

WE ARE SAFETY

AN AWARENESS THAT RUNS THROUGH ALL OF US

KEY SAFETY MESSAGES – APRIL 2025

KEY MESSAGE	SUMMARY	FIND OUT MORE
<u>Loading documentation errors</u>	<ul style="list-style-type: none"> ➢ When completing loading documentation - ALWAYS ensure: <ul style="list-style-type: none"> ▪ Aircraft type is correct ▪ Aircraft is loaded as per LIRF ▪ LIRF is completed correctly and accurately reflects aircraft loading ▪ LFC accurately reflects LIRF and actual loading. The person responsible for completing the LFC should perform an independent check of the actual loading ▪ Passenger and baggage weights/distribution are correctly completed on LFC ▪ Hold number placards are checked to ensure baggage is being loaded into the correct hold ▪ LMCs are correct and accurate 	GHM 4.5 – Aircraft loading and unloading & GHM section 5 – Load control
<u>Assistance Customers</u>	<ul style="list-style-type: none"> ➢ Over the coming weeks we will see an increase in customers with reduced mobility travelling through the network, ALWAYS ensure: <ul style="list-style-type: none"> ▪ Customers requiring assistance must be treated with dignity and respect at all times ▪ Double check the assistance that the customer requires and ensure that the booking is updated ▪ Only recognised assistance providers should provide physical assistance to customers ▪ Customers requiring assistance must only be boarded/disembarked when the correct equipment is available 	GHM 1.9 – Customers with disabilities and reduced mobility (assistance customers)
<u>Electric mobility aids</u>	<ul style="list-style-type: none"> ➢ If presented with an EMA, ALWAYS ensure that: <ul style="list-style-type: none"> ▪ They are protected from any damage ▪ They are loaded in a separate netted compartment ▪ They are secured using the correct tie down points ▪ Electrical circuits are inhibited to protect from inadvertent activation ▪ Batteries are protected from short circuit ▪ EMA loading form is completed ➢ We are seeing a high number of EMA's getting incorrectly offloaded, in particular devices with Lithium batteries. Remember Lithium batteries can travel in the device if the battery is secure and that the device is switched off and protected from inadvertent activation. If the battery remains in the EMA then the 300wh limitation does not exist. 	GHM 1.9.11 – Wheelchairs and mobility aids & GHM 4.5.10 – Loading and securing of electric mobility aids
<u>Spot of the month</u>	Well done to Marco in MXP who spotted that the aircraft type was incorrect on the auto-LIRF. The aircraft was an A320 but the auto-LIRF was for an A319.	GHM section 5 – Load control