

11 April 2022

ASGrOps_SA_035

V1.0

Safety Alert

Use of Mobile Passenger Steps

Background

The purpose of this Safety Alert is to remind colleagues of some of the risks associated with the use of mobile passenger steps and to provide information on the safe use of this equipment.

This Safety Alert is being issued following a number of instances whereby passengers and members of staff have tripped or fallen whilst using mobile steps units to disembark aircraft.

Safety Considerations

Check that equipment is in a safe and useable state. Ensure that:

- Hand rails are clean and in good condition
- Treads are secure and free from trip hazards and surface contaminants
- Lighting is serviceable and working
- Guard rails work properly and are in the correct position

Refer to your company's vehicle pre-use inspection policy for inspecting equipment. Any equipment that is found to be defective should be removed from use, 'red-tagged' and faulted via your company's fault reporting process.

Additional Risks

Passengers are particularly vulnerable when using mobile steps as they are likely to be carrying cabin baggage and may also be wearing unsuitable footwear. They may also be distracted by children or the environment around them. Consider liaising with the cabin crew at the door of the aircraft to limit the number of people using the steps at any one time. Ensure there is adequate supervision whilst steps are in use. It has also been noted in a number of cases that people have fallen on the final step, which is believed to be due to a change in tread height down to the ground.

Enquiries

Any questions regarding this Safety Alert should be addressed to the Airside Safety and Assurance Team at airside_safety@heathrow.com. Additional information can be found at [heathrow.com/airside](https://www.heathrow.com/airside).

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