

# WE ARE SAFETY

AN AWARENESS THAT RUNS THROUGH ALL OF US

## KEY SAFETY MESSAGES – AUGUST 2024

KEY MESSAGE	SUMMARY	FIND OUT MORE
<u>Hold Nets</u>	<ul style="list-style-type: none"> <li>➢ We have seen an increase in events concerning hold nets, always ensure: <ul style="list-style-type: none"> <li>▪ Hold nets are not hanging from the hold during loading/offloading – This can cause damage to the net assembly and aircraft exterior</li> <li>▪ Nets are fitted correctly within the hold (e.g facing the correct direction)</li> <li>▪ After loading all nets must be fastened, tensioned with the stanchion in place.</li> <li>▪ Any defects with the net assembly must be reported to the operating flight crew and a GSR must be raised</li> </ul> </li> </ul>	<b>GHM 4.5.5 – Cargo Hold Inspection</b>
<u>Hold Inspections</u>	<ul style="list-style-type: none"> <li>➢ After offloading baggage from the hold, an inspection of all holds must be completed to ensure the following: <ul style="list-style-type: none"> <li>▪ All baggage has been offloaded</li> <li>▪ There is no damage to the ceiling, panels or restraint equipment</li> <li>▪ Any damage identified must be reported to the operating flight crew and a GSR must be raised.</li> </ul> </li> </ul>	<b>GHM 4.5.5 – Cargo Hold Inspection</b>
<u>Electric Mobility Aids (EMA's)</u>	<ul style="list-style-type: none"> <li>➢ Over the coming weeks we will see an increase in customers with reduced mobility travelling through the network, if presented with an EMA, always ensure that: <ul style="list-style-type: none"> <li>▪ They are loaded in a separate netted compartment</li> <li>▪ They are secured using the correct tie down points</li> <li>▪ Electrical circuits are inhibited to protect from inadvertent activation</li> <li>▪ Batteries are protected from short circuit</li> <li>▪ EMA loading form complete</li> </ul> </li> <li>➢ We are seeing a high number of EMA's getting incorrectly offloaded, in particular devices with Lithium batteries. <ul style="list-style-type: none"> <li>▪ 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.</li> </ul> </li> </ul>	<b>GHM 4.5.10 – Loading &amp; Securing of Electric Mobility Aids</b>
<u>Customers boarding the incorrect aircraft</u>	<ul style="list-style-type: none"> <li>➢ We are seeing an increase of customers boarding and being flown on the incorrect aircraft: <ul style="list-style-type: none"> <li>▪ Please ensure that all gate staff are vigilant during the boarding process to avoid customer misboards.</li> <li>▪ Verify each customer's identity</li> <li>▪ Confirm each customer's boarding acceptance in the DCS before allowing them to board</li> <li>▪ Please ensure that all customers are live reconciled at the boarding gate</li> <li>▪ Ensure customers are supervised on the ramp to prevent them from boarding the incorrect aircraft</li> <li>▪ Ensure signage and wayfinding is clear for customers to find the correct boarding gate</li> <li>▪ Ensure route between the boarding gate and the aircraft is secure</li> <li>▪ Please ensure that you proactively report any events of customers attempting to board the incorrect aircraft through SafetyNet, even if they were intercepted at the gate</li> </ul> </li> </ul>	<b>GHM 1.1.7 – Customer Boarding</b>
<u>Spot of the month</u>	<ul style="list-style-type: none"> <li>➢ Well done to the TCO in BFS who spotted white smoke coming from engine#2. This was reported to the crew and subsequently the aircraft was declared AOG</li> </ul>	<b>GHM 0.7 – easyJet safety policy, principles and objectives</b>