

Safety PIN

Practice Information
Newsletter

Highlighting airside safety matters to keep Heathrow safe.

Issue 12 Aug/Sept 2014

Editorial

Welcome to this edition of Safety PIN, which focuses on aircraft damage incidents on the ramp and what we can do to prevent them.

As well as the huge cost of repairing aircraft damage and the disruption to our passengers, there is also the safety of colleagues to consider.

One way we can do this is to speak up when we see unsafe practice on the ramp - safety starts with each of us. So, please report any unsafe activity to airside_safety@heathrow.com. It takes all of us working together to reduce these types of incident and create a safer place of work and a better service for our airlines and passengers.

Ruth Gallagher, Head of Airside Safety & Assurance for HAL

If you have any questions or would like more information, please contact:
Emmeline Kingsford at airside_safety@heathrow.com

Next issue: Oct/Nov 2014.

Aircraft Damage Incidents

Our statistics show that reported incidents involving damage to aircraft during the turnround is on the rise. Whilst it's important that such incidents are reported, we need **your** help to prevent them from happening in the first place.

When working around aircraft:

- **Remain vigilant** when moving vehicles and equipment, especially when engaging with an aircraft;
- **Remember your training** - don't be tempted to take short cuts;
- **Follow your company procedures**;
- **Do not use faulty equipment** – ensure you report faults to your Manager;
- **Challenge unsafe behaviours.**



New Fault Line

To make the process for reporting faults airside simpler, the Engineering Team have set up a new number which can be used for airside faults (except those involving stand equipment, which must continue to be faulted via Stand

Allocation). It is: **020897 66555**

Heathrow Safe. It starts with all of us.

Heathrow
Making every journey better

Statistical Summary – July 2014

We have over 17,000 licensed drivers airside who mostly drive with care and follow the ‘road rules’ – but here are the statistics for July that we need your help to reduce:

- 13 Drivers not wearing seatbelts
- 18 Drivers given points for speeding
- 28 Driving with doors open
- 9 Drivers given points for driving carelessly
- 21 Drivers failing to stop at STOP signs
- 3 Drivers who drove across an empty stand



The cost of aircraft damage

Aircraft damage can be extremely costly to repair. For example, a cabin door can cost around £235,000 to replace; an engine fan cowl can be around £160,000 and an engine nose cowl can be as high as £500,000.

Often it's the hidden costs that increase the overall cost of damage, for example, the cost of passenger delays; re-routing aircraft; and knock-on effects within an airline's schedule.



Want a chance to win a shopping voucher for £100?

All you have to do is submit an idea that you believe will help improve safety standards on the ramp.

The ideas will be judged based on their innovation, effectiveness, cost and ease at which they could be implemented.

All entries should be submitted to Airside_Safety@heathrow.com. The winner will be announced in the next edition of Safety PIN.

Good luck!



Material in Safety PIN may be freely quoted for safety communications. Feedback or suggestions for future articles can be made to the editor: Emmeline Kingsford at airside_safety@heathrow.com