



## Ground Operations

23<sup>rd</sup> April 2026

ASGrOps\_OSI\_092

Version 2.0

# 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 Operational Safety Instruction (OSI) is to define the operational safety requirements and recommendations in the Baggage Operational Areas at Heathrow Airport.

**1.2** This OSI addresses a number of key areas:

- 1.2.1** Access to Baggage Operational Areas
- 1.2.2** Fire Safety
- 1.2.3** Personal Protective Equipment (PPE)
- 1.2.4** Machinery and Equipment
- 1.2.5** Safe Manual Handling and Aids
- 1.2.6** Pedestrian Safety
- 1.2.7** Vehicles and Ground Handling Equipment
- 1.2.8** Driving Standards
- 1.2.9** Housekeeping
- 1.2.10** Incident and Close Call Reporting



- 1.3** This OSI is to be read in conjunction with the following OSI's which can be found on the Heathrow.com/airside website or [here](#). Please note that these OSIs are subject to change; users should always refer to the latest versions available to ensure they are following the most up-to-date operational safety instructions.
- 1.3.1** ASDRVE\_OSI\_005 Vehicles and Equipment Airside – Operation.
  - 1.3.2** ASDRVE\_OSI\_008 Vehicles and Equipment Airside – Requirements.
  - 1.3.3** ASDRVE\_OSI\_012 Unit Load Device Management.
  - 1.3.4** ASGrOps\_OSI\_041 Minimum Induction Training for Staff Operating Airside.
  - 1.3.5** ASGrOps\_OSI\_042 Use of Personal Protective Equipment Airside.
  - 1.3.6** ASGrOps\_OSI\_043 Prohibition of Smoking and Vaping in Airside Areas.
  - 1.3.7** ASSMS\_OSI\_067 Airside Incident Reporting and Investigation.
  - 1.3.8** ASDRVE\_OSI\_087 Management of Airside Safety Offences.
- 1.4** This document has been fully reviewed and updated, therefore **no red bars have been added** to indicate change.
- 1.5** The older version of this OSI “ASGrOps\_OSI\_092 Baggage Operational Safety Standards (**Version 1.0**)” is hereby cancelled effective from the date of this publication.
- 1.6** All current OSIs can be found via the link here or via the Quick-response (QR) code:



## 2. Definitions

Abbreviation	Description
AFRS	Airport Fire and Rescue Service
APOC	Airport Operations Centre
BCO	Baggage Compliance Officer
BSAT	Baggage Safety Awareness Training
BS EN	British Standard European Norm
BSM	Baggage Service Manager
CCTV	Closed Circuit Television
DfT	Department for Transport
EBT	Electric Baggage Tugs
FHS	Fire, Health and Safety
HV	High Visibility
IMT	Incident Management Team
LOLER	Lifting Operations and Lifting Equipment Regulations
mph	Miles per hour
OSI	Operational Safety Instruction
PPE	Personal Protective Equipment
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
RRD	Rapid Riser Door
RSD	Roller Shutter Door
RTC	Road Traffic Collision
ULD	Unit Load Device

2.1 For the purpose of this OSI, the use of the terms:

- 2.1.1 **'Close call'** refers to any unexpected or unintended event or circumstance that did not result in injury, illness, loss or damage to property but had the potential to do so.
- 2.1.2 **'Incident'** refers to an unplanned event that results in injuries, illnesses, damage to health, infrastructure, equipment or fatalities.



- 2.2 “Baggage Operational Areas” is an internal or external facility where departing, transferring and arriving hold baggage are handled by machinery, person or vehicle.
- 2.2.1 Baggage Operational Areas are defined into three safety zones under guidance from BS EN 619:2022 – Continuous Handling Equipment and Systems.
- 2.2.2 **Zone 1** - General operational access to areas such as baggage make up, baggage off load facilities, where there are moving vehicles, and guarded machinery. Access is permitted following completion of Baggage Safety Awareness Training (BSAT), or escorted persons.
- 2.2.3 **Zone 2** - Restricted access to baggage “in system” areas, generally gated and locked, where there is a risk of exposure to unguarded machinery, entanglement and safe walking routes under low lying conveyors.
- 2.2.4 **Zone 3** - High risk areas. Immediate access through a gate or door “cause and effect” which places machinery into safety stop.

### 3. Access to Baggage Operational Areas

- 3.1 Only individuals who are required to access Baggage Operational Areas to fulfil their duties will be granted unescorted access. This is denoted on an individual’s airside ID pass in the form of ‘3’ and ‘B’.
- 3.2 Before unescorted access to Baggage Operational Areas can be granted, individuals must complete the BSAT which covers how to work safely within Baggage Operational Areas at Heathrow Airport.
- 3.3 Any visitors to Baggage Operational Areas must have a valid full, temporary employment or visitor ID pass and be **escorted at all times** by an individual who has a valid airside ID pass with a ‘3’ and ‘B’. ID escort ratios as set out by the Heathrow ID Centre must be complied with at all times.
- 3.4 All visitors should complete a safety briefing with their escort before entering a baggage operational area.
- 3.5 In addition, one airside ID pass holder with a ‘3’ and ‘B’ can **escort a maximum of 6 visitors with a valid full ID**, through Baggage Operational Areas.
- 3.6 Individuals working in Baggage Operational Areas must complete BSAT **every 5 years** to maintain their access.



- 3.7 No unauthorised persons should enter a baggage operational area at any time with the exception of emergency and Incident Management Team (IMT) responders. If unauthorised individuals are found present in Baggage Operational Areas, they will be escorted from the area and may have their airside ID pass withdrawn.
- 3.8 Anyone who does not access a baggage operational area for a period **longer than 60 days** will have their airport ID “barked” (parked for entry to baggage areas), restricting access to all Baggage Operational Areas at Heathrow. Anyone who is “barked” must not enter Baggage Operational Areas and contact their company’s authorised signatory to regain access.
- 3.9 Heathrow reserves the right to withdraw access to Baggage Operational Areas for any individual who fails to comply with this OSI.

#### 4. Fire Safety

- 4.1 All colleagues in Baggage Operational Areas must familiarise themselves with the local fire safety arrangements and respond to signs of smoke or fire by:
- 4.1.1 Raise the alarm by breaking the nearest manual call point.
  - 4.1.2 Call APOC on **222 from a Heathrow landline** or **0208 759 1212 from other telephones** to request emergency assistance.
  - 4.1.3 Shout ‘FIRE’ to alert others in your area.
  - 4.1.4 **Do not** tackle the fire unless you are trained and it is safe to do so.
  - 4.1.5 **Evacuate immediately. Do not** take any personal belonging with you and help other colleagues and passengers on your way out.
  - 4.1.6 Report to your supervisor at the nearest fire assembly point.
- 4.2 All emergency escape routes and fire exits in Baggage Operational Areas **must** be kept clear of ground handling equipment, hold baggage and other items such as furniture.
- 4.3 All electrical items in Baggage Operational Areas should be obtained from a reputable manufacturer and be company issued. All cooking appliances e.g. fridges, kettles, toasters, microwaves etc., are only permitted in designated kitchen areas. All items should display the company they belong to.
- 4.4 Every electrical item **must** undergo annual in-service inspections and testing (commonly referred to as **PAT testing**) and must display an inspection sticker. It is the responsibility of the company that owns the electrical equipment to ensure testing is completed and recorded. Any items that do not display an in-date inspection sticker will be removed from site with the property owner informed.



- 4.5 Any electrical item which is faulty or defective **must** be taken out of service immediately and reported to company management for repair or replacement.
- 4.6 Any company operating in Baggage Operational Areas should provide fire safety awareness training to all new staff as part of their induction and must also ensure that all staff receive refresher fire-safety training every year.
- 4.7 Fire safety awareness training and electrical appliance testing must be documented and records made available to Heathrow upon request for auditing purposes.

## 5. Personal Protective Equipment (PPE)

- 5.1 All PPE used in Baggage Operational Areas must comply with ASGrOps\_OSI\_042 Use of Personal Protective Equipment Airside.
- 5.2 **The following PPE is mandatory in all zones** of Baggage Operational Areas and must be worn correctly at all times including whilst on designated walking routes:
  - 5.2.1 A high visibility tabard/jacket that is compliant with BS EN ISO 20471:2013 Class 2 standard must be fully fastened at all times using a zip type fastening.
  - 5.2.2 Safety footwear compliant with BS EN ISO 20345:2022 as a minimum.
  - 5.2.3 Individuals must wear gloves when manually handling baggage in Baggage Operational Areas when a company's manual handling risk assessment mandates them.
- 5.3 Notwithstanding 5.2, The following PPE is mandatory in certain zones of the baggage operational area as indicated by local signage:
  - 5.3.1 Hearing protection must be worn in designated hearing protection zones, as indicated by signage.
  - 5.3.2 Bump caps must be worn in designated head protection zones, as indicated by signage. It is recommended to use BS EN 812:2012 as a minimum standard for bump caps.
- 5.4 When a task involves prolonged activity in a roadway such as a road closure or for cleaning/maintenance, where upper high-visibility (HV) clothing may be obscured, individuals must wear HV trousers. These trousers must meet at least BS EN ISO 20471:2013 Class 2 standards.



- 5.5 Signage indicating what PPE is required is displayed throughout Baggage Operational Areas. An example of PPE signage is shown in Figure 1.



Figure 1



## 6. Machinery, Equipment and Moving Bags

- 6.1** Heathrow's baggage system has moving machinery parts that have the potential to cause significant harm to individuals. Controls and guards are fitted to prevent individuals from getting drawn in, trapped, struck, cut, and crushed. Colleagues must only approach or use equipment and machinery that they have received suitable training on.
- 6.2** Care must be taken at all times when in close proximity to any part of the baggage system as it may start without an audible or visual warning.
- 6.3** Under no circumstances should any person sit in/on, stand on, lean on, lie down on or jump over any conveyors, laterals or chutes. Access to any part of the baggage system for recovery of baggage and maintenance must only be conducted by suitably trained colleagues using safe systems of work. Any fault with the baggage system including trapped bags should be escalated to the baggage control room at **0208 976 6820**.
- 6.4** Emergency stop buttons are available throughout the baggage system and should be used to stop the system immediately in the event of an emergency. These buttons must not be obstructed, defaced, or tampered with in any way. An example of the emergency stop button is shown in Figure 2 below.



Figure 2

- 6.5** Loose garments that have the potential to become caught in any moving baggage equipment must be tucked in or secured and not allowed to flow freely or dangle.
- 6.6** No neck scarf is permitted Airside including within Baggage Operational Areas to prevent being entangled by any moving machinery or equipment.



- 6.7 All long hair/facial hair must be appropriately secured, tied back or use an appropriate hair net to prevent it from being caught in moving machinery.
- 6.8 Jewellery on hands and wrists should be kept to a minimum when working in Baggage Operational Areas and should be tucked in where possible.
- 6.9 **From 1<sup>st</sup> January 2027**, ID lanyards worn in Baggage Operational Areas must be either Heathrow or company issued. Company lanyards when issued **must** be a **three-point break lanyard**. ID armband holders are a suitable alternative to lanyards.

## 7. Safe Manual Handling and Aids

- 7.1 Manual handling is the main cause of injury within Heathrow's baggage operation. Wherever possible baggage and other equipment should be transported and handled via mechanical means i.e. using a baggage system or by vehicle.
- 7.2 Manual handling aids should be used to move hold baggage where they are available, serviceable and the colleague has received suitable training.
- 7.3 Any company operating in Baggage Operational Areas whose duties include the movement of hold baggage should provide manual handling aid training to all staff when they first join the company and ensure that all staff are assessed for manual handling aid refresher training **at least every 3 years**.
- 7.4 As manual handling aids are not available in all Baggage Operational Areas, any company whose duties include the movement of hold baggage should provide manual handling training to all staff when they first join the company and ensure that all staff receive refresher training **at least every 3 years**.
- 7.5 Any faulty manual handling aids must not be used and must be reported to the baggage control room at 0208 976 6820 for inspection.
- 7.6 Should any manual handling aid be supplied by anyone other than Heathrow, it is the responsibility of that company to ensure these aids are subject to mandatory Lifting Operations and Lifting Equipment Regulations (LOLER) inspections, and sufficient training is given. Maintenance and training records should be made available to Heathrow upon request.



- 7.7 All training records related to manual handling and the use of manual handling aids must be made available to Heathrow upon request. Regular supervision by employers should be provided to ensure that these activities are being conducted correctly.
- 7.8 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.
- 7.9 All hold baggage processed at Heathrow Airport must be handled with the upmost respect and care. All items must be returned to the passenger as they were received. Any colleague found to have caused damage to passenger property may have their access to Baggage Operational Areas removed.
- 7.10 Heathrow Airport's passenger trolleys must not be brought into Baggage Operational Areas. Companies should provide their own trolley equipment which must be stored in a designated area as agreed in writing with the Heathrow Terminal Baggage Business Manager. Company provided trolleys must only be used on designated safe walking routes. It is the responsibility of the property owner to maintain any trolley equipment.

## 8. Pedestrian Safety

- 8.1 Designated walking routes must be used at all times to move around Baggage Operational Areas on foot.
- 8.2 Designated pedestrian crossings must be used to cross roadways. Team Heathrow colleagues are only permitted to be in the roadway in Baggage Operational Areas when entering or exiting a vehicle, or when loading/offloading ULD's from lateral/stillage areas.
- 8.3 Individuals must not use handheld electronic devices when using stairs or crossing roads as this may cause distraction.
- 8.4 The wearing of headphones or similar audio devices, for examples AirPods, is **not permitted** within Baggage Operational Areas, unless medically prescribed. Individuals must be aware of their surroundings at all times and be ready to follow instructions in the event of an emergency e.g. a fire alarm activation.



- 8.5 Handrails must be used when using steps and stairs. Baggage and other equipment must not be transported manually via steps and stairs.
- 8.6 All persons should be aware of the risk of falling from height when on baggage docks. The dock edges are painted in yellow to highlight this hazard. Each ground handler is required to assess the risk of slips, trips, and falls for the dock areas that their employees work on.
- 8.7 No one is permitted to walk between connected dollies or trailers. The towing arm of dollies and trailers must be stored in the upright position, out of the way of pedestrians and must not infringe any designated pedestrian walkways and crossings.

## 9. Vehicle and Ground Handling Equipment

- 9.1 All vehicles and ground handling equipment used in Baggage Operational Areas must comply with the standards as set out in ASDRVE\_OSI\_008 Vehicle and Equipment Airside – Requirements and ASDRVE\_OSI\_012 Unit Load Device Management, including dimensions and maintenance.
- 9.2 All vehicles and ground handling equipment must be subjected to daily pre-operational visual inspections with any faulty equipment removed from service immediately. All faulty equipment must be clearly red tagged and removed from Baggage Operational Areas **within 60 minutes**.
- 9.3 All companies operating within Baggage Operational Areas need to have a written process in place for any breakdown and/or recovery that is suitable for the recovery of any vehicle or equipment within Baggage Operational Areas. Such arrangements are to ensure response times of **no more than 15 minutes** for breakdowns and/or recovery in operationally critical areas such as red routes and entrances/exits; and **60 minutes** for all other areas.
- 9.4 Only electrically powered vehicles are allowed in Baggage Operational Areas. Petrol/diesel vehicles will only be permitted in exceptional circumstances following authorisation from the Terminal Baggage Service Manager. Petrol/diesel engines must be switched off when the vehicle is stationary to reduce emissions.
- 9.5 The charging of electrically powered vehicles in Baggage Operational Areas must be done in line with Section 17 of ASDRVE\_OSI\_005 Vehicles and Equipment Airside - Operations. Any faulty or damaged charging equipment must not be used and reported for repair.



- 9.6** Lithium-ion battery powered vehicles are not authorised to be charged within internal Baggage Operational Areas.
- 9.7** When transporting hold baggage within Baggage Operational Areas, all doors and/or curtains on ULD's and trailers must be securely closed and fastened, and all straps and netting secured to avoid striking or catching any person, equipment or other infrastructure.
- 9.8** A maximum of one single layer of in gauge bags must be transported on the back of any baggage tug that does not have a flat bed. All out of gauge bags should be transported using ULD's or baggage cart trailers (commonly referred to as "Wessex").
- 9.9** When transporting hold baggage, it is the sole responsibility of the driver to ensure that their load is sufficiently secured before setting off.
- 9.10** Unless equipped with a revolving platform that is designed to move a ULD whilst secured, the reorientation or spinning of a ULD whilst on a ULD dollie (container dollie) is prohibited within Baggage Operational Areas. Any ULD's that require reorientation must either be returned to a lateral/stillage area or to aircraft stand for reloading.
- 9.11** ULD's should be securely stored on stillage/laterals when in Baggage Operational Areas using the securing systems available. ULD's must be correctly positioned, not exceed the capacity of the stillage/lateral or impede safe walking routes.
- 9.12** Prior to the procurement and introduction of new types of vehicles or ground handling equipment to Baggage Operational Areas, authorisation must first be obtained through the completion of a baggage facility study provided by the Terminal Baggage Business Manager. This is to assess any potential hazard/risk from new equipment and ensure compliance with existing infrastructure and baggage handling processes.
- 9.13** To aid incident reporting and investigation, Heathrow recommends all vehicles operating in Baggage Operational Areas should display an identification number if they do not have a UK standard licence plate fitted. This identification number must be displayed using a black Charles Wright 2001 font on a yellow background and adhere to the size dimensions set out below. Identification numbers should be displayed on the front, rear, and both sides of the vehicle.



Character height	79mm tall
Character width (except number “1” or letter “l”)	50mm wide
Character weight (font thickness)	14mm
Space between characters	11mm
Margin at the top, bottom and sides of ID number	11mm

## 10. Driving Standards

- 10.1** The speed limit in all Baggage Operational Areas is **5 mph**.
- 10.2** Drivers and all occupants of vehicles must adhere to ASDRVE\_OSI\_005 Vehicles and Equipment Airside – Operation, including but not limited to that all vehicle doors must be closed, and seatbelts must be worn by all occupants when the vehicle is in motion.
- 10.3** **All new EBTs ordered after 1st September 2025** must be fitted with a 3-point seat belt system consisting of a shoulder and lap belt which are connected to a buckle, retractor, and anchor. **Lap belt only design will no longer be accepted.** Heathrow recommends retrofitting all existing EBTs if overall Vehicle safety is not compromised.
- 10.4** Road signage and markings must be adhered to at all times.
- 10.5** Red routes must be kept clear at all times to allow the free flow of traffic through Baggage Operational Areas. Lateral roads and loading/offloading areas must not be used as a short cut.
- 10.6** Parking is only permitted in designated parking bays. Time limits at parking bays will be displayed on local signage.
- 10.7** Drivers are prohibited from holding or using any electronic devices or handling any items that could distract them while driving. The wearing of headphones or similar audio devices, for example AirPods, is prohibited whilst driving unless medically prescribed.
- 10.8** Failure to comply with any of the driving standards in Baggage Operational Areas will result in penalty points being awarded towards an individual’s Airside Driving Permit. For details regarding airside safety offences, reference should be made to ASDRVE\_OSI\_087 Management of Airside Safety Offences.



**10.9** Any company that is using a speed limiting system on their ground handling equipment in Baggage Operational Areas must notify the Heathrow Terminal Baggage Business Manager in writing within 24 hours if the system is switched off due to malfunction or other operational reason. This is to allow for the temporary reintroduction of speed monitoring.

## 11. Housekeeping

**11.1** It is the responsibility of all Team Heathrow colleagues working in Baggage Operational Areas to help maintain a clean working environment. This includes:

- 11.1.1** Placing all rubbish in the waste bins provided. Any litter found in Baggage Operational Areas such as bag tags, ULD cards etc should be treated as FOD, collected and placed in the nearest waste bin.
- 11.1.2** Storing all tools and equipment correctly when not being used.
- 11.1.3** Immediately reporting spillages or slippery surfaces to Heathrow's One Engineering helpdesk by telephone **0208 745 5144** and securing the area until a cleaning team has arrived.
- 11.1.4** Consumption of food is only allowed in designated rest areas to reduce the risk of attracting pests and vermin. Any sightings of pests or vermin should be reported to Heathrow's One Engineering helpdesk.
- 11.1.5** Fly tipping in Baggage Operational Areas is not permitted. All unwanted material such as pallets and cargo straps from ULD's must be disposed of appropriately at the end of each operational day.
- 11.1.6** Graffiti will not be tolerated in Baggage Operational Areas. Individuals found to have caused graffiti may have their access to Baggage Operational Areas restricted.
- 11.1.7** Spitting in Baggage Operational Areas will not be tolerated. Individuals caught spitting may have their access to Baggage Operational Areas removed.
- 11.1.8** Communal welfare facilities must be treated with respect and left in a clean condition following use.
- 11.1.9** ULD wedges must be stored in the racks provided when not in use.



**11.1.10 No smoking/vaping** is allowed within Baggage Operational Areas. Any infringements may result in an individual's Airside ID Pass being confiscated as per ASGrOps\_OSI\_043 Prohibition of Smoking and Vaping in Airside Areas.

**11.1.11** Airlines and ground handlers should ensure that any baggage that has been identified as having dangerous goods, within the meaning and regulations defined by the Civil Aviation Authority relating to Safe Transport of Dangerous Goods by Air, must not be stored long term in Baggage Operational Areas. Once identified as containing dangerous goods the airline or ground handler must arrange for the item to be moved to an external designated dangerous goods storage area. This should be completed within 24 hours.

## 12. Incident and Close Call Reporting

**12.1** All companies are required to report any incident that occurs in a Baggage Operational Areas, as detailed in ASSMS\_OSI\_067 Airside Incident Reporting. Failure to report an incident will result in further action being taken through ASDRVE\_OSI\_087 Management of Airside Safety Offences.

**12.2** All incidents in Baggage Operational Areas that require an emergency response must be reported immediately to **Heathrow APOC using 222 via a Heathrow landline or 0208 759 1212 via other telephones.**

**12.3** For all non-emergency incident that do not require an emergency response, the following parties must be informed respectively:

**12.3.1** During operational hours (between the hours of 0500 and 22:30), report must be made to the Heathrow APOC Baggage Service Manager on 0208 745 2264.

**12.3.2** During non-operational hours (between the hours of 2231 and 0459), report must be made to Heathrow APOC on 0208 745 7216.

**12.4** All personnel, vehicles and equipment involved in an incident must stay at the scene until a member of the Airport Police, AFRS, or the Baggage Operations team confirms that they can be released.

**12.5** As per 12.1 and ASSMS\_OSI\_067 Airside Incident Reporting, companies are required to investigate any incident involving their employees with the purpose of



preventing a reoccurrence through the implementation of corrective measures. Any investigation must be shared with the Heathrow Baggage Safety Team **within 21 calendar days** and include investigation findings, the root cause of the incident, any contributing factors and any corrective actions to be taken. Heathrow will assist companies with investigations upon request i.e. by providing CCTV footage.

- 12.6** Heathrow may also investigate any incidents that occur in Baggage Operational Areas. Findings and recommendations will be shared with the companies involved. As part of Heathrow's Just Culture, learnings from an investigation by Heathrow or any other party may also be shared with the wider baggage community to improve safety for all in Baggage Operational Areas.
- 12.7** All companies are required to inform the Heathrow Baggage Safety Team **within 48 hours** if an injury that occurred in a baggage operational area has resulted in a lost time injury.
- 12.8** Incidents of an appropriate type will require reporting through the Health and Safety Executive's RIDDOR. Details are available at <https://www.hse.gov.uk/riddor/reporting/index.htm>
- 12.9** All companies working within Baggage Operational Areas are required to submit safety data for the previous calendar month to the Heathrow Baggage Safety Team ([BaggageSafetyTeam@heathrow.com](mailto:BaggageSafetyTeam@heathrow.com)) **by the 5<sup>th</sup> working day of the month**. This includes information on all incidents and close calls recorded by the company and must include the following information:
- 12.9.1** Date and time
  - 12.9.2** Location
  - 12.9.3** Details of the incident/close call
  - 12.9.4** Details of any injuries caused or damage to infrastructure or equipment
  - 12.9.5** Investigation findings and root cause identified
  - 12.9.6** Investigation recommendations and corrective actions being taken
- 12.10** The data submitted is combined and analysed to create a holistic overview of safety performance within Heathrow's baggage operation. Key safety trends are identified which informs safety improvement work and allows learnings to be shared across Heathrow's baggage community through Heathrow's safety governance structure.
- 12.11** Close calls can be raised through the "Close call reporting" section of Heathrow's Airport Community app or using an individual company's own close call reporting system/process. Any close call that identifies a significant risk to people or



infrastructure/equipment within a baggage operational area should be reported to Heathrow as detailed in 12.3 of this OSI immediately.

**12.12** When raising a close call, Heathrow employees have the right to request the name of any individual found to have caused a close call in Baggage Operational Areas. This is to promote individual responsibility for safe behaviour within Heathrow's baggage operation. Any names taken will only be shared with the employee's company for the purpose of enabling internal safety engagement.

### 13. Enquiries

Any further questions regarding this OSI should be directed to Baggage Safety Team at [BaggageSafetyTeam@heathrow.com](mailto:BaggageSafetyTeam@heathrow.com).

### 14. References

- 14.1 ASDRVE\_OSI\_005 Vehicles and Equipment Airside – Operation.
- 14.2 ASDRVE\_OSI\_008 Vehicles and Equipment Airside – Requirements.
- 14.3 ASDRVE\_OSI\_012 Unit Load Device Management.
- 14.4 ASGrOps\_OSI\_041 Minimum Induction Training for Staff Operating Airside.
- 14.5 ASGrOps\_OSI\_042 Use of Personal Protective Equipment Airside.
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- 14.7 ASSMS\_OSI\_067 Airside Incident Reporting and Investigation.
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## Document History

Revision	Description of Change	Date
v1.0	Initial Version	25 <sup>th</sup> January 2021
v2.0	Updates on Introduction, definition, access to Baggage Operational Areas, the baggage charter, fire safety, personal protective equipment, pedestrian safety, incidents, close calls and housekeeping. New sections on driving standards and vehicle & ground handling equipment.	23 <sup>rd</sup> April 2026

