

Eye on Safety Awards Recipient



Simon Nowicki of Air Canada was nominated by his colleague Wayne Perkins for a Tier 3 Eye on Safety Award in December 2018. A family with some baggage carts loaded with luggage was using the moving sidewalk from Terminal 1 to the parking garage. When the traveler with the first cart came to the end of the moving sidewalk, he was not able to move it forward, possibly due to the brake being activated. The cart quickly turned sideways, backing up people on the sidewalk as the exit was blocked. People and their carts began to pile up behind the first cart creating an unsafe situation. A young child was in between the first cart and the approaching people and their carts who could have been injured. Simon quickly reached over the handrail of the sidewalk, grabbed the child and lifted them to safety. Some other employees ran over to move the cart and free up the obstruction at the exit on the walkway. This allowed the rest of the family, their carts and everyone else to exit the moving sidewalk safely. Congratulations, Simon! You are a great example of going above and beyond your day to day duties to ensure Toronto Pearson is a safe place to be!



Simon Nowicki in the middle

WINTER OPERATIONS: POTABLE WATER AWARENESS



Safe winter operations require special procedures by ground handlers, maintenance personnel and flight crew. Servicing aircraft in cold weather conditions can cause different issues due to the effects of frost, ice, snow, slush and low temperature. It is important to adhere to Standard Operating Procedures (SOPs), especially when

dealing with potable water in a cold environment since a frozen water hose could significantly delay aircraft servicing and put unnecessary pressure on ground crews thereby creating an unsafe condition. Please review the following procedures to ensure that potable water filling is conducted in a safe manner:

- Never allow overflow water to spill onto the apron. This can cause ice to build up and become a hazard for ramp personnel.
- When finished, ensure the hose is fully retracted back into the cabinet. This will ensure the hose is kept warm and usable for the next operation.
- Ensure cabinet doors are kept closed when not in use.
- Call 416-776-3055 to report any operational issues with the cabinet, hose, water delivery or any other problem.
- The use of the dust cap is required at all times when the water hose is being transported to and from the cabinet to the aircraft.
- Make sure the Potable Water Cabinet (PWC) hose is properly stowed to the drain when stored in the cabinet.

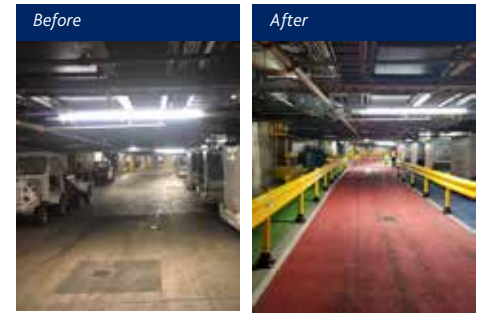
Rainbow Road Terminal 3

Recent safety improvements have been made to the Terminal 3 baggage area known as a Rainbow Road. This baggage area has had issues with poor lighting, vehicle congestion and the presence of Unit Load Devices (ULD's) which have impacted employee safety. There is a lot of work happening in this relatively small space where inbound and outbound baggage processing takes place. There have been accidents, injuries and several near misses in this area. The most recent serious injury occurred when a ground handler employee was struck by a tractor. Last year the GTAA established a full-time position to assist in policing the roadway and to facilitate traffic flow. While this initiative did provide some safety improvements, it did not address all of the safety issues present in this busy environment.

Members of the GTAA management team visited some European airports to observe their operations and facilities. While visiting London Heathrow Airport, the team observed that they had set up their baggage roadways with barriers and markings that forced people and vehicles into designated areas, separating them. Upon their return, the team presented their observations to various internal stakeholders and managers.

Our team developed a business case to have the T3 Rainbow Road transformed to resemble Heathrow's layout to improve safety, flow and create an overall better work environment for all employees. Once the case was approved, the next step was to secure a vendor partner who helped us select a product that was appropriate for the project. At the same time, roadshows took place during which Baggage Operations staff visited T3 front line staff to show them the plan and to gather feedback. After obtaining buy-in from internal and external teams, a work plan was established so that operations could be maintained while allowing the project to be completed. Project completion was delayed by two months due to the fact paint that had to be applied in small volumes to reduce the impact on those working in the area. Before it dried, the paint had a strong, irritating scent. While this was not ideal, the goal was to ultimately improve safety in this environment and we did not want make things worse as a result of project installation.

Since project completion, we have seen a dramatic reduction in fossil fuel vehicles in the area, a decrease in near-miss reports and a reduction in



damage to facilities. Both external and internal employees have shared positive feedback for the significant improvements to their work environment. Thank you to everyone who has been involved in this safety initiative for your contribution, support and patience.

Fabbio Mifsud
Manager, T3 Baggage Operations

Safety Climate Survey Contest Winners

What does safety mean to you and to your employer, and how are safety messages reaching and impacting you? Between August and December 2018, nearly 3,000 Toronto Pearson workers provided feedback about the safety culture at the airport through our Safety Climate Survey. This survey is conducted annually to identify areas of improvement, to further strengthen the Safety Program, to provide an opportunity to connect, interact and communicate with employees and to raise awareness of the Toronto Pearson Safety Program's vision of zero injuries. Thank you to all who completed the survey. Your contribution will help us to continually improve safety and security at our airport.

By working together, can improve safety at the airport by identifying hazards (Report_It@gtaa.com), by recognizing safety champions among us through



the Eye on Safety Awards (torontopearson.com/eos), by raising individual and organizational awareness through events such as Canadian Airports Safety Week and by changing safety culture.

Following a random draw held on January 7, 2019, the Toronto Pearson Safety Program is proud to announce the following winners:

Grand Prize (iPhone X):

Saba Barmare, ASP
Mark Pydo, Air Canada

2nd Prize (iPad):

Sacha Rado, Swissport
Andrew Lyle, Air Canada
Bruno Dermo, Air Canada
Umawatie Harrypersaud, OTG

3rd Prize (Amazon gift card):

Robert Craig, Garda
Marut Patel, OTG
Karankumar Valekar, SSP
Alan Scott, Peel Police
Rajanikant Patel, ASP
Priyankaben Macwan, ASP
Mohamed Egeh, Menzies
Susanne Antunes, Westjet
Sang Lu, ASP
Mina Khani, ASP