

20th October 2025

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V1.0

Safety Alert

Personal Injury on Belt Loaders

1. Introduction

This Safety Alert is issued to raise awareness of two recent personal injury incidents involving Team Heathrow colleagues during belt loader operations.

On the 9th October 2025, while unloading inbound cargo, a Team Heathrow colleague attempted to remove a mail bag that had become caught in the belt loader. During the process, their right hand became temporarily trapped in the moving belt. The colleague activated the emergency stop and was able to free their hand without assistance.

A further incident then occurred on 16th October 2025. A Team Heathrow colleague was entering the aircraft's rear hold, with one leg inside the aircraft and the other on the belt loader. Unaware of the colleague's position, a supervisor activated the belt loader, causing the crew member's leg to become trapped between the belt loader and the aircraft fuselage. The supervisor immediately stopped the equipment and reversed the belt loader, allowing the colleague to safely exit.

Action Required

- Conduct visual checks: Before operating any belt loader, confirm that no colleagues are in contact with or near the equipment.
- Communicate clearly: Establish clear communication with nearby staff before activating any machinery.
- Stop before clearing obstructions: If an item becomes stuck in the belt, activate the emergency stop before attempting to remove it.
- Use trained personnel only: Do not operate equipment unless you have received the appropriate training.
- Engage safety features: Ensure all safety mechanisms are active before use.
- Speak up and report: Intervene if you observe unsafe behaviour and report close calls via the Heathrow Community App, your company's internal reporting system, or to Airside Operations.

Any questions regarding this Safety Alert should be addressed to AirsideInvestigations@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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