

# → SAFETY CONCERNS?

# CHIRP

Confidential Human Factors Incident Reporting Programme



If you work in ground handling and have concerns about safety, you can now report them to us in total confidence via our **app, online or by email**.

One-off incident or on-going problem  
– let us know so we can take action.

**CHIRP** works completely independently of the Civil Aviation Authority and we will never reveal your details to your employer, or anyone else, without your consent.

**Our one and only goal is to improve aviation safety. Help us achieve it by reporting your concerns.**



DISPATCH



BAGGAGE



AIRSIDE



FUELLING



CATERING

## → TELL US IN CONFIDENCE

**CHIRP** is an independent, voluntary confidential reporting programme for the aviation industry.



- Download our app: **CHIRP**
- email us: **mail@chirp.co.uk**
- visit our website: **www.chirp.co.uk**

## → DID YOU KNOW?

Most aviation companies are **fully committed** to the work of **CHIRP**.

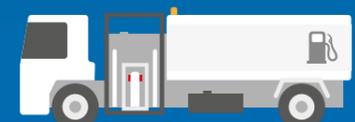
→ **8% of all safety reports** sent to the CAA involve ground handling.

→ **Ground damage and loading errors** are the most common causes.

→ **CHIRP can follow up reports** by discussing the details directly with companies involved.

→ **Reports are made available** to the industry once all personal details are removed.

You can report incidents relating to fuel ops; ground service equipment; aircraft damage or collision; de-icing; stand conditions/operating environment; loading.



→ **Help improve aviation safety by reporting safety incidents to CHIRP.** You can still report incidents to the CAA as Mandatory Occurrence Reports where appropriate.