

# OPERATIONAL MEMO

Memo #	148
Title	Hot Weather
Date of Issue	17 <sup>th</sup> July 2023
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Reviewed by	KD

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## Reason for Issue

As we are now in the Summer Season and temperatures are soaring and predicted to get higher, this is a reminder to make sure all Ground Crew take precautions to keep themselves safe at this time. It is also important to make sure our customers have a great experience at your airport, even in this hot weather.

## Operational Details

### Ground Crew

Ground Crew must be SUN AWARE when working outside:

- A – Apply sunscreen generously and often
- W – Wear sun protective clothing (hat, sunglasses)
- A – Avoid excessive UV exposure
- R – Routinely hydrate by drinking plenty of water
- E – Ensure the wellbeing of yourself and colleagues is a priority



### Customers

When boarding customers, airport infrastructures will vary. Ground Crew must not hold customers in transient areas such as stairwells, jet bridges, outside queuing spaces, that are not air conditioned or have direct exposure to the sun.

This is not a great experience for customers and standing in a very hot queue for any length of time may impact their wellbeing and experience. Please ensure you manage your boarding times and process to avoid this.

