

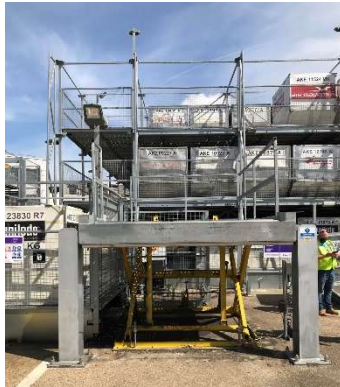


## Ground handling behaviours – correct use and operation of stillage areas

21<sup>st</sup> July 2021

ASGrOps\_SA\_034

V1.0



### Introduction

In recent months, Heathrow has received a number of reports whereby stillage has been used incorrectly by ground handlers and third parties operating in the area which has resulted in the equipment becoming unserviceable temporarily due to damage caused. The purpose of this Safety Alert is to remind ground handlers and third parties of their responsibilities when operating within these areas safely.

### Colleagues operating within stillage areas are reminded:

1. To use a banksman when reversing HGV's onto stillage areas to reduce the risk of collisions occurring. Please escalate to the relevant person(s) within your organisation for advise or further assistance/clarity on your companies procedure for this.
2. Where a banksman isn't available, please escalate to your on shift management to provide resource in the form of a banksman to reduce the risk of collision with stillage.
3. In the event of your vehicle colliding with the infrastructure within the stillage area, please report the incident to APOC using 222 from an internal phone or 0208 759 1212 to allow for the appropriate response to be informed and assess the damage. Do not remove vehicles from the scene until this assessment has been completed by Airside Operations.

### Enquiries

Any questions regarding this Safety Alert should be addressed to the Heathrow Airside Standards and Assurance Team at [airside\\_safety@heathrow.com](mailto: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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