



Airside Behaviours – Unintentional Consequences

12th April 2021

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Introduction

Over recent months, Heathrow has seen a rise in the number of incidents where people persevere they are doing the right thing that have resulted in unintentional damage to aircraft, infrastructure and vehicles. As planning begins for ramp up to take place in the coming months, we'd like to remind the wider community of the issue, ensuring that everyone is both following procedures and only conducts tasks that they've been trained to do.

The role of the community and their responsibilities when operating airside:

1. Ensure you are familiar with the area that you operate in and the associated risks presented with operating in the area
2. Challenge non-compliant behaviour of your peers. If you do not feel comfortable to do so, escalate using your companies internal policies
3. Report any slips, trips, falls and near misses that occur using the appropriate company policies that you have been trained on
4. Take a few moments to think twice if you begin to cut corners, remember the impacts could be greater than anticipated
5. Despite things being uncertain, remember we are all responsible for keeping ourselves and each other safe even during the challenges we are presented with

Enquiries

Any questions regarding this Safety Alert should be addressed to the Heathrow Airside Standards and Assurance Team at airside_safety@heathrow.com

Additional information, Operational Safety Instructions (OSIs) and Operational Advice Notices (OANs) can be found at [heathrow.com/airside/useful-publications](https://www.heathrow.com/airside/useful-publications)

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