

# Airside standard

JUNE 2019 | ISSUE 3

Team Heathrow

News from the Airside Safety Standards Team  
#WorkSafeHomeSafe



## Hello

Welcome to our third 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 June and July we will be focusing on: **The use of safe walking routes and seat belts.**

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.



### Think, buckle up!

#### Do



Always wear your seatbelt.



Always challenge others who are not wearing theirs.

#### Don't



Drive off and then put your seatbelt on.



Ignore others who are not wearing their seatbelt.

# Airport Community App

The new Airport Community App is now available to Team Heathrow Colleagues (Internal and External). Around 3,100 users have already subscribed to the App from Team Heathrow across 130+ organisations. We are seeing 100 new users being added to the App every week on an average! Going forward this will be the preferred method for the company to promulgate incidents and information on other important events such as Brexit.

## What is the Community App?

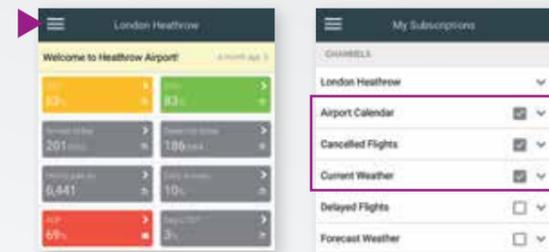
This App is designed to give access to real time information to all airport stakeholders from a variety of sources allowing you to view how the operating is performing, access flight information and get updates. One of the key features is the ability to receive alerts on airport status which can be configured by the user.

## How do you access the App?

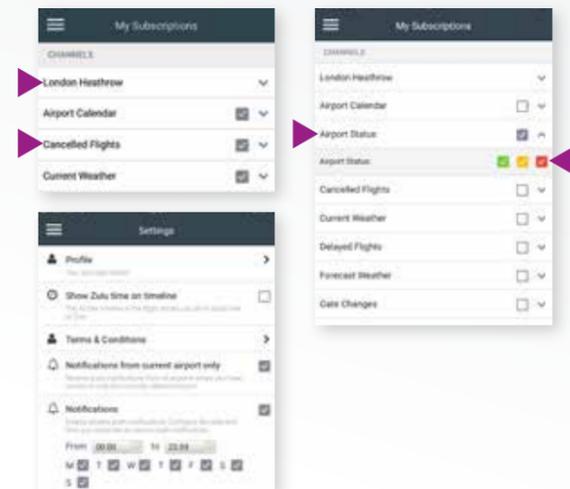
The Airport Community App can be found on your mobile app store and is free to download (scan the QR codes below for easy download). Once downloaded you will need to use your Heathrow email address to access live.

## How to get notified of incidents / events?

1. Open the App and Click Menu
2. Click My Subscriptions
3. Select the channels you want to add as a shortcut in the icon by ticking the box (note: You will see ASC-STT & Exec and ASC-Command & Control only if you are members of these groups)



4. Select the channels you need push notifications from. For e.g. If you want notifications on Delayed flights or messages related to Airport Status. For Enabling Notifications on any communications coming from these channels, please select the 'V' button next to the channel and select the RAG colours (For e.g. If you click on Red, then you will receive only P0 & P1 incidents)



Important: Please ensure that you have enabled notifications on the App. You can check this under the 'settings' function in the menu.



Search for 'Airport Community' or scan using the QR codes:



## Safety incidents highlighted

### ULD's on the roof in Cargo

On the 4 May we had an incident where seven cargo ULD's had been blown on to the roof of building 552 which was caused by strong winds.

These ULD's had been stacked four or five high without being properly secured which resulted in the incident. The incident resulted in the roads around the Cargo Area being closed for several hours which obviously caused many issues.

### Remember

1. To keep up to date with the weather and be aware of any adverse weather warnings. You can get this information from the Airport Community App.
2. To ensure ULD's are correctly secured in stillages. If bins have been authorised to be stored on the ground remember to ensure they are secured by being strapped together to ensure they cannot be blown in strong winds as well as curtains facing inwards.

## 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](mailto:Airside@heathrow.com)

## Safety Week Success

We held our annual Safety Week event between the 13-17 May. This year saw some new editions to the event such as our escape room challenge and brand new trailer lay out.

The theme for this year's event was 'Your safety, our safety' which we then merged with our own Heathrow campaign 'Your Safety Matters'. The purpose of the event, as always is to provide you, airport colleagues with information to help influence improving safety awareness.

The event is to bring people together, inspire learning and the sharing of values and experiences in an informative and enjoyable way.

The event saw approximately 2,500 people attend over the week. We would like to thank every single person who took the time to attend, and a very big thank you to all those who participated.

### Got some feedback for the event?

Please let us know your thoughts on this year's Safety Week, or let us know if there is anything you would like to see in the next event. Please email your feedback to: [Airside@heathrow.com](mailto:Airside@heathrow.com)



## Keeping Yourself Safe this Summer

As we see the weather temperatures rising and a scorching summer ahead, it is really important to keep yourself safe and healthy not only at work but every day. We want all our colleagues to go home safe and this includes protecting yourself in high heat.

Here are a couple of quick tips to help keep you cool this summer:



Always carry around a bottle of water. Staying hydrated is extremely important.



Keep your head protected by wearing a hat when you can.



Use sun factor, especially when working out on the ramp.



Wear cool clothing – along with all your correct PPE of course!

## June / July 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:

	JUNE	JULY
<b>Terminal 2:</b>		17 July Stand 249 10:00
<b>Terminal 3:</b>		9 July Stand 309 10:00
<b>Terminal 4:</b>	26 June Stand 449 10:00	28 July Stand 409 10:00
<b>Terminal 5:</b>	21 June Stand 519 11:00	26 July Stand 524 11:00
<b>Cargo:</b>		5 July Stand 614 11:00

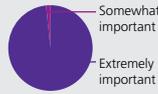


# Your Safety Survey Results Shared

In the last issue of Airside Standard, we launched 'safety Survey' which was designed to get your views on your safety at work. We had a great number of participants giving us honest feedback about how they see Heathrow and their companies take their personal safety. The results from the anonymous survey were showcased at Safety Week, which allowed us to discuss with you the answers. It was great to get some discussions going on what you think would improve your safety. If you didn't get a chance to see the survey results at safety week have a look here:

# Safety Standards

How would you rate the importance of your personal safety?



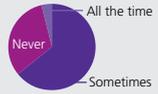
Have you seen any of the Heathrow Safety Campaigns?



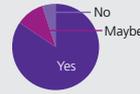
Have you seen the Safety Six Campaign?



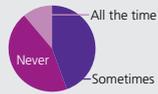
Do you ever take shortcuts to get the job done?



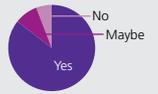
Would you feel confident in stopping an unsafe act?



Do you feel pressured by your company to rush?



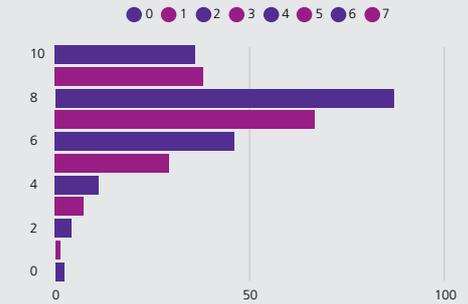
Do you feel confident to raise safety concerns with your company or Heathrow?



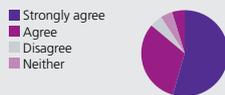
Which Terminal do you mainly operate



How safe do you feel Airside is?



Do you believe your company take Health & Safety seriously?



Strongly agree  
Agree  
Disagree  
Neither

## Safety standards

### Safety calendar 2019

Scan to see more

Our dad stays safe at work all day long

Activity	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Safety Six	Seat Belts	Use of Mobile Phones	Correct Use of PPE	Adhering to Speed Limits	Vehicle Inspections	Use of Safe Walking Routes	Seat Belts	Use of Mobile Phones	Correct Use of PPE	Adhering to Speed Limits	Vehicle Inspections	Use of Safe Walking Routes
House Keeping & Waste Management (includes litter)												
Peer to Peer Safety (Safe & Unsafe Acts)												
Safety Week	Safety Week Planning				ADA Safety Week 13th - 17th	Winter Safety Event Planning				Winter Safety Event 4th - 7th		
Vehicle Standards	FTA Inspection			FTA Inspection				FTA Inspection			FTA Inspection	
Weekly Vehicle Spot Checks												
Aircraft Turnaround Safety	General Ramp Awareness		Opening and Closing of Hold Doors		Falls from Heights		Walking Between Dollies		Stand etiquette		Albidge Safety	
Health & Wellbeing	Ovarian and Prostate Cancer		Musculoskeletal Upper Body		Domestic Abuse		Cancer Awareness		Musculoskeletal Lower Body		Financial Wellbeing	

#WorkSafeHomeSafe

If you have any suggestions on what you would like to see in our newsletter please let us know  
**Contact Details:** [Airside@heathrow.com](mailto:Airside@heathrow.com)

