

UK AIRPORTS SAFETY WEEK



11-17th May 2020

**IDEAS
BOOKLET**



“UK Airports Safety Week” brings people together to make learning and sharing of values and experiences compelling in an intuitive and enjoyable way. A good outcome is an airport environment where people experience new ideas to improve and take back to their jobs. A great outcome is where a new initiative is adopted, taking safety performance to the next level.

As an all-inclusive event, all stakeholders and business partners are welcome to participate including staff, passengers and the local community. Airport roles, functions and activities are complimentary, requiring cooperation affiliated with good judgement, experience and timing. Operations can only be highly effective when they are safe for which taking individual responsibility is a critical component.

Every journey should start and end safely with all staff, passengers and visitors continuing to operate in the safest surroundings, enveloped by a culture determined to deliver this.

Objective

A week demonstrating & embracing UK airport safety culture by creating an environment where everybody can participate in sharing values, beliefs, knowledge and experience, coupled with a vision to develop understanding and learning.

Principal Aims

- Safety Culture Development – creating a climate for sharing and learning.
- Inclusive - all stakeholders and business partners feel able to participate and contribute.

AOA Objectives, as a flagship event, the AOA’s own objectives are:

- To demonstrate collectively UK airports continued commitment to safety culture as a priority.
- Every AOA airport to participate in the largest national coordinated airport safety event.

We remain respectful of aviation safety history, the longstanding traditions for improvement and the many people, determined over decades, to learn lessons and driven to deliver change.

Much of a modern safe operation is about preparation, prevention and culture, as we measure, analyse and probe to increase our understanding.

As guardians of a developing safety culture it remains our duty to promote and develop what we know today in the quest for tomorrow’s improvement.

Together we are making a national statement to an international community.

[#ukairportssafetyweek](https://twitter.com/ukairportsafetyweek)

‘UK Airports Safety Week’ Awards

There will be ‘UK Airports Safety Week’ awards on offer to **AOA members**, for whom entry is free. Full details will be published by the AOA explaining the application, criteria, judging and awarding processes, along with closing date for entry. The **Awards Ceremony** will be held at one of the AOA dinners where award photographs can be taken & used promotionally.

Benefits of applying:

- Winner & Commendation promotional opportunities
- Enhanced profile & recognition of hard work
- Promotion of your culture towards safety & acknowledgment of collaboration
- Recognition for your team & demonstration of commitment
- Press, website and promotional opportunities
- Additional / increased brand awareness

We encourage all members to apply for the awards, irrespective of size, how many days participating or number of events taking place during your campaign. The awards process provides equal opportunity to win and the decision will be made by our judges on the basis of the applications.

To be in with a chance of winning you must be an AOA Member and submit an entry!

Planning your Campaign

Historically airport safety days have understandably focused on the principal airside activities, however “safety” in UK Airports Safety Week includes, occupational, health, safety, welfare, security, environment, wellbeing, hidden disability matters, etc. It features landside, airside, airport related activity (e.g. transport) and local communities.

Campaign Strategy - To maximise the value of your airport campaign consider these elements:

1. **Events Schedule: Timetable of your themes and activities** - activities which foster safety knowledge, behaviours & best practice. Look landside, airside and out to your local community for opportunities to engage as many people as possible.
2. **Partnerships: Embrace stakeholder & partner involvement** - as an inclusive event seek to involve as many airport stakeholders and business partners as possible. Create incentives to advertise, brand and sponsor.
3. **Promotion: Maximise PR, media & communications** - celebrate the week in advance, during and on completion. Plan PR out and determine how you will let everybody know what you are doing to get maximum interest. Make your efforts public to keep everyone motivated and updated throughout.

1 - The Events Schedule - GO LIVE! - on Monday 11th May at 09:00 hours local

Planning Guidance

Determine the timetable of events, themes and activities for your campaign. Remember, “safety” in UK Airports Safety Week includes safety, security, occupational, health, welfare, environment, wellbeing, hidden disabilities, etc. Start outline planning as early as possible. Don’t consider doing it alone, you are surrounded by a willing and knowledgeable resource. At your disposal are airport committees, business partners and stakeholders. Each one with people possessing great passion, enthusiasm, knowledge and desire for participation. Have an internal meeting and reach out to stakeholders and business partners.

Planning Basics

Treat this as a project with a lead who is aware of the airport aims and objectives. Define the days and activities you undertake and who will help you deliver. Engage airport stakeholders to participate with their own activities and ask them to plan these. Outline at your meeting forums to progress.

Event Programme

Think of themes and activities which are topical and likely to create interest. Your campaign timetable may be a few events or cover the full week.

Event Themes and Activities

You could choose a safety supermarket concept, with stakeholders operating their own stalls, or individual company safety events (e.g. airlines, ground handler, emergency services, terminal, security, caterer, retailer etc...), or both, the possibilities are almost endless.

Plan to spread activities across a variety of landside and airside locations. A greater variety of activities & locations will encourage more participation.

Interactive, drop-in events work exceptionally well, as do coffee, cakes, sweets & free give-aways! Quizzes are also very popular, creating fun and light competitive mood which people are happy to engage with. Testing people’s knowledge encourages a flow of ideas and for individuals to show off their experiences.

A list of example activities which have taken place previously can be found at the end of this document.

Stakeholder Engagement

- Ensure you have UK Airports Safety Week as an agenda item at safety related meetings, board meeting, management meetings and crew shift / team briefings and tool box talks.
- Seek volunteers amongst airport departments and companies to take a lead for their individual events, communications and to rally their own teams.
- Produce your concepts and intentions to participate early on.

2 – Partnerships

There are many opportunities for airport stakeholders & business partners to be involved.

Airport Partnerships - Identify & invite organisations to be involved, on and off airport, any airport function or partner relationship. They can visit your airport events & lead on some of the activities, or at least help deliver them.

Airport Operators Association (AOA) Members - Any sponsorship via the AOA will involve promotion of logos or as a partner and will be at low investment – high value ratio on the website. Opportunities and concepts are almost limitless, and it is up to AOA members to approach airports for inclusion, where arrangements will be with the specific airport's agreement.

3 – Promotion

Produce your airport poster and other promotional material as early as possible. As a participating AOA member, you may use the AOA logo in association with the event.

Promoting your Event

As a national event, participating in UK Airports Safety Week offers the potential to maximise public relations, communications and media for your airport. Each of the invited stakeholders and business partners should be strongly encouraged to promote their involvement within their organisations.

- In the weeks before we go live, maximise your various media outlets as promotional tools.
- Raise at all Safety & Business partner meetings.
- Include in safety bulletins, screens, email footers, etc. with links to your timetable.
- For 'GO LIVE' & during the event, utilise all forms of traditional media and live social media.
- Post event remember to let everybody know how it went!

PR, Media, and Communications - examples

- In house airport media / PR discuss best promotions
- Collaborate via AOA airport PACN (Public Affairs & Communications Network) working group
- Photos of events at airports
- Poster campaign
- Use of AOA Poster (UK Airports Safety Week)
- Email signatures AOA "UK Airports Safety Week"
- In house bulletins, magazines, on line magazine
- Airport website (individual / group)
- AOA website page (with links)
- Social media – [in](#), [f](#), [t](#), etc.

Example Event Calendars:

Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
08:00-14:00	Introduction CX / MD / COO 9am launch	Flight Deck Safety Briefing	Control Tower Visit	PRM Event Transport Event	Wildlife & Habitat Management	Visit Airport Safety Centre / Safety Bus Tour	Passenger Transportation & Terminal drop off / pick-up
	Occupational Health / Well- being	Airport, ATC, airlines & agencies collaborative event	LIVE DEMO	Airside Driving	Cycling to Work Wellness	Lithium Batteries as Baggage (education) Terminal & Pax	RFFS Station Visit
14:00-23:59	Ground Handling Activity	Safeguarding	Airside Day FOD Walk	Occupational H&S	Landside Car Parking	Maintenance & Engineering	Apron Equipment Parking
	Terminal/Security Dangerous Goods	Air Traffic Control	Terminal Safety	School / college / university	Retail	Aircraft Push-Back Workshop	Monday Summary & Wash Up
23:59-08:00	Airside Night FOD Walk	Passenger Welfare	Blue Light Training Exercise	Airside & Landside Lighting	Cargo Operations	Night Time Operations & Low Visibility	

	0900	1000	1100	1200	1300	1400	1500	1600
Monday	Driving Behaviours OPS	Airport Chaplaincy - Tea, Buns & Info 'Quiet Room' beside Information Desk	Beat Plastic Pollution AFS Training Room	FOD Walk Taxi & Car Hire Area	Pushback Ride-Alongs Main Apron	Beat Plastic Pollution AFS	Emergency Planning Committee visit to AFS & ATC	
Tuesday	Fire & Rescue Service – Fire & Road Safety – Main Concourse							
	Driving Behaviours Police Officers & Vehicles Main Concourse (all day)		Driving Behaviours with Police Road Education Officers & Vehicles – Main Concourse		Driving Behaviours Police Service Road Education Officers & Vehicles Main Concourse (all day)			
	Drugs & Alcohol Awareness Main Concourse	OPS Conf Room	RNIB familiarisation visit (Royal National Institute of Blind People) A Journey through the Airport	Lithium Battery & Dangerous Goods Awareness Check-in Area	FOD Walk Cargo Area			
Wednesday	UK Airport visit to Our Airport							
	'Time To Read' Local Primary School	Actions in the Event of a Terrorist Attack Security	Live Fuelling Exercise Airport Fire Service & Refuellers	Safety Aspects Cargo	Lithium Battery &	Accident Scenario (OPS) Reporting & Investigation Equipment Parking Area	Coastguard Helicopter	
Thursday	European Airports visit to Our Airport			Nutritional Talk & Healthy Snacks Charity Partner	Guided Walk Local Park	Dangerous Goods Awareness Check-in Area	WIP - Terminal Reconfiguration Tours	CPR / Defib Demos Departure Lounge
Friday	Pushback Ride-Alongs Main Apron	Hidden Disability Lanyard Awareness Conference 1	Humanitarian Aspects of an Emergency AFS Training Room	Sleep Clinics – Charity Partner (1200, 1300 & 1500) Analysing sleep behaviour & tips for better sleep - AFS Training Room				
Saturday	Tours of ATC Visual Control Room			OPS Tours of Airfield (5027)		Autism familiarisation visit A Journey through the Airport		
Sunday	Level 3 Inspection Runway	Tours of ATC Visual Control Room			Sign Language Info Desk & Terminal	OPS Tours of Airfield		
		AFS Tours for families of staff & cadets						

Example People to involve:

Many roles, functions and business partners operate across the airport with some distinctively landside or airside. The list below is generic, it may be different at your airport, and is not exhaustive. UK Airports Safety Week is an inclusive event which is intended for everyone.

Airport General		
Administration	Data Protection	Legal
Airport Development	Development	Maintenance
Airport Planning	Digital	Marketing
Baggage sortation	Directors	Occupational Health
Building	Environment	Procurement / Purchasing
Chaplain / Faith representatives	EHS	Retail / Shopping Mall
Chief Executive (don't forget!)	Facilities	Route Development
Commercial	Finance	Strategy
Communications	Group	Technicians
Concessions	Human Resources	Training
Corporate, Social Responsibility	Information	Utilities
Customer Service	IT / IA	Volunteers
Airport Related	Local Community	Emergency Services
Car park	School, college, university	Police
Cycling	Local council	Local Fire Service
Park & Ride	Local businesses	Paramedic / Ambulance / First Aid /
Transportation (Bus/coach, Car Hire, Taxis, Trams, Trains...)	Charity	Heli-Med / Hospital / Search & Rescue /
	Suppliers	Mountain Rescue / Lifeboat (coastal airports)
Airport Operations		
Air Traffic Control	Contractors	Operations Control
Airlines	Customs	Quality
Aircraft Fuellers	Emergency Planning	Safeguarding
Airport Fire Service	Engineering	Safety
Airside Operations	Environment	Security
Airspace	Fixed Based Operations	Service providers
Business Partners	Ground Handling	Solution providers
Cargo / Freight	Inspection & Maintenance	Survey
Cleaners	Management	Terminal
Construction	MET services	Winter Operations

<p>Occupational Health, Welfare and Wellbeing, Health & Safety (H&S)</p> <ul style="list-style-type: none"> • Drink and drugs awareness roadshow - Showcasing how drink and drugs can affect performance and how substances can remain within bloodstream • Manual Handling • Supervision of Children • Control of Contractors • PRM handling • Shift Working - sleeping and eating, maintaining optimal health around shift work • Workplace inspections – departments undertaking workplace inspections on other areas of the business and providing feedback. • Incident ‘mock-up’. incident scene management and investigation • Manual handling • Safety culture workshops • Safety Talk – (using an external specialist) • Safety Ambassadors • Behavioural safety • Holding a first aid training exhibition • Practical first aid demos including use of the defibrillators • Office Safety - specific company safety campaign 	<p>Local community, Young People, the Public</p> <ul style="list-style-type: none"> • Safety poster competition with local schools. Winner will be published. • Presentation to apprentices on airfield safety, drones, lasers & FOD • School visit to airport • Competition to design the airport fire service badge • Design a safety poster • Invite college / university to help plan your event • Safeguarding presentation to your local planning authorities (LPA’s) 	<p>Passengers</p> <ul style="list-style-type: none"> • External messages to passengers regarding safety in and around the airport. • Escalators use and safety learnings, behaviours • Car parks/bussing - speed checks • Passengers with Reduced Mobility (PRM) • Hidden disabilities • Security to explain the rules and procedures, liquids, laptops • Video demos of training and an interactive demo of a new Safety Hub E-learning 	<p>Airport Transport</p> <ul style="list-style-type: none"> • Tram • Buses & Coaches • Trains / Metro • Cycling to work • Car Parks • Taxi, Private Hire • Airside buses, • Crew & staff transport • Airside vehicles
	<p>Airport Experience (examples)</p> <ul style="list-style-type: none"> • Runway inspection • Baggage system overview • Tug pushback of an aircraft • Visit control tower • Tour fire station • Time with airport paramedics / medical team • Time with the airport duty manager • Visit to aircraft cockpit • Extinguishing a fire • Discussion of track monitoring • Aircraft fuelling – safety demo • Engagement themed week working with a training organisation and insurance company 	<p>Airlines, Air Traffic Control</p> <ul style="list-style-type: none"> • Get a base captain in for a briefing • Air Traffic Control Manager for a briefing / ATCO safety talk • Cabin Crew – safety professionals at work • Air traffic engineering • Line engineer manager - turnaround activity / inspections etc. • ATC engineer – demo of VCCS, radar, etc equipment in use • Network operations • Drones • Infringements 	<p>Prize examples</p> <ul style="list-style-type: none"> • runway inspection with Ops • sweets • cakes • coffee • ride in a tug during pushback • pens • mats • vouchers • visit an aircraft hangar • visit to fire station • visit the control tower • airline tickets • a clay pigeon shoot

<p>Airfield and Topography</p> <ul style="list-style-type: none"> • Familiarisation Tours of airfield. Look at stands, equipment areas etc. • Pushback workshop • Safety buses – displaying various themes • Runway incursion awareness • FOD inspection walk / Runway walks • Aircraft fuelling – presentations on filtration, fuel facility, H&S etc. • runway safety workshop / with visits • Familiarisation and briefings on Snow Equipment and Habitat Management equipment • Senior Management provide guidance through airside tours. • Coaches, tugs, fire appliance, PRM, snow vehicles, driver simulator (Police). • Obstacle course with tug and dollies. • Speed gun activity. • Safety talk to airfield users and key people on site (+communication representatives) • FOD awareness / wildlife risk management – campaign with leaflets /company TV channel • Airfield visit – awareness for non-frequent users • Hazard perception and identification, root cause, communications around pushback • Marshalling techniques • Standardisation of turnaround processes • Raise awareness amongst flight crews on safety performance 	<p>Airport Rescue & Fire Fighting Service (RFFS)</p> <ul style="list-style-type: none"> • A mock-up of a RTC involving a 3rd party vehicle • Focus on seatbelt compliance • Mobile phones usage whilst driving • Extinguishing a fire - practical • Drinking/drugs and driving • RFFS Open Day with BBQ • A stand with relevant safety courses offered at the RFFS • Station open morning, presentation on roles/vehicles • RFFS - safety event / stalls / exhibits 	<p>Stakeholder and Partner Events</p> <ul style="list-style-type: none"> • Ground handlers invite members of staff to sit in pushback tugs and plug into the headset while undertaking an aircraft push. • Ground handler will invite people to shadow the despatcher while on a turnaround. • Air Traffic Control (ATC) safety brief • Construction site safety. • Permits to work - education. • Contractors presentation - review meeting on work in progress, crane permits, FOD • Aerodrome Safeguarder event for Local Planning Authorities (LPA's) • Contractor safety forum & runway walk • Work out the correct load and balance exercise for the aircraft (win free airline tickets) • Read the various articles posted on the stall, walk around and answer the prepared questions – win a prize 	<p>Quizzes, Tests and Questionnaires</p> <ul style="list-style-type: none"> • Send out quizzes to all airport stakeholders, for completion and return to an area at the stands with a prize of shopping tokens. • Quizzes will cover topics such as airfield/ airport signage/ markings. • ‘Guess the weight of FOD swept’. Collecting FOD, weigh-in on the last morning. Offer a prize for best guess. • Safety Champions Event (finalists in clay pigeon shoot) • Drop in open sessions. Whiteboard / “post-its”, for people to write concerns on. • Gift prizes • FOD walk (apron). Strategically placed items (recorded) to be found Safety related quizzes, questionnaires, safety videos • Terminal passenger safety quiz
	<p>Retail</p> <ul style="list-style-type: none"> • back of house safety, retail corridors. • Delivery • Introduce retail to non-retail activities 		