



Human Factors and Airside Safety

Course Description and Objectives

Airport aprons are unique and potentially hazardous work environments. Servicing, maintaining, and supporting aircraft operations require all-weather efforts and minimal aircraft turnaround time by cargo handlers, fuelers, lavatory and water system servicers, catering support, snow removal workers, aircraft and equipment servicers, maintenance workers, and others. Work is fast paced to meet airline schedules. Aprons are congested, noisy, and packed with a diverse fleet of vehicles, travelling at a variety of speeds. Common hazards at aerodromes include: vehicles striking aircraft and/or people; manual handling; slips and trips; moving aircraft; live aircraft engines; inadequate lighting; and hazardous substances and Dangerous Goods (including radioactive substances).

In addition to the major impact on Occupational Health and Safety (OH&S), these hazards, as well as runway incursions, jet blast, Foreign Object Damage / Debris (FOD) also threaten aircraft operations, and flight safety. In a 2002 article, the Australian Civil Aviation Safety Authority (CASA)[†] reported that ramp damage to aircraft, airport structures and ground service equipment cost the global airline industry an estimated \$3 Billion (USD) a year in uninsured losses - equivalent to the cost of 15 B747-400s. In addition, airlines now use a guideline figure of \$500 AUD per minute as the cost of aircraft delays due to ramp damage. CASA go on to state that statistically, any airline operating 100-plus aircraft can now expect on average to have one aircraft in the hangar undergoing ramp damage repairs everyday of the year!

Given the threats to OH&S, airport structures, aircraft operations, and flight safety, it is important that all aircraft operations, including turnaround times should take full account of the need for safe working practices. Failure to do this may result in short cuts and bad practice which can lead to accidents, ill health and damage to assets. Along with sound safety management practices, co-operation and co-ordination between the aerodrome operator, ground handlers, airlines and other aerodrome users, this course is one of the tools available to deal effectively with these hazards.

Course Topics

- OH&S and hazards on the ramp
- Reducing "Runway Incursions"
- Effective communication in airport surface operations
- Fatigue and other factors affecting human performance
- Human error and error management concepts
- Airside safety management and SMS
- Hazardous weather conditions
- Obtaining aviation weather information and operations planning
- Accident causation
- Corporate safety culture
- Organisational influences on safety
- Effective shift briefings and communication
- Situational awareness
- Hazard identification and risk management
- Safety audits in airside operations

Who should attend?

Individuals involved in servicing, and support aircraft operations, including cargo handlers, fuelers, lavatory and water system servicers, catering support, snow removal workers, aircraft and equipment servicers, and maintenance workers. In addition, airport management, and those responsible for planning, directing or managing a safety programme and supervisors who are required to supervise an accident prevention / risk management programme.

Take home

- Comprehensive course notebook
- Industry examples and solutions
- Certification of completion

Course Particulars

- **Course Duration:** 5 days.
- **Fee:** See website for details.
- **Location:** Various locations. In-house available.

For more information please contact:

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[†] Civil Aviation Safety Authority. (2002, January-February). What's the damage?: The true cost of ramp accidents. *Civil Aviation Safety Authority – Australia - Flight Safety Australia*. 6 (1), 34-38.