

Airside standard

NOVEMBER 2019 | ISSUE 5

Team Heathrow

News from the Airside Safety Standards Team
#WorkSafeHomeSafe



Hello

Welcome to our fifth edition of **Airside Standard**, a bi-monthly safety newsletter, providing you with safety related news and information from the Airside Standards Team.

Safety 6

We will continue to promote and focus on our Safety 6 campaign throughout the year. In the months of November and December we will be focusing on: **Vehicle Inspections and the use of safe walking routes.**

You will see our team out and about having safety conversations around the Safety 6 campaign, so if you see us please feel free to approach us with any questions or concerns you may have.



Use of safe walking routes.

Should the paint markings be faded please report this to HAL engineering on **0208 976 6555**.



Airfield

Where a safe walking route is provided then it should be used. Where safe walking routes are not provided colleagues must ensure it is safe to cross prior to crossing the road.

Baggage

Safe walking routes should be used unless there is a suitable risk assessment in place.



Have you completed a pre-trip vehicle inspection?

Do



Check vehicle lights are working



Check tyre tread depth and that there are no bulges



Ensure the Obstruction light is working



Check for any damage to the vehicle



Check the Vehicle Apron Pass is valid

Don't



Drive defective vehicles

Your Safety Stories...

As we move forward in growing our safety culture at Heathrow, we want to encourage everyone working Airside to be recognised for demonstrating great safety behaviour. This is where we need you, to recognise your colleagues and fellow workers to share their stories. Each issue we will be asking you to send to us any 'Safety Superstars' you would like to nominate. This could be witnessing a colleague going above and beyond to promote or demonstrate safety, or just simply recognising a colleague who constantly acts as a leading safety example.

At the end of each month we will pick our favourite story, we will visit the employee in their department as well as posting their picture and story in our next issue. Each person featured will also be entered into an end of year prize draw. If you know anyone who should be highlighted as a Safety Superstar, please email their name, company and the reason why you are nominating them to: Airside@heathrow.com



My wellbeing

Your financial wellbeing matters

Recent research has revealed that almost 10 million households in the UK have no savings at all*. There is often a link between struggling with money and poor mental wellbeing, so here are a few tips to help you manage your finances:

Budgeting – Get a clear vision of your current financial situation; create a budget, this helps you see all of your income and outgoings in one place and help you see if you have a surplus or deficit balance at the end of each month. The latter may mean reducing your spending in some areas of your budget.

Managing debt – Most of us will take out some form of credit in our lifetime, whether it be a mortgage, a credit card or other form of borrowing. If you are considering using credit, it's important to consider:

- The interest rate (shorter term forms of borrowing can have higher interest rates);
- The monthly payments (a loan will state the monthly amount to pay and for how long; a credit card will only ask for a minimum payment each month and paying the minimum will mean it takes longer to pay off the debt);
- Any other fees to be aware of, such as annual membership costs, cash advance fees or charges for using the card abroad.



Savvy saving tips – It's impossible to plan for every eventuality, but having an emergency financial fund can relieve the worry associated with such unexpected costs. If you have money left over after paying all of your monthly outgoings, you may want to consider setting some aside for emergencies.

Perhaps you want to save up for a holiday, a new car or something else, interest rates on savings accounts can be low, but there are ways to maximise your money:

Use your tax free savings allowance – the government sets an amount you can save up to without paying tax on the interest.

Think about the access you need – instant access accounts usually have lower interest rates; so explore accounts with limited access or a notice period to withdraw funds.

Shop around – compare banks and providers to get the best interest rate.

Where to get advice

The Money Advice Service – Advice and support along with online tools and calculators to help keep track of your finances and plan ahead.

Citizens Advice – Advice on a range of issues including debt and money, benefits, housing and consumer advice.

Step Change Debt Charity – Advice on debt and money including support in becoming debt free.

Winter Safety Week

It is that time again, where for a week our team along with other airport users join forces to have a safety promotional event.

Our theme this year is keeping yourself safe and winter resilience.

There will be a big focus on how to best work in your role during winter.

Also, after great feedback from our summer event, we have brought back our escape room with a winter makeover.



Winter Airside Safety Event 19 11 Nov - 14 Nov

Keeping yourself safe at work

As we see the weather slowly change, it is important you are doing what you can to keep yourself safe at work during different weather conditions.



Keep warm – keep yourself wrapped up during cold weather with the appropriate PPE.

Wear correct footwear – ensure when walking around, especially on the ramp you are wearing the correct safety footwear.



Carry out a vehicle inspection – it is important to carry out a thorough vehicle inspection before you drive airside. Especially in very cold weather with risk of snow, ensure you have enough screen wash fluid in your vehicle.

November / December Safety Sweeps

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:

NOVEMBER		DECEMBER	
Terminal 2:	25 November Stand 246 10:00	19 December Stand 221 10:00	
Terminal 3:	12 November Stand 335 10:00	6 December Stand 351 10:00	
Terminal 4:	21 November Stand 401 10:00	17 December Stand 611 10:30	
Terminal 5:	29 November Stand 501 10:00	20 December Stand 551 10:00	

Useful numbers

Emergencies

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

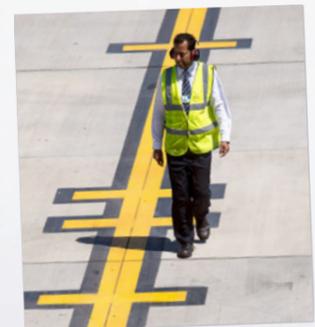
Non-emergency

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

Airside Safety Information

www.heathrow.com/airside

Confidential Reporting





OSI change

As a team, we take every airport workers safety seriously. Airside driving is a focus of ours, and the Airside Standards department monitor driving behaviours and standards. To help us enforce this we have an Airside Penalty Point system where following an Airside Occurrence Ticket, points may be issued on a person's Airside Driving Permit.

The previous OSI 007 for Airside Penalty Points has recently been updated and changed to 087 'Management of airside infractions'.

If you have an questions or queries, please feel free to approach a member of the Airside Operations Department, or contact the Standards Team on: Airside@heathrow.com

Please have a look and make sure you are familiar with the key changes to the airside penalty points.

Some of the key changes are:

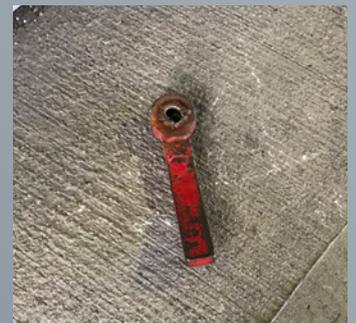
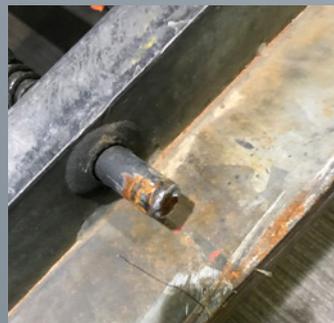
Key points increases:	Old:	New:
Seatbelts:	3	6
Hand held devices:	3	6
Driving with a defective or disabled safety device:	3	9
Driving without due care:	3-6	3-9

Changes to speeding boundaries:

Old:	New:
3-9mph 3 points	3-7mph 3 points
10-14mph 4 points	8-14mph 6 points
15-20mph 6 points	15mph+ 12 points
20mph+ 12 points	

Safety incidents highlighted

On the 10 October an electric baggage tug with two double dollies and baggage bins was travelling along Spelthorn Road. As the driver heard a bang whilst driving, on inspection it was noticed the third baggage bin had come away from its dolly and hit the building causing a glass window to shatter into the roadway. It was noted that one of the ends on the locking pins on the dolly had snapped away and was laying in the roadway.



- Always remember before driving – carry out a thorough vehicle inspection.
- Always raise any faulty or unsafe vehicles / equipment to your management.

- If you believe something to be unsafe – do not drive or operate it.
- When driving an electric baggage tug always remember to check the stops are fully working and engaged when needed.