

OUR SAFETY PROMOTION JOURNEY

CALLUM HUTCHINSON

2020-2022

- > Staff shortages
- > Loss of experienced staff
- > Difficulties in recruitment
- > Skill fade
- > New operating procedures
- > Passengers & Staff adapting to a changing travel environment
- > 'Back to basics'
 - Safety first
 - Take your time
 - Follow procedures
- > Airport manager briefings to the handling agents

SAFETY ► TIME ► PROCEDURES



SAFETY

Safety first every time



TIME

Take the time to complete tasks safely



PROCEDURES

Always follow the correct procedures

WALLPAPER



2023 – LAUNCH OF SAFETY, TIME, PROCEDURES 2.0

- > 5 monthly focus topics
- > QR code
- > Safety promotion visits



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SAFETY ✈️ TIME ✈️ PROCEDURES

Safety First

Safety is **always** our number 1 priority and should never be compromised

Always follow the correct Procedures

Procedures are designed to prevent safety events from happening. Following procedures helps keep us safe

Rush & Distraction

Rushing can lead to taking short cuts in procedures.
Take the time needed to complete tasks safely

Stop & Think

If you are unsure about something or think something isn't right, stop and think before proceeding. Don't be hasty when it comes to safety!

Reporting

Reporting allows us to learn from safety events and near misses, making the operation safer for everyone. See it, report it so we can sort it!

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SAFETY FIRST

Safety first is a mindset; a way of work habits and how we carry out each and every day.

Encouraging everyone to adopt it will help us to further enhance it.

The 'Safety First' approach encourages unnecessary risks or putting our safety should not be an afterthought that we do. We should live it, breathe it, and make it a habit.

Putting safety at the forefront of our cultivate, like brushing our teeth we leave the house.

Whilst this sounds like an easy task up in completing tasks or getting safety of ourselves and others.

Our goal is for everyone to Help us to achieve this by always following the correct procedures!

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REPORTING

Reporting culture encourages reporting incidents or things they see to our people, operation or and Crew can do this knowing it always be treated sensitively.

For all safety events, security issues as soon as it is safe to do so.

1 priority. Reporting allows us to learn from safety events making the operation safer for everyone. See it, report it so we can sort it.

Reporting allows us to learn from safety events and near misses making the operation safer for everyone. See it, report it so we can sort it.

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RUSH & DISTRACTION

Its human nature to try and complete a task or get the job done as quickly as possible. Rushing can result in accidents, errors and more time spent in the long run. We need to complete our jobs correctly and safely.

Safety events that occur due to time pressures are often the result of a conscious or semi-conscious decision to deviate from documented procedures in the interest of completing the task on time.

Being rushed can distract your attention from hazards you would normally recognise. Once distracted, it is easy to deviate from the normal way of doing things by forgetting a key step or completing tasks out of the correct sequence.

Safety is our number 1 priority. Please don't rush to complete your tasks.

Rush and distractions can lead to short cuts being taken or deviations from procedures occurring. Take the time to complete tasks safely.

Our goal is for everyone to go home safely at the end of each day, this by taking the time to report safety events, and near misses

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PROCEDURES

Always follow the correct

Procedures are an integral part of any organisation. They have been created to provide clear instruction on how to carry out activities in the safest and most efficient way possible.

Following procedures for the tasks that you complete will help prevent safety incidents from occurring and ensure the operation runs smoothly.

Familiarising yourself with the procedures that are relevant to your role and consistently putting these into practice will help you understand your responsibilities, giving you the confidence to perform your job well and safely.

Our procedures are in line with the IATA Ground Operations Manual, which standardises ground handling processes and procedures, to reduce complexity for ground handling agents when working with multiple airlines.

Procedures are designed to prevent safety events from happening. Following procedures helps keep us safe.

Our goal is for everyone to go home safely at the end of each day, Help us to achieve this by always following the correct procedures!

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STOP & THINK

In many cases, we act on our instincts and rely on our training and our experience to complete our tasks. In high stress situations or when the tasks we are completing don't go to plan it is important to take the time to stop and think before we proceed.

STOP Pause, take a breath. Avoid acting on impulse.

THINK What is the problem? What options do we have available to me? Think about how you are going to complete the task. What is the problem? What is the safest way to proceed?

ACT Proceed with the safest option.

Develop your own Stop, Think, Act habit to help keep yourself and those around you safe.

Safety is our number 1 priority. Please take the time to stop and think if you are unsure about something before proceeding. It is ok to take the time to make the right decision. Don't be hasty when it comes to safety.

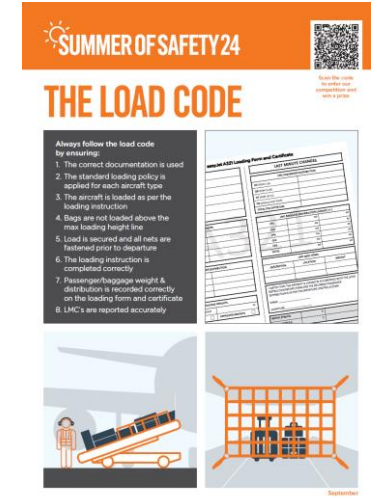
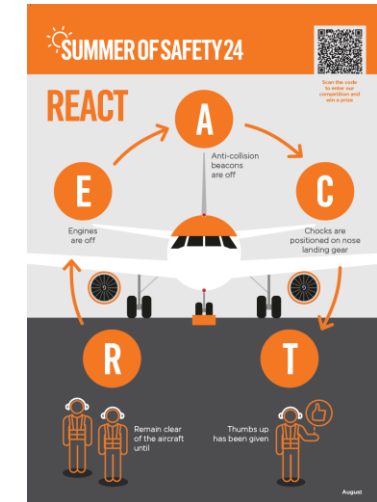
Our goal is for everyone to go home safely at the end of each day, Help us to achieve this by taking the time to stop and think when completing tasks

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2024 –SUMMER OF SAFETY 24

- > WIIFM
- > Safety promotion visits
- > Risk based approach
- > Quarterly stand-up calls
- > Knowledge based questions for competition entry
- > Foam thumbs dispatched to promote REACT
- > Created a platform for our handlers to feedback initiatives





ENGAGEMENT





GO SAFE, TOGETHER AND ON TIME

- > GO SAFE, together and on time to launch 01 May
- > Promotion to focus on local risks
- > Designed for safety and performance to work hand in hand



GO SAFE

TOGETHER AND ON TIME





GO SAFE

TOGETHER AND ON TIME

SAFETY IS OUR NUMBER ONE PRIORITY AND WE NEVER COMPROMISE

By working together and following procedures we can deliver safe and on time operations.

GO SAFE

MESSAGE OF THE MONTH

Aircraft Loading

It is vital that all flights depart with the correct loading and loading documentation. If an aircraft departs incorrectly loaded this could cause serious safety consequences.

GO SAFE by always following the load code by ensuring:

- The correct documentation is used
- The correct loading plan is used for each aircraft type
- The aircraft is loaded as per the loading instruction (this should be checked by the person responsible for completing the load)
- Bags are not loaded above the max loading height line
- Cargo is secured and all items are secured prior to departure
- The loading instruction is completed correctly
- Passenger/baggage weight & distribution is recorded
- Weight and balance is completed correctly
- LAC's are reported accurately
- The person responsible for LFC completion may leave the aircraft only after the LFC is completed and the LFC is signed (There is no requirement to wait for the completion of the go home - Refer to GO SAFE)

Scan here to win a prize



GO SAFE WHEN LOADING AIRCRAFT

THE LOAD CODE

Always follow the load code by ensuring:

- The correct documentation is used
- The correct loading plan is used for each aircraft type
- The aircraft is loaded as per the loading instruction
- Bags are not loaded above the max loading height line
- Cargo is secured and all items are secured prior to departure
- The loading instruction is completed correctly
- Passenger/baggage weight & distribution is recorded correctly on the loading form and certificate
- LAC's are reported accurately



GO SAFE WHEN WORKING AROUND AIRCRAFT

REACT

Engines are off

Check-in collection is off

Check-in are prohibited on nose landing gear

Thumbs up

Thumbs down

Thumbs up

Thumbs down



DRIVING IMPROVEMENTS IN SAFETY AND TURN PERFORMANCE - THE PIT STOP APPROACH

