

# Health and Safety Week

## Guidance from HSE

Stress

Slips & Trips

Falls from Height

Airside Safety

# Stress at Work



Employers have a legal duty to protect workers from stress at work by doing a risk assessment and acting on it. This is the same duty you have to protect people from other health and safety risks.

[Work-related stress and how to manage it](#)

# What is stress?

- HSE defines stress as 'the adverse reaction people have to excessive pressures or other types of demand placed on them.'
- Workers feel stress when they can't cope with pressures and other issues. Employers should match demands to workers' skills and knowledge. For example, workers can get stressed if they feel they don't have the skills or time to meet tight deadlines. Providing planning, training and support can reduce pressure and bring stress levels down.
- Stress affects people differently – what stresses one person may not affect another. Factors like skills and experience, age or disability may all affect whether a worker can cope.
- There are six main areas of work design which can affect stress levels. You should manage these properly. They are:

Demands	Control
Support	Relationships
Role	Change
- Employers should assess the risks in these areas to manage stress in the workplace.

# Signs of stress

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- Stress is not an illness, but it can make you ill. It can cause symptoms that affect how you feel physically and mentally.
- Recognising the [signs of stress](#) will help employers to take steps to stop, lower and manage stress in their workplace.
- Signs of stress in a team include:
  - Arguments
  - higher staff turnover
  - more reports of stress
  - more sickness absence
  - decreased performance
  - more complaints and grievances

# How to Help?

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- The earlier a problem is tackled the less impact it will have. If you think that a worker is having problems, encourage them to talk to someone, whether it's their line manager, trade union representative, GP, or their occupational health team.
- Our [Talking Toolkits](#) can help line managers have simple, practical conversations with workers which can help prevent stress.
- To protect workers from stress at work, employers should assess risks to their health. These example stress [risk assessments](#) may help.
- You may need to develop individual action plans for workers suffering from stress. HSE's [Management Standards](#) may also help you to identify and manage the six causes of stress at work.
- As part of your [first aid at work](#) needs assessment, you should consider the potential need to support workers who might become ill at work as a result of a mental health issue.

# Slips & Trips

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- Slip and trip accidents happen for a number of reasons.
- HSE has the slip assessment tool. odel to help you understand the factors that can contribute to slip accidents and the action to take to prevent them .
- [SAT - Slips Assessment Tool - Slips and trips - HSE](#)

# How can you prevent slips and trips



- **Employers** To tackle slips and trips successfully in your workplace you need to; put in place an effective management system, carry out regular risk assessments and make sure you are aware of the relevant laws and regulations.
- **Employees** What can you do to make a difference? Your actions could make the difference between someone getting injured or not. Seen a spillage? Instead of thinking it's someone else's problem, why not clear it up?

# Falls from Height

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- Work at height means work in any place where, if precautions are not taken, a person could fall a distance liable to cause personal injury.
- You are working at height if you:
  - work above ground/floor level
  - could fall from an edge, through an opening or fragile surface or
  - could fall from ground level into an opening in a floor or a hole in the ground
- Work at height does **not** include a slip or a trip on the level, nor does it include walking up and down a permanent staircase in a building.



# Work at Height Regulations 2015

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- These Regulations apply to all work at height, where there is risk of a fall liable to cause personal injury. They place duties on employers, and those who control any work at height activity

## **As part of the Regulations, you must ensure:**

- all work at height is properly planned and organised
- those involved in work at height are competent
- the risks from work at height are assessed, and appropriate work equipment is selected and used
- the risks of working on or near fragile surfaces are properly managed
- the equipment used for work at height is properly inspected and maintained

# Risk Assessment

## loading & unloading an aircraft



- Avoid the need for work at height where you can
- Where the risk of a fall cannot be eliminated, use work equipment / GSE to minimise the distance and consequences of a fall
  - use collective protection (for example platforms with extendable / moveable handrails, and nets or protection at hold doors)
  - ensure workers receive suitable training and instruction
  - ensure access equipment is inspected regularly,
  - adopt safe working practices to cover work at height activities,
  - supervise the activities to make sure safe systems are followed
  - Involve your workers in assessing the risks they know them
  - Review the systems regularly to ensure they are still effective and being followed

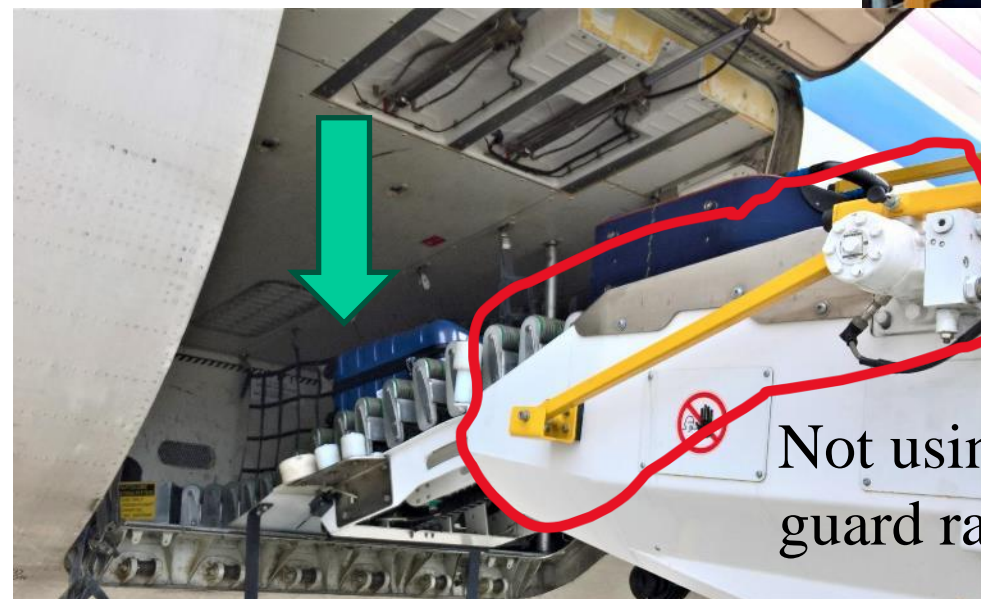
# Concerns found at airports



Large gap between handrail and loader



Gap between loader and cargo doors



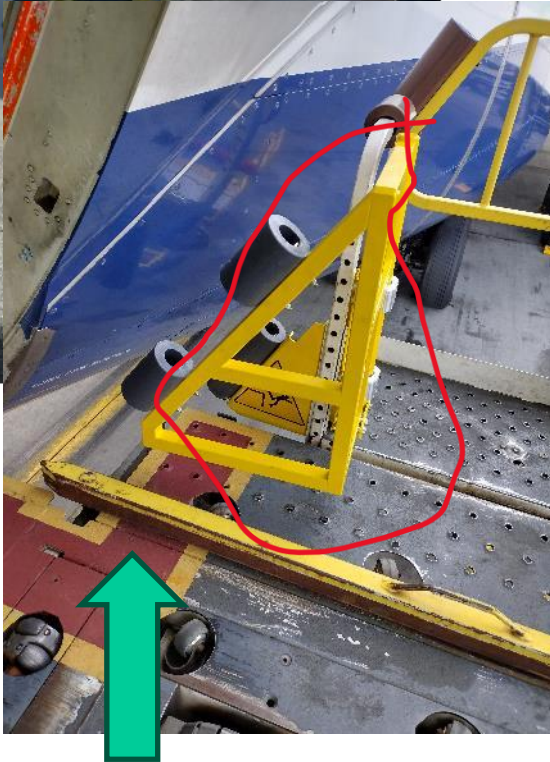
Not using extendable guard rails





Gaps  
that  
allow  
a fall

Not using  
extendable  
protection



# Workers SHOULD

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- Always follow safe systems of work provided
- Always use extendable handrails/ retrofits that are in place to minimise gaps you could fall through
- Take the few extra minutes it might take to protect yourself
- **If there is a gap you could fall through, STOP, get a supervisor and identify a solution before work continues**

# When to use PPE

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PPE should be regarded as the last resort to protect against risks to health and safety. Engineering controls and safe systems of work should be considered first.

- **Elimination** – physically remove the hazard
- **Substitution** – replace the hazard
- **Engineering controls** – isolate people from the hazard
- **Administrative controls** – change the way people work
- **PPE** – protect the worker with personal protective equipment

# Selecting PPE

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- Select equipment that suits the worker consider the:
  - size, fit, compatibility and weight of the PPE
  - and the physical characteristics of the user.
- Modifying PPE to fit is not a suitable solution.

# Use of PPE

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- If more than one item of PPE is worn at the same time, make sure they can be used together.
- Choose hard hats and ear defenders carefully to make sure they can be worn together and are both effective.
- Instruct and train workers how to use PPE,
- Tell workers why PPE is needed, when and how to use it and what its limitations are.
- If your risk assessment shows PPE is needed for a task, it should always be used, even for those jobs that 'only take a few minutes'.



# Maintenance & Review

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- PPE must be properly looked after and stored when not in use, for example in a dry, clean cupboard.
- If it is reusable, it must be cleaned and kept in good condition.
- Check regularly that PPE is used – if it isn't, find out why.
- Safety signs can be a useful reminder that PPE should be worn – many workplaces will often have signs at the entrance indicating what sort of PPE should be worn.
- Take note of any changes in equipment, materials and methods – you may need to update what you provide.

# Manual Handling Regulations

- Manual handling means transporting or supporting a load by hand or bodily force. It includes lifting, putting down, pushing, pulling, carrying or moving loads. A load can be an object, person or animal.
- The law provides employers duties to:
  - avoid hazardous manual handling, so far as reasonably practicable
  - assess the risk of injury from any hazardous manual handling operations that cannot be avoided
  - reduce the risk of injury from hazardous manual handling to as low as reasonably practicable

# What are the risks in Baggage Handling



- pushing and pulling the equipment involved;
- handling baggage inside the aircraft hold in particular stacking the bags;
- the frequency and the weight of the bags handled;
- handling bags below knee height and above shoulder height;
- handling with the hand extended far from the lower back;
- the lack of effective management and supervision of the activity.

# What can you do?

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- Use mechanical handling equipment (GSE) to move bags into and out of the aircraft hold
- Use mechanical aids to move the work equipment used eg a tug to pull a baggage cart into position.
- Train workers using the mechanical handling equipment and other associated equipment on how to use them safely.
- Provide suitable training in safe handling techniques.
- Rotate tasks between employees,
- Provide suitable breaks and rest periods including drinking facilities.
- Provide appropriate PPE
- Monitor and supervise workers to ensure that they follow your procedures in a safe manner

## What are the Risks?

- Manual handling
- Falls from height
- Fire and explosion
- hazardous substances
- Noise
- Electricity
- Machinery
- Slips and trips
- Vehicles
- Moving aircraft
- Engines
- Airbridges and steps
- Dangerous goods
- This list is the most common hazards

# Plan your Turnaround

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- A plan should describe how the turnaround will be carried out.
- It should enable every contractor to carry out their work safely and without endangering others.
- Points to consider in the plan include:
  - how the supervisor or handling agent will carry out their work;
  - common arrangements, such as what to do in an emergency and minimum personal protective equipment needs;
  - the signal that it is safe for vehicles and people to approach the aircraft;
  - the order in which they should approach; and
  - the positions they should take up, to make sure everyone can get to and from the aircraft safely and without endangering others

# Guidance

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- [Aircraft Turnaround HSG209](#)
- Work at Height
  - [Work at height - HSE](#)
- Personal Protective Equipment
  - [Personal protective equipment \(PPE\)](#)
- Manual handling
  - [Musculoskeletal disorders – HSE](#)