

The law protects you!

When reporting an occurrence, you and any person mentioned in your report are protected from adverse consequences that may come from your report.

1. Your identity and the identity of anyone mentioned in your report will be protected.
2. Your report will not be disclosed unless necessary for safety.
3. Your report will not be used, inside and outside your organisation, to blame you or any person mentioned in it.
4. Exceptions are wilful misconduct and unacceptable behaviour¹.
5. You will have the possibility to report to a special entity in your State if you consider that you have not been adequately protected.

More information: www.aviationreporting.eu/justculture

This text is informative and is not intended to replace the applicable legal requirements contained in Regulation (EU) No 376/2014

¹ Unacceptable behaviour being defined as : manifest, severe and serious disregard of an obvious risk and profound failure of professional responsibility to take such care as is evidently required in the circumstances, causing foreseeable damage to a person or property, or which seriously compromises the level of aviation safety.



Material prepared by



Safety occurrence? Report it to your organisation!

Ground handling organisations staff

Reporting makes our industry safer

Report the following occurrences:

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.
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).

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.

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 Instructions¹).
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).
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.
14. Always report any other occurrence that you consider safety relevant!