

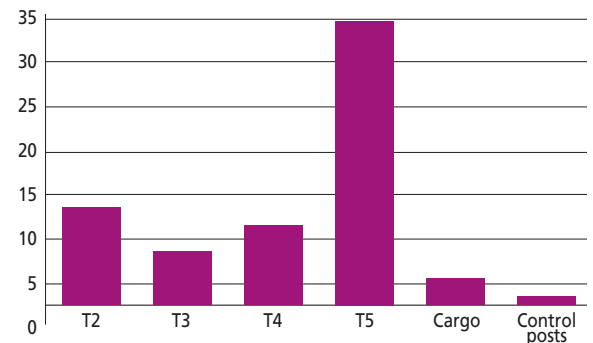
# Airside standard

# Hello

Welcome to your monthly update from the **Airside Safety Improvement Team**

## February's RTC location

We observed an increase in Road Traffic Collisions (RTCs) during the month of February. However, the majority of these incidents resulted in cosmetic or no damage to the vehicle. Although these figures are high for February, this trend demonstrates a positive reporting culture among everyone working airside. Recurring patterns in RTC's during February involved situations where vehicles were reversing without a banksman and demonstrated a lack of spatial awareness.



## SAFETY WEEK DATES

Monday 13th	T4 Stand 461
Tuesday 14th	T5 Stand 524
Wednesday 15th	T2 KAD Site
Thursday 16th	T3 Stand 351
Friday 17th	Cargo Stand 604



## Safety 6 Focus – No distraction when driving

Did you know? Using headphones/earbuds poses several risks, such as:

- Impaired environmental awareness
- Inability to hear alarms or warning calls
- Potential for lapses in concentration.

These factors all increase the likelihood of accidents, injuries, near miss events, and/or critical mistakes.

If caught driving whilst using a handheld device, you could face up to 6 points on your airside driving licence.

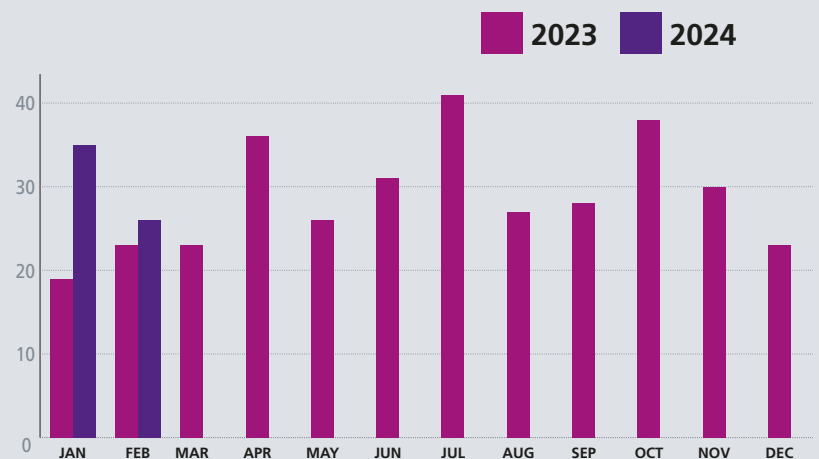
# DROPPED LOADS

Since the beginning of this year, we have observed an increase of dropped loads occurrences compared to the figures from January and February of the last year. Currently, we are conducting a series of workshops involving Ground Handlers' Management Teams.



The goal is to raise awareness and share best practices aimed at reducing the number of dropped loads incidents. In the month of February, there were 26 dropped loads incidents across ramp and baggage areas. Among these, fourteen incidents occurred in Terminal 3, five in Terminal 4, four in terminal 5 and, three in Terminal 2.

- Most of these incidents happened in transit on roadway and aircraft stands
- Four incidents involved ULDs falling from high loaders' platform due to the incorrect use of the controls or due to the considerable gap between the dolly and the high loader.
- One incident instead involved a dropped ULD caused by a cargo lorry reversing while the ULD was being transferred on the high loader's platform.



## Dropped loads incidents must always be reported.

- Call the Emergency Services 222 (internal) or 0208 759 1212 (from any mobile phone) to report dropped ULDs/pallets happened on the ramp areas, including road network, aircraft stands, uncontrolled crossings, and ULD storage areas.
- Call Baggage Operations on 0771 1146 323 (from any mobile phone) for dropped ULDs in baggage Halls.

Please ensure equipment is not moved before the attendance of Heathrow Officers.

## Working at height and cabin doors

**When working at height, it is crucial to ensure that the correct processes and procedures are strictly followed.**

The picture to the left shows a recent incident where an engineer was observed working on the aircraft without any safety measures in place, posing a potential risk of a serious fall from height.

Please always verify that stabilisers on equipment are correctly applied, safety rails are fully extended on the equipment in use, consistently apply the three points of contact rule and challenge those who do not follow the correct procedures while working at height.



# APPROACHING LIVE AIRCRAFT



A Safety Alert has been recently published following a recent incident where a Team Heathrow colleague approached an aircraft as it was manoeuvring onto stand to park, still following the stand entry guidance.

The consequences of approaching an aircraft with running engines can be fatal; therefore, maximum vigilance must be exercised when an aircraft is parking on the stand or at the completion of pushback operations.

## PLEASE ALWAYS FOLLOW THE SAFETY MEASURES BELOW:

- Approach the aircraft only when it has fully stopped, engines are shut down, and the aircraft anti-collision lights have been switched off.
- Always remain vigilant and look and listen for signs of the engines switching off and spooling down.
- In the event of an aircraft arriving with an inoperative APU, follow the direction of your ramp lead and company procedures. Do not assume it is safe to approach the aircraft just because you observe others doing so.
- On turboprop aircraft, take extra care to ensure the props have stopped rotating prior to approaching.
- Stay away from the aircraft until the anti-collision lights have been switched off. Typically, these are red flashing lights, situated under the belly of the aircraft and on top of the fuselage. (In the case of some turboprop aircraft, the anti-collision lights may be white and/or situated at the top of the tail fin).

## Interstand Clearways

The inter-stand clearway is an area positioned on both sides of an aircraft stand, which is used for the purposes of accessing the aircraft for turnaround activities, and for emergency service transit.

When driving on interstand clearways, please remember the following:

- Parking in the clearway is strictly prohibited and could result in penalty points being awarded.
- The speed limit on interstand clearways is 5 mph.

**Also, please take extra care when operating equipment on congested interstand clearways and in close proximity of aircraft wings.**



Any faults on HAL assets should be logged with One Engineering by emailing [oneeng@heathrow.com](mailto:oneeng@heathrow.com) or calling **02089766555**.

Any faults on ground handling equipment should be reported to the respective company or maintenance provider.

## DOUBLE WHITE LINES

Drivers are reminded that if they do not hold a valid Manoeuvring Area Driving Permit, they must not cross the Double White Lines on aircraft stands. These lines are in place to protect both drivers and aircraft. Those who do not possess a valid Manoeuvring Area Driving Permit and cross the double whites may receive up to 12 points on their driving permit.





## Head of Stand Equipment

Heathrow equips each aircraft stand with the following equipment:

- 8 Safety Cones which are located on a purpose-built trolley in a marked area at the head of the stand.
- A sufficient number of chocks based on the stand type:
  - 10 For a wide body stand
  - 6 For a narrow body stand
  - 12 For a MARS (Multiple Aircraft Ramp System) stand

**If the correct number of cones or chocks are not available on the stand or these are damaged, please call Airfield Operations on 020 8745 6459 and ask for replacement.**

## Good luck, Michela!

Michela will be leaving the team in April, to take up her new role as an Airline Engagement Manager within Heathrow. Since Michela joining the team, she has contributed greatly to the improvement of airside safety, as well as the organisation of Airside Safety Week. She will be missed by the team and the community. A big congratulations to Michela and we wish her all the best in her new role.

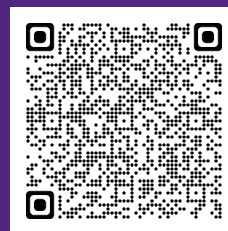
## WORDSEARCH

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- SAFETY
- DAILY
- FOD
- INSPECTION
- BOOTS
- HIGH
- SEATBELT
- VIZ
- PPE
- DISTRACTIONS
- HEARING
- PROTECTION
- REPORT

## Team Heathrow Improvement Ideas Form

Do you have an idea on how we could improve the airside roads, aircraft stands, baggage areas, or any other parts of the airfield? Or an idea on how to improve processes, vehicles, or behaviours? You can now submit your ideas for improvement through [heathrow.com/airside](http://heathrow.com/airside) in the Safety Improvement section under Useful publication, or via the QR code:



## Feedback

Scan the QR code below to leave your feedback for the Airside Standard Monthly Newsletter team:



If you have any suggestions on what you would like to see in our newsletter please let us know  
**Contact Details:** [Airsidesafetyimprovementsteam@heathrow.com](mailto:Airsidesafetyimprovementsteam@heathrow.com)

