

Airside standard

Hello

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

Happy New Year | Welcome to 2024

Michela and Jake: Welcome to the Airside Safety Improvement Team!

Over the past few months, the Airside Safety Improvement Team has expanded with the addition of two new members, Michela and Jake, working alongside Deborah and Lax. Our team's priority is to make the Airside environment safer for all, and we are particularly focused around the reduction of Road Traffic Collisions, Dropped Load incidents, and Working at Height injuries. We also organise the Airside Safety Week twice per year, and regularly communicate out to Team Heathrow colleagues via several channels on safety related topics.

To get in touch with us, please email us: airsidesafetyimprovementteam@heathrow.com



Michela

"I am on the Heathrow Graduate Scheme, and I have been working in Risk and Assurance and Airline Engagement before joining Airside in October 2023. Prior to Heathrow, I used to work in Hospitality. I am passionate about bringing people together and making things better for our frontline Team Heathrow colleagues."



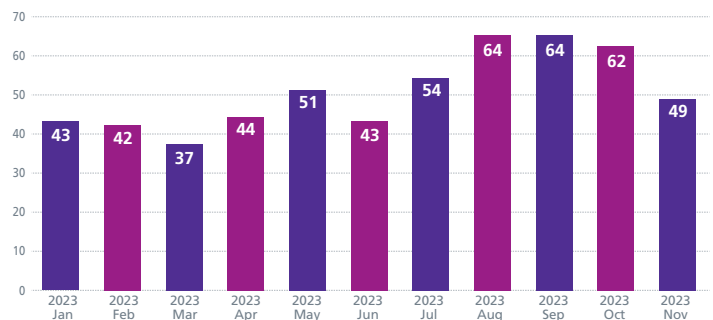
Jake

"I have worked for the past year as an Airfield Operations Officer and joined the Safety Improvement Team at the start of December. Prior to working at Heathrow, I worked for the emergency services for 7 years. I am looking forward to working with you all."

Road Traffic Collisions (RTCs) Update

The graph shows the amount of road traffic collisions that have taken place on the airfield in the year to date. There have been 553 road traffic collisions so far this year. Most of these collisions have taken place on stands and the road network.

Ideally, we would like to address the safety concerns while driving this type of equipment: always ask for help if you feel as if the manoeuvring areas such as stands, or the road network is tight or compact. To reduce RTC's: perform 360 checks before manoeuvring, also reduce speed of driving to be more aware of the busy surroundings and if unsure always ask for a banksman whilst reversing on stand.





STAYING SAFE DURING WINTER OPERATIONS

Preventing slips, trips and falls

Snow, sleet and slush can create slippery conditions, and we have already seen an increase in slips, trips and falls injuries. Be prepared!

- Be attentive and use caution when walking and driving around the ramp.

- Keep warm and dry – you may need to change throughout the day (consider bringing a second pair of socks for example).

- Use extra caution when going up and down stairs, in and out of vehicles, and climbing ladders on machinery. Always apply the three points of contact rule.

- Maintain good housekeeping on stands, ensuring no obstructions on the stands for de-icing and glycol recovery vehicles.



FOG

Adhere to restrictions in Low Visibility Operations and increase the separation distance



RAIN

Increase separation distance to extend the safety margins



WIND

Ensure containers are secured and beware of flying debris



Watch out for slips, trips and falls in winter weather conditions.

Safe driving

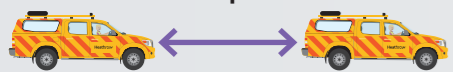
Vehicles need to be completely de-iced and thoroughly checked prior to moving.

Machinery must not be covered with ice or frost before being used.

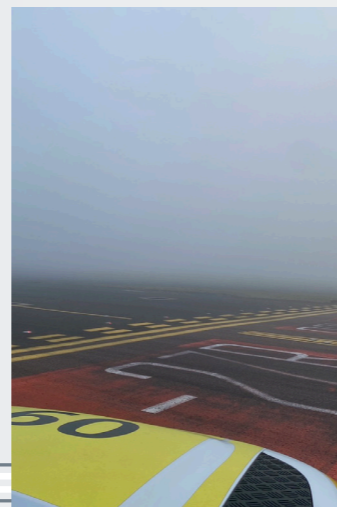
Increase your distance to the vehicle in front.

Please make use of the HOSMU units to keep the head of stand area safe, by spreading prilled de-icer available in blue bins at the head of each stand. At least every other stand has a self-help unit. If you need support to clear snow or icy conditions, please call Airside Operations on **0208 745 6024**.

Normal Operations



Adverse Weather



Safety 6 Focus – Safety Reporting

At Heathrow, we encourage a positive reporting culture.

Were you **involved in an accident?**

Have you seen something wrong which had the **potential to cause damage or injury?**

Don't ignore it! Report it!

Reporting incidents at Heathrow is very easy.



Call the Emergency Services on:

- **222** from any landline phone, or
- **020 8759 1212** from any mobile phones. You can find this number also on the back of your ID card!

To report near misses, use the Airport Community App.

REMEMBER - Reporting accidents and near misses is very important because it helps us understand what went wrong and what can be done to prevent similar incidents from happening again.

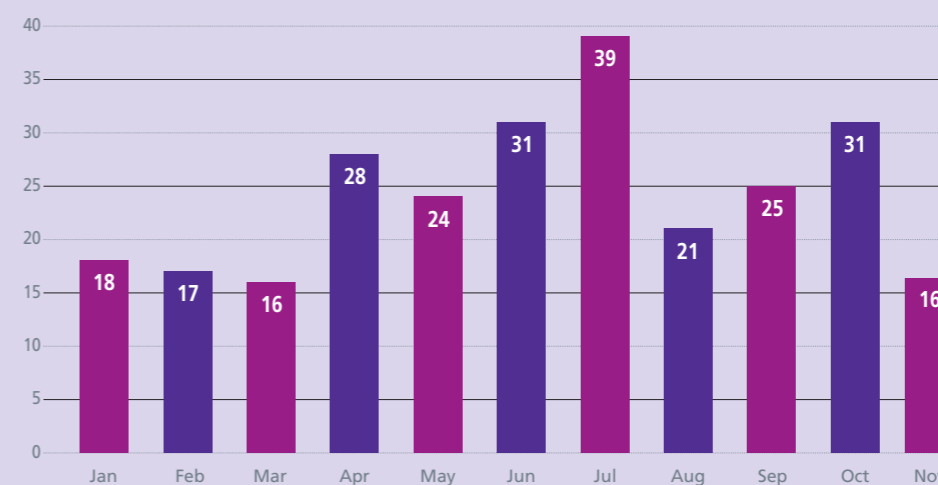


Safety reporting

- Ensure you report all reportable incidences through the correct channels
- Ensure you report all close calls / near misses you come across

Dropped Loads

Total unsecured / dropped load events per month



- In November, a total of 16 dropped load incidents were reported across baggage and ramp areas, with a decrease observed since October.
- The majority of dropped loads occurrences happened in Terminal 3, with a total of 7 events, followed by 3 occurrences in Terminal 5, 3 in Terminal 4 and 3 in Terminal 2.
- 7 incidents out of 16 happened on aircraft stands, 4 incidents occurred in baggage areas and 3 events on service roads.

- 10 of these incidents happened during vehicle transfer and these were caused by drivers failing to check all stops on dollies were in up position before moving off.
- 5 dropped loads events happened during loading and offloading operations on aircraft stands and involved ULDs and pallets falling to the ground due to the incorrect use of the equipment, such as ULD transporters, and pallets falling between cargo lorries and elevators due to miscommunication amongst ramp agents.



- Please make sure coordination and communication are consistently maintained during aircraft loading and offloading operations, always ensure ULDs are fully secured before you move the equipment and speak to your line manager if you don't feel confident to operate the equipment after training so further support can be provided.

CARGO TUNNEL RESTRICTIONS

Drivers are reminded that the speed limit of the cargo tunnel is 20mph, with a minimum speed of 10mph. ANPR speed cameras are in use at the cargo tunnel.



Vehicles travelling through the cargo tunnel must maintain 3 dots between own vehicle and any vehicle in front and maintain 9 dots between a coach and any vehicle in front including when stationary. See the below diagram of the example of the spacing required. All vehicles must turn off their beacons whilst travelling through the tunnel. In an emergency call 222, including if you breakdown.

Speed

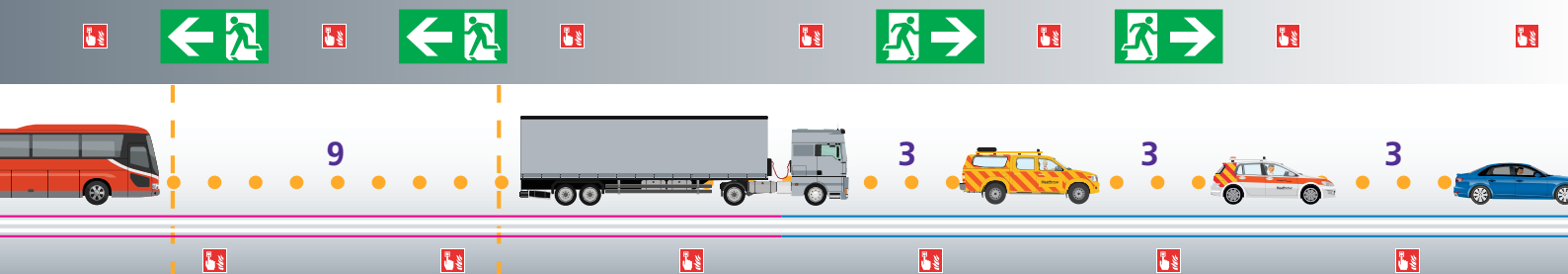
Minimum **10mph** and maximum **20mph**.

Distance

Maintain **3 Dots** between own vehicle and any vehicle in front.
Maintain **9 Dots** between a coach and any vehicle in front including when stationary.

Beacons

Switch off through the tunnel.



Winter Word Search

G	N	I	D	R	A	U	G	E	F	A	S	O	L
I	L	B	J	D	I	S	T	A	N	C	E	E	T
M	H	I	R	U	R	J	C	R	T	E	D	C	T
J	F	A	S	A	M	V	A	D	E	R	A	I	I
E	A	P	I	A	K	P	G	L	O	V	E	S	M
D	L	R	G	L	E	I	E	H	S	U	L	S	E
I	L	I	S	N	O	W	N	R	E	U	R	Y	S
U	M	L	F	I	I	N	S	G	L	S	G	R	G
A	R	L	G	R	S	Z	U	I	E	I	F	E	N
S	R	A	I	N	O	A	E	I	V	A	S	P	I
T	T	R	L	G	C	S	L	E	A	I	R	P	N
S	W	I	E	R	G	L	T	T	R	I	S	I	R
G	I	M	R	F	O	G	E	I	T	F	A	L	A
T	R	E	S	T	R	I	C	T	I	O	N	S	W

- SLUSH
- ICE
- DISTANCE
- HAIL
- RIME
- SNOW
- JEDI
- TRAVEL
- SALT
- RAIN
- BRAKING
- TIME
- RESTRICTIONS
- FOG
- SAFEGUARDING
- PRILL
- GLOVES
- JUMPER
- FALL
- VADER
- FROST
- SLIPPERY
- WARNINGS
- FREEZING

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