Aerodrome Safety

Environmental Management

26th October 2026

ASEnv_OSI_059

Version 3.0

Operational Safety Instruction

Spillage and Environmental Incident Reporting Procedures

It is the responsibility of all employers to ensure that relevant OSIs 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.

1. Introduction

1.1. The purpose of this Operational Safety Instruction (OSI) is to inform the airport community of the procedures for reporting spillage and environmental incidents occurring airside at Heathrow Airport.

1.2. Timely reporting of spillage and environmental incidents enables a prompt response to contain any discharges that could harm the environment. Accurate documentation of such incidents also ensures a clear audit trail for further investigations if required by the relevant authorities.

1.3. Airport companies must be aware that spillage and environmental incidents are managed under a range of environmental legislation. Further information can be found at http://www.environment-agency.gov.uk/business.

1.4. This OSI should be read in conjunction with the following OSIs:

1.4.1. ASGrOps_OSI_019 Fuelling of Aircraft
1.4.2. ASEnv_OSI_056 Pollution Prevention
1.4.3. ASEnv_OSI_058 Waste Management & Disposal including Aircraft Catering Waste and Other Hazardous Wastes
1.4.4. ASSMS_OSI_067 Airside Incident Reporting and Investigation.

1.5. This OSI should be read in conjunction with the reference documents as stipulated therein, if applicable. All current OSIs can be found via the link here or via the Quick-response (QR) code below.

1.6. This document has been completely reviewed and updated; therefore, **no red bars have been added to indicate change.**

1.7. ASEnv_OSI_059 v 2.1 is hereby cancelled from date of publication of this OSI.

2. Definitions

Abbreviation	Description
AFRS	**Airport Fire & Rescue Service**
APOC	**Airport Operations Centre**
E&B	**Engineering & Baggage**
MSDS	**Material Safety Data Sheet**
SDS	**Safety Data Sheet**

3. Spillage Incidents Reporting Procedures

3.1. All airport companies must notify Heathrow immediately of any substance spillages and any other environmental incidents by calling APOC on:

3.1.1. Heathrow extension **222** via a Heathrow internal landline telephone.
3.1.2. **0208 759 1212** via all other telephones.

3.2. To enable Heathrow to take the most appropriate action, the following information should be provided as a minimum:

3.2.1. Location of the incident
3.2.2. Nature of the incident
3.2.3. Approximate volume involved
3.2.4. If the substance has entered any surface drain
3.2.5. Companies/persons involved

3.3 **Do not delay reporting** if any of the above information is unavailable. Provide known details and update APOC when further information becomes available.

4. Spillage and Environmental Incident Clean-Up Procedures

4.1. The airport companies involved have the responsibility to clean-up and dispose of the waste in relation to a spillage or environmental incident. For waste disposal, reference should be made to OSI “ASEnv_OSI_058 Waste Management and Disposal including Aircraft Catering and Other Hazardous Waste” for details

4.2. Colleagues **must not** attempt to clean-up a spillage unless they are trained to respond to spills involving the substance, and the appropriate spill clearing equipment is available.

4.3. If intervention is safe, colleagues may attempt to identify the source of the spill and prevent/limit any on-going release of the substance until further action can be taken by Heathrow or relevant parties.

4.4. Under no circumstances should any chemicals or chemical rinsing be disposed of into the surface or foul water drainage system, surface watercourses or open ground.

4.5. Heathrow provides designated spill kits at certain airside locations, which are available for use by all airport companies for responding to spillages. For detailed guidance on their location and use, please refer to **Appendix A** of this OSI.

4.6. Heathrow reserves the right to implement additional containment procedures and/or hire its own specialised spill clean-up contractors if the response to a spillage is deemed inadequate. All costs associated with the containment, removal, and clean-up of incidents will be charged to the responsible company as per ASEnv_OSI_058 Waste Management and Disposal including Aircraft Catering and Other Hazardous Waste, which states:

"Failure to comply with the correct disposal route for waste procedures may result in monetary fines, and Heathrow may seek to recover the costs of removal and disposal of waste as per the Heathrow Byelaws 2014."

4.7. Heathrow will charge for any attendance and response to spillage/pollution incidents. These charges can be found in **Appendix B** of this document.

5. Responsibilities of Companies and their Colleagues

5.1. Upon request by Heathrow or other control authorities, a MSDS or SDS must be made available for inspection.

5.2. All airport companies must have procedures in place to deal with all types of environmental incidents which may occur on their premises or through their operation at Heathrow (e.g., storage of oil or other environmentally hazardous material in proximity of a drainage system). These must include protocols for isolating and controlling unknown substances (e.g., liquids, acids, and caustics), key contact details, and clearly defined roles and responsibilities.

5.3. All airport companies must ensure that all in-house environmental spillage reporting and handling procedures are fully promulgated and understood by all their employees.

5.4. All environmental spillage handling procedures, incident reporting, risk assessments and incident records must be made available to Heathrow for audit.

5.5. All practical steps should be taken by the airport companies to avoid and minimise the risk of spillage and environmental incidents by means of training, awareness of legislation, good maintenance of equipment/vehicles and working practices.

6. Enquiries

Any enquiries regarding this OSI should be directed to the Aerodrome Procedures Team by email at aerodrome.procedures@heathrow.com.

7. References

7.1. Pollution prevention for Businesses
7.2. Heathrow Byelaws 2014
7.3. ASGrOps_OSI_019 Fuelling of Aircraft.
7.4. ASEnv_OSI_056 Pollution Prevention.
7.5. ASEnv_OSI_058 Waste Management and Disposal including Aircraft Catering and Other Hazardous Waste.
7.6. ASSMS_OSI_067 Airside Incident Reporting and Investigation.

Appendix A: Guidance on Using Heathrow Spill Kits

A1. Introduction

A spill kit is a collection of materials and equipment designed for quick deployment to contain and clean-up spills. It typically includes absorbent materials in various forms, such as pads, socks, and pillows.

By enabling prompt response to spillages and environmental incidents, spill kits help minimise response time, reduce the use of resources and effort, and mitigate potential health, safety, and environmental risks.

A2. Types of spill kits and Locations

Spill kit materials are specifically designed to deal with spills of different types of substances. For example, a spill kit designed to absorb oil and fuel might not work on water-based spills.

Heathrow provides the following types of spill kits airside. The locations of the oil and fuel and maintenance spill kits can be found in A.5. of this Appendix.

- **Oil and fuel spill kit**



- Oil and fuel spill kits are provided at each Grundon compactor site to be used to contain and absorb any oil and fuel spillages.
- Absorbent material is generally white in colour and will discolour once it absorbs liquid.
- Designed to absorb oils and oil-based fluids whilst repelling water.

- **Sawdust**



- Sawdust bins are provided at the head of stand of at least every other stand.
- Used to contain small oil and fuel-based spills.

A3. How to use a spill kit

- The immediate response in the event of a spill can be summarised as:

1. **Assess** the immediate risk and how the incident should be managed.
2. **Report** to APOC immediately
3. **Contain** the spill if you are trained and it is safe to do so and protect sensitive pollution receptors.
4. **Clean-up**, if safe to do so.

- In containing a spill, the primary principle is to contain it as close to the source as possible. This is set out in the Pollution Control Hierarchy:

1. Contain at source
   a. Seal the damaged container or pipework.
   b. Turn the container so that the damaged part is uppermost.
   c. Put the container into another clean container, making sure the new container is suitable for the purpose.
   d. Close valves or taps to stop flow.

2. Contain close to the source
   a. Transfer the material into an undamaged container
   b. Use a second container to capture the spill
   c. Use sorbent products to enclose the source and prevent the material spreading.

3. Contain on the surface (i.e. stop it entering the drainage system)
   a. Use barriers to prevent the spill reaching sensitive areas such as grass or unsealed ground
   b. Use barriers, absorbent booms or surface drain seals to stop the spill entering drains and service ducts UNLESS this is part of the spill response plan
   c. Identify where the spillage may collect and if necessary, cordon this area off

4. Contain in the drainage network – Responsibility of APOC/E&B Infrastructure Operations.

5. Contain in the watercourse – Responsibility of APOC/E&B Infrastructure Operations.

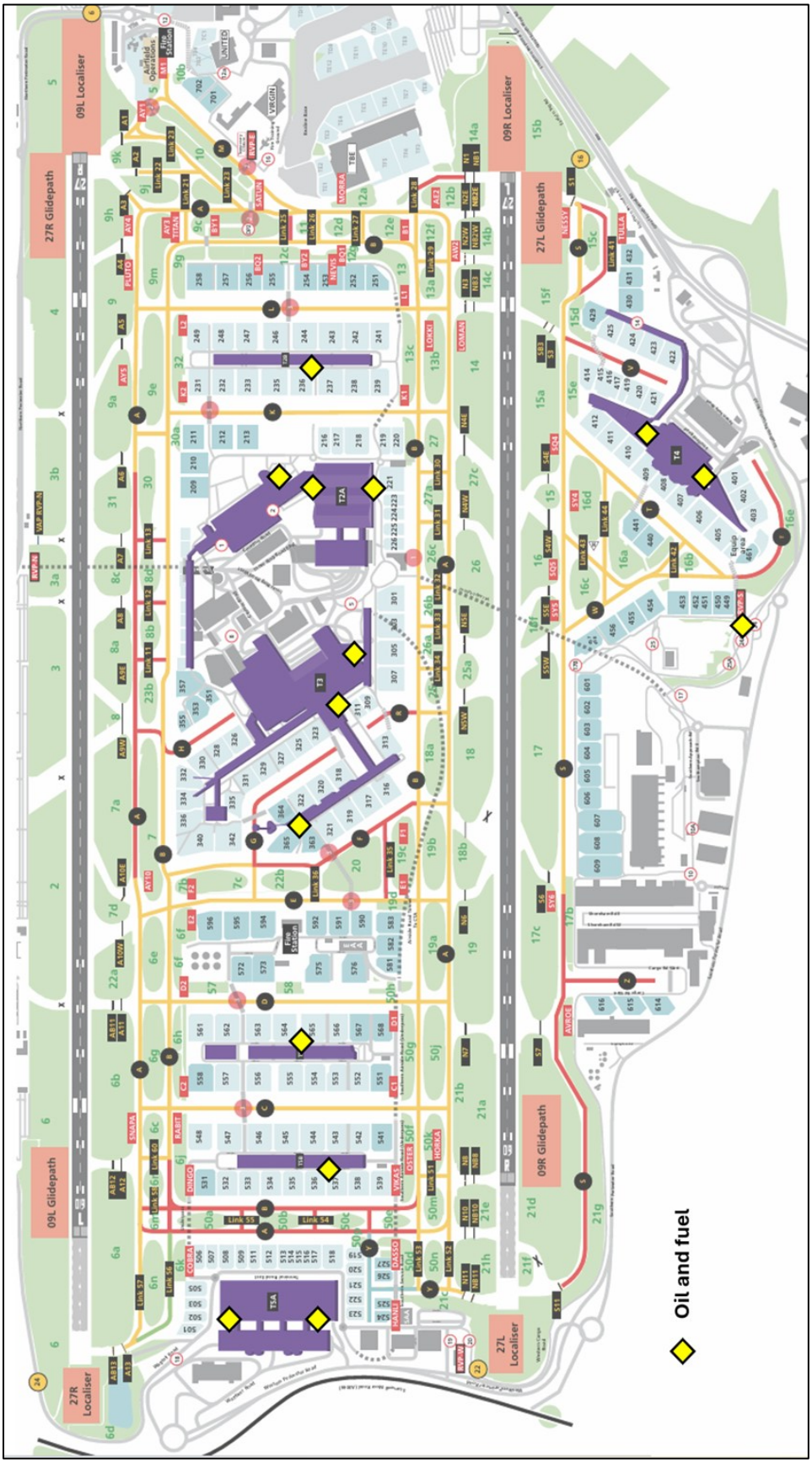
A4. What to do if a spill kit needs refilling

- Sawdust bins are regularly inspected and replenished by Airfield Operations. If a sawdust bin is observed to be empty or low, please report this to Airfield Operations on (**0208 745 0802** or **0208 745 6459**)

- Oil and fuel spill kits are regularly inspected by Grundon. These spill kits are sealed with a zip tie to prevent misuse and to simplify inspections. Used spill kits are to be reported to Grundon via the phone number listed on the compactor (**01753 683 277** or **07770 542 114**).

- Maintenance spill kits are inspected by Mitie, and refill can be requested through the Engineering Help Centre (oneeng@heathrow.com or **0208 976 6555**).

A5. Oil and Fuel Spill Kit Locations



Appendix B: Charges for Incidents Response/Spillages/Pollution in the Airside Environment

B1. Introduction

The appendix is in place to advise the airport community of:

- The charges that Heathrow Airport Limited will levy for response to vehicle incidents and the clean-up of pollutants and spills
- The charges that Heathrow Airport Limited will levy for additional Airfield services and for the issuance of any Airside Occurrence Ticket (AOT) for which a charge is appropriate.

B2. Incident and Spill Response Charges

Airfield Operations will levy charges for attendance and clean-up of pollutant spills. Charges may also be issued for attendance to, and the management of, vehicle incidents and accidents.

Depending on the incident and the level of response required, a combination of the following charges may be issued to the company responsible:

B3. Airfield Operations Services (Incident & Spill/Pollution Response)

	Cost	Per	Notes
Gulley Sucker (tanker) *Bulk removal of liquid spillages, or transport of liquid products.*	£148.32	Hour or part thereof	+£120 waste disposal fee per load.
'Combi' sweeper / surface cleaner *Clean-up of Airfield pavements using soap. Used for cleaning hydrocarbon spillages or removing other small solid waste.*	£111.47	Hour or part thereof	+£120 waste disposal fee per load. Additional charges may be levied for the use of specialist spill kits.
Road sweeper (small) *Clean-up of dry waste spillages, small areas*	£87.57	Hour or part thereof	£120 waste disposal fee per load
Dustcart or Caged Refuse Vehicle *Fly-tipped or unauthorised waste removal*	£75	Instance	Bulk, large quantities or heavy waste may attract additional charges.
Senior Airfield Officer Attendance *Incident response & scene management*	£99	Hour or part thereof	

	Cost	Per	Notes
Airfield Operations Officer Attendance *Incident response & scene management*	£79.45	Hour or part thereof	

A representative of Airfield Operations will complete the required paperwork at the scene of any incident or spillage. Where the responsible party can be identified, a manager or representative of that company will be required to sign a 'charge sheet' at the incident scene.

The resulting invoice from Heathrow Airport Limited will reference the charge sheet number.

To book a leader service, please contact airfieldoperations.support@heathrow.com

Document History

Revision	Description of Change	Date
V1.0	Initial version	7th July 2017
V2.0	Revised	19th December 2019
V2.1	Full review with updated references and content check. Change of design reporting process map.	7th February 2022
V3.0	Updates on Spillage Response and Alerting Procedures, Responsibilities of Companies and their staff, updated references to other documents and new Appendix A. Inclusion of the charges for incident response/spillages/pollution as appendix B	26th October 2026