

15th February 2024

ASGrOps_SA_063

V1.0

Safety Alert

Significant Injury during Baggage Offload from Aircraft

1. Introduction

The purpose of this Safety Alert is to highlight a significant personal injury that has occurred airside. On the evening of 14th February, a Team Heathrow colleague sustained serious injuries after becoming entrapped within ground servicing equipment.

The injured person was taken to hospital via ambulance and remains in a critical condition.

The incident is currently subject to an investigation, including by the Health and Safety Executive.

2. Safety Considerations

- Ensure you are wearing company-issued uniform and appropriate PPE for the task.
- Ensure that you are not wearing any loose garments or lanyards that may become caught within any equipment, and any long hair is appropriately secured.
- Consider your placement in relation to the equipment and ensure that it remains clear of any potential obstruction.
- Do not use any equipment unless you have received the relevant training.
- Ensure any safety features on equipment are engaged prior to use.
- Prior to starting any equipment, communicate with colleagues and ensure that all persons are away from the machinery.
- Intervene if you observe any unsafe acts and report close calls via the Heathrow Community App, through your company's internal reporting system or to Airside Operations.

Enquiries

Any questions regarding this Safety Alert should be addressed to airside_safety@heathrow.com

Additional information, Operational Safety Instructions (OSIs) and Operational Advice Notices (OANs) can be found at heathrow.com/airside/useful-publications

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Effective date: 15 February 2024
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