

Safety Culture - Incident Category Classifications

1. Reporting Guidelines

All **Personal Injury / Aircraft / Security / Vehicle / Property** accidents, near-miss incidents & dangerous occurrences involving employees and non-employees that arise out of or in connection with DHS business activities are to be reported with all relevant information recorded using the **Safety Culture** reporting tool.

2. MANDATORY reporting standards:

2.1 Incident Classifications

All Occurrences are to be entered into Safety Culture Reporting Tool.

- All 'Category A' Occurrences (Accidents/ Incidents) are to be logged and reported within 6 hours of the incident.
- All 'Category B' Occurrences are to be entered within 24 hours of the incident.
- All 'Category C' Occurrences are to be entered within 7 Days of the incident.
- All 'Cat D - Near Miss / Dangerous Occurrences' are to be entered within 7 Days of the incident.
- All 'Category E' Occurrences are to be entered 7 Days of the incident.

2.2 Incident Types

Aircraft - Any incident resulting in or had the potential to cause Aircraft damage or loading error.

Vehicle/GSE - Any incident resulting in or had the potential to cause GSE/vehicle damage

Personal - Any incident resulting in or had the potential to cause personal injury

Property - Any incident resulting in damage or had the potential to cause building/fixture/environmental damage.

Security -Any incident resulting in or had the potential to breach security protocols

3. Safety Culture Incident Category Classifications

3.1 Category A – Major/Serious Incidents

Personal Injury

- Any accident/incident resulting in a fatality.
- Any accident/incident resulting in serious harm¹ (see 3.1a).
- Boarding equipment removed from the aircraft leading to injury of aircraft occupants or ground staff.
- Hospitalisation for more than 24 hours.

Aircraft

- Any event resulting in damage to an aircraft i.e. any damage that requires temporary or permanent repair to maintain the operational integrity of the aircraft as defined but not limited to the examples defined² (see 2.1b).
- Any serious aircraft load control or loading incidents³, as defined (see 3.1c).

Security

- Security Occurrence⁴, as defined (see 3.1d).
- Any breach of immigration border control as defined (see 3.1d).
- Any dangerous occurrences⁵, as defined.

Category A - Personal/Aircraft/Security/GSE/Property Incident

- Any Major/Serious incident where a third party is found to be responsible

a) Serious Harm:

- Bone Fracture other than to finger(s), thumbs or toes.
- Severe laceration
- Amputation or loss of body part, including finger-tips.
- Penetrating, chemical or hot-metal burn of eye requiring medical treatment.
- Dislocation.
- Third degree burns (or above) requiring medical attention.
- Poisoning.
- Illness caused by exposure to infected material.
- Dermatological (skin) disease.
- Sudden, acute noise-induced hearing loss.
- Inhalation resulting in acute respiratory attack.
- Loss of consciousness.

b) Aircraft Damage:

- Any scratch, dent, tear or puncture damage to an A/C fuselage, wings, winglets, engines or other exterior parts of an aircraft that requires speed tape, buff or patch repair.
- Any damage to a non-pressurised bulk head that requires speed tape repair.
- Any damage to doors, panels, frame, hinges and latches, pitot tubes, static wicks, nose gear and antennas that require any form of repair.
- Any damage to main or nose gear tyres that require replacement.
- Damage to any component part of an A/C that has to be removed and/or repaired (including speed tape) or replaced.
- Any damage that tears the cargo door compression seal that requires a full repair (excluding speed tape).
- Any damage to a scuff plate that requires the plate to be removed, repaired or replaced.
- Any unintentional deployment or activation of an emergency slide.
- Foreign object(s) ingested into the aircraft.

c) Aircraft Loading Incidents:

- Any load variation where the aircraft weight and/or balance falls **OUTSIDE** of loading limitations.
- Any loading incidents where Pallet(s) or Container(s) are **NOT** secured or restrained in accordance with the carrier(s) operating procedures.
- Loading of Dangerous Goods in contravention of applicable regulations, including incorrect documentation and NOTOC errors.
- DG items **NOT** correctly restrained from movement in accordance with the carrier(s) operating procedures.

d) Security Occurrence:

- Any Regulatory breach or failure that results in a deficiency notice.
- Unauthorised/Unlawful Access.
- Breach of immigration border controls:
- Visa and/or passport checks resulting in refusal of entry by immigration at the Airport of Arrival where it is found that at the station of origin:

- There has been a disregard to validate travel documents, and/or;
- Timmatic guidance or system warnings have been overridden without proper authorisation.

- International PAX routed through wrong arrival channel (border breach).
- Theft or Pilferage of any kind, including petty theft.
- Armed Robbery.
- Hijacking or attempted hijacking of company vehicles.
- Smuggling/Trafficking.
- Mishandling of firearms.
- Sabotage/subversion.
- Breach of confidential information.
- Fraud.
- Loading unscreened cargo/baggage onto an aircraft.
- Passenger Boarding Errors that breach security regulations/protocols.
- Any serious loading discrepancies that breach security regulations/protocols.
- Bomb/Chemical/Biological/Radiological Incident.
- The use, sale, transfer or possession of drugs while on company property or within work time.

e) Dangerous Occurrence:

- Any vehicle (GSE, Forklift, Buses, Cars, Trucks & Vans) accident or significant damage that under different circumstance had the potential to have resulted in serious harm1.
- Unintentional stowaway.
- Falls from height resulting in a serious harm1.
- Failure of lifting equipment/machinery.
- Damage to pressure system (LPG, Sprinklers, hot steam pipes, etc.)
- Failure or collapse of racking systems/scaffolding.
- Contact or discharge associated with electric cables.
- Damage of Biological Agents.
- Damage resulting in exposure of radiation source e.g. x-ray machines, radioactive cargo etc.
- Spillage/leak incidents involving Dangerous Goods packages.
- Collapse of building or structure.
- Fire, Smoke or Explosions involving vehicles, GSE, property, baggage, cargo or mail.
- Vehicle/GSE damage resulting in total wreckage.

f) Serious Environmental incident:

- Contamination of the surrounding environment that leads to prosecution, or fines by Regulatory Authority.
- Exposure to or release of noxious/smelling fumes resulting in complaints or investigation from local authority.
- Major spillage of Aviation fuel /GSE Fuel or oil.
- Any spill that reaches soil, water or enters drainage systems (i.e. Uncontained).
- Any spill caused by a tied-off or disabled dead-man lever.
- Spillage from Toilet Trucks or Toilet Servicing hoses which require third party clean-up.

- Major (>100 Ltrs) spillage from contaminated Water Truck.
- Penalty or Notice received from Airport or Local Authority.
- Waste not disposed of correctly or in line with local regulations.

- Discharge of refrigerant gas into the atmosphere.

g) Misfuels:

- Uploading contaminated fuel to an aircraft.
- Uploading incorrect fuel type to an aircraft.

3.2 Category B – Intermediate Incidents (in all cases, except where Category A) Personal Injury

- Any incident/accident requiring medical treatment (excluding first aid)
- Bone Fracture to the finger(s), thumbs or toes
- Lacerations (requiring less than 6 stitches, sutures or injuries treated using medical adhesive).
- Musculoskeletal Injury
- Other (please state in brief description)

Aircraft Damages

- Any event resulting in superficial damage to an aircraft **NOT** requiring remedial or permanent repair, as defined but not limited to the following examples.
- Any damage to the internal parts of an aircraft.
- Any damage that did not require any form of remedial or permanent repair.

Aircraft Loading Incidents

- Any load variation where the aircraft weight and/or balance remain within loading limitations (A copy of the load & trim sheet must be uploaded to Safety Culture).

Security

- Any breach of security which if it had been discovered by a Regulatory Authority would have resulted in a deficiency notice.
- Breach of immigration border controls:-
 - Refusal of entry by immigration authorities at airport of destination, which resulted from an error made based on information available by the station of origin.
- Loading discrepancies / Passenger Boarding Errors that breach security regulations/protocols discovered by a third party, but were rectified by DHS prior to departure.
- Insufficient hold checks upon arrival and prior to pre-loading that result in hold baggage/cargo (non-DG) not being offloaded and remaining on an aircraft upon departure that did not impact on aircraft performance.
- A Regulatory breach or failure that results in an improvement notice.

Vehicle/GSE

- Any vehicle (GSE, Forklift Truck, Buses, Cars, Trucks & Vans) accident that could result in a damage claim but did not have the potential to cause serious harm1.

Property

- Any building damage **NOT** requiring structural repairs.
- Any incident/accident involving a hazardous substance i.e. which does not involve spillage/leakage.

3.3 Category C – Minor Incidents

- Any incident or accident that does not fall into either of the above two categories (e.g. first aid, and minor vehicle damage **NOT** including **ANY** damage to an aircraft).

- Issuance of a Low Risk ASR/GSR identified by the Airline (a copy must be uploaded to Safety Culture).
- Loading discrepancies / Passenger Boarding Errors discovered by DHS that breach security regulations/protocols but was rectified prior to departure.

3.4 Category D – Near Miss/Dangerous Occurrence

- Any incident under which different circumstances had the potential to cause harm, excluding category A.
- Any breakage of shear-pins or towing heads during pushback or towing operations that did not cause damage to an aircraft.
- Any loading incidents where heavy bulk loaded items (wheelchairs, Cargo etc.) are **NOT** secured or restrained in accordance with MA and/or Carrier(s) operating procedures.
- Any potential incident that could have caused an environmental impact but was contained.
- Visa / Passport violations pending clarification.

Any incident under which different circumstances had the potential to cause Serious Harm/Dangerous Occurrence and/or CAT 'A' Aircraft Damage.

Requires a CAT 'A' Investigation:-

- Unauthorised removal of boarding equipment from aircraft cabin doors.
- Commencing boarding of aircraft without the deployment of safety guards on passenger steps.
- Pushback, powerback, taxi or towing operations incursion by DHS vehicle, equipment or persons.
- Commencing pushback operations without having installed the steering by-pass pin
- Commencing pushback operations without having removed aircraft wheels chocks.
- Towing-away of any equipment whilst still connected to an aircraft that did not result in any damage.
- Aircraft roll back occurrences due to communications failings by ground staff.
- Employee falls from moving vehicles/GSE that did not result in Serious Harm.
- Equipment malfunction that had the potential to inflict Cat A injury or damage.
- Any load variation where the aircraft weight and/or balance falls outside limitations, which is identified and corrected prior to the aircraft taking off.
- Any Forklift related incident which had the potential to cause Serious Harm.
- Electric Mobility Aid(s) NOT secured or restrained in accordance with Carrier(s) operating procedures.
- Any Security related incident under investigation, where any doubt exists or sufficient evidence is not available –

Requires a CAT 'A' Investigation & reviewed within a 48hr period to determine correct classification.

- Possible theft, fraud or other criminal activity (allegations or reasonable suspicion).
- Any security breach which could result in a deficiency notice by the regulatory authority.

3.5 Category E – Non fault

- Any incident or accident in which DHS is not deemed to be at fault or liable, but not limited to the following examples;
- Damage found on arrival.
- 3rd party failure to follow procedures.
- Aircraft arrival with inoperative anti-collision beacons(s) without prior pre advice.
- Flight and Cabin Crew failure to follow operating procedures that infringe on ground safety.
- Hold nets found unsecured on arrival.
- ULD's found not secured on arrival.
- Jet blast, rotor down wash or propeller blast effect.
- Pushback, power-back or taxi interference caused by a non-DHS vehicle, equipment or personnel.
- Significant spillage during fuelling operations.
- Loading of incorrect fuel quantities likely to have an impact on aircraft weight, balance & performance.
- Loading of contaminated or incorrect types of fuel or essential fluids.
- Security related incidents – Unlawful Entry / Sabotage / Bomb Threat.
- Wildlife strike including bird strike.
- Passenger intercepted with insufficient/no visa.
- Disruptive or Abusive Customer / Passenger
- Employee non-work related Injury/Illness
- Passenger Injury/Illness
- Identification & handling of firearms & ammunition of which no pre-advice was received.
- Any documented successful challenge of regulatory enforcersinspectors or unauthorised persons trying to breach access.
- Visa and/or Passport Checks resulting in refusal of entry by immigration at the airport of arrival where it is found that at the station of origin:-
 - did not have access to information that verifies visa validity
 - A non-bona fide travel document was presented, or
 - Refusal was due other events outside of our control*

*Events outside our control are considered as: a passenger switching passports or destroying their passport whilst en route, traveller being denied entry due to criminal record, or not having sufficient funds etc.