

# Airside standard

# Hello

Welcome to your monthly update from the **Airside Safety Improvement Team**

## The RAMP Surgery Spreading the Safety Message

We will be carrying our Ground Handling Engagement sessions, known as The RAMP Surgery, in your ground handler crew rooms and out and about on the Airfield – to spread the safety message among the Heathrow Airside Community. We will bring to life the latest OSIs, OANs and discuss with your teams' best practices, answer your questions, and collect feedback. Should you like to arrange with us a particular topic or dates and times, please contact us on [Groundhandling@heathrow.com](mailto:Groundhandling@heathrow.com)

The  
**RAMP**  
Surgery











## AIRSIDE SAFETY WEEK

### 6-10 NOV

#### WHAT'S ON...

- › Tips for taking care in winter
- › Working at height
- › Driving safety
- › Vehicle checks and servicing
- › A sneak peek at our NEW PPE
- › Hot food and beverages
- › Interactive activities including: The Escape Bus and Wellbeing Bus

<b>MON 6</b> T3 Stand 351 09:00 - 16:00	<b>WED 8</b> T2 KAD site 09:00 - 16:00
<b>TUE 7</b> T5 Stand 524 09:00 - 16:00	<b>THUR 9 FRI 10</b> T4 Stand 461 09:00 - 16:00

COME AND JOIN US 6-10 NOV

EVERYONE HOME SAFE AND WELL



## No Overtaking Poster



Due to a rise in reports of EBT overtaking, we have introduced these posters, which have been placed in 'wobble boards' in the following locations:

- T5 Southern Airside Road
- T2 Eastern Apron Airside Road (From T2A-T2B/C)
- T2 Road East (209-213)

## Airside Safety Week

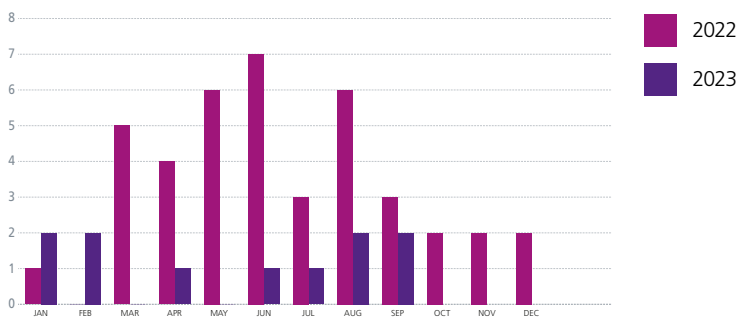
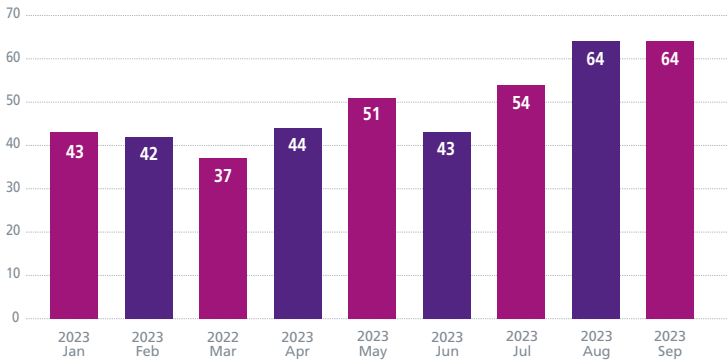
Please scan the QR code and download the Winter Airside Safety Week document for more information on the **Safe Walking Routes** to the Airside Safety Week locations.



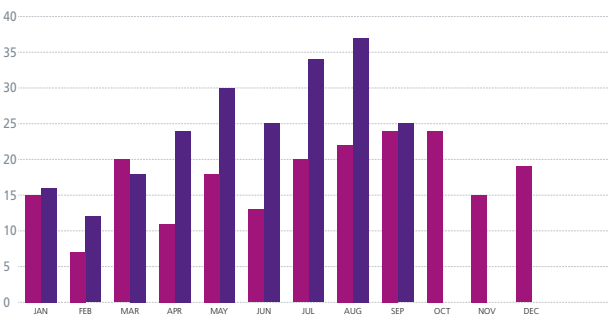
# RTC Data

As you can see from the graph, we've had a significant increase of RTCs during the summer months, particularly August and September, which show the highest amount of RTC incidents 64 per month.

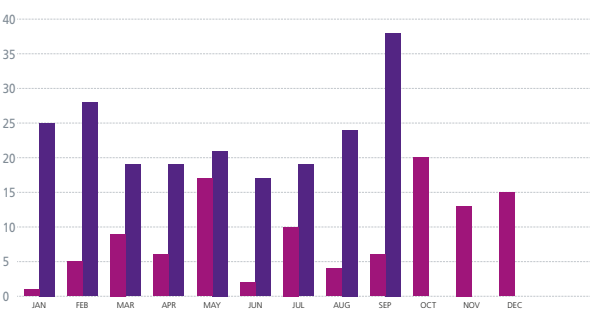
However, the severity of the incidents has declined (CAT 3) significantly compared to last year, but the number of reports raised has increased in comparison to last year. The categories of how RTC's are recorded is explained below:



CAT 3 - Slight Injury and / or structurally damage to vehicle but repairable



CAT 4 - Non structurally damage to vehicle and no personal injury



CAT 5 - No damage

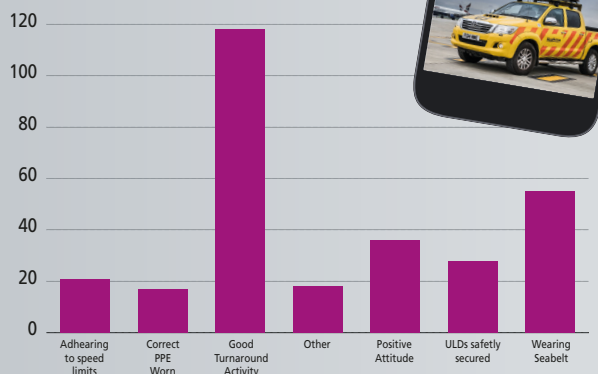
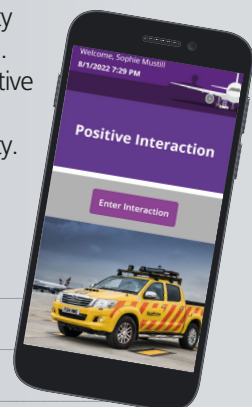


When you are in the airside environment, please make sure your high-visibility vests and jackets are securely fastened. This is crucial to ensure that drivers can always maintain a clear visibility of you. Also, it helps prevent injuries that may result from loose or dangling vest parts becoming entangled in machinery or equipment.

# Positive Interaction

We want to ensure that positive safety behaviour is captured and recognised. In the month of September, **293** positive interactions were captured. Of these, **118** were for good turnaround activity.

Thank you to the community for continued support.





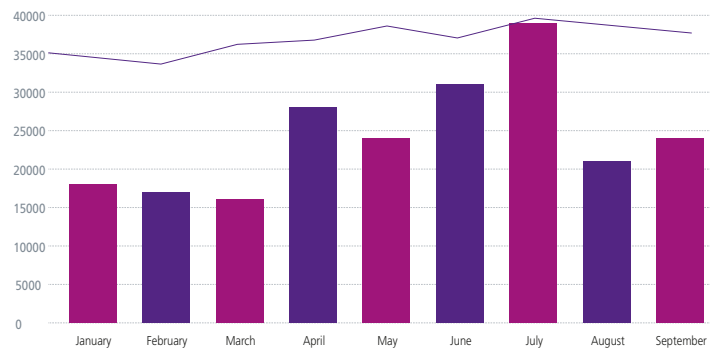


# Dropped Loads

**In September, a total of 24 dropped load incidents were recorded, showing a slight increase compared to August. The majority of these incidents involved ULDs falling off dollies while being transported across ramp areas, particularly during transportation from aircraft stands to baggage reclaim halls during aircraft offloading.**

Five of the dropped load incidents occurred during loading and offloading operations on the stand. Among these, three events involved ULDs falling while being repositioned on the rear platform of elevators due to incorrect use of the equipment. One incident occurred when a ULD fell to the ground due to a significant gap between the elevator's rear platform and the dollies during offloading.

Another incident involved a ULD falling underneath the rear platform of the elevator, which was still in a raised position due to operator distraction.



Two incidents involved ULDs falling to the ground while being transferred between laterals and dollies in baggage areas. The first incident occurred when a ULD was mistakenly pushed from the lateral toward the dollies while the EBT driver was still aligning the equipment near the platform, resulting in the ULD falling to the ground.

The second incident happened when an empty ULD was transferred from the dolly to the lateral platform and was not properly secured, causing the ULD to roll back onto the dolly as the driver started moving forward. Consequently, the ULD fell to the ground.

In September, workshops on dropped load incidents were conducted in all terminal areas. These workshops provided an opportunity to raise awareness of dropped load incidents and their potential consequences, as well as to gain a better understanding of the contributing factors behind these events by engaging directly with the drivers. We would like to thank all those who took part.





# Adverse weather

## Know the risks!

With adverse weather on the horizon, the risk of RTCs, dropped loads and working at high occurrences increases.

Particularly, with strong winds, unsecure items may move in an uncontrolled manner, representing a serious engine ingestion risk. Please be extra vigilant to prevent accumulations of FOD, remove and/or safely stow all loose items. All covers should be closed, where possible, on waste containers. All ground equipment and vehicles which are not in immediate use, must be parked in areas provided with the parking brake applied. Equipment in use on stand must be secured and have parking brakes applied or chocked. All ULD's must be secured.

## A reminder for all our Team Heathrow Airside Drivers:

### During heavy rain and floods:

- Maintain a greater distance from the vehicle in front, increase the gap to at least 4 seconds.
- If steering feels light due to aquaplaning, ease off the accelerator and slow down gradually.
- Avoid driving into flood water that is moving or more than 10cm (4 inches) deep.
- After driving in wet conditions, test brakes as soon as possible.

### During strong winds:

- Keep both hands on the steering wheel and your speed low.
- Prepare for strong winds and gusts on exposed stretches of road.
- Maintain a safe distance from other vehicles.
- Be aware of flying debris and opening vehicle doors.
- Make sure containers are secured in the stillage area and not left on dollies.

### When foggy:

- Maintain a greater distance from the vehicle in front, increase the gap to at least 4 seconds.
- Keep your windscreen clear and demisted.
- Don't rely on following the taillights of the vehicle in front, as these can give a false sense of security.

## Feedback

Scan the QR code below to leave your feedback for the Airside Standard Monthly Newsletter team:

