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# The Importance of Safety Culture in Ground Handling

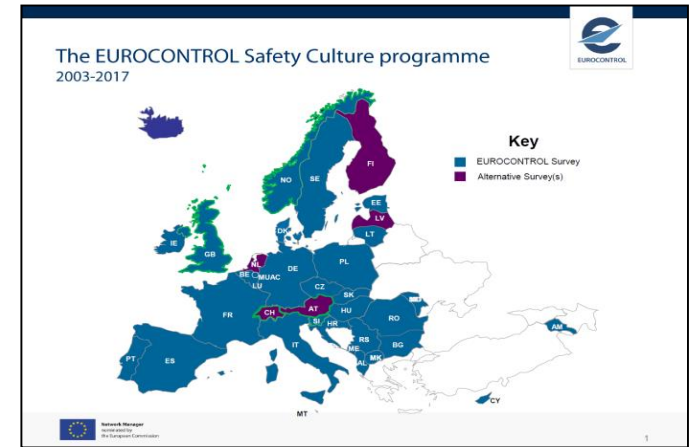
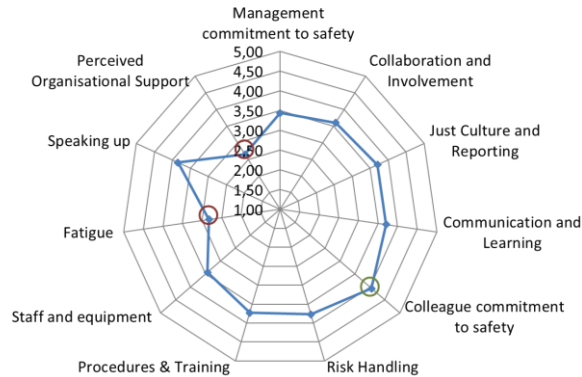
Barry Kirwan  
EUROCONTROL NM  
30 JUNE 2022



NETWORK  
MANAGER



# 20 years in the business of safety culture



Air Traffic Control



Airlines



Airports



Aircraft engineers



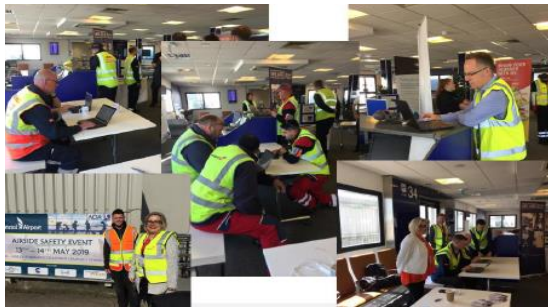
# What do we have to do with Ground Handling?



Since 2016 we have been working with certain airports on Safety Culture.



We began with London Luton Airport, then Bristol Airport, and now Dublin International Airport.



Most of the work focuses on Airside Operations and Ground Handling



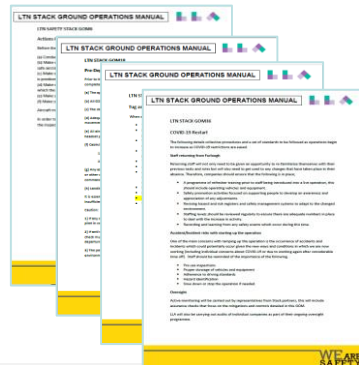
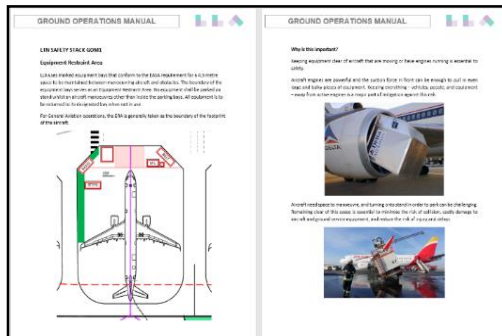
# What has safety culture delivered so far?

## GROUND OPERATIONS MANUAL

### BRISTOL SAFETY STACK GOM 001

#### Bristol GOM Introduction

- GOM 002 Actions Prior to Arrival
- GOM 003 Road Wingwalker
- GOM 004 Actions after Arrival
- GOM 005 Aircraft Chocking
- GOM 006 Aircraft Safety Cones
- GOM 007 Approaching an Aircraft
- GOM 008 Ground Power Units
- GOM 009 Equipment Restraint Area



## JUST CULTURE CHARTER

Bristol Airport  
Safety Stack



*Bristol Airport and its Partners recognise that errors will be made and that allocating blame will not resolve the problem. Therefore, our 'Just' culture will encourage reporting, seek to learn from our failures, and be fair in our response to safety events. There will however be strict but fair outcomes for deliberate rule-breaking, negligence, or reckless behaviour.*

### OUR EXPECTATIONS OF COLLEAGUES

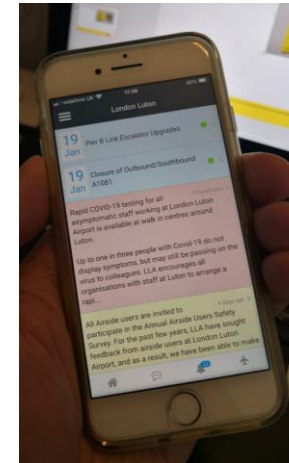
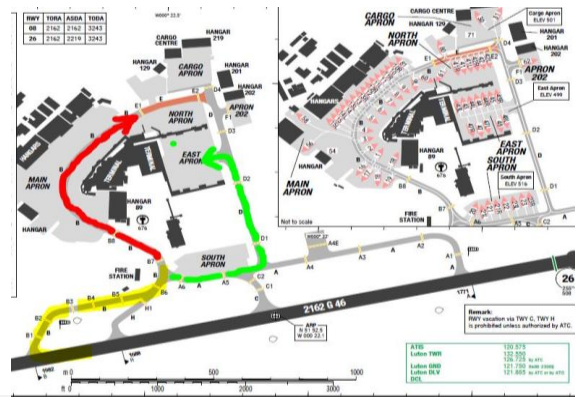
- To be honest and let us know how you think we can improve.
- To always act professionally and provide support to your colleagues.
- To reach out and ask for advice or support if you need it.
- To report all safety events to your Line Manager or to Airdire Operations.
- To stop operating if you think a task or manoeuvre is not safe.
- To follow Bristol Airport's and your employer's operating procedures.

### OUR COMMITMENT TO YOU

- Our priority is to learn from safety reports so that we can become a safer airport.
- We will treat all safety reports confidentially.
- We will investigate to establish what went wrong and then share our learnings with you.
- We will never discipline an employee unfairly and will always listen to your explanation.
- Those who make an error or mistake can expect support and coaching from their employer.
- We will be firm on any reckless, destructive, or dangerous behaviour.
- We will recognise (and possibly reward) positive or exceptional behaviour.

AN AWARENESS THAT RUNS THROUGH ALL OF US

WE ARE  
SAFETY



## Safety Leader

WE ARE  
SAFETY

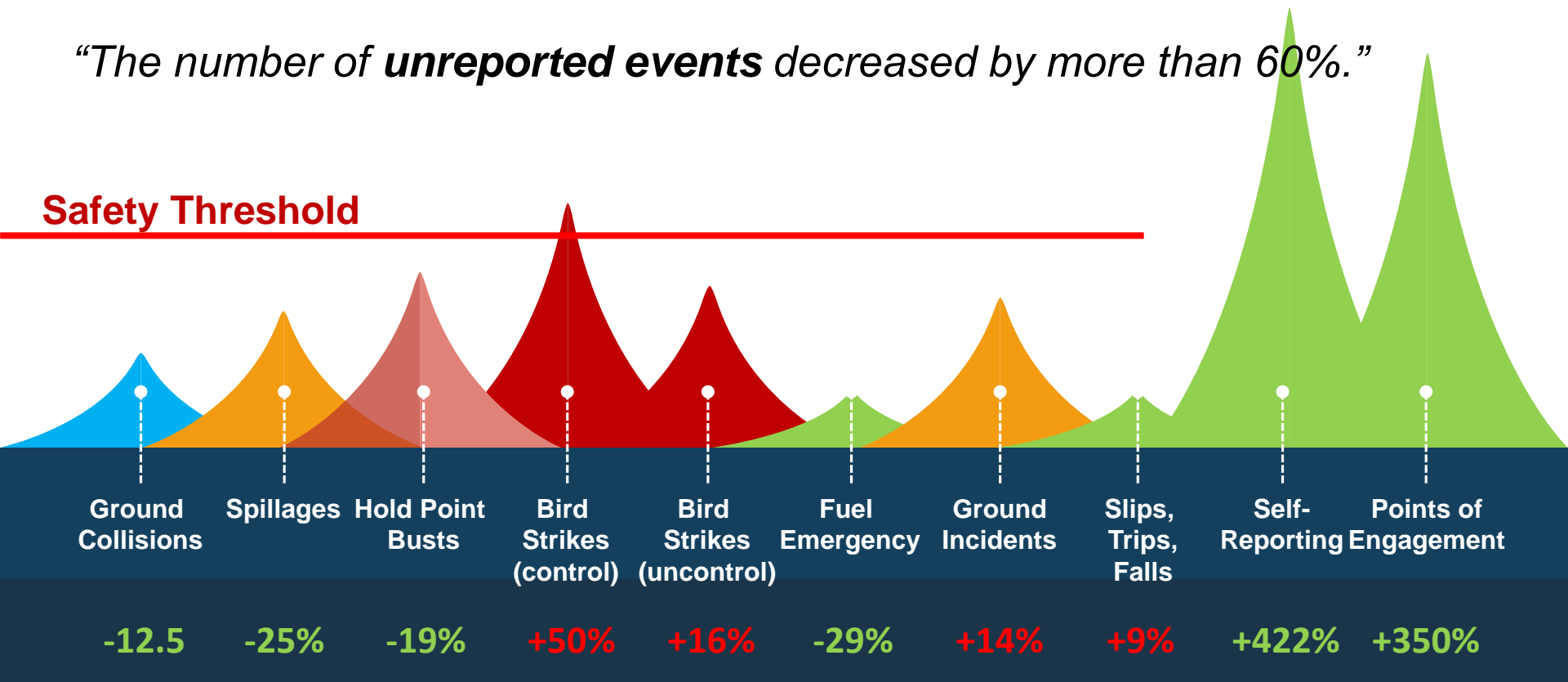
AN AWARENESS THAT RUNS THROUGH ALL OF US



# Does safety culture make a difference to safety?

*“In the first 6 months, incident rate flatlined while productivity rose 5% against a traffic increase of 7%” (Dave Cross, easyJet)*

*“The number of **unreported events** decreased by more than 60%.”*



Safety Performance Q1 2018

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# Does safety culture help GH companies and their staff?



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“We realise we all  
share the same values,  
and have common  
safety concerns.”

“We are experiencing  
**safety as a culture**, not as  
a process or paperwork.”

“We are breaking  
preconceptions about  
other people’s jobs.”

“We see that **change is  
possible.**”



# SAFETY CULTURE ELEMENTS

Management Commitment to Safety

Collaboration & Involvement

Just Culture & Reporting

Communication & Learning

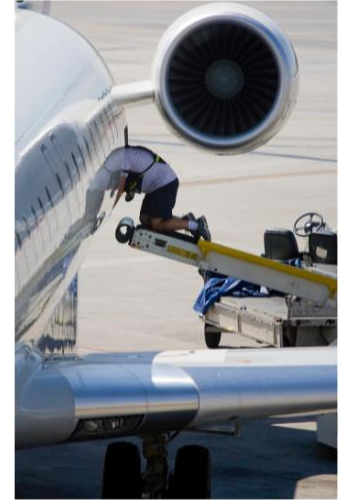
Colleague Commitment to Safety

Risk Handling

Procedures & Training

Equipment & Staffing

Fatigue





GH is inter-connected work, and the working interfaces are critical.

Each organization may have its own SMS, but safety culture helps ensure safety at those interfaces.



Safety Culture can encompass the entire safety chain at an airport.

It also enhances productivity, by breaking down barriers and harmonizing principles and working practices



It motivates and engages people to work together for safety. As one ground handler put it, at the end of the day, everyone gets to go home.



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Thank you for listening

[barry.kirwan@eurocontrol.int](mailto:barry.kirwan@eurocontrol.int)



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