

21st November 2025

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V1.0

Safety Alert

Pedestrian Safety around vehicles and equipment

1. Introduction

We have had three recent incidents where Team Heathrow Colleagues were struck by airside vehicles. The injuries were minor, but all three situations could have been much worse. Airside is a busy, high-risk environment where vehicles sometimes need to operate close to where people walk. Staying alert and following safe practices are essential to prevent serious injuries.

What Happened:

On the 17 September, a colleague was struck by a baggage tug while crossing a zebra crossing. Fortunately, they did not fall but sustained minor scratches and discomfort. A further incident occurred on 29 September, where a colleague was hit by a baggage tug near the Terminal 2 out-of-gauge baggage facility. They were taken to hospital with minor injuries. The third incident occurred where a baggage tug driver opened their door which collided with a walking colleague; this resulted in the colleague experiencing pain and bruising on the side of their chest and ribs.

These incidents are a reminder that airside safety is everyone's responsibility.

Driver Responsibilities:

- Always stay alert for pedestrians, especially on stands, near crossings and around baggage facilities.
- Keep up to date with any changes to road layouts or temporary diversions.
- Drive cautiously in wet conditions and allow sufficient stopping distance to avoid collisions.

Pedestrian Responsibilities:

- Always use authorised pedestrian crossings and designated walkways. Don't take shortcuts through vehicle areas.
- Stay alert for moving vehicles and equipment, particularly near baggage facilities.
- Always wear the correct PPE (Personal Protective Equipment) in the Airside environment.
- At pedestrian crossings, wait until vehicles have fully stopped before crossing.
- Put phones and tablet devices away whilst walking. Distractions might mean you're not looking or listening, always stay aware of your surroundings.

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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