

# Airside standard

FEBRUARY 2019 | ISSUE 1

Team  
Heathrow

News from the Airside Safety Standards Team  
#WorkSafeHomeSafe



## Hello

Welcome to the first edition of **Airside standard**. As we increase the focus on airside safety we want share learning from events that occur airside but also provide safety data on what we are seeing airside.

## Safety in numbers

July 2018 saw the introduction of the 'Safety Six'. This is a community led initiative, which sees Team Heathrow working together to improve behaviours in six focus areas over a six-month period. In February we will be focusing on:

Seat Belts – do's and don'ts

Use of mobile phones

You will see information around various parts of the airport promoting our Safety Six.



### Who are we?

We are the Airside Safety Standards Team, previously known as 'The Ramp Team'.



We are responsible for setting Airside Safety Standards and maintaining them through monitoring, audit and review, to ensure adequacy and effectiveness, aligned to CAP642 'Airside Safety Management' guidance, as well as EASA regulatory requirements, HSE legislation and other Heathrow standards

-  **NEVER USE YOUR PHONE WHILST DRIVING**
-  **ALWAYS WEAR YOUR PPE CORRECTLY**
-  **USE SAFE WALKING ROUTES**
-  **KNOW THE SPEED LIMIT**
-  **ALWAYS DO A VEHICLE INSPECTION**
-  **ALWAYS WEAR YOUR SEAT BELT**

# 2018

## STATISTIC SUMMARY

Every month our team collate data taken from our AON and 'AIR' reporting system to produce trend reports. These allow us to identify 'hot spot areas' and any correlation with types of accidents to factors such as weather, area etc. Below we have a couple of heat maps and graphs which highlights areas and months with the most RTC's and Aircraft damage.

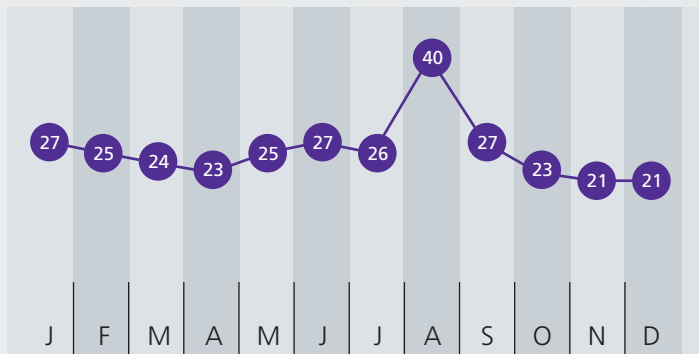
HEAT MAP FOR RTC'S



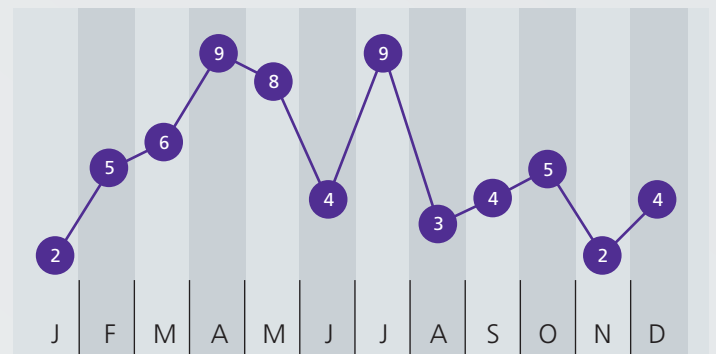
HEAT MAP FOR AIRCRAFT DAMAGE



NUMBERS OF RTC'S



NUMBERS OF AIRCRAFT DAMAGE



### INSECURE LOADS

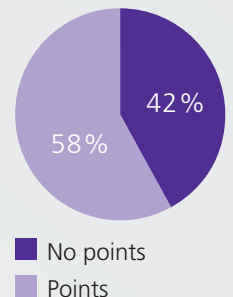
Our goal is to ensure that colleagues **#WorkSafeHomeSafe** each day. ULD's or Cargo falling of dollies or Cargo trucks have the potential to cause harm. In 2018 we saw some significant events where both cargo and ULD's fell.

Here are a few tips to help prevent these from occurring:

<b>DO</b>	A pre-start inspection on your vehicle and equipment.		Check your dolly stops are up before moving off.	
<b>DON'T</b>	Use faulty equipment		Drive away without checking all equipment and baggage bins are secure.	

### PENALTY POINTS

If you are issued a ticket airside it does not automatically mean that you are at fault or held liable for any event. Its only purpose is to record that an event has occurred. Being Issued this ticket does not automatically mean that you or your company will receive penalty points or any other sanction.



Last year there were **1,219 tickets** issued, **42%** of those tickets were issued with no penalty points.



# # work safe home safe

## A campaign that hit home

No matter who it is, we've all got someone to stay safe for. That's why we want everyone to be a part of the **#worksafehomesafe** campaign. Put simply, if we all work safe, follow the safety basics and look out for one another, we can all go home safely to our loved ones.



## Safety sweeps February

Each month a member of the team will hold a 'community safety sweep'. Managers and frontline colleagues will be conducting a joint safety walk in designated stands across the airport. They will be ensuring that airside areas are well maintained; as well as offering you the opportunity to answer any questions you may have relating to the Heathrow operation; feel free to come along and engage with the team.

The upcoming sweeps for the Terminals are:

### FEBRUARY

- Cargo:** 11 Feb, 11:00
- Terminal 5:** 12 Feb, 10:00 – 505
- Terminal 2:** 19 Feb, Stand 241
- Terminal 3:** 19 Feb, Stand 335
- Terminal 4:** 27 Feb, 10:00 – Stand 419

## Useful numbers

### Emergencies

Dial **222** from an airport phone  
Dial **0208 759 1212** from a mobile

### Non-emergency

Heathrow Airport Control **0208 745 7216**  
Airfield Operations **0208 745 6024**  
Fault Reporting **0808 976 6555**

### Airside Safety Information

[www.heathrow.com/airside](http://www.heathrow.com/airside)

### Confidential Reporting





# Safety incidents highlighted

During the front hold offloading operation there was a break down in communication between a lifter operator and a cargo truck driver. The driver had taken the first two loads and pulled off to retrieve the final pallet from the rear hold, as the cargo truck driver drove off, the lifter operator was putting a final pallet onto the truck when it dropped and landed on its side.



## Safety Pointers

1. Safety first, always put yourself and your colleagues safety at the forefront of your decision making
2. Never take a risk
3. Always follow your company's procedures

## Ahead of the game

### Safety standards

#### Safety calendar 2019




Scan to see more



**Our dad stays safe at work all day long**

Activity	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Safety Six	Seat Belts	Use of Mobile Phones	Correct Use of PPE	Adhering to Speed Limits	Vehicle Inspections	Use of Safe Walking Routes	Seat Belts	Use of Mobile Phones	Correct Use of PPE	Adhering to Speed Limits	Vehicle Inspections	Use of Safe Walking Routes
House Keeping & Waste Management (includes litter)												
Peer to Peer Safety (Safe & Unsafe Acts)												
Safety Week	Safety Week Planning				AOA Safety Week 13th – 17th		Winter Safety Event Planning				Winter Safety Event 4th – 7th	
Vehicle Standards	FTA Inspection		FTA Inspection		FTA Inspection		FTA Inspection		FTA Inspection		FTA Inspection	
Weekly Vehicle Spot Checks												
Aircraft Turnaround Safety	General Ramp Awareness		Opening and Closing of Hold Doors		Falls from Heights		Walking Between Dollies		Stand etiquette		Airbridge Safety	
Health & Wellbeing	Ovarian and Prostate Cancer		Musculoskeletal Upper Body		Domestic Abuse		Cancer Awareness		Musculoskeletal Lower Body		Financial Wellbeing	

**#WorkSafeHomeSafe**



If you have any suggestions on what you would like to see in our newsletter please let us know  
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