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British Airways

The BA group

- We have 293 aircraft
- 47000 employees
- We fly to over 200 destinations
- We operate more than 1000 flights per day

- Carrying 36 million passengers
- 800,000 tonnes of cargo
- Most profitable airline in the world



My role

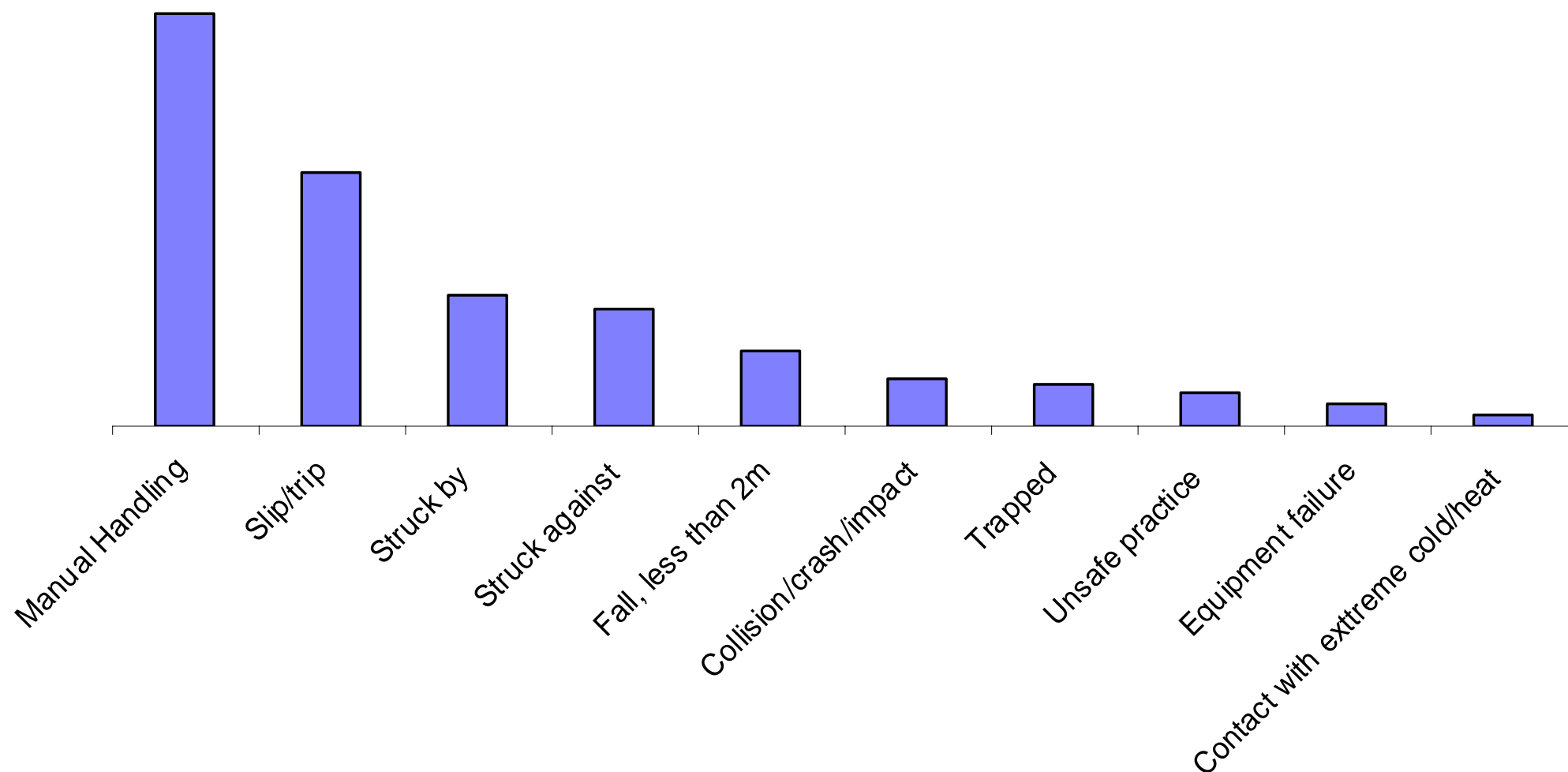
- Covers the safety of all activities on the ground, world-wide
- Ensure we comply with legislative requirements
- Define corporate safety policy
- Drive continuous improvements
- Ensure policies are applied consistently
- Conduct investigations into significant incidents
- Work with industry, national and international groups to improve safety
- Air safety is very mature with excellent reporting cultures, international safety exchanges, flight data recording, behavioural safety etc – aviation ground safety?

The scale of the challenge

- HSE report that 40% of all reported incidents at airports are manual handling related.
- The industry has been slow to tackle the problem.
- We operate in multi-user areas, sharing common infrastructures
- Aircraft are expensive and difficult to redesign
- Manual handling injuries are cumulative
- BA employees work for the company for an average of 14 years.
- Loaders have to lift, push, pull and twist in very confined spaces and in all weather conditions.
- Some carriers try to use baggage weight for commercial gain
- All airlines have to work to very tight schedules.
- Unlike many other carriers we have our own ground handlers therefore we 'own' the problem.

The British Airways experience

Top 10 Causes of Lost Time Injuries



How many people are affected?

- We have 3500 baggage handlers at LHR, LGW and EDI
- We have 15000 cabin crew
- We have 6000 engineers
- We have 4000 cargo staff

All of whom carry out varying amounts of manual handling which results in:

too many injuries

too many days lost

too many claims

We will focus on baggage handlers

What are we doing to improve?

- We have introduced a 32kg (70lbs) bag limit – although it's arguably still too high.
- We have influenced IATA, BAA and Unions to introduce limits
- We plan to containerise our A319 fleet
- We are looking at mechanical handling aids
- Robotics
- Rehabilitation
- Improved labelling of heavy bags
- Calibrating baggage belts
- Informing passengers
- Charging passengers?
- Improved hands-on training

What is QBE's involvement?

- Working closely with QBE
- Proactive approach to rehabilitation.
- Joint venture between QBE, Pristine Condition and BA
- Using a control group of one shift of 200 staff in Terminal 1
- Aiming for a 25% reduction in manual handling incidents, injuries and claims.

The HSE recommended maximum weights

MAC lifting score for one operator				
	One lift every			
Bag weight	5 seconds	9 secs	14 secs	30 secs
Less than 10kg	Green	Green	Green	Green
10 kg	Amber	Amber	Amber	Amber
15	Amber	Amber	Amber	Amber
20	Red	Red	Amber	Amber
25	Red	Red	Red	Amber
32 IATA max	Purple	Purple	Red	Red

The challenges still facing us.

- Terminal 5 was never intended to be an R+D site
- Terminal 5 is not state of the art – we will still need staff to lift bags
- Some airlines make baggage weight a competitive issue
- Cargo weights are not aligned to passenger bag weights but the same staff can be loading them at aircraft side.
- Not all carriers apply the same standards. We get large numbers of interline transfer passenger resulting in overweight bags in the system.

How do we load aircraft today?

● Two options are loose load or containerise:

Loose loading means bags are handled up 8 times.

Baggage belt – wessex (cart)

Wessex – conveyor at aircraft side

Top of conveyor to loader in the doorway.

Bag then passed down the hold to be stacked.

Additional handling increases the risk of injury

There is a potential industry solution to make handling easier but it is expensive.

A coal mine in the 18th Century

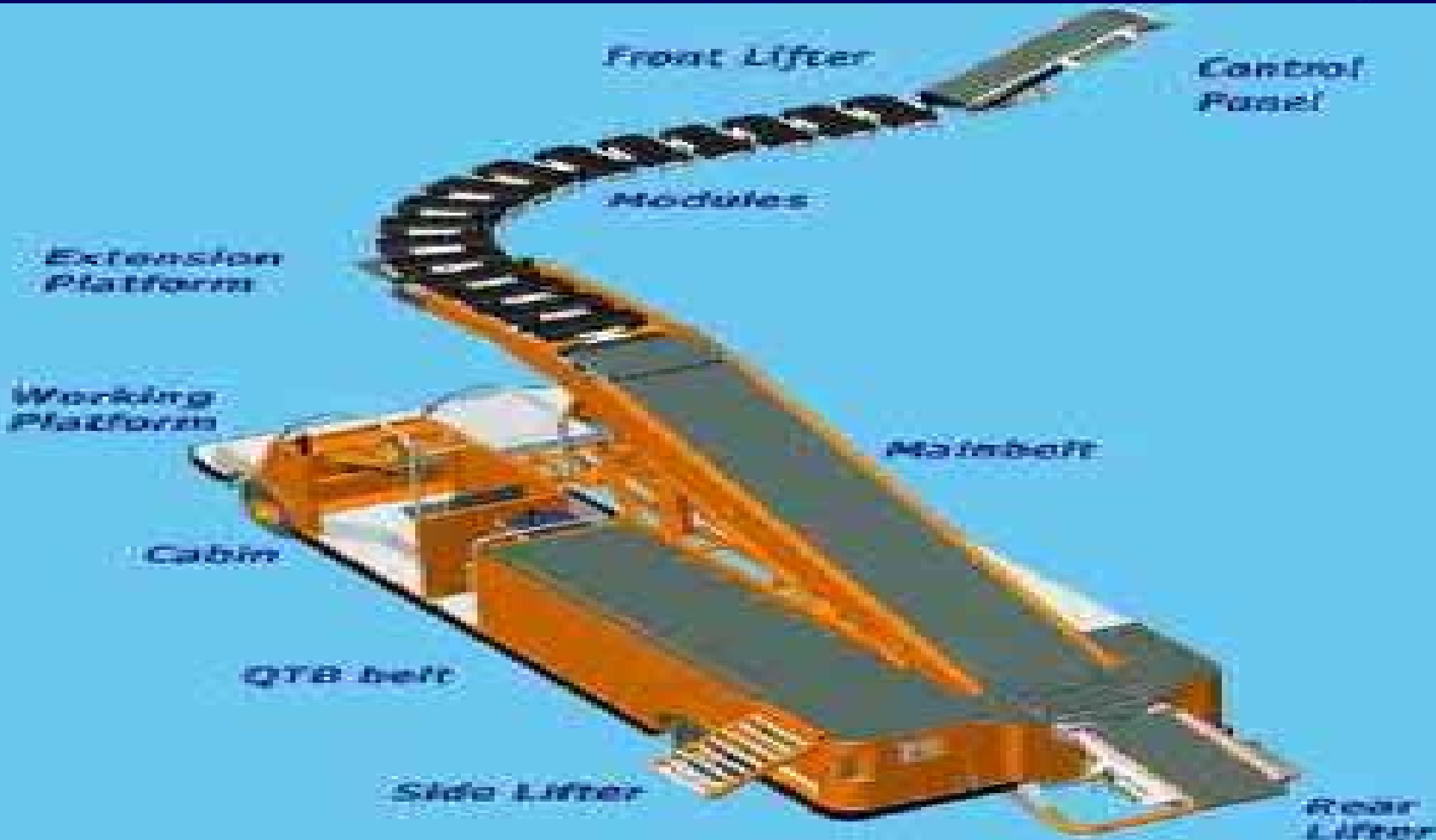


Aviation In the 21st Century



Transforming our business

A solution for loose loading?



Containerising

The alternative is to **containerise**. This means only handling twice. We may even have a solution to reduce this further.

We have traditionally struggled to find acceptable mechanical solutions to allow us to fully load containers.

However, containerising does increase the risk of aircraft damage and increase aircraft weight and therefore reduces payload and increases fuel burn.

Soft top containers



Transforming our business

How do other industries handle packages?



The wrong way to load a container



And if they are overloaded.



Transforming our business

BRITISH AIRWAYS 

The future

- As part of the HSE Aviation Industry Strategy Group we aim to reduce manual handling injuries by 50% by 2010
- There is no single simple solution.
- Ensure all the current initiatives are seen through to a conclusion.
- We may see a further reduction in maximum hold bag weights
- We are reviewing cabin baggage weights
- Robotics on a large scale

So next time you go on holiday -



Spare a thought for our loaders

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