

WELCOME

Welcome to the Summer Edition of the EMA FOCUS newsletter, we hope you find it informative and an enjoyable read.

If you would like any further information on any of the articles covered please email compliance@eastmidlandsairport.com

As we head into Summer 2021, passenger flights resume operations from East Midlands Airport. I am sure you are all looking forward to welcoming passengers back into the operation as much as we are!

Although the pandemic has had a devastating impact on passenger numbers at East Midlands Airport, our cargo operation has grown significantly in the last 12 months. Total annual tonnage stands at 440,000 compared with 370,000 the prior year.

To all colleagues, whether working on site, at home or on Furlough...please take care of yourselves and stay safe as we look forward to a more positive Summer for the Aviation Industry.

Regards

EMA Operations, Health, Safety and Compliance team.

Departures



PASSENGERS ONLY
BEYOND THIS POINT

Please have your individual boarding cards ready



Image: Nottingham Post

UNDERSTANDING MENTAL HEALTH



Mental health doesn't mean one thing. It might be used to talk about how we feel, how well we're coping with daily life or what feels possible or impossible right now.

Good mental health doesn't mean always being happy or unaffected by experiences! A small amount of stress is a normal reaction to everyday life. But poor mental health can make it far more difficult to cope, even with the most straight forward of tasks.

- Take breaks, did you know breaks add up to 6 weeks' worth of annual leave a year? It's important to rest and feel alert when you come to do your tasks during the working day (or night!).
- Take extra time with tasks and processes you haven't done in a while.

Everyone working at EMA has experienced different pressures and stresses during this time. **We wanted to take the time to tell you it's okay not to feel okay.**

Below are some well-being resources to support you. If you are reading this article online, the following has clickable links:

- The Mental Health UK website has health and well-being [videos](#) on: Work life balance and Managing Stress.
- The Mental Health UK website has a great article on [how to talk to a colleague if you're worried about them](#).
- Mind UK has articles on [coping with going into work during coronavirus](#) and [managing feelings about lockdown easing](#).



INSPIRATIONAL QUOTES

As part of Mental Health Awareness Week in May, everyone working across the site was invited to share inspirational quotes. Here are a few of those submitted:



Don't be too hard on yourself
It's okay not to be okay
From pop stars to the Queen
And stars of the silver screen
Everyone on earth
Can have a difficult day."



Nothing is predestined. The obstacles of your past can become the gateways that lead to new beginnings."



Asking for help isn't a sign of weakness, it's a sign of strength."



SAFETY SURVEYS

The EMA Operations trainers, AOS and Rangers carry out safety surveys on behalf of the airport. This helps us know current knowledge of airside rules and which topics may need more safety promotion. See below for some of the March questions. Did you know the answer?

62% ANSWERED CORRECTLY:

QUESTION:

Before taking any photos or videos airside who must you obtain permission from?

CORRECT:

✓ Press Officer

INCORRECT:

✗ Airfield Operations Supervisor
✗ Airport Duty Manager

65% ANSWERED CORRECTLY:

QUESTION:

If you observed an unsafe working practice how can you report it?

CORRECT:

✓ Anonymous and Voluntary Reporting System

INCORRECT:

✗ SafePort/CAMMS
✗ Maximo

88% ANSWERED CORRECTLY:

QUESTION:

Who should you report any incidents or accidents involving a vehicle or GSE equipment to?

CORRECT:

✓ The Airfield Operations Supervisor, via the Control Room

INCORRECT:

✗ The Fire Service
✗ The Airport Duty Manager
✗ All of the above

NEW AERODROME MANUAL

The Aerodrome Manual 2021 (Effective from 1st April 2021) is available to view/download alongside the Airside Operational Instruction and the Airport's Emergency Response Plan (password required) via: www.eastmidlandsairport.com/about-us/operational-documents/

AIRSIDE SAFETY TRENDS

Below 3 airside safety trends at EMA are detailed, with how to mitigate them, keeping yourself, other personnel and aircraft safe.

WESTERN LINK ROAD

The Western Link Road connects the West Apron to the Central Apron, providing access for vehicles. As such, it crosses Taxiway Kilo, Mike and November.

WHAT IS A TAXIWAY INCURSION AND WHAT ARE THE RISKS?

A Taxiway Incursion is when an aircraft, vehicle or person enters a taxiway without permission from Air Traffic Control (ATC). An illuminated red stop bar indicates no permission to cross. An incursion could ultimately lead to collision with an aircraft, causing harm.



WHAT IS HAPPENING ON THE WESTERN LINK ROAD?

In the year to date, there have been 5 Taxiway Incursions of Kilo by vehicles as drivers have crossed the illuminated red stop bars when travelling west to east on the Western Link Road. 4 of the 5 occurrences were when the airfield was in Low Visibility Procedures (LVP's), as such an Ops Escort was required too.

WHAT IS THE PROCEDURE FOR CROSSING THE WESTERN LINK ROAD IN LVP'S?

- ✓ Organise an Ops Escort by calling the control room 01332 852973.
- ✓ On arrival at taxiway kilo, hold position at the red stop bar and await the Ops Escort. Ops will call ATC to request permission to cross, escorting you.
- ✓ Only once ATC confirm clearance to cross the taxiway will the stop bar be extinguished.

REMEMBER

– The West One and Central One Gatehouses are operational 24hrs a day, 365 days a year, if a suitable landside route is available this should be used as only essential airside journeys are permitted in LVP's.

GSE CONTAMINATING STANDS

Ground Service Equipment (GSE) is regularly left out on stands rather than returned to designated equipment areas.

In 40% of cases in the last year, equipment was even found to be within the footprint of an aircraft. This could lead to an aircraft being

damaged by the obstacle if it is not moved and/or disrupt operations.

GOOD WORKING PRACTICES FOR EQUIPMENT PARKING:

- ✓ Store equipment in designated parking areas once use is finished.
- ✓ All equipment should be minimum 4.5m from the 'T' and must not encroach into the stand area.
- ✓ Equipment should not be left unattended on empty aircraft stands.

INSECURE DOLLY LOADS

Insecure dolly loads accounted for 43% of Safety Occurrences relating to vehicles and equipment in 2020.

A load is insecure when the dolly stops are not activated, allowing the Unit Load Device (ULD) to fall off the dolly.

POTENTIAL RISKS OF AN INSECURE LOAD:

- ✗ Harm to personnel
- ✗ Damage to the ULD, infrastructure, other equipment, or aircraft.
- ✗ Disruption to operations

HOW TO PREVENT AN INSECURE LOAD:

- ✓ It is the drivers responsibility to check the loads are secure before setting off.



KNOW YOUR BOUNDARIES!

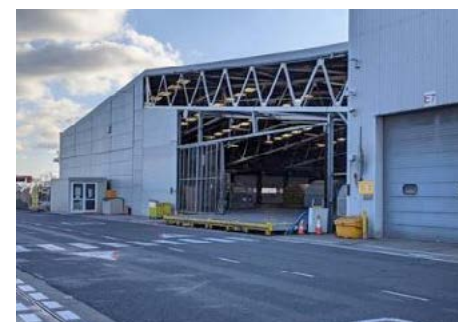
For most colleagues, it is clear when we enter the Critical Part (CP), of the aerodrome as we are subject to screening when we pass through a security checkpoint.

Once in this airside area, we find infrastructure, such as fencing, and other airside boundary markers like signage and paint markings which clearly identify our limit of travel within the CP.

There are however, areas at EMA where we find a unique CP boundary, these are located on the West and East Aprons.

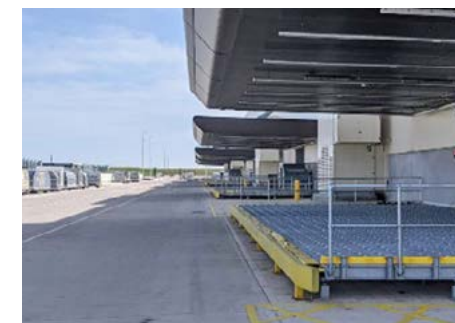


On the West Apron, we find an 'open' CP boundary which runs the full length of the roller beds on the North side of the DHL facility, and, along the edge of the roller bed on the East side of the building, opposite stand 125.



On the East Apron we again find an open CP boundary which runs around the edge of the roller beds on the North side of the UPS facility.

Along the edge of the roller beds is a painted, single, solid, yellow line which delineates the boundary between airside and landside.



At no point should anything other than ULD's cross this line.*

Therefore, if you find yourself operating in the vicinity of these open CP boundaries, please do not accept any paperwork or other items from personnel who are on the roller beds – it has not been screened.

Additionally, please don't place items such as clipboards, bags (or yourself), onto the roller beds as those items are now classed as being landside.

Colleagues (who do not work for the Regulated Agents), may from time to time find themselves carrying out duties on the West or East Apron due to operational requirements, therefore, it is imperative that we all know our boundaries to make sure we don't over step the mark(ings).

*Colleagues working for the Regulated Agents should be knowledgeable of current evacuation procedures and protocol.

FOREIGN OBJECT DEBRIS

FOD IS EVERYONE'S RESPONSIBILITY.

Everyone working on the apron must exercise great care, particularly those working on aircraft, to ensure that no FOD is left behind from their operation.

Marshals – Marshals are trained to check for FOD before marshalling an aircraft onto a stand, marshallers must ensure that the parking area is free from FOD.

All marshals are reminded that this applies in the event of a stand change, even if the aircraft is on the ground and waiting for the marshal.

Tow Teams – Stands must be checked for FOD prior to an aircraft being towed onto stand.

REMEMBER FOD IS EVERYONE'S RESPONSIBILITY!

HIGH VISIBILITY GARMENTS

All High visibility Garments should comply with European Safety Standard EN ISO 20471:2013 Class 2 as a minimum.

High Visibility garments must be worn in **all airside areas** including the Maintenance Area and inside the baggage docs. The only exceptions are:

- Within the cab of a vehicle, providing it is fully enclosed.
- Within airside offices and/or enclosed work areas.
- Whilst using designated walkways, including passengers.

In order to maintain the required level of visibility High visibility Garments must be:

- kept clean
- replaced as soon as the high visibility properties deteriorate

All High Visibility Garments must be fastened to be effective and visible from every angle, be seen be safe. Make sure everyone can see you!

CONTACT US

EMA Emergency line
01332 818555/internal ext. 3333

Airside Operations Supervisor
07880 787 543

EMA Control Room
01332 852 973/internal ext.2973

Airport Duty Manager
07880 787 513

If you wish to contribute to the newsletter, please email: compliance@eastmidlandsairport.com

ANONYMOUS AND VOLUNTARY REPORTING

If you observe a potential hazard or unsafe working practice, please report it to us. All reports are investigated and helps to make EMA a safer place for everyone!

If you would like feedback on reports, please include your email address or contact number as a voluntary report, alternatively you can submit an anonymous report.

Submit your report via the QR code or the following link, and help to improve aviation safety at EMA, Anonymous & Voluntary Safety Occurrence Reporting: www.eastmidlandsairport.com/about-us/operational-documents/



EAST MIDLANDS AIRPORT PARTNER NEWSLETTER

We have launched a new EMA communications newsletter for everyone in the airport community.

This will contain news and updates to keep you fully informed about what is happening at the airport. To sign up to receive this newsletter please email emma.stone@magairports.com

SAFEPORT

SAFEPORT is the reporting tool for Health, Safety and Environmental incident reporting.

The SafePort App is accessible to everyone on site including Suppliers, Contractors, Business Partners and other third parties working across our airport site. MAG colleagues can access SafePort through MAGnet (Apps and Tools). It is also available on mobile devices via a dedicated App for the simple reporting of Observations, Hazards and Suggestions, accessible using the QR code below or go to safeport.magairports.com

We actively encourage everyone on site to report any observations or suggestions – reports can be submitted anonymously or if you would like feedback, please provide an email address. If you would like more information or support on use of SafePort, please contact Lisa Kidd (lisa.kidd@eastmidlandsairport.com).



SECURITY AWARENESS



GENERAL AWARENESS

Whilst we are currently seeing less passenger movement around the EMA site, we would like to take this opportunity to remind all airside operators of the importance to exercise vigilance at all times.

If you see anything suspicious, or need to report an incident, you should call the Airport's emergency number on internal extension **3333** or external number **01332 818555**.

Remember your ID card must only be used by yourself and you should only enter the airside areas with a valid business reason.

Persons entering or exiting through card-controlled points must ensure that they are not tailgated by any other individual nor should they hold any doors open for other persons. If someone attempts to follow you through a door, you must not allow them access, they must verify they are authorised by swiping their own ID pass. Anyone found to be allowing access to areas for other persons may have their ID pass permanently removed.

A gentle reminder that when operating in an airside area, your ID must be Prominently displayed in line with the following:

- At chest height
- On outer garment
- On the front of the body

- Or Sleeve (safety exemption)
- Photograph forward
- Correct way up
- At all times whilst within any airside area.

INSIDER THREAT

An insider is defined by the CPNI as "someone who (knowingly or unknowingly) misuses legitimate access to commit a malicious act or damage their employer."

This can cover anything from a security threat, to financial fraud or criminal theft.

If you have any concern about potential insider activity, please take one of the following steps:

- A. Report the concern immediately to your line manager.
- B. If there is an immediate risk to life or safety, or a security concern, you should contact the airport's emergency number on **01332 818555** or extension **3333**.

You should ensure that you give all possible details, and inform the above of any evidence (emails, text messages) that you have and ensure that you keep copies of them. You should also write down any details of conversations with the person immediately as you may need to refer to this later.

If you have any questions, please contact compliance@eastmidlandsairport.com

UNATTENDED BAG PROCESS

If you spot an unattended bag, either landside or airside, please remember the following process:

Contact the Control Room (01332 852840) to inform them that a bag has been found unattended. In an emergency, call **01332 818555** or extension **3333**.

