The purpose of this document is to guide Supply Chain colleagues through the process of recording incidents onto Highways England Airsweb.

Please note: It is important that the data entered is factual, accurate, and relevant. These reports may be disclosed as part of regulatory monitoring, legal or coronial proceedings. Furthermore, the detail of these reports may inform Safety Alerts, and/or be escalated to the Board and members of senior management.

Data must be reported in accordance with Highways England instruction to Supply Chain via GG 128 within the DMRB:
https://www.standardsforhighways.co.uk/dmrb/search?q=GG%20128&pageNumber=1

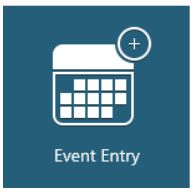
Please ensure the information recorded is in accordance with GDPR. Please see the privacy statement for reference purposes.

Airsweb link: https://highwaysengland.airsweb.net/Default.aspx
If you are having any technical issues with completing this information on Airsweb then please contact the Airsweb Supply Chain inbox via: Airswebsupplychain@highwaysengland.co.uk

Highways England Airsweb Supply Chain Guidance - Step by Step – recording an incident

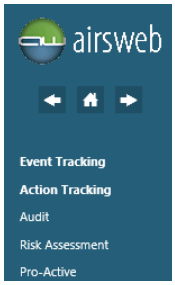
1. Access AirsWeb by selecting an appropriate link and **'Login'**

2. To enter an event access:



Select **'Event Entry'** from the tiles in the main screen

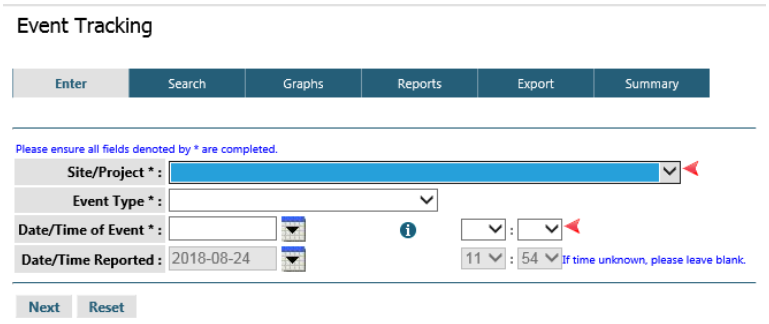
or



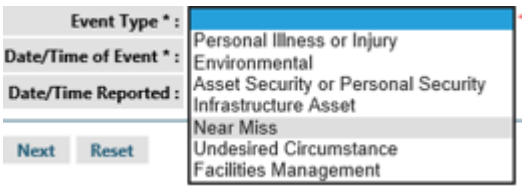
Select **'Event Tracking'** from the left hand side navigation menu

Then select Enter from the bar at the top of the main screen

3. In the first event entry screen ensure that the correct project is displayed in the dropdown.



4. In the Event Type box select the most significant category from the dropdown (as displayed in the list below):

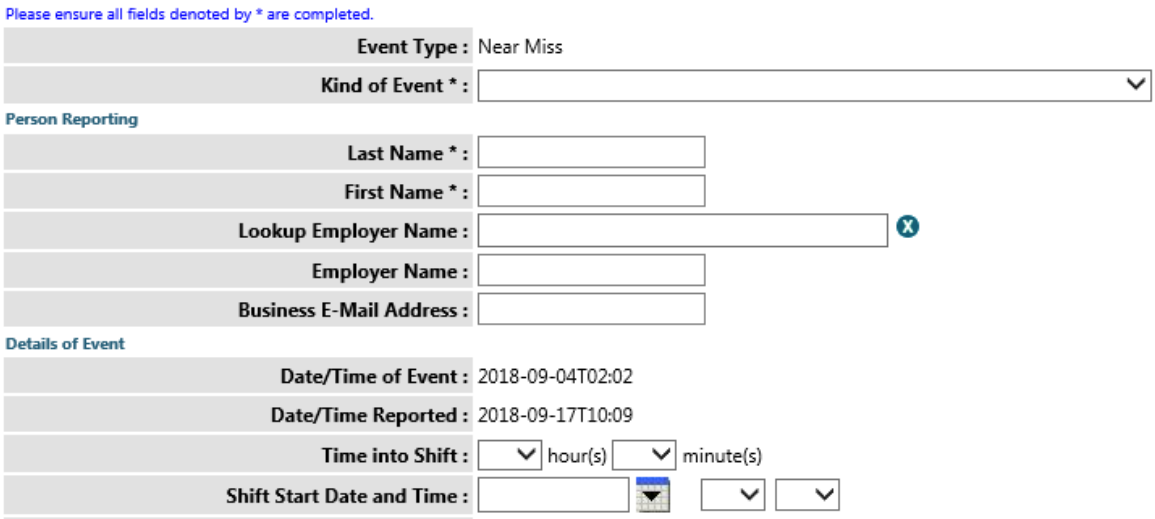


5. Enter the **exact date (**from the calendar) and **exact time** of the incident
Please note – if you are unsure of the exact time of the incident upon reporting, provide an estimated time. Ensure that as soon as the correct time is known that you update the record with this information.

6. Once this has been completed click **next**.

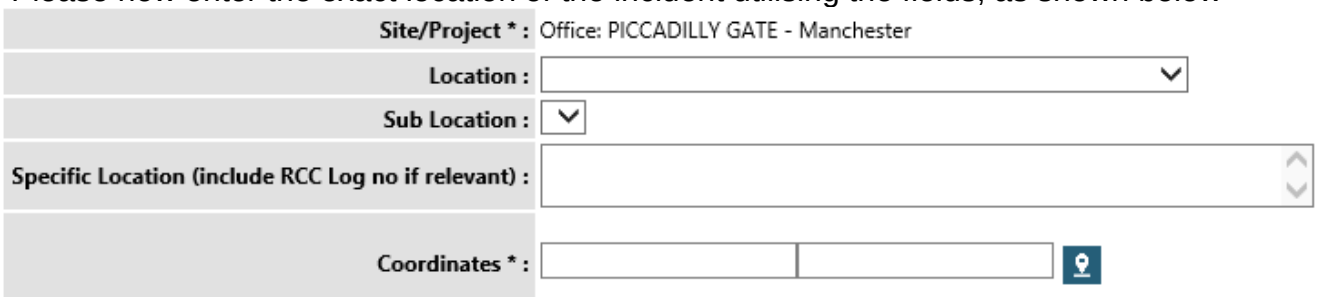
7. Under kind of event select what happened from the dropdown (please see Appendix A for a full list of available categories)

8. Complete the incident form. Mandatory fields are marked with *, however complete as many of the fields as you can to the best of your knowledge.
   Providing detailed information will assist Highways England to build valuable trend analysis which will help us, in turn, protect our employees and supply chain colleagues.

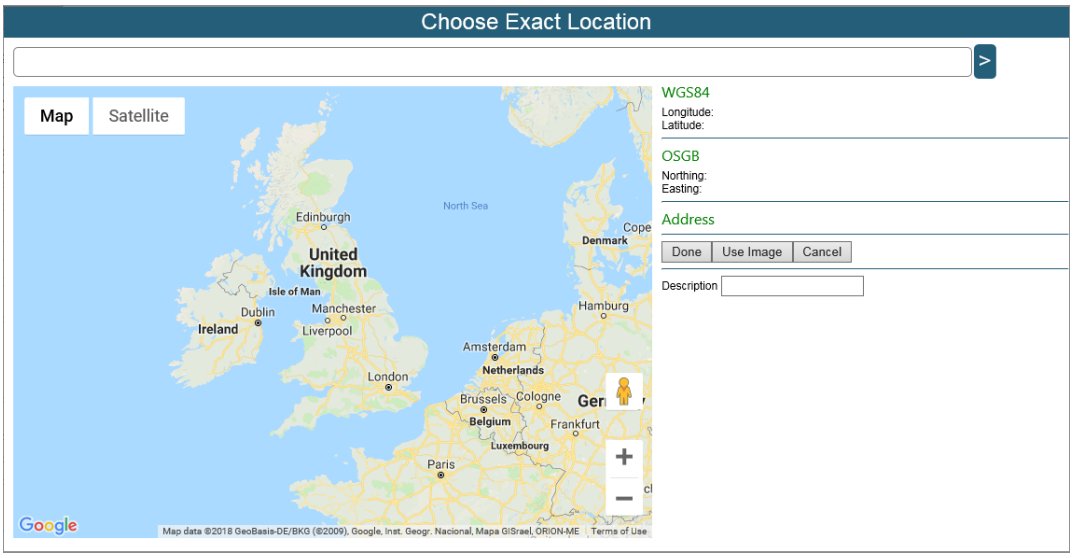


Please note in accordance with GDPR personal information will not be visible and will be blanked out

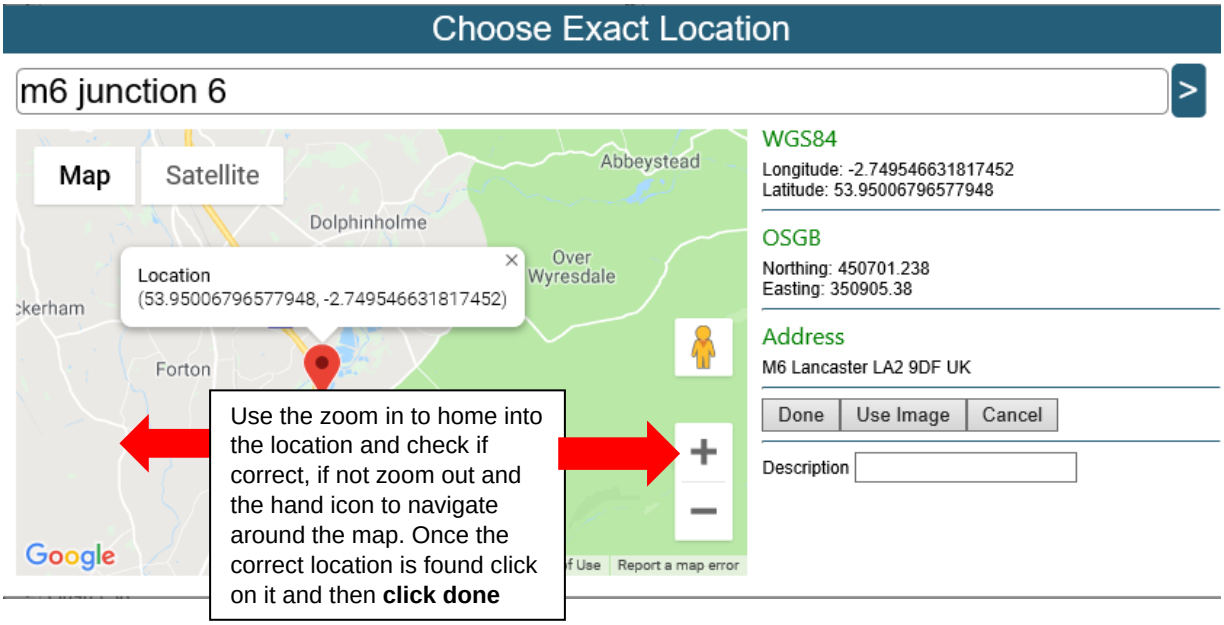
9. Please now enter the exact location of the incident utilising the fields, as shown below



To enter coordinates – select the map icon above. Once you have selected this, the following screen will pop up:

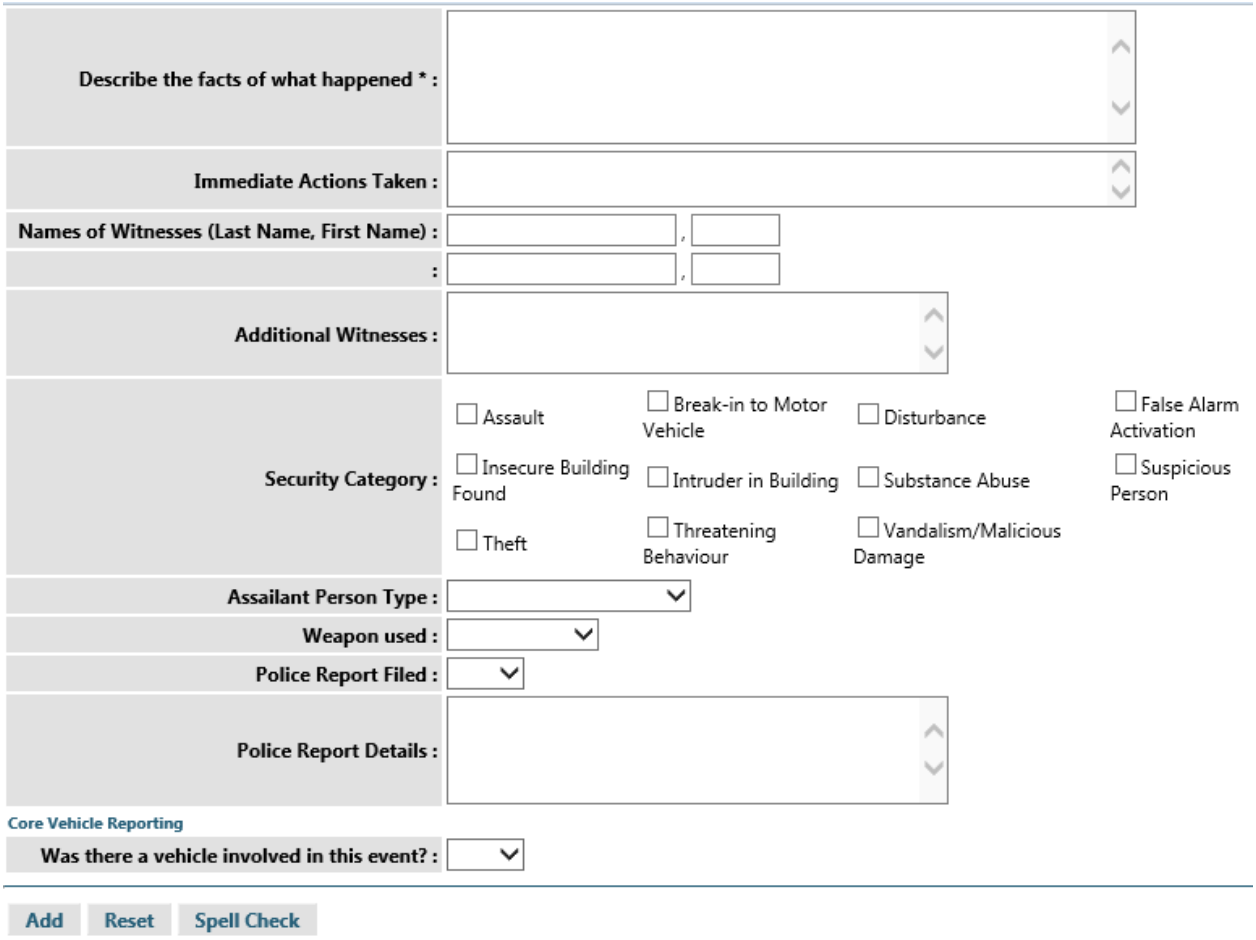


Once you see this screen, key the location into the top bar as below and select the arrow next to it



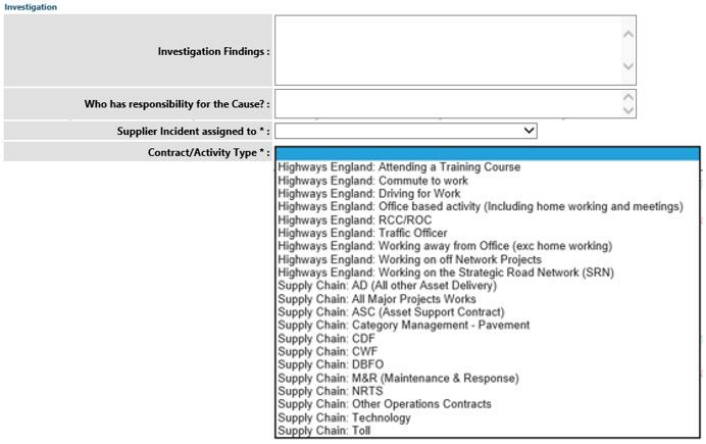
Please note: this is the exact location of the incident

10. Enter the description of the incident in **'Describe the facts of what happened'**. Omit any personal information such as names, vehicle registration numbers and gender (referring to a person as Injured Party, Individual or they).



11. Under *"Supplier Incident assigned to" select **your** Organisation from the drop down.
Please note: The supplier selected here must be the same supplier that is awarded the hours worked on this scheme (used to calculate the AFR)

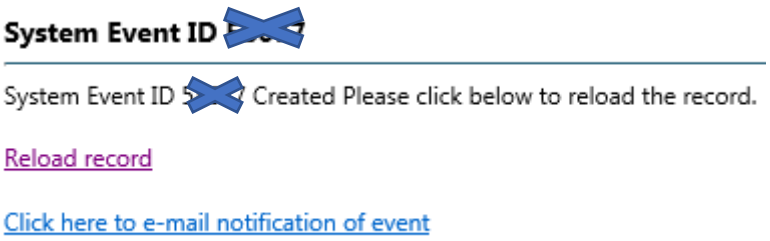
12. Under Contract/Activity type select the **contract** that you are working on from the list below with the Supply Chain prefix (please do not select a Highways England option)



Please note: if a contract type is not covered then please contact the Airsweb Supply Chain inbox

13. Complete the event Sub Type: This is where the incident category relating to the selected Event Type is to be included (eg. for Personal Injury - RIDDOR, for Near Miss - HiPo etc.) A list of drop down options under the correlating Event Type can be found in Appendix B.

14. Once you have completed as much information as you are able to then please click **'add'.** This will now have created a record like the one shown below: *Please note: the blue cross is used to censor sensitive information and/or unique identifying numbers – this will not be present on your system.*



Appendix A: Kind of event dropdown list

Kind of Event	Event Type(s)				
Animal - Attacked by bird	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Animal - Attacked by insect	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Animal - Attacked by mammal	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Animal - On network (deceased)	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Animal - On network (live)	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Asset failure, damage, or unsafe condition	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Cable Management	Facilities Management				
Car Park	Facilities Management				
CCTV Failure	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Chamber or drainage collapse	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Cleaning	Facilities Management				
Collision with fixed or stationary object or material - In Vehicle	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Collision with fixed or stationary object or material - Not in Vehicle	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Communications - Airwave issues	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Communications - Bluetooth / mobile issues	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Compliance	Facilities Management				
Cone Strike	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Control Works Failure	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Drowned or asphyxiated	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Electricity	Facilities Management				
Environment - Disturbance of natural site	Personal Illness or Injury	Environmental	Asset Security or Personal Security	Near Miss	Undesired Circumstance
Environment - ecology	Environmental	Near Miss	Undesired Circumstance		
Environment - heritage / archaeology	Environmental	Near Miss	Undesired Circumstance		
Environment - land contamination	Environmental	Near Miss	Undesired Circumstance		
Environment - nuisance (noise, light, odour, vibration, dust, steam)	Environmental	Near Miss	Undesired Circumstance		
Environment - spill, leak or uncontrolled discharge	Environmental	Near Miss	Undesired Circumstance		
Environment - waste and materials	Environmental	Near Miss	Undesired Circumstance		
Environment - water	Environmental	Near Miss	Undesired Circumstance		
Explosion	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Fall, slide, or accumulation of debris or material	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Fell from a height	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Fell, slipped, or tripped on same level	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Fire	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Fire Evacuation	Facilities Management				
First Aid	Facilities Management				
Grounds Maintenance	Facilities Management				
Hard Shoulder Misuse	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Health - Faint or collapse - Medical	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Health - Faint or collapse - Work Related	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Health - Onset of illness to person	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Health - Stress-related symptoms	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Hit by a moving or falling object	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Hit by a moving vehicle or plant	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
House Keeping	Facilities Management				

Kind of Event	Event Type(s)				
Incursion; Intentional – Because of breakdown	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Incursion; Intentional - Breach of Rolling Road Block (TOS)	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Incursion; Intentional - To seek benefit	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Incursion; Intentional – To seek information	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Incursion; Unintentional - Driver confused	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Incursion; Unintentional - Follow in	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Incursion; Unintentional - Result of accident	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Injured while handling - Lifting or Carrying	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Injured while handling - Pushing or Pulling	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Intentional illegal access to site	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
IPV Strike	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Live Carriageway Crossing	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Live Carriageway Working	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Live lane broken down vehicles	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Loss or theft of goods or assets	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Lower Limb Disorder	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Maintenance	Facilities Management				
Person contact with electricity	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Person exposed to harmful substance	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Personal Security - Intimidating behaviour	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Personal Security - Physical assault	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Personal Security - Racial Abuse	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Personal Security - Verbal abuse or insult	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Plant failure, damage, or unsafe condition	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Potential exposure to Asbestos	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Pothole issue	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Procedural - HE Contractor	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Procedural - HE Employee	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Procedural - Non HE Contractor	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Procedural - On Road	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Procedural - RCC/ROC	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Radio or Telephony Comms Failure	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
RCC/ROC Control Office Base System Failure	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
RCC/ROC Safety Stand Down	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Red X Non-Compliance	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Road Traffic Collision	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Security	Facilities Management				
Security threat - IT	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Security threat - Personal	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Security threat - Premises	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Security threat disruption	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Service strike CCTV	Personal Illness or Injury	Infrastructure Asset			
Service strike electricity	Personal Illness or Injury	Infrastructure Asset			
Service strike gas	Personal Illness or Injury	Infrastructure Asset			
Service strike other cables or pipelines	Personal Illness or Injury	Infrastructure Asset			
Service strike water	Personal Illness or Injury	Infrastructure Asset			

Kind of Event	Event Type(s)				
Signal Fault/Unable to be Set	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Signal not set - Requested	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Signal not set - Unrequested	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Signal Set incorrectly	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Signal Setting or Signal Fault	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Simulator training issues	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Structural Safety – (FOIA) Failure or collapse	Infrastructure Asset				
Structural Safety – (FOIA) No collapse	Infrastructure Asset				
Structural Safety – High Potential Near Miss	Infrastructure Asset				
Structural Safety – Incident	Infrastructure Asset				
Structural Safety – Near Miss	Infrastructure Asset				
Structural Safety – Structural Concern	Infrastructure Asset				
Structure, trench, or scaffold collapse	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Temperature	Facilities Management				
Unauthorised Access to a Confined Space	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Unplanned Event disrupting business continuity	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Vegetation- no place of safety to stand	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Vegetation- unable to undertake work activity	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Vehicle failure, damage, or unsafe condition	Personal Illness or Injury	Asset Security or Personal Security	Near Miss	Undesired Circumstances	
Weather	Facilities Management				

Appendix B: Event Subtype dropdown list

Event Type	Event Subtype
Personal Illness or Injury	RIDDOR Fatality
	RIDDOR - Specified Injury
	RIDDOR > 7 Days
	4 to 7 Day Injury
	1 to 3 Day Injury
	Fatality Non RIDDOR
	RIDDOR Member of the public hospital adm
	Taken medically ill
	No Lost Time Injury
	Non-RIDDOR – Specified Injury
	Non-RIDDOR > 7 Day Injury
	Less than 1 Day Injury
	RIDDOR Disease

Event Type	Event Subtype
Environmental	Permit Breach
	Enforcement action by regulatory body
	Breach of existing license / permit conditions
	Breach of legislation
	Prosecution by regulatory body
	Impact on project programme / costs
	Failure to meet planning commitment
	Reputational damage

Event Type	Event Subtype
Asset Security or Personal Security	Alarm Event
	Crime
	Drugs Found
	Law Enforcement Contact
	Peace Disturbance
	Property Damage - Incidental
	Suspicious Activity
	Theft of goods or assets
	Trespass
	Vehicle Repossession
	Incursion
	Verbal abuse or intimidation
	Assault

Event Type	Event Subtype
Infrastructure Asset	Fire
	Service Strike
	Property, vehicle, plant damage
	RIDDOR Dangerous Occurrence
	Failure of Infrastructure Asset
	Structural Damage

Event Type	Event Subtype
Near Miss	High Potential RIDDOR chance avoidance
	High Potential RIDDOR intervention by person
	High Potential non-RIDDOR chance avoidance
	High Potential non-RIDDOR intervention by person
	Minor or low potential impact

Event Type	Event Subtype
Facilities Management	Individ…
	…
	…
	Buildi…

For Highways England use only

Event Type	Event Subtype
Undesired Circumstance	Pro-Active Intervention
	Observation