

Eye on safety

Toronto Pearson Safety Program eBlast

SUMMER 2019

Canadian Airports Safety Week



From June 17 to 23, Toronto Pearson joined 28 other airports across Canada to participate in another successful Canadian Airports Safety Week.

Canadian Airports Safety Week is always a great opportunity to share initiatives and recognize and educate workers about how each

organization plays a vital role in contributing towards safety and security at our airport.

A special thank you to everyone who helped and contributed to making this year's Safety Week a success - safety works when people work together!



Above, left: TPSP set up their booth in Viscount Station to share giveaways and safety information. Above, Right: A launch event at GTAA Administration Building featured representatives from GTAA Corporate Risk and the seven management systems held an expo with informative and fun activities to share how everyone plays a role in safety.



Above, left: FOD Walk and BBQ at the North End, with our partners at Chartright and Signature FBO, with a display of the Emergency Command Center and Toronto Pearson Fire truck. Above, right: Safety BBQ at Skyservice FBO with information and interactive safety activities.



Above, left: Safety Expos in Terminals 1 and 3 featured partners from across the airport community. Centre: FOD Free Friday saw over 100 people participate in several airside FOD walks. Right: The Night Safety Van Tour visited airside crew rooms from 8pm to midnight to talk about fatigue and night operation safety.

Eye on Safety Awards Recipient

Sajjid Ayubi of the Canada Border Services Agency was nominated for his quick response to a young child in distress. In the primary inspection area of Terminal 1, Sajjid encountered an infant with no vital signs. Sajjid literally jumped over his booth and helped calm the commotion and ease the distressed people in the area by taking control of the situation while another individual administered CPR.

Sajjid was selected as the Tier 3 Unsung Hero overall category winner at the 5th Annual Eye on Safety Awards Gala held in May. Congratulations Sajjid!

To learn more about the program or to nominate a co-worker, please visit www.torontopearson.com/eos or email tpsp@gtaa.com.



Currie Russell, Manager, Toronto Pearson Safety Program (left), and Sajjid Ayubi, Canada Border Services Agency (right).

Fatigue in the Workplace is Real!

Are you excessively tired, weary or sleepy? You could be suffering from fatigue. Fatigue can be caused by insufficient sleep, prolonged mental or physical work, shift work, or extended periods of stress or anxiety. Boring and repetitive tasks can intensify feelings of fatigue. Fatigue is of particular concern to aviation workers who may be interrupting their circadian rhythms by crossing time zones on long-haul flights or who work a variety of rotating shifts.

There are two types of fatigue: physical and mental.

Physical fatigue affects the ability to exert force with your muscles. Physical fatigue most commonly results from physical exercise or loss of sleep, and can often lead to mental fatigue.

Mental fatigue is a general decrease of attention and ability to perform complex, or even quite simple tasks with normal efficiency. Mental fatigue often results from irregular sleep and is of particular concern to some airport workers, who are frequently required to work early in the morning or at night.



Fatigue can reduce your decision making ability, attention and vigilance, and hinder your productivity, performance and ability to handle job stress. It can increase forgetfulness, errors in judgement, and lead to higher sick time and absenteeism, medical costs and accident rates.

Tips for workers to reduce fatigue:

- EAT a healthy diet that promotes longer-lasting energy. Complex carbohydrates (starch) are preferable to simple carbohydrates (sugar).
- AVOID fatty foods and junk food.

- ADOPT a steady exercise routine that includes cardiovascular, muscle strengthening and flexibility workouts.
- TRY to get at least 7.5 – 8.5 hours of sleep per night.
- STAY positive. Make a conscious effort not to be overwhelmed by negative circumstances.
- AVOID driving if you are tired, especially in inclement weather where vision is impaired.
- AVOID excessive noise.

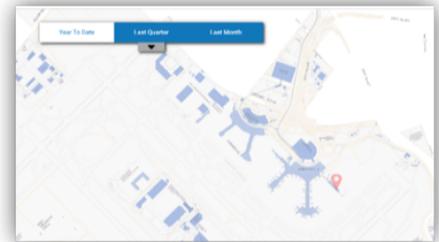
Trendz: Tracking Injuries to Aid Prevention

To identify trends, learn from our partners and target our efforts to keep the airport safe, the Toronto Pearson Safety Program (TPSP) collects data from airport employers about employee lost time injuries.

In the past, injury reporting was completed by sending an email, or more recently by using an online survey application. This year, the TPSP has launched Trendz, and all-new injury reporting platform to focus safety programs where they are needed the most.

Trendz allows us to identify areas where injuries occur more frequently by creating a heat map (see picture). Users identify the body part and type of injury with an easy to use map, which our team can then use to generate a report identifying "hot" spots, or areas of common injury where we can focus efforts at injury reduction.

Ultimately, this data helps us to make informed decisions as we constantly strive to improve safety and security at Toronto Pearson, and to work efficiently towards our goal of zero injuries.



Trendz
Our Vision Zero Injuries

Team Pristine – Quarterly Tasks

Toronto Pearson saw 45% increase in employee lost time injuries from 2017 to 2018, and 45% of those injuries were due to manual handling like lifting and moving. That's hundreds of you and your coworkers going home hurt, and it doesn't need to be like that. Last September, the Toronto Pearson Safety Program launched the Pristine Condition manual handling program, to help spread the word airport-wide about how to live well.

Does your company participate? If you haven't

heard anything about Pristine through your company, speak with your Health and Safety manager, Workplace Health and Safety Committee representative, or contact the Toronto Pearson Safety Program at tpsp@gtaa.com and our team will get in touch about how you and your colleagues can learn more and try it out for yourself.

Each quarter, we're focusing on a selection of tasks to help you work more safely. Click the links below to view the featured Pristine



Condition tasks for this quarter.

Video tips:

- Office – [Loading the photocopier](#)
- Security Screeners – [Moving trays](#)
- Stores and Catering – [Lifting from pallets](#)
- Aviation Services – [More lifting from pallets](#)
- Ramp and Baggage – [Loading bags from the belt into the container](#)

What Happens When I Report a Safety Concern?

In last year's Safety Climate Survey, you told us that you wanted to know more about what happens once a safety concern has been submitted. Will you receive any follow-up? Who reviews these reports? Who determines appropriate mitigations?

<p>If you see a safety concern, report it:</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Emergency 416-776-3033</p> <p>Do not call 9-1-1 for emergencies on airport property. For life threatening situations or anything that may cause significant damage or injury, call 416-776-3033.</p> </div> <div style="text-align: center;">  <p>Non-emergency 416-776-3055</p> <p>For urgent but non-life threatening situations, safety hazards or unsafe conditions, call 416-776-3055.</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">  <p>Proactive safety concerns</p> <p>Fill out our Concern Form: torontopearson.com/report-it or email us at report_it@gtaa.com.</p> </div> <div style="text-align: center;">  <p>Security operations 416-776-7381</p> <p>For concerns with security, gates not closing, doors left open, unattended baggage, observed piggybacking, call 416-776-7381.</p> </div> </div>	<p>What happens when you report?</p> <p>When a safety concern is reported, here are the steps we take to assess and address the concern:</p> <div style="background-color: #FFD700; padding: 10px;"> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>1</p> <p>Safety Team reviews the concern and determines whether there are already plans or systems in place to address it.</p> </div> <div style="text-align: center;">  <p>2</p> <p>Safety Team investigates to learn why it happened.</p> </div> </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="text-align: center;">  <p>3</p> <p>Action is taken to address the issue and then checked to make sure the actions were effective in resolving the concern.</p> </div> <div style="text-align: center;">  <p>4</p> <p>Feedback is provided to the reporter that the issue has been resolved.</p> </div> </div> </div>	<p>Occupational Health and Safety (OHS) Incidents</p> <p>For GTAA employee workplace-related health and safety incidents, notify your manager or supervisor immediately.</p> <p>This includes injuries, illness, near-misses and any other employee safety concern.</p> <div style="display: flex; align-items: center; margin-top: 10px;">  <p>A link to the Injury/ Near Miss form is available from your computer desktop.</p> </div>
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Introducing LifeSpeak: Your Total Well-Being Platform

GTAA Occupational Health & Safety is mindful of the fact that everyone experiences personal difficulties from time to time, and that these situations can be emotionally, physically and mentally disruptive to an employee's otherwise well balanced and fulfilling life. To minimize any potential adverse effect of these difficulties on the employee's life and job performance, the GTAA has a total well-being platform called LifeSpeak.

LifeSpeak is a digital tool that gives you and your family members instant access to expert advice on all kinds of topics. From physical and mental health to relationships and finance, it's all here. You can watch videos, download action plans, and interact with world-class experts in real time. LifeSpeak is available anywhere and anytime and is 100% confidential. If you have any questions please contact Wellness@gtaa.com



Access to LifeSpeak is easy and confidential for all GTAA employees and their loved ones.

<https://GTAA.Lifespeak.com>