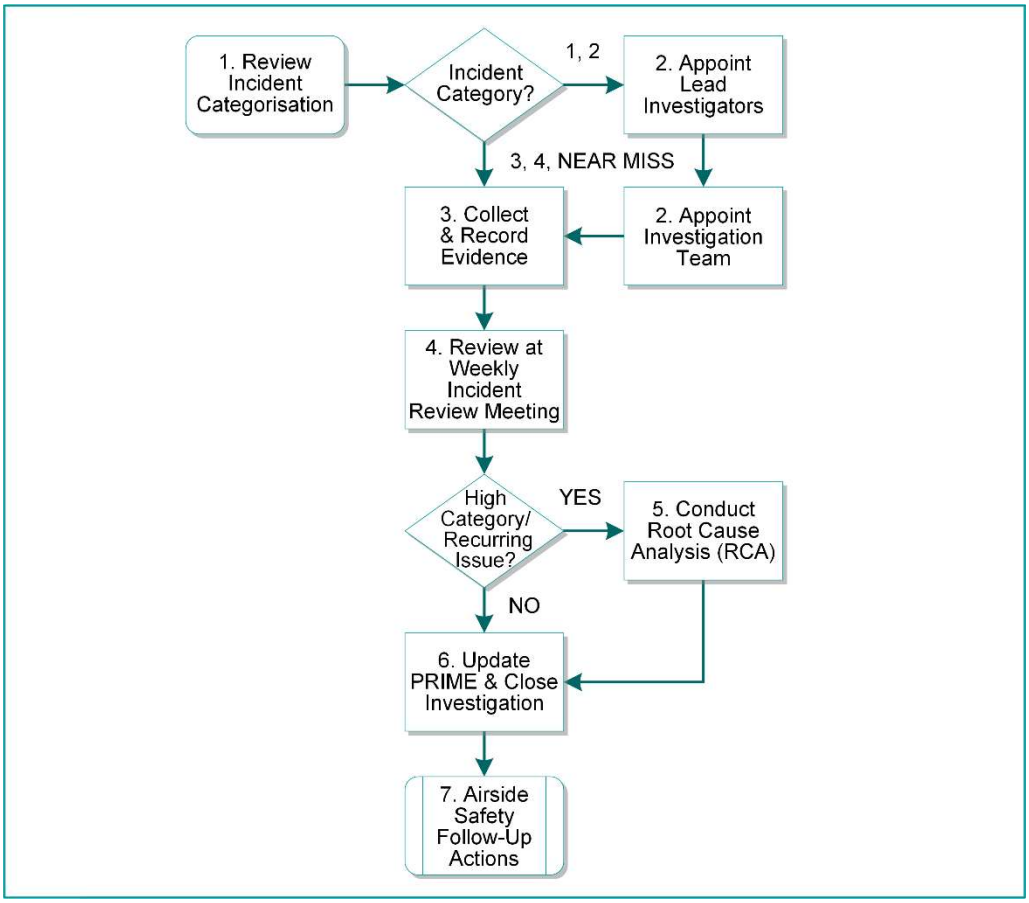
Step	Description
1	Assess the situation and determine the initial incident category rating: • Category 1, 2, 3 or 4: See Chapter 9 Figure 13. • Near Miss: any safety incident that has the potential to become a Category 1 to 4 incident, but which has been detected and corrected before that potential has been realised. NOTE: A formal categorisation of the safety incident shall be carried out by the incident investigator(s) during the incident investigation process, based on the Incident Categorisation Matrix. 
2	If the incident has a category rating of 1 or 2, notify the GCC immediately: Extension 222 from any GAL telephone; 01293 501 222 from a mobile telephone; 999 from all other telephones. **NOTE**: GCC shall notify the IOM, who shall manage the incident using the agreed and available incident management processes, plans and personnel. 
3	Ensure that the area impacted by the incident has been made safe using the agreed and available incident management processes, plans, and personnel for the type of incident involved, and preserve any evidence that may be required for the subsequent investigation.
4	If a notifiable incident has occurred, contact the appropriate GAL personnel and/or authorities as soon as it is safe to do so: • MOR incident resulting in an accident/serious incident: call the AAIB on 01252 512 299; • RIDDOR incident: How to make a RIDDOR report - RIDDOR - HSE. For fatal/significant events call the Incident Contact Centre on 0345 300 9923; • Environmental incident: call the GAL HSE department, EOM, or Water Quality Manager, who will assess the impact and notify the Environment Agency.
5	If the incident involved damage to a GAL vehicle, notify Transport Engineering immediately: Extension 63240 from any GAL telephone; 01293 503 240 from all other telephones (including mobiles). Complete the appropriate Vehicle Accident form and submit it to Transport Engineering.
6	If the incident involved damage to GAL property (excluding vehicles), notify either the appropriate Engineering team or the Engineering Fault Centre: • Extension 1111 from any GAL telephone; • 01293 501 111 from all other telephones (including mobiles).
7	If there has been accidental damage either to GAL property by a third party or such that there may be a claim against GAL by a third party, complete and submit an Accident Report.
8	Enter the incident details on PRIME within 12 hours or prior to end of shift: https://www.primesafety.net/gatwick/incidents.nsf
9	If a reportable incident has occurred and a third party is involved, verify whether the third party is filing the appropriate report(s) with the authorities and is carrying out a suitable investigation. If the third party is filing the appropriate report(s) with the authorities, decide whether GAL needs to file its own reports with the authorities. If a reportable incident has occurred and a third party is not involved, a third party is involved but they are not filing their own report(s), or it has been agreed that GAL should file their own report(s), file the report(s) with the authorities, as required: • MOR incident: file a MOR with the CAA via ECCAIRS within 72 hours;

Step	Description
	RIDDOR incident: file a RIDDOR with the UK HSE within 10 days; • Environmental incident: file an Environmental Incident report with the Environment Agency, on request.
10	Commence an aerodrome safety incident investigation.

App D1 Table 23: Aerodrome safety incident reporting procedure

D2 Aerodrome Safety Incident Investigation Procedure

The following diagram illustrates the procedure for investigating aerodrome safety incidents at Gatwick Airport:

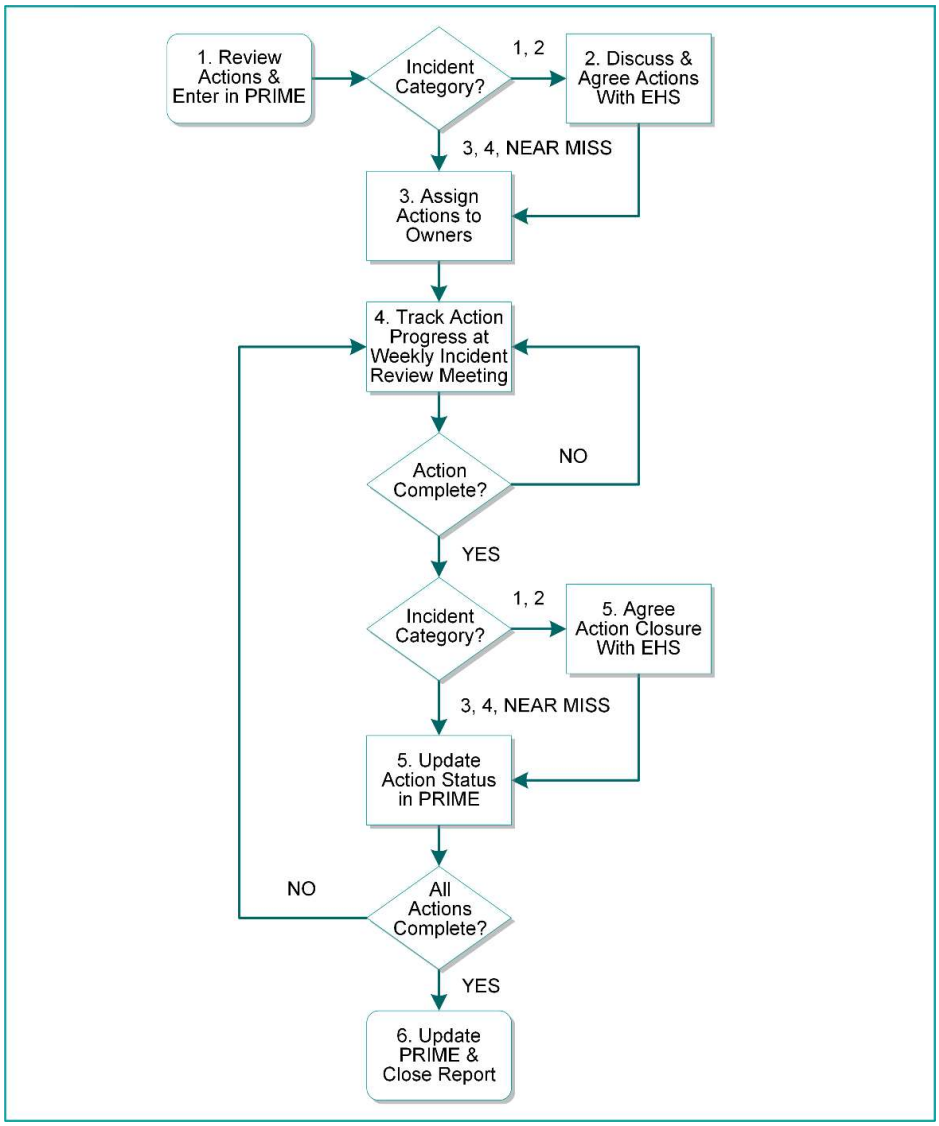


App D2 Figure 14: Aerodrome safety incident investigation process flow diagram

Step	Description
1	Review all remedial actions identified following the safety incident investigation and ensure that they have been entered in PRIME.
2	If the incident has a category rating of 1 or 2, discuss the remedial actions identified with the Head of GAL HSE, and confirm agreement to proceed.
3	Assign the actions to suitable owners in PRIME and notify the owners of their responsibilities.
4	Track remedial action progress at the Weekly Incident Review Meeting.
5	If a remedial action is complete and from a category 1 or 2 safety incident investigation, agree action completion with the Head of GAL HSE, then update the action's status to 'Complete' in PRIME. If a remedial action is complete and from a category 3, 4 or Near Miss safety incident investigation, update the action's status to 'Complete' in PRIME.
6	If all remedial actions are complete, update PRIME with any outstanding action statuses and formally close the report within 30 days of the incident.

App D2 Table 24: Aerodrome safety incident investigation

D3 Aerodrome Safety Incident Action Management Procedure



App D3 Figure 15: Aerodrome safety incident action management process flow diagram

Step	Description
1	Review the initial incident category rating given to the incident and assess whether it is still appropriate, given the scope and impact of the incident.
2	If the incident was significant or is believed to have a category rating of 1 or 2, notify the Head of GAL HSE. The Head of GAL HSE shall establish the incident category rating and appoint 2 Lead Investigators to choose a team to investigate the incident.
3	Collect and record any evidence not already gathered as part of the safety incident reporting process. Ensure that all documented evidence collected is attached to the relevant safety incident report(s) on PRIME: https://www.primesafety.net/gatwick/incidents.nsf
4	Review the safety incident report(s) and any recorded evidence at the Weekly Incident Review Meeting to identify the likely causes of the incident and the remedial actions required to reduce the likelihood of further incidents.

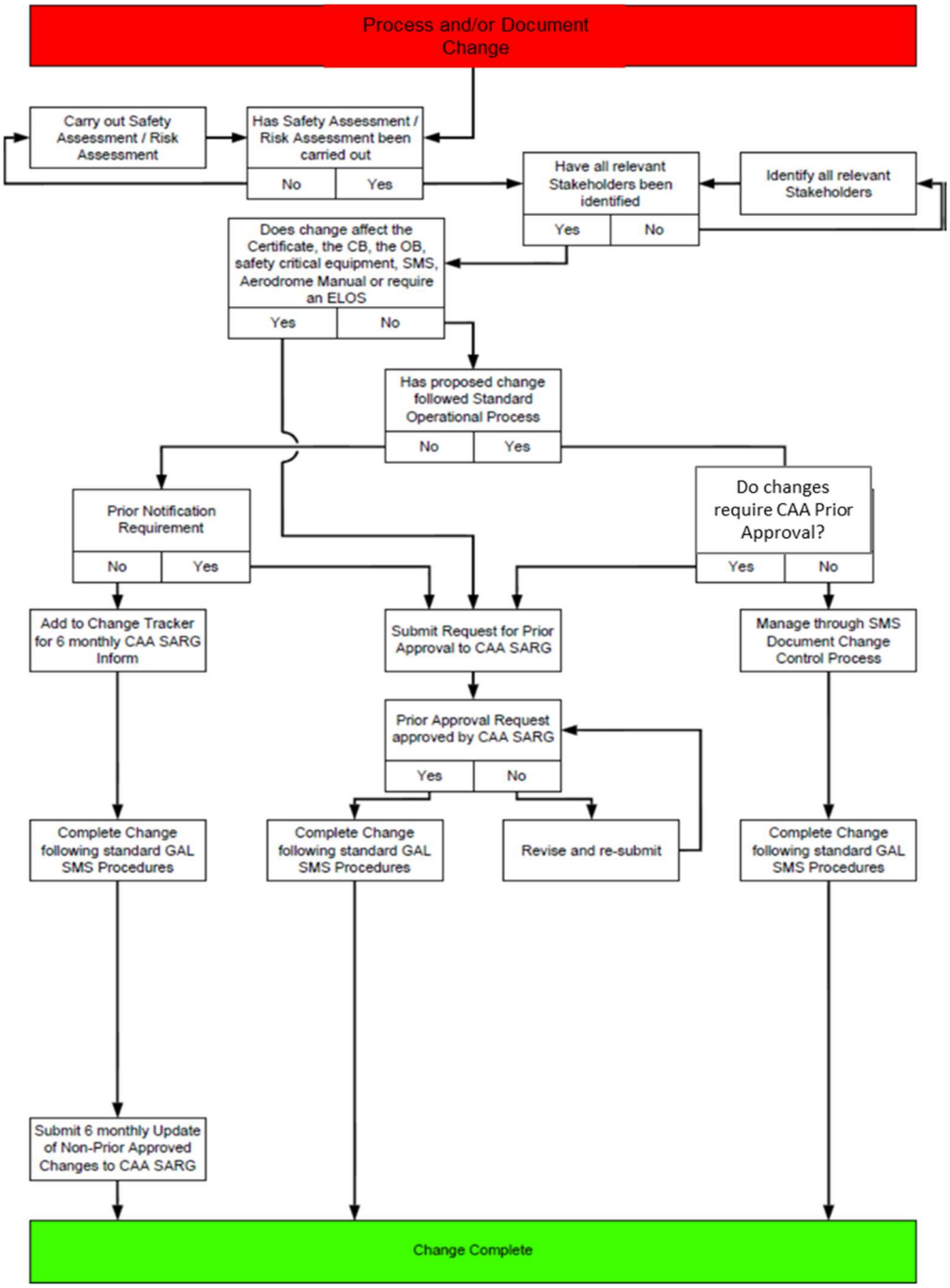
Step	Description
5	If the incident has a category rating of 1 or 2 or is a recurring issues, conduct a Root Cause Analysis (RCA) to identify the likely causes of the incident and the remedial actions required to reduce the likelihood of further incidents.
6	Update PRIME with the remedial actions identified and formally close the investigation within 7 days of the incident.
7	Commence completion of the remedial actions identified from the investigation.

App D3 Table 25: Aerodrome safety incident action management procedure flow diagram

Appendix E to SMM Chapter 12 – Management of Change - Operational Changes

E1 General Overview

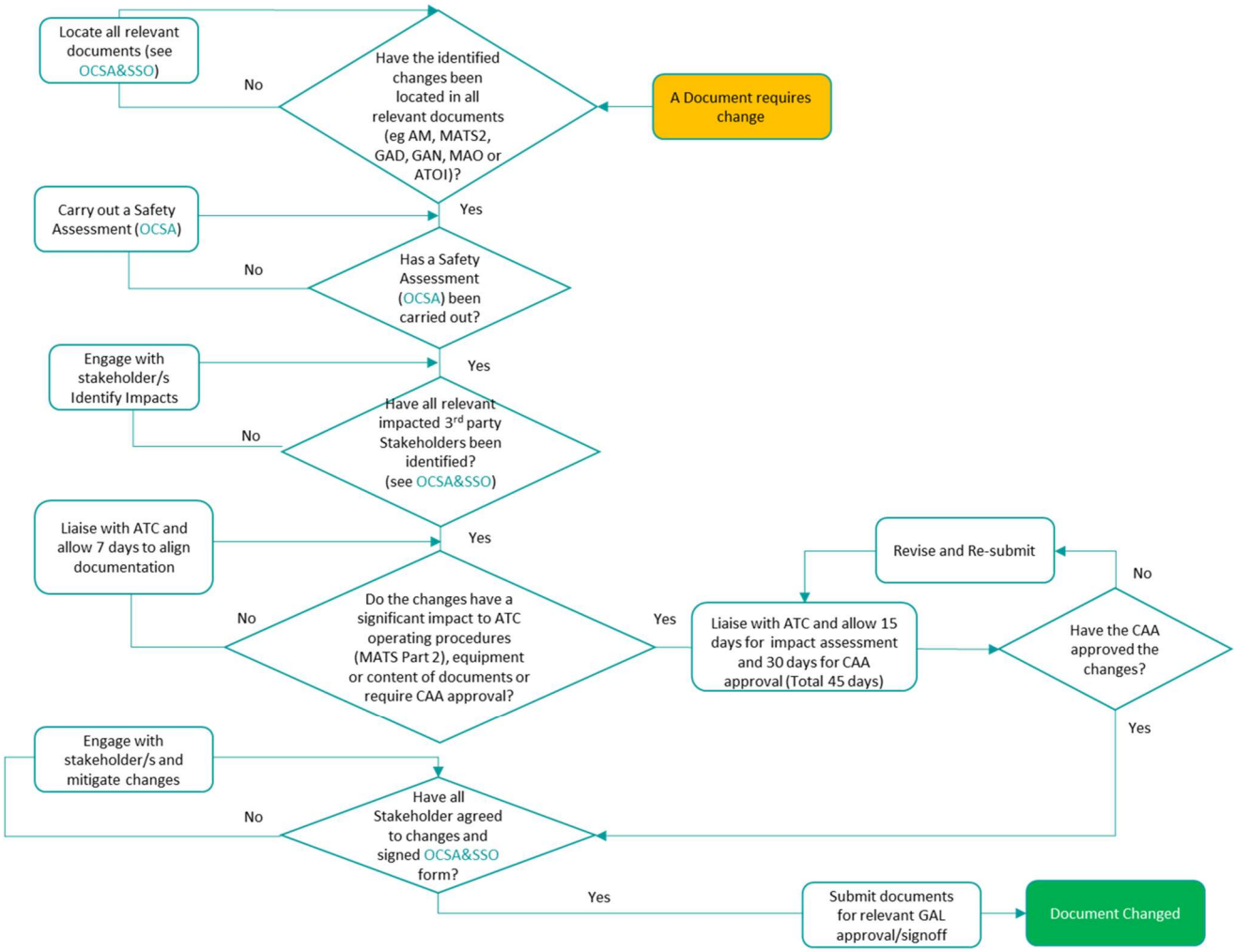
The following process flow outlines the procedure for managing an operational process and/or document change at Gatwick Airport. Detailed requirements for operational changes, including lead-times for ATC related documentation are included in the relevant Appendix as linked in the sub-sections below. All changes must be logged, managed and tracked using the Operational Change Safety Assessment and Stakeholder Sign-Off (OCSA&SSO) form provided at Appendix E2.



App E1 Figure 16: Operational change process flow diagram

E2 Detailed Aerodrome Document Change Process

The diagram below shows the process for carrying out a document change. A document change will often be linked to a process change which must be considered during the change process. Further detail for changes affecting ATC procedures is provided below the diagram.



App E2 Figure 17: Detailed Aerodrome Document change process flow diagram

Changes affecting ATC Documentation

To ensure that GAL operational changes are communicated effectively, and the required instructions produced and/or documents amended, the procedure below has been agreed with the Air Navigation Services Provider.

Non-urgent changes to procedures should be notified by GAL to ATC Operations via KK.Ops@nats.co.uk during normal working hours. ATC will assess the changes and make the appropriate impact assessment and complete a hazard analysis. ATC will then inform GAL if the changes affect procedures and advise which of the following documents need to be produced and the time scales required:

- Supplementary Instruction (SI) – Allow 45 days before changes can be implemented.
- Temporary Operating Instruction (TOI) – Allow 7 to 14 days before changes can be implemented.
- Temporary Desk Instruction (TDIs) – Allow 7 to 14 days before changes can be implemented.
- Operational Notice (OPNOT) - Allow 7 days before changes can be implemented.

Further background information to these documents is provided below.

ATC Documentation Background and Lead-Times Overview

Supplementary Instruction (SIs)

When a procedure is changing permanently- this will be incorporated into MATS Part 2 at the next publication date. Urgent instructions and new procedures that require additional background information will be published as SIs. This may include major projects or changes that:

- Have a significant impact on operating procedures, equipment or content of documents.
- Require distinct approvals from the CAA (i.e. from standard regulatory practice).

Approval from the CAA would normally only require 30 days' notice. ATC would as minimum request **45 days' notice** – 15 days for impact assessment/hazard analysis.

Temporary Operating Instruction (TOIs)

Instructions of a temporary nature are published as TOIs and must have an expiry date with maximum validity of 6 months. A TOI can be reissued before the first instruction expires.
7 to 14 days notification is required for impact assessment/hazard analysis.

Temporary Desk Instruction (TDIs)

Instructions of a temporary nature and of lesser regulatory impact than SIs and TOIs are published as TDIs. They must have an expiry date with a maximum validity of 6 months. A TDI can be reissued before the first instruction expires.
7 to 14 days notification is required for impact assessment /hazard analysis.

Operational Notice (OPNOT)

Minor changes that are for notification purposes only or for short term work in progress with low impact on the operation. ATC cover this via OPNOT – **no less than 7 days' notice** normally.
An OPNOT does not contain instructions or procedures, only information.
Urgent changes to procedures should be agreed between GAL and the ATC Watch Manager. After agreement GAL should confirm the change by emailing the information to the ATC Watch Manager on a Short Process Instruction (SPI) – MATS2 Ch22 refers.

Management of Operational Change Safety Assessment and Stakeholder Sign-Off (OCSA & SSO)

ATC changes requiring CAA approval (eg SI), need a GAL Operational Change Safety Assessment and Stakeholder Sign-Off (OCSA&SSO) completed. This process ensures completion of GAL's responsibility for ensuring all relevant 3rd party stakeholders are engaged, consulted and/or informed where required.

Once the SI has been completed and approved by the CAA, the OCSA&SSO form is to be finally approved and signed by GAL Head of Aerodrome and the ATC General Manger. Only then can the relevant GAL document be published.

E3 ASI, ATOI, SOP and Operational Documentation Changes/Issue

This Appendix outlines how to produce and/or change an Aerodrome Supplementary Instruction (ASI), Airfield Temporary Operation Instruction (ATOI) and Standard Operating Instruction (SOP). This process must be supported with the completion of an Operational Change Safety Assessment and Stakeholder Sign-Off (OCSA&SSO) form. The template to be used for the ASI is provided at Appendix E3A.

NOTE	Guidance on production of the joint GAL/ATC Short Process Instruction (SPI) is provided in Ch12 of the SMM and MATS Part 2 Ch22

Step	Description
1	Operational leader identifies the need for the change to, or introduction of, a process or procedure. If the change affects other stakeholders, which it normally will, ensure the OCSA&SSO process and form is used. Appendix E6 refers.
2	Document Author is identified, either a departmental subject matter expert (SME) or appointed technical author.
3	First draft of the document produced by the author using the appropriate ASI template at Appendix E3A
4	Hazards that are mitigated during the production of the first draft are logged on the OCSA & SSO.
5	First draft document passed to a departmental manager by the Author. The time frame for review is 3 working days.
6	Departmental manager returns the document with tracked change comments, if any, and any additional list of hazards identified and mitigated, if any.
7	Document author collates comments from the departmental manager and produces second draft, documenting any further hazards that are mitigated during this review.
8	Document author identifies stakeholders (in consultation with the Departmental Manager if necessary) required for Safety Analysis Workshop and sends out invitations to attend.
9	Document author sends document (.pdf) to be reviewed, to identified stakeholders with a min of 3 days' notice to the date of the Safety Analysis Workshop. Any further hazards identified by stakeholders are sent to document author by review team.
10	New hazards are reviewed and acted upon by document author and Dept Manager if necessary.
11	Safety Analysis Workshop takes place with emphasis on risk analysis of any non-mitigated hazards. Any residual risk / hazards are risk assessed using the OCSA&SSO form at Appendix E6.
12	Any Hazards that the review workshop identifies as unacceptable stops the production process and the document author **must** re-evaluate the procedure with the Departmental Manager. Any hazards in the category requiring management sign off will be referred to the appropriate Head of Department.
14	An implementation date will be agreed with the Departmental Manager, Author and if applicable identified Stakeholders.
15	Set a review date for the document and log it for action on due date

App E3 Table 26: ASI, ATOI and SOP production steps

Note: Hazard Identification, is gathered either using historical data and information on the system/ procedure, and/or by a workshop involving brainstorming those with an acceptable cross section of expertise of the system/procedure being assessed (engineering and operational). In practice, the initial list of hazards will be identified based upon the experience of the individual undertaking the document production. These are reviewed and potentially added to by participants in the Risk Analysis Workshop

E3A –Operational Documentation Change – Aerodrome Supplementary Instruction (ASI) Template

The template below provides an example of the template to be used. This is processed via the Ground Services Specialist who holds the latest version.

Aerodrome Supplementary Instruction

ASI Reference:		**MAO-ASI-21-XXX**		**Revision:**	**00**
Status:	**DRAFT**		Reason for issue:		**First Issue/Process Change/Admin Change**
LIVE Date:	**Day/Month/Year**				
Air Traffic Control Informed (*if applicable*)		Y/N/NA	OCSA Completed		Y/N/NA
			OCSA Number:		
Aerodrome Training Team informed:		Y/N/NA	Next MAO Version:		Confirm with Ground Services Specialist
			Date of next Issue:		

Approval Log

	Author	Coordinator	Approver
Names:			
Signature:			

Introduction

Section XXX- XXX of the MAO has been amended by issuing this ASI.

- Wording that is not changed is shown in Black.
- Wording that has been removed is shown as ~~Strikethrough in Blue~~.
- New wording is inserted in Red.

This ASI will remain live until it is incorporated into the next addition of the MAO, superseded, or cancelled.

Describe *why* the procedure has changed/been introduced here (the introduction will not be incorporated into the MAO):

Procedure

Describe procedure or changes to procedure.

E4 Production of an Operational Change Notice (OCN)

OCNs are for occasions where immediate action (within 5 days) is required to mitigate an operational issue with any regulated documents or operational procedures that *do not impact on ATC*. **The maximum validity of an OCN is 14 days** . The OCN form is provided at Appendix E4A.

An OCN may be issued with a Risk Analysis undertaken potentially solely by the author (assuming the author is a nominated signatory in Step 13 above) or involving one or more risk assessors from the generating team only and referring to the appropriate authorised signatory. This enables immediate response to changes beyond GAL's control or newly dynamically identified hazards. Examples of items that should be considered when identifying risk, impact and effect are shown below:

- LVPs
- Northern runway operations
- Current WIP sites
- Known future WIP sites
- Weekly works scheduling – planned works
- Runway direction changes
- Engine ground running facilities
- Safeguarding of surfaces
- Safeguarding of clearances ATC services eg ILS, Surface Movement Radar

However, a fuller risk analysis involving 2 individuals from each team or organisation impacted by the change (as far as reasonably practicable) will be undertaken within 14 working days of issue.

Should safety risks be identified that are not in the original risk assessment then the change sponsor/manager shall ensure that the authorised signatory is informed and that the risks are evaluated and mitigate as far as reasonably practicable through further risk assessment. Each instruction will have an expiry date when they will either be withdrawn, reissued or subject to a full risk assessment and / or impact analysis to make permanent.

Step	Description
1	The OCN will be produced using the template in Appendix E4A. (also stored on shared drive)
2	Hazards that are mitigated during the production of the OCN are logged.
3	Hazards will be assessed by the OCN author using the GAL risk classification tables, as per Appendix E6.
4	If any risks are identified as unacceptable per the GAL risk classification tables, the subject of the OCN will be referred by the author to the relevant department head and the activity if under way will be immediately stopped.
5	If any activity is stopped due to the identification of unacceptable risks a workshop of all affected stakeholders will be convened and mitigation found before the activity is allowed to commence or recommence. The documentation required shall be as per the production of an ASI/ATOI.
6	If an OCN is approved for issue it will be distributed to stakeholders via GAN process.

App E4 Table 27: OCN production

E4A – Operational Change Notice (OCN) Form

OCN XXX/20XX - Part 1: Procedure description

Title: .....

Valid from ..... Until .....

Position	Signature	Date
Author		
Departmental Leader		

If required to go beyond the validity date, the OCN must go through the relevant ASI or ATOI production process

Procedure description

Req.	Required input	Response
1.1	Identification of operational requirements	
1.2	Identification of safety objectives and regulatory requirements	
1.3	Identification of environmental factors affected by OCN	
1.4	Identification of operational factors affected by OCN	
1.5	Agencies affected by OCN	
1.6	Initial risks identified at planning stage	
1.7	Additional requirements of agencies or departments external to GAL operations	
1.8	Assumptions	
1.9	Responsibility for management and implementation	

OCN XXX/20XX - Part 2: Justification of procedure

Title: .....

Valid from ..... Until .....

Position	Signature	Date
Author		
Departmental Leader		

If required to go beyond the validity date, the OCN must go through the relevant ASI or ATOI production process

Justification of procedure

Req. #	Required input	Response
2.1	How safety objectives and regulatory requirements are met	
2.2	How environmental factors are met	
2.3	How operational factors are achieved	
2.4	Management of initial risks	
2.5	Justification for additional requirements from agencies or departments external to GAL operations	

OCN XXX/20XX - Part 3: Handover into routine operation

Title: .....

Valid from ..... Until .....

Position	Signature	Date
Author		
Departmental Leader		

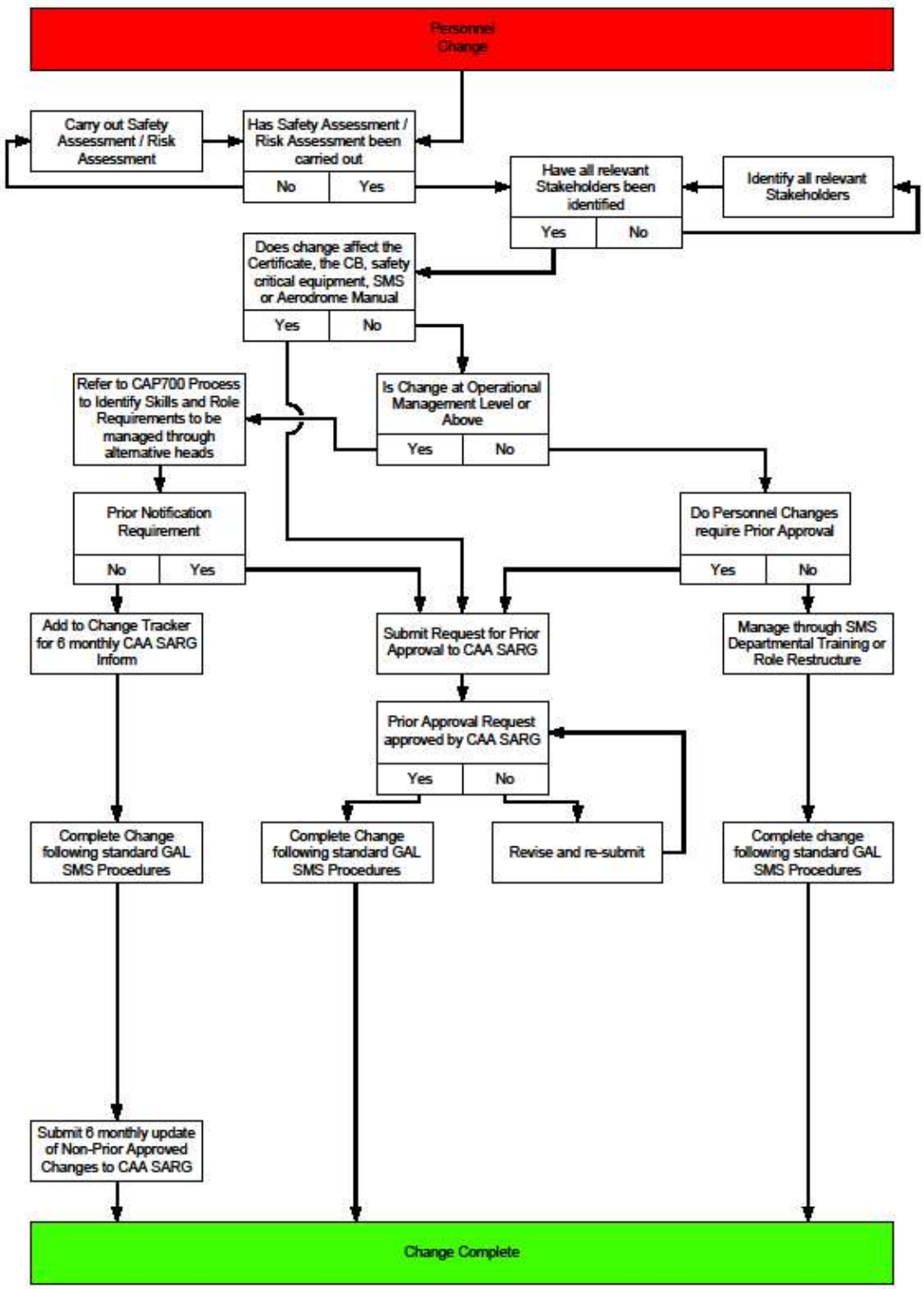
If required to go beyond the validity date, the OCN must go through the relevant ASI or ATOI production process.

Handover into routine operation

Req. #	Required input	Response
3.1	Planned integration of the OCN into service (i.e. when is it going to happen, who is ultimately responsible for its implementation)	
3.2	Training and/or familiarisation requirements	
3.3	Operational support and reversion procedures	
3.4	Promulgation requirements	
3.5	Steps required for continued operations	
3.6	Residual risks	

E5 Personnel Change

This Appendix provides an overview of the safety assurance processes for managing personnel change. The Personnel Change Form is detailed at Appendix E5A.



App E5 Figure 18: Personnel change process flow diagram

Requirements

Change to safety critical personnel has potential to fundamentally affect airport safety assurance unless it can be demonstrated that the management of the change process complies with all regulatory requirements and the SMS. This is provided by adherence to the Change Management process outlined in this document.

GAL is committed to ensuring that personnel are recruited and developed and provided with the necessary skills through training to ensure they maintain the required competencies. A matrix of Operational Safety Competencies as referenced in Chapter 11 is maintained and should be referred to when considering Personnel Changes. Personnel change in a role with defined safety responsibilities can be triggered by structural reorganisation or resignation, retirement, promotion etc.

Responsibilities

In order to comply with current regulatory requirements, it is required that GAL is able to demonstrate that the relevant safety assurance processes have been carried out ahead of any safety personnel changes. A personnel change checklist is detailed below to support this safety assurance. It is the recruiting manager's responsibility to ensure the checklist is completed and approved by the Recruiting Manager and Head of Aerodrome, prior to the internal approval process being completed.

Checklist

The process for delivering the management of personnel change is outlined in Appendix E5. The following table outlines questions to which the recruiting manager must respond. This provides the assurance that the change to personnel will not adversely affect the safety of aerodrome operations.

The blank template for the checklist is provided in Appendix E5A (and also stored on shared drive).

Step	Question
1	What date does the position become vacant?
2	Is there any handover from current job holder to new starter? If so, how long?
3	If there is no handover period, what process is in place during any gap in the role i.e. contingency / utilisation of current personnel involved in the change?
4	For organisational restructuring, has a Risk Analysis taken place?
5	Will the new recruit require specific training for their role and responsibilities? If so what?
6	Are there any actions required in the interim for direct reports / Line Manager to cover role / responsibilities? If so, what?
7	Is there likely to be any impact on the cultural behaviour of remaining staff to cover any gap during recruitment i.e. covering shifts (human factors)? If so, what?
8	Has the Aerodrome Manual and/or operating procedures against the change(s)?
9	Are communications required internally and externally relating to the personnel change? If so, what?
10	Does the role carry competencies outlined in Operational Safety Competencies Matrix? If so, has the documentation been updated?

App E5 Table 28: Personnel change checklist

E5A - Personnel Change Form

Personnel change checklist XXX/20XX

Change description:

.....

.....

Date: .....

Position	Signature	Date
Recruiting Manager		
Head of Aerodrome Operations		

The following checklist must be completed for all safety personnel changes

Step	Description
1	What date does the position become vacant?
2	Is there any handover from current job holder to new starter? If so, how long?
3	If there is no handover period, what process is in place during any gap in the role i.e. contingency / utilisation of current personnel involved in the change?
4	For organisational restructuring, has a Risk Analysis taken place?
5	Will the new recruit require specific training for their role and responsibilities? If so what?
6	Are there any actions required in the interim for direct reports / Line Manager to cover role / responsibilities? If so, what?
7	Is there likely to be any impact on the cultural behaviour of remaining staff to cover any gap during recruitment i.e. covering shifts (human factors)? If so, what?
8	Has there been an evaluation of the Aerodrome Manual and/or Safety Operating procedures against the change(s)?

Step	Description
9	Are any communications required both internally and externally relating to the change in personnel? If so, what?
10	Does the role carry competencies outlined in CAP700? If so, has the documentation been updated?

E6 Operational Change Safety Assessment and Stakeholder Sign-Off (OCSA & SSO) Process and Form v1.1

Refer to Notes in Table 4 of this Appendix.

Reference No (From Register) :	Proposed Instruction date :	Change Manager :	Change Sponsor :

Title of Document, Procedure, Equipment/System or Infrastructure Change	Date of Safety Assessment :

Details of proposed change and Impact Overview	Hazard ID and Safety Assessment Carried out by:

Impact Assessment Considerations	Applicable (Y/N) If Y, outline details in Table 3 below		Name: Position:
Assumptions made?	Y	N	
Associated documents impacted (including stakeholders')?	Y	N	Name: Position:
Are there environmental impacts?	Y	N	
Are reversion procedures required that are not detailed in the Safety Assessment?	Y	N	Name: Position:
Is prior approval required from the CAA	Y	N	

Actions/Comments/Additional Supporting Information	Name: Position: Others:

Stakeholder Sign-Off

Note: By Signing this document you are stating that all changes are acceptable and departmental procedures, documents, manuals and relevant information have been updated. Add extra lines as required.

Department	Role	Name	Signature

CAA Prior Approval (if applicable)

Note: GAD Airport Development -Safeguarding and Approval Procedures - changes requiring Prior Approval from the CAA should not commence until formal approval has been received.

Date SRG2011 submitted to the CAA.		**Date CAA approval received**	

Post Change Implementation Review

Note : The Planned Date for Post Change Implementation Review must be completed prior to Change Sponsor sign-off. The Actual Date of Post Change Implementation Review can be updated following sponsor sign-off. The completion of a Post Change Implementation Review will be subject to audit.

Planned Date for Post Change Implementation Review		**Actual Date of Post Change Implementation Review**	

Change Manager / Sponsor Final Sign-Off

Note : This signature must be the final signature and certifies that all stakeholders are content and ready for the change to proceed.

Name	Role	Signature	Date

Head of Aerodrome/ATC General Manager (where applicable – See Appendix E2)

	Name	Signature	Date
Head of Aerodrome			
ATC General Manager			

Stakeholder Identification and Engagement RACI Guide.

The list of recommended stakeholders below is not exhaustive and should be expanded accordingly depending on the change being carried out. Indicate in the applicable cells what level of engagement is required by department and role. Additional lines may be added as required.

Dept	Role/Position	Responsible (R)	Accountable (A)	Consult (C)	Inform (I)	Remarks
Civil Aviation Authority						
ATC						
Airlines/AOC						
Aerodrome Operations Manager						
Airport Resue and Fire Fighting Services						
Airfield Engineering						
Wildlife & Habitat Manager						
Aerodrome Compliance						
Aerodrome Safeguarding						
Airfield Technical and Planning Lead						
A/drome Improvement & Project Lead						
Airside Document QA Controller						
Aerodrome Training Team						
Security/GatPol						
Engineering						
Construction						
Commercial						
Stable Operations						
AOC						
S&OP						
Procurement/Finance						
GASHCo						
IT						
Legal						

App E6 Table 1. Stakeholder Identification and Engagement RACI Guide.

Operational Change Safety Analysis Form

REFERENCE NUMBER (From Above):			**Review Date:**		
(A) **Hazard** Identification of Residual Risk (Clear concise statements of what might go wrong)	(B) **Consequences** (List of potential consequences presented by the hazard. Very often in an airfield environment, these will include death and/or damage to assets.)	(C) **Impact/ Severity**	(D) **Likelihood**	(E) **Risk Classification**	(F) **Mitigation/Control Measures**
1.					.
2.					
3.					
4.					
See Notes (Table 4) and Risk Assessment Matrix (Figure 1) at the end of this document for guidance.					

App E6 Table 2. Hazard ID and Safety Assessment Table

Assumptions, Documentation Impact, Environmental Impacts and Reversion Procedures

Assumptions	Documentation Impacts (Example List to Consider Below)			Environmental Impacts	Reversion Procedures
	Document	**Yes**	**Remarks**		
	Aerodrome Manual				
	Safety Management Man.				
	Aerodrome Certification Basis (CB)/ Special Conditions/ELOS				
	AIP				
	Manual of Aerodrome Ops				
	MATS2				
	GADs				
	GANs				
	Emergency Orders				
	Aerodrome Training Management Manual				
	Risk Assessments				
	ASI				
	ATOI				
	OCN				
	SOPs				
	Adverse Weather Plan				
	Contingency Plans				
	Technical Standards				
	Safeguarding Manual				
	Other Documents Not Listed:				

Notes for Completion of OCSA & SSO Document

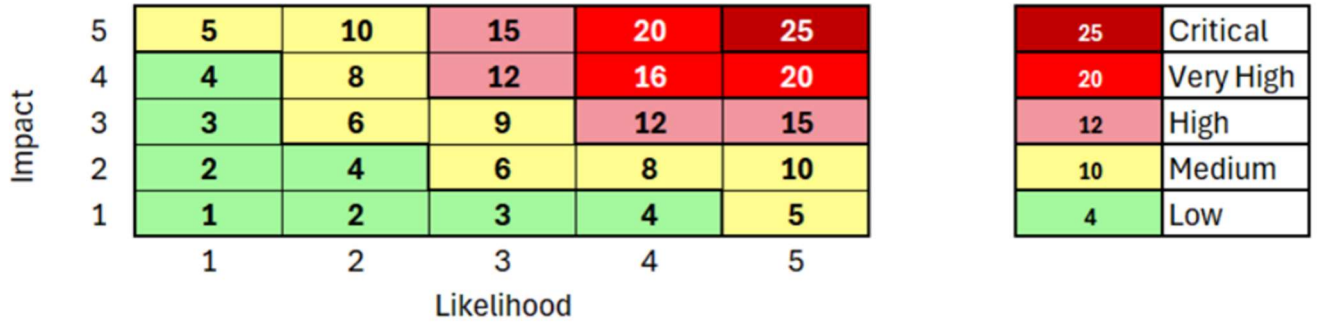
Form section	Description
Reference No	Sequential number given to the analysis for identification purposes
Proposed Introduction Date	This is where a proposed date of introduction for a procedure, equipment installation or replacement is entered.
Date of Assessment	The date when the assessment had taken place.
Title of Document, Procedure, Equipment/System or Infrastructure	This section provides the title of the procedure, equipment/system or infrastructure change. Is should be clear, concise and self-explanatory to a casual reader.
Details of proposed change and Impact Overview	A description of the change and high-level overview of impacts. For example: "*Change to the Level 1 runway inspection process, impacting frequency of inspections and significant impact on a number of key documents such as Aerodrome Manual and MATS2*".
Change Manager	This person holds overall responsibility for successfully managing the change.
CAA Prior Approval	UK Regulation (EU) 139/2014 *ADR.OR.B.040 Changes* requires any change affecting the Terms of the aerodrome Certificate, it's Certification Basis and Safety Critical Aerodrome Equipment; or changes that significantly affect elements of the aerodrome operator's management system must be notified to the CAA. Some changes will require approval by the CAA before they can be implemented.
Hazard ID and Safety Assessment Carried out by	List those involved in the hazard identification and safety assessment procedure. The team should include key stakeholder representatives (except for an OCN)
Actions/Comments/Additional Supporting Information	Detail the actions required following the hazard identification and safety assessment, including confirmation of documents to be changed etc. Reference to
Stakeholder Sign-Off	Departments and roles identified as applicable from Table 1 - Stakeholder Identification and Engagement RACI Guide are to be named in this section and must sign for their input to and agreement for the change.

Form section	Description
Change Sponsor	The change sponsor is responsible for the successful implementation of the change. The Change Sponsor should be senior to the Change Originator and therefore able to provide visible leadership and direction to drive the change forward.
Heads of Department Sign-Off	This section is used for changes involving CAA approval, normally those involving ATC process change. Aerodrome CAA related approvals would normally be tracked via the SARG process.
Post Change Implementation Review	The post change review is performed to confirm the following the change meets its objectives and that the Change Manager is and stakeholders are satisfied with the results. Unanticipated effects of the change have been avoided.
Stakeholder Identification and Engagement RACI Guide – Table 1	Complete this form to ensure the relevant departments and roles have been included in the assessment and MoC process. Additional roles/departments may be added as required.
(A) Hazard Identification (HI)	As detailed previously, HI is an essential part of MoC and where possible should be carried out with all stakeholders identified. There are a number of proprietary tools but often the most effective is a simple 'brainstorm' process. Hazards will be assessed using the GAL risk classification table as shown below in Fig1. Further detail is provided information is available in Ch8 of the SMM. Examples of a potential hazard are a failure to maintain safe separation between aircraft or between aircraft and obstacles. Three questions need to be examined to identify any potential hazards: Is there a proposed change to control procedures compared with current operations? Is there a proposed change or introduction of any equipment (or its function) used in association with procedures compared with current operations? Will there be a change of location or in the relationship between staff who need to interact in carrying out the procedure? The HI can also provide an initial identification of the measures (Safety Requirements) necessary to control or mitigate the hazards.
(B) Consequences	List the potential consequences presented by the hazard. Very often in an airfield environment, these will include death and / or damage to assets.
(C) Impact	Make an assessment of the Hazard Impact, using the definitions provided in the Safety Risk Management section.
(D) Likelihood	State Probability or Frequency

Form section	Description
(E) Risk Classification	Using Impact and Likelihood of the occurrence happening, determine the risk classification using the SMS Risk Classification Matrix
(F) Mitigation/Control Measures	Identify and record the steps required to manage the risk.

App E6 Table 29: Notes for operational change safety analysis

Risk Classification Matrix



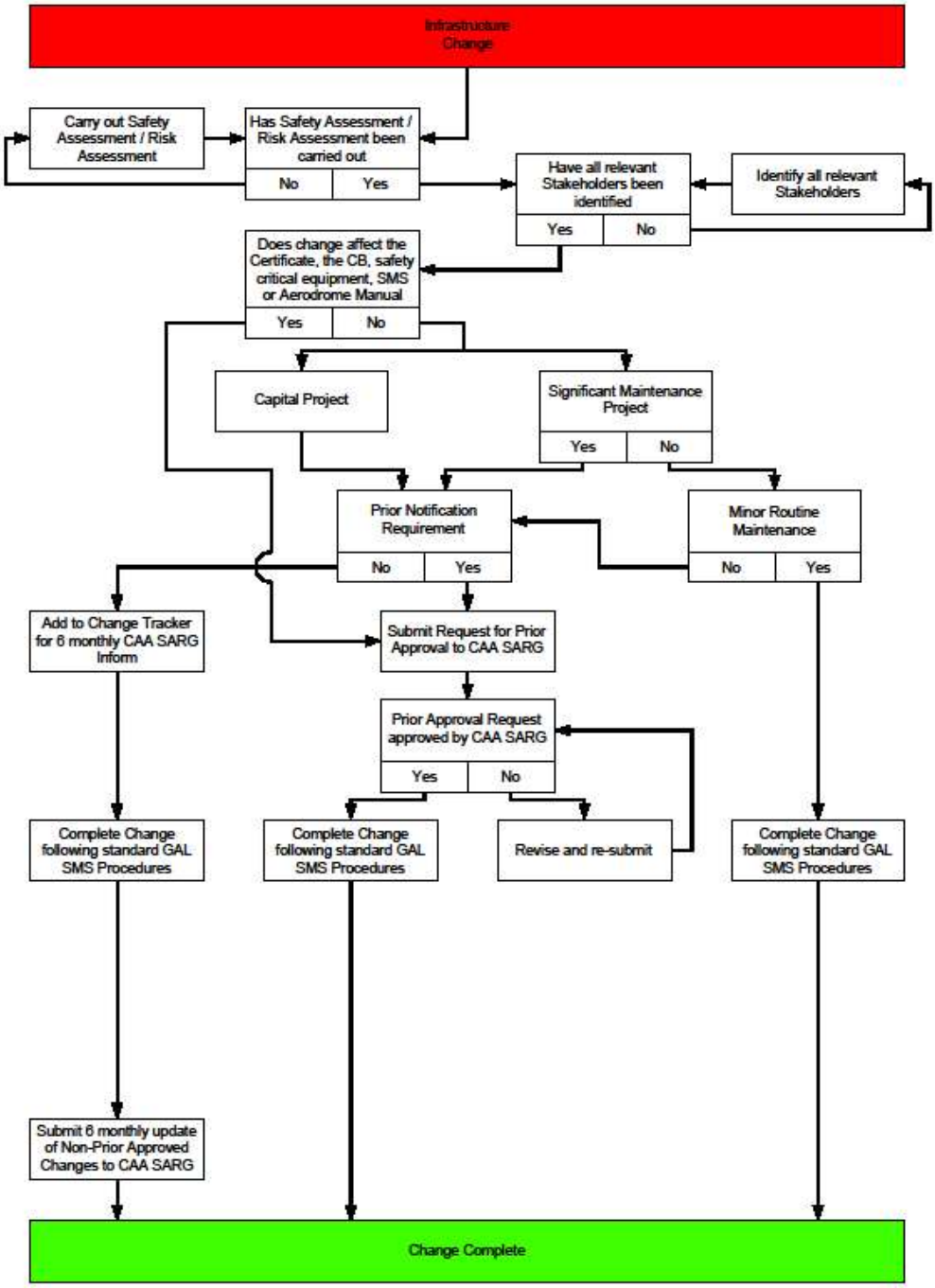
For definitions of Likelihood and Impact see Chapter 8 – Safety Risk Management and Appendix C – Additional Risk Definitions

App E 6 Figure 19: Risk Assessment Matrix

Appendix F to SMM Ch12 Management of Change - Infrastructure

F1 Appendix F1 - Infrastructure Change

This Appendix provides an overview of the safety assurance processes for managing infrastructure change at Gatwick Airport, both for system/equipment changes, and general works e.g. projects and/or building changes.



App F Figure 20: Infrastructure change process flow diagram

System/Equipment Changes

This section refers to the safe management of the introduction into service of new or replacement equipment.

Requirements

Safety assurance is defined as evidence, arguments and assumptions that demonstrate that the system meets its safety objectives. The degree of assurance required depends on the risks presented.

GAL is accountable for the safety of its systems. In demonstrating accountability for safety, GAL may delegate responsibility for providing assurance where appropriate. This delegation will typically occur during the realisation phase when a system supplier will provide a System/Equipment Safety Case (SESC) for its scope of supply. GAL may also contract the documentation of safety evidence to external safety specialists.

The SESC has four parts, which are detailed in the following sections. Elements may be combined where they are reasonably simple and interdependent. The SESC will demonstrate the achievement of the safety, functional and regulatory requirements. It will present rationale and arguments as to why GAL believes the system to be safe. These rationale and arguments will be more than simply the results of any analysis performed and test results

The SESC will contain sufficient detail to allow the reader to understand the safety issues and their resolution. Unresolved hazards or failure to achieve the defined safety objectives and requirements will be clearly identified and justified. Proposals for their mitigation will be documented. All such documentation shall be under configuration control.

SESC Part 1: Requirements

The SESC will be approved by the AOL and additionally signed off by the Head of Aerodrome, Head of Aerodrome Compliance and Airfield Engineering Manager, to confirm that it correctly represents the operational requirements.

Area	Detail required
Scope	Describe the role and function(s) of the project/system (operational requirement), clearly stating the boundaries of the project/system and its interfaces with other systems or facilities
Safety requirements	Clearly state the safety requirements, and each safety requirement shall be uniquely identified to assist cross-referencing in later SESCs.
Functional and regulatory requirements	Any functional and regulatory requirements shall be clearly stated or references made to documents in which these are specified
Assumptions	State any assumptions made about the project/system(s) providing a justification for their validity
References	State references to sources of information essential to the preparation of SESC Part 1

App F Table 30: SESC Part 1 required details

SESC Part 2: Proposal

The SESC part 2 will be approved by the AOL and additionally signed off by the Head of Aerodrome, Head of Aerodrome Compliance and Airfield Engineering Manager to indicate that the proposal under consideration meets the requirements outlined in Part 1.

Area	Detail required
Scope	Provide an executive Summary on the extent to which the operational needs, as defined in the agreed Functional/Operational Requirement, will be satisfied. Provide a summary description of the project / system, supported with diagrams and images as applicable. Description of how the project/system operates to fulfil its functions in sufficient detail to allow an understanding of the safety or operational issues is also required
Design dependencies	Identify any dependencies on other systems or facilities that affect the ability of the system to meet its safety requirements.
Design assurance	Provide arguments supported by evidence that the project/system design will meet all its safety, functional and regulatory requirements. Such arguments and evidence may be based upon: Objective properties of the design, determined from analysis (for example, fault tree analysis) or testing. Process-based arguments. Field service experience. Arguments may be supplemented, where necessary, by evidence that the residual risk has been reduced ALARP if it has not been possible to achieve at least Medium risk (in accordance with risk matrices outlined in the Safety Risk Management section). Where the project/system includes software, the relevant GAL IT and Security requirements shall be met. If the software is large or complex, a separate software SESC presenting arguments and evidence as required by GAL IT should be considered. In all cases, the current status of the safety, functional and regulatory requirements must be stated (met/not met/not proven). Note that for safety integrity requirements, it is normally only possible to state that analysis predicts that the requirements will be met. Identify any further verification and subsequent validation that is to be performed during the installation, commissioning and integration activities
Limitations and shortcomings	State any limitations on the use, or maintenance, of the project/system or other shortcomings identified in the design
Safety performance monitoring	Specify any aspects of the system performance that should be monitored in service to provide assurance that the safety requirements continue to be met in operation
Installation, Commissioning and Integration	Detail the additional assurance that will be gained during the installation, commissioning and integration activities and provide assurance that the project/system will not adversely affect the safety of the Airport operations

Area	Detail required
References	State the references to sources of information essential to the preparation of SESC Part 2

App F Table 31: SESC Part 2 required details

SESC Part 3: Implementation

The SESC part 3 will be approved by the AOL and additionally signed off by the Head of Aerodrome, Head of Aerodrome Compliance, Airfield Engineering Manager and any other relevant departmental head overseeing the implementation, to confirm that the implementation and transition of the system/equipment does not negatively impact safety or adversely disrupt operations.

Requirement	Detail required
Installation, Commissioning and Integration Assurance	Describe the installation, commissioning and integration process, detailing the assurance, arguments and evidence that the process was effective in maintaining the safety of the integrated system and the Airport Operation. Further objective evidence (mainly from testing) will be reported here. Verification that Safety, Functional and Regulatory Requirements (as outlined in Part 1) having been met and necessary certificates and clearances have been obtained
Configuration	Identify the configuration status of all items which record the project/system build state for which the SESC is valid.
Transition strategy	Detail the assurance that has been gained that the transition to operational use will not have an adverse effect on the safety of the Airport Operation. Ensure a reversion process is considered if required and practicable
System/Equipment operation and maintenance requirements	Provide arguments and evidence that the system or piece of equipment will be maintained and operated safety, including the identification and provision of relevant training
References	State the references to sources of information essential to the preparation of SESC 3

App F Table 32: SESC Part 3 required details

SESC Part 4: Ongoing Maintenance and Operation

The SESC Part 4 will be approved by the AOL and additionally signed off by the Head of Aerodrome, Head of Aerodrome Compliance, and Airfield Engineering Manager, confirming the relevant provisions for the ongoing operation and maintenance of the system/equipment.

Requirement	Detail required
Executive summary	Provide an Executive Summary on the extent to which the operational needs as defined in Part 1 have been satisfied

Requirement	Detail required
Safe design – Safety, Functional and Regulatory Requirements	Identify the extent to which the requirements have been satisfied. Confirm the acceptability of any shortfalls and the current safety status of identified hazards yet to be resolved. Record any deficiencies in meeting the requirements and detail the corrective action and mitigation that is planned. Record constraints on project/system operation resulting from non-compliance with the requirements.
Dependencies, Limitations and Shortcomings	Identify and confirm any dependencies on other systems or facilities that affect the ability of the project/system to meet its requirements. State and confirm any limitations on the use, or maintenance, of the project/system or other shortcomings identified in the design. Identify the process by which the implementation of corrective action is progressed and monitored
Related systems	Identify any other system and its associated SESC that will require amendment as a result of this SESC
Operational procedures	Identify and reference the relevant Operational procedures for both normal and abnormal project/system operation together with the control arrangements for the documentation
Engineering procedures	Provide arguments and evidence that the engineering procedures and instructions are in place and validated, such that the project/system will be maintained in a safe condition. The relevant engineering procedures and instructions for both normal and abnormal operation, including maintenance, will be covered, together with the control arrangements for the documentation, where the relevant assurance has not been included in the SESC
Design Authorities	Identification of the Design Authorities as appropriate
Support	Specify the support arrangements for all aspects of the operational project/system
Staff	Confirm both operational and engineering staffing levels are adequate for the operation of the project/system and any special training and competency requirements have been met; Confirm management contingency procedures for dealing with Operational interruptions other than those resulting from equipment or procedural failures (e.g. fire evacuation procedures, etc.) are in place.
Safety performance monitoring	Specify those aspects of the project/system performance that will be monitored in service, together with details on the approach and how the outcomes will be progressed
Project/system change control	Identify the process and responsibilities for initiating, performing and approving changes to the project/system
Conclusion	Conclude with a clear statement on acceptance, qualified acceptance or rejection, as to whether the project/system should be put into operational use or not, and the reasons why
References	State the references to sources of information essential to the preparation

App F Table 33: SESC Part 4 required details

Works on the airfield

When needing to maintain or develop infrastructure at Gatwick it is imperative that the project carries out the relevant safety and approval processes. The following section outlines the procedure for developing infrastructure projects from plans to implementation on the aerodrome.

The scope of the section covers the approval process and for projects run both internally as well as those contracted out. Specifically, the section outlines:

- Gaining prior regulatory approval
- Application for permit to work
- Coordination with Airfield Works Scheduling Meeting as detailed in Para 12.1 of the Aerodrome Manual

The contractor vetting procedure is covered under the Contracted Activities chapter.

The process for the tendering and development of project plans is out of scope of this SMM.

Infrastructure Maintenance and Change Approvals

Changes affecting the Aerodrome Certificate and Certification Basis (CB) must be approved by the CAA.

F1A - Infrastructure Change – Systems Equipment Safety Case (SESC) Form SESC XXX/20XX - Part 1: Requirements

System/Equipment Safety Case: .....

System/Equipment ..... Date .....

Position	Signature	Date
Airside Operations Lead		
Head of Aerodrome Operations		
Head of Aerodrome Compliance		
Other Department Head (if applicable)		

The following table shall be completed to outline the system or equipment operational requirements. Refer to Appendix F-4 for guidance notes.

Req. #	Required input
1.1	Scope - Describe the role and function(s) of the project/system clearly stating the boundaries of the project/system and its interfaces with other systems or facilities.
1.2	Safety requirements – Clearly state the safety requirements, and each safety requirement shall be uniquely identified to assist cross-referencing in later SESCs.
1.3	Functional and regulatory requirements – Any functional and regulatory requirements shall be clearly stated or references made to documents in which these are specified.
1.4	Assumptions - State any assumptions made about the project/system(s) providing a justification for their validity.
1.5	References - State references to sources of information essential to the preparation of SESC Part 1.

SESC XXX/20XX Part 2: Proposal

System/Equipment Safety Case: .....

System/Equipment ..... Date .....

Position	Signature	Date
Airside Operations Lead		
Head of Aerodrome Operations		
Head of Aerodrome Compliance		
Other Department Head (if applicable)		

The following table shall be completed to outline the project proposal system or equipment operational requirements. Refer to Appendix F-4 for guidance notes.

Req. #	Required input	Response
2.1	Scope – Provide a summary description of the project/system (supported by diagrams if applicable). A description of how the project/system operates to fulfil its function to allow an understanding of the safety operational issues is also required.	
2.2	Design dependencies - Identify any dependencies on other systems or facilities that affect the ability of the system to meet its safety requirements.	
2.3	Design assurance – Provide arguments and supporting evidence (e.g. design properties, process arguments or field experience) that the project/system design meets all safety, functional and regulatory requirements with the current status (met/not met/not proven) specified in all cases. Arguments may be supplemented by evidence that the residual risk has been reduced ALARP and how security/IT requirements are met if the project/system includes software.	
2.4	Limitations and shortcomings - State any limitations on the use, or maintenance, of the project/system or other shortcomings identified in the design.	
2.5	Safety performance monitoring - Specify any aspects of the system performance that should be monitored in service to provide assurance that the safety requirements continue to be met in operation.	
2.6	Installation, Commissioning and Integration – Detail the additional assurance that will be gained and provide assurance that the project/system will not adversely affect the safety of the Airport operations.	

Req. #	Required input	Response
2.7	References - State the references to sources of information essential to the preparation of SESC Part 2.	

SESC XXX/20XX Part 3: Implementation

System/Equipment Safety Case: .....

System/Equipment ..... Date .....

Position	Signature	Date
Airside Operations Lead		
Head of Aerodrome Operations		
Head of Aerodrome Compliance		
Other Department Head (if applicable)		

The following table shall be completed to outline the safety assurance for the system or equipment installation and transition. Refer to Appendix F-4 for guidance notes.

Req. #	Required input	Response
3.1	Installation, Commissioning and Integration Assurance – Describe the installation, commissioning and integration process with details of the assurance, arguments and evidence that the process was effective in maintaining the safety of the integrated system and Airport Operation.	
3.2	Configuration - Identify the configuration status of all items which record the project/system build state for which the SESC is valid.	
3.3	Transition strategy – Detail the assurance that has been gained that the transition to operational use will not have an adverse effect on the safety of the Airport Operation. Ensure a reversion process is considered if required and practicable.	
3.4	System/Equipment operation and maintenance requirements - Provide arguments and evidence that the system or piece of equipment will be maintained and operated safety, including the identification and provision of relevant training.	
3.5	References - State the references to sources of information essential to the SESC 3.	

SESC XXX/20XX Part 4: Ongoing maintenance and operation

System/Equipment Safety Case: .....

System/Equipment ..... Date .....

Position	Signature	Date
Airside Operations Lead		
Head of Aerodrome Operations		
Head of Aerodrome Compliance		
Other Department Head (if applicable)		

The following table shall be completed to outline how the system is operated and maintained when in-service. Refer Appendix F-4 for guidance notes.

Req. #	Required input	Response
4.1	Executive summary - Provide an Executive Summary on the extent to which the operational needs as defined in Part 1 have been satisfied.	
4.2	Safe design – Safety, Functional and Regulatory Requirements – Identify the extent to which the requirements have been satisfied. Confirm the acceptability of any shortfalls, any deficiencies in meeting requirements and record constraints on project/system operation resulting from non-compliance.	
4.3	Dependencies, Limitations and Shortcomings – Identify any dependencies on other systems that affect the ability of the project/system to meet requirements and confirm any limitations of use, maintenance or shortcomings.	
4.4	Related systems - Identify any other system and its associated SESC that will require amendment as a result of this SESC.	
4.5	Operational procedures - Identify and reference the relevant Operational procedures for both normal and abnormal project/system operation together with the control arrangements for the documentation.	
4.6	Engineering procedures – Provide arguments and evidence that the engineering procedures and instructions (for both normal and abnormal operation) are in place and validated.	

Req. #	Required input	Response
4.7	Design Authorities - Identification of the Design Authorities as appropriate	
4.8	Support - Specify the support arrangements for all aspects of the operational project/system	
4.9	Staff – Confirm both operational and engineering staffing levels are adequate for operation and management contingency procedures other than equipment/procedural procedures are in place.	
4.10	Safety performance monitoring – Specify aspects of the project/system performance that will be monitored in service, together with details on the approach and how the outcomes will be progressed.	
4.11	Project/system change control - Identify the process and responsibilities for initiating, performing and approving changes to the project/system.	
4.12	Conclusion - Conclude with a clear statement on acceptance, qualified acceptance or rejection, as to whether the project/system should be put into operational use or not, and the reasons why.	
4.13	References - State the references to sources of information essential to the preparation.	

End of Manual