

# Operational Safety Instruction

## Baggage Operational Safety Standards

It is the responsibility of all employers to ensure that relevant OSIs are brought to the attention of their staff. However, individuals remain responsible for their own actions and those who are in any doubt should consult their Supervisor or Manager.

### 1. Introduction

- 1.1 The purpose of this instruction is to define the operational safety requirements and recommendations in Heathrow baggage operational areas.
- 1.2 The definition of a baggage operational area is an internal or external facility where departing, transferring, and arriving baggage is handled by machinery, person, or vehicle. This includes, but not exclusively main baggage halls.
- 1.3 This instruction addresses a number of key areas: -
  - The Baggage Charter
  - Fire Safety
  - Personal Protective Equipment (PPE)
  - Machinery and Moving Bags
  - Safe Manual Handling and Aids
  - Pedestrian Safety
  - Driver Safety
  - Vehicles
  - Housekeeping
  - Incident and Close Call Reporting
- 1.4 This OSI is to be read in conjunction with the following OSIs:
  - ASGrOps\_OSI\_043 Prohibition of Smoking in Airside Areas
  - ASGrOps\_OSI\_042 Use of Personal Protective Equipment Airside
  - ASGrOps\_OSI\_041 Minimum Induction Training for Staff Operating Airside
  - ASDRVE\_OSI\_005 Vehicles and Equipment Airside – Operation
  - ASDRVE\_OSI\_087 Managing Airside Infractions
  - ASSMS\_OSI\_067 Airside Incident Reporting



## 2. Definitions

Abbreviation	Description
PPE	Personal Protective Equipment
PAT	Portable Appliance Testing
HAL	Heathrow Airport Limited
BSM	Baggage Service Manager
BSAT	Baggage Safety Awareness Training
APOC	Airport Operations Centre
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

**2.1** For the purpose of this instruction, the use of the term;

**2.1.1** 'Close call' is a situation that could have resulted in injury, ill health or damage.

**2.1.2** 'Incident' is any event or circumstance that led to unintended or unexpected harm, loss or damage.

## 3. Access

**3.1** Only individuals who are required to access baggage operational areas to fulfil their duties will be granted unescorted access to these areas.

**3.2** The Baggage Safety Awareness Training (BSAT) is required for a Heathrow ID 5-year pass issue and covers the standards and expectations set out in this OSI. After 5 years, the BSAT training will need to be repeated before access re-established.

**3.3** After completing the BSAT, authorised individuals will have 3 and B on the front of their Heathrow ID card; this is in line with Security Regulations. For more details on ID pass applications, please speak to your employers authorised signatory.

**3.4** No other persons are authorised to enter these areas at any time (including as shortcuts). If unauthorised individuals are found present in baggage operational areas, they may have their pass withdrawn.



## 4. The Baggage Charter

- 4.1** Our vision is that we are recognised as the safest and healthiest baggage operation in the world, a workplace where our people tell us they would be proud to invite their family to visit. Everyone Home Safe, Well and Happy.
- 4.2** This is achievable by;
- 4.2.1** Cooperation with trust that we will each do our part to deliver this charter, be safe working together always, and making work areas places that you would be proud to bring family and friends to.
  - 4.2.2** Communication with everyone, with dedicated time to discuss safety and welfare, where we speak up when things are not right or when things could be better and concerns are listened to and are responded to appropriately.
  - 4.2.3** Training to be effective and provided so everyone can work with no risk of injury.
  - 4.2.4** Ensuring our environment and work spaces are clean and tidy while supporting with thermal comfort all the year round. Driving with care as if your family is on board. Any issues are quickly reported and responded to effectively.
  - 4.2.5** Eating and welfare facilities are available, appropriate, and used. Enabling everyone to have the choice of a healthy work life balance and take responsibility to safeguard health and wellbeing.
  - 4.2.6** Ensuring the equipment is well maintained and always ready to use. Respond and resolve reported faults in a timely manner. All wearing Personal Protective Equipment (PPE) as instructed.

## 5. Fire Safety

- 5.1** All employees in the baggage operational areas are expected to understand fire safety arrangements and appropriately respond in the event of a fire.
- 5.1.1** Raise the alarm by breaking the nearest call point
  - 5.1.2** Call 222 from an internal phone or 020 8759 1212 from an external phone
  - 5.1.3** Shout '**FIRE**' to alert others in your area
  - 5.1.4** Don't tackle the fire unless you are trained, and it is safe to do so
  - 5.1.5** Evacuate as quickly as possible, helping other staff and passengers to safety
  - 5.1.6** Report to your supervisor at the assembly point.
- 5.2** Fridges, kettles, toasters, food warming and other cooking equipment are only permitted in designated kitchen and kitchenette areas. All items should be approved for use by the Company before being made available to colleagues to use. Each item should have Portable Appliance Testing (PAT) in line with electrical and fire safety regulations and should display the appropriate in date inspection record. Any items that do not meet this standard will be removed. Any items which are in poor condition, faulty or defective should be taken out of use immediately and reported to supervision.



## 6. Personal Protective Equipment (PPE)

**6.1** Personal Protective Equipment is used as a form of control to protect individuals from exposure to agents or events that may cause harm. Personal protective equipment is recommended following a risk assessment that determines the level of protection required ensuring the right standard of equipment is made available. Employers are responsible for conducting risk assessments and assessing the requirements of PPE for both routine and non-routine tasks their employees undertake. All PPE should be provided by the employer who should also ensure each employee has information and training in its correct use and storage. It is the responsibility of the employee to wear it when required and look after it. If PPE is defective or broken it should be withdrawn from use and the supervisor should be informed.

**6.2** Mandatory PPE for baggage operational areas are;

**6.2.1** Hi-visibility tabard/jacket which must be fully fastened.

**6.2.2** Safety shoes must be worn at all times in baggage operational areas.

**6.2.2.1** As per OSI ASGrOps\_OSI\_042, the exception to this is a person who is legitimately and authorised to transit through a baggage operational area to and from their place of work in T1, T2, T3 and T4 and for those responding to emergency situations in all baggage areas.

**6.2.3** Hearing protection must be worn in designated hearing protection zones as indicated by signage.

**6.2.4** Bump caps worn in designated head protection zones, as indicated by signage.



6.2.5 An example of PPE indication by signage is below;



6.2.6 The level of protection required for safety shoes should be specified in the employer risk assessment such as safety shoes with toe protection, sole slip resistance and penetration resistance.

## 7. Machinery, Equipment and Moving Bags

7.1 Moving machinery parts can cause serious injuries therefore controls and guards are fitted to prevent incidents by getting drawn in, trapped, struck, cut, and crushed. Employees should only use equipment and machinery they are trained in.

7.2 Care must be taken as baggage systems may start without audible or visual warning.

7.3 Under no circumstances should any person sit, stand, lie down or jump over any conveyors. Under no circumstances should any person sit on the laterals or in chutes. This is due to the significant risk of personal injury. If access to hazardous parts of the machinery is required, only competent employees with the relevant training and instruction shall be allowed access following safe systems of work which may include the isolation processes.

7.4 Emergency stop buttons must not be obstructed, defaced, or tampered with in any way.



## 8. Safe Manual Handling and Aids

- 8.1** It is recognised that most manual handling injuries happen after repeated use of poor handling technique over a period of time, therefore correct manual handling methods needs to be followed for all handling tasks. Injuries result from poor techniques including lifting, twisting, bending, pulling, pushing and repetitive movements. The correct manual handling technique is to be used 100% of the time. Each employer is required to assess the risks from manual handling activities and identify and implement the necessary control measures to ensure each risk is reduced to as low as reasonably practicable.
- 8.2** Manual handling aids should be carefully selected and thoroughly tested to ensure they are suitable for the task and can be used effectively. Each employer shall provide suitable information, instruction, and training to each employee on how to use manual handling aids, recognising that the equipment may not be able equally suitable for all baggage handling activities.
- 8.3** Should any manual handling aid be supplied by anyone other than HAL, it is the responsibility of that company to ensure inspections, records are kept and be available on request.

## 9. Pedestrian Safety

- 9.1** To reduce the risk of slips, trips, and falls it's important to act responsibly at all times in baggage operational areas. Walkways and pedestrian routes must be used when transiting between areas; these routes should always be kept clean and clear.
- 9.2** Individuals should not use mobile phones when using stairs or crossing roads as this may cause distraction leading to harm.
- 9.3** When using steps and stairs, use available handrails. Consider what you are carrying on stairs and steps and ensure your vision of your footing is clear to prevent falls.
- 9.4** All persons should be aware of the risk of falls from docks. The dock edges are painted to highlight this hazard. Each handler is required to assess the risk of slips, trips, and falls for the dock areas.
- 9.5** No one is permitted to walk between dollies or trailers. The towing arm of dollies and trailers should be stored out of the way of pedestrians. It is also recommended that these are painted a fluorescent colour.



## 10. Driver Safety

- 10.1** Incidents involving vehicles have the potential to be very serious, even causing life changing injuries. It is of utmost importance that all close calls and incidents involving vehicles and/or pedestrians are reported as soon as reasonable possible to HAL and then to company supervision, in line with ASSMS\_OSI\_067 Airside Incident Reporting. See section 13 for reporting incidents.
- 10.2** The speed limit is set to a maximum of 5mph, and this must not be exceeded at any time. Excessive speed may increase the severity and consequence of injury if a collision occurs.
- 10.3** Airside roads signs are the same as those seen on public roads and all drivers must always obey them. Failure to comply with the signs and markings could lead to withdrawal of your Airside Driving Permit.

## 11. Vehicles

- 11.1** Diesel and petrol vehicles increase the risk of fire, environmental and health issues. Only in exceptional circumstances, for example in the event of an emergency, are they allowed in the baggage operational areas.
- 11.2** Procedures for the charging of electric vehicles are to be followed. Any faults or sign of damage are to be fault reported and the equipment taken out of use until checked and confirmed as safe to use.

## 12. Housekeeping

- 12.1** The housekeeping expectations is that all are responsible for;
  - 12.1.1** Picking up litter and place litter into the waste bins provided.
  - 12.1.2** Tidying away any tools and equipment when not in use.
  - 12.1.3** Reporting spillages or slippery surfaces to the airside cleaning team.
  - 12.1.4** Securing the area until the hazard has been cleaned up to prevent slips, trips, and falls.
  - 12.1.5** Leftover food waste is to be placed into waste bins to avoid attracting pests and vermin.
  - 12.1.6** Report any housekeeping hazards such as fly tipping to the Baggage Compliance Officers.
  - 12.1.7** Report any sightings of pests and vermin to the HAL Engineering Helpdesk.
  - 12.1.8** Pick up loose cargo straps, tags, labels, and place in the waste bins.



### 13. Incident and Close Call Reporting

**13.1** Any incident should be reported in line with ASSMS\_OSI\_067 Airside Incident Reporting.

**13.1.1** Following any incident or close call this must then also be reported through the following means:

**13.1.1.1** Safety incidents resulting in or without harm and close calls from unsafe acts and conditions are caused by a variety of different factors. It is important that all close calls and incidents (including injuries, illness and dangerous occurrences) that occur within baggage operational areas are reported at the earliest opportunity to the employee's duty supervisor or manager, so it can be reported into each handler safety management system and then to HAL. The information on close calls and incidents is escalated through Baggage governance meetings so informed safety decisions can be made to prevent future injuries.

**13.1.1.2** Any incident where there is a significant injury or ill health or a single or multiple fatality or life-threatening injury must additionally be reported to the Baggage Service Manager (BSM) in the Airport Operations Centre (APOC), as soon as reasonably possible. If there is a serious injury with extensive or life-changing injuries or RIDDOR specified injury, this is to be reported to the BSM in APOC via their contact number 07711146323 within 24 hours of the incident.

**13.1.1.3** Any incident resulting in a serious injury that has required medical treatment beyond first aid is also to be reported to the Baggage Safety Team within 7 calendar days.

### 14. References

ASGrOps\_OSI\_043 Prohibition of Smoking in Airside Areas  
 ASGrOps\_OSI\_042 Use of Personal Protective Equipment Airside  
 ASGrOps\_OSI\_041 Minimum Induction Training for Staff Operating Airside  
 ASDRVE\_OSI\_005 Vehicles and Equipment Airside – Operation  
 ASDRVE\_OSI\_087 Managing Airside Infractions  
 ASSMS\_OSI\_067 Airside Incident Reporting

### 15. Enquiries

Any further questions regarding this Instruction should be directed to Baggage Safety Team.

[BaggageSafetyTeam@heathrow.com](mailto:BaggageSafetyTeam@heathrow.com)

