

Eye on safety

Toronto Pearson Safety Program eBlast | APRIL 2019

2018 Safety Climate Survey

Putting Your Feedback Into Action

From August to December of 2018, 2,896 airport employees participated in the Safety Climate Survey. This was a big increase from last year when we had just over 500 responses. The purpose of the survey is to help the GTAA and safety leaders from Toronto Pearson's employers find opportunities for improvement in safety communication and overall safety culture and to address other areas identified through the valuable comments that were provided.

The comments were categorized into five areas where we can improve safety culture, reporting and change how employees perceive safety. These include training, behaviour, working environment and equipment, communications and safety reporting. The Toronto Pearson Safety Committee is reviewing the data provided and will develop an action plan to address these areas.

The first set of questions pertain to overall airport safety culture and morale. There was a decrease in the score for the question "Safety is important to me", so we need to look at possible improvements in this area so that we can see positive changes next year.

The second set of questions were about safety

communications, including reporting of hazards. The response to the question about whether safety communications were effective and resonated with employees indicated that there is room to improve. We continue to work on this through our monthly Eye on Safety Newsletters. On a positive note, more employees feel encouraged to report their safety concerns and we will continue enhancements in this area. We continue efforts to improve safety communications and are open for your recommendations and suggestions about how our safety communications can be more effective and meaningful for you.

The third set of questions were about overall safety perception. We noticed a significant improvement in the last question which asked employees if they feel they are given enough training to complete their tasks. While we are pleased to see a positive indication in this area, the score shows that there is still room to improve training to lower risk.

Thanks to everyone who contributed to the safety survey. Please, see the results below.

Safety Culture	2017	2018	
Safety is important to me	4.87	4.79	↘
Safety is important to the person I report to	4.57	4.59	↗
Safety is important to my employer	4.55	4.55	→
I feel that my coworkers encourage each other to work safely	4.00	4.35	↗

Safety Communication	2017	2018	
Safety communications at Toronto Pearson are effective and resonate with me	4.19	4.12	↘
I am encouraged to report safety concerns in my workplace	4.42	4.44	↗

Safety Perception	2017	2018	
When pressure builds up, I do not take short cuts on safety	N/A	4.37	NEW
I feel that I am given enough training to easily complete my tasks	3.33	4.17	↗

Eye on Safety Awards Recipient



Francesco Satino of Deicing Operations, GTAA was nominated by the GTAA Shift Manager, Deicing Operations, Steve Bradley, for a Tier 2 Eye on Safety Award in March of 2019. On the morning of March 16, 2019, an aircraft came for deicing. Francesco was the Deicing Specialist assigned to the left side tail. Upon approaching the tail, Francesco noticed what appeared to be a section of metal that was peeled back. He took a closer look and then called up the Zone Deicing Coordinator to report the possible damage. On further inspection it could be clearly seen that there was damage to the upper horizontal stabilizer and elevator as if something had struck the plane. The Captain was notified and was unaware of the damage. After consulting with maintenance, the aircraft returned to the gate for further examination and repairs. We would like to acknowledge Francesco for his attention to detail and reporting something that could have been a major problem had this flight departed without this being noticed. Congratulations, Francesco, please keep up the good work!



From left to right: Alexander Skripalev, Officer, Toronto Pearson Safety Program, award recipient Francesco Satino, GTAA , and nominator Steve Bradley, Shift Manager, GTAA.

The nomination form is available on our website at www.torontopearson.com/eos

OUR VISION: ZERO INJURIES

By Currie Russell, Manager, Toronto Pearson Safety Program



Did you know that in 2018, airport employers reported 855 lost time injuries to the Toronto Pearson Safety Program? That's 855 of your co-workers who went home hurt from work! Maybe one of them was you. The vision of the Toronto Pearson Safety Program is ZERO injuries for everyone who works at the airport. We believe that all injuries are preventable. Here is a list of things that you and your employer can do to prevent injuries and help us to achieve our vision.

- Report Lost Time Injuries to the Toronto Pearson Safety Program on an ongoing basis through the Trendz online injury reporting system – doing so helps us to provide programs like Pristine Condition that reduce injuries!
- Nominate someone through the [Eye on Safety Awards Recognition Program](#) and participate in the annual awards gala as a sponsor
- Make sure employees get the [Eye on Safety eNewsletter](#) and discuss the articles during shift briefings and safety talks ([Click here to subscribe](#))
- Contribute articles to the Eye on Safety eNewsletter – share your safety success stories with the airport community
- Participate in events including Canadian Airports Safety Week, Airside Safety Week, Safety Summits and other events throughout the year
- Request an Eye on Safety Poster and frame to install in your break room (they're free and we deliver!)
- Educate and encourage staff to [report safety hazards and concerns](#) and make sure they all have Be Safe job aids which contain the Emergency and Non-Emergency numbers and Report_It@gtaa.com email address (email tpsp@gtaa.com and request the quantity needed for your staff)
- Participate fully in the Pristine Condition manual handling program. The GTAA is funding this program for all Toronto Pearson employees.
- Encourage staff to complete the Safety Climate Survey (next in late 2019)
- Provide proper personal protective equipment (PPE) for staff and ensure it is used
- Organize a safety fair
- Establish a health and safety program
- Establish a return to work program
- Participate in the [WSIB Safety Groups Program](#)
- Provide all necessary training so that staff are competent to do what is expected of them
- Engage Joint/Workplace Health and Safety Committee members to be safety leaders and to help disseminate safety communications to employees
- Need help? The Toronto Pearson Safety Program is here to support your safety efforts. Call 416-776-9025 or email tpsp@gtaa.com

2019 Spring Safety Summit

Over 100 health and safety professionals representing more than 34 employers from the Toronto Pearson community gathered at the 2019 Spring Safety Summit on April 18 at the International Centre. Summits are held twice a year and are not only an opportunity for the Toronto Pearson Safety Program and other GTAA departments to share about ongoing and upcoming safety initiatives as well as factors impacting safety in airport operations, they allow employers to share and collaborate with their counterparts from across the airport community.

The agenda for this summit incorporated feedback received from the participants who attended the 2018 Fall Safety Summit, which included requests for networking opportunities and more interactive sessions. Following a more concise overview of the Toronto Pearson Safety Program, video message by Davy Snowdon from Pristine Condition, and summary of results from the 2018 Safety Climate Survey, a networking break allowed delegates to get to know each other better. When the break was done, table groups had been shuffled and attendees were led through a brainstorming exercise to gather ideas about how to improve safety communications. As the afternoon drew to a close, Director of Corporate Safety & Security for the GTAA, Dwayne MacIntosh shared about the Toronto Pearson Worker Health & Safety Forum that was launched following discussion at last fall's summit. This Forum that has representation from the Toronto Airport Workers Council, gives labour groups an opportunity to influence safety culture at the airport through discussion and collaboration with the GTAA.

Summit delegates left energized and a lot of feedback was provided so that we can continue to make these events even better! Next summit will be held in the fall with the date to be announced in the coming weeks.



If you would like to learn more about this safety initiative or to provide your feedback on information captured in this newsletter, please, email us at TPSP@gtaa.com