



Safety Alert

Fall from Height

22nd October 2026

ASGrOps_SA_091

V1.0

Introduction

The purpose of this Safety Alert is to highlight a significant incident that occurred on 19th October 2026, when a Team Heathrow colleague fell from a set of engineering steps while working at height, resulting in significant injuries. It was identified that the stair guardrails were not deployed at the time of the fall.

Safety Considerations

- All Ground Support Equipment (GSE) must be stabilised on the ground while work at height is being undertaken, and all safety guards or railings must be deployed before work begins. As stated in OSI 93, Section 10.7.2: Any fall protection devices must be deployed (if equipped), for example guardrails, and ensure that there is no gap large enough for a person to fall through.
- All Airside operators are reminded to ensure the correct Personal Protective Equipment (PPE) is worn at all times while working airside.
- Ensure pre-use inspections are conducted on all GSE. If GSE is identified as faulty, follow your company's reporting procedure and make sure the equipment is taken out of service.
- When working at height, you are required to understand the procedures for the task you are about to undertake. If you are in doubt, speak to a supervisor.
- If you have any concerns while working at height, stop the task and get to a place of safety and contact HAL Airfield Operations on 020 8745 6024 to report the incident. In the event of an emergency, please call 222 from a head of stand phone, or 02087591212.

For more information on working at height during the aircraft turnaround process, please refer to: [ASGrOps_OSI_093_Aircraft_Arrival_Turnaround_and_Departure_on_Stand_v1.pdf](#)

Any questions regarding this Safety Alert should be directed to AirsideInvestigations@heathrow.com.

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

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