



Roads, Vehicles & Equipment

Safety Alert

Ramp Agent Fall from ULD Elevator

10 March 2023

ASGrOps_SA_047

V1.0

1. Introduction

The purpose of this safety alert is to remind operators of the safety considerations when working at height.

On the morning of 8th March a ramp agent was working on the elevated platform of a ULD elevator to unload ULDs from an inbound flight, when they fell approximately 2 metres to the ground and suffered injuries. They were conveyed to hospital by London Ambulance Service.

2. Safety Considerations

- Please continue to ensure your teams follow standard processes and safe systems of work when working at height, including:
 - Ensure only suitably trained and competent persons are working at height and that they understand the risks, hazard areas and know how to deploy protective measures including guard rails
 - Before commencing tasks, ensure any areas that pose a risk of falling are suitably protected using the guards and other safety measures on the equipment
 - Consider surface contaminants, including water and ensure that footwear is appropriate and in good condition
 - Pro-actively manage any unsafe conditions
- Report close calls and unsafe acts via your company's reporting channels and through the Airport Community App.

Enquiries

Any questions regarding this Safety Alert should be addressed to 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)

Reference:

Author: Alex Bailey

Job title: Airside Safety Investigation Manager

Location: Airside Operations Facility

Effective date: 10 March 2023

Approved by: Michsael Goacher

Job title: Standards and Assurance Manager

