



OPERATIONAL SAFETY INSTRUCTION

Version A Issued 02/06/2021

Safety Leaders Programme

Issued By Airside Operations and Safety Manager Ref BRS-OSI-SMS-007

It is the responsibility of all employers to ensure that relevant OSIs are brought to the attention of their staff. However, individuals remain responsible for their own actions and those who are in any doubt should consult their Supervisor or Manager.

1. INTRODUCTION

Under the banner of the Bristol Safety Stack, the Safety Leaders Programme is a scheme in which staff working for any airside company at Bristol Airport are empowered to intervene where they perceive behaviour that could lead to a safety event. The programme is managed by the Airside Operations and Safety Manager for Bristol Airport, on behalf of the Safety Stack.

Safety leaders will be encouraged to represent their companies at the Safety Stack and the monthly Ramp Improvement Group meetings.

2. WHO CAN JOIN?

Anyone working airside at Bristol Airport who is prepared to promote safety, intervene in safety events and embody the values of We Are Safety without compromise can become a Safety Leader. Being a Safety Leader does come with a commitment to spend a significant amount of time in a visible, active role on the airfield, engaging with other airfield users.

3. 'WE ARE SAFETY'

The 'We Are Safety' initiative was founded by easyJet, Gate Gourmet and the CAA Ground Safety team, and has now been adopted widely across the UK Ground Handling Operations Safety Team (GHOST) members. The initiative uses a consistent set of values across the industry.

Respect	Responsibility	Teamwork	Excellence
We will always look to understand the views of others and accept their differences	We will honour our commitments and promises	We will encourage cooperation and collaboration	We will always challenge inappropriate behaviours
We will be fair and consistent in our treatment of others	We will admit to getting things wrong and not seek to blame others	We will inspire others to do the right thing	We will take the initiative to make a change
We will maintain professional relationships and interact in a friendly manner	We will speak out when there's something to report	We will share good practice and learning	We will always take pride in working at Bristol Airport

4. SAFETY LEADER ROLE

A Safety Leader will be a recognisable representative for safety whilst performing their day-to-day role, and are empowered to challenge any behaviour or intervene in any situation in the name of improving safety. Other aerodrome users will recognise the intervention of a Safety Leader as a positive element. Safety Leaders will act as mentors to their colleagues, guiding them in safe behaviour and promoting the cooperative spirit of the Safety Stack. A significant part of the role will be offering guidance to new staff. Safety Leaders are asked to keep notes of safety interactions for reporting at meetings.

5. TRAINING AND ASSESSMENT

Training will be provided for all volunteers, focusing on engagement and communication. On successful completion of the training, volunteers will be recognised as Bristol Safety Leaders with a certificate and asked to wear a badge/armband (pictured below) to identify them when working airside.



6. LONG-TERM VISION

It is the Safety Stack's intention to positively transform the airside safety culture at Bristol Airport, and the Safety Leader Programme is a key element of this. It is intended that a Safety Leader will be seen as a person with experience and expertise, who can be approached on matters of safety and trusted to give non-judgemental advice and guidance. As such, long-term involvement in the programme will be rewarded.

7. WHATSAPP GROUP

A WhatsApp group has been set up to assist with managing the Safety Leader Programme. The Safety Leader WhatsApp group is used for:

- Recording safety interventions
- Asking for advice or help
- Sharing safety information with other Safety Leaders

It is only for matters related to airside safety at Bristol and is not for chat or sharing of unrelated material. The group will be managed and moderated by Bristol Airside Operations.

When recording a safety intervention or asking for support, the message should include the following elements:

- Time of event
- Location
- Name of persons involved
- Company they work for
- Brief description of incident
- What was done

For example:

At 1632 today on stand 24, Joe Bloggs of Bristol Airside Operations was seen not wearing a hi-viz. I reminded Joe of the need to wear hi-viz correctly when working on the apron. Joe got his hi-viz from his vehicle as he had forgotten he wasn't wearing it.

OR

At 0917 today on stand 2, Joe Bloggs of Bristol Airside Operations was seen not wearing a hi-viz. I stopped Joe and he said that his company didn't have any that fit him, but his manager had told him he could carry on without one for the week. Does anyone know if this is acceptable?

OR

At 1148 today on stand 30 I found a bag of aircraft waste lying on some aircraft steps. No-one was around and I could not find any evidence of who was responsible. I removed the waste and took it to an aircraft cleaning company for proper disposal.

8. COMMUNICATION GUIDE

This section is intended to guide both Safety Leaders and other staff on the tone and content of safety interactions at the airport.

Introducing the idea of Safety Leaders

Hello, my name is ... and I'm one of the Safety Leaders at the Airport. Have you heard about us or the Bristol Safety Stack?

[if not] *The Safety Stack is a group made up of several airside companies at Bristol Airport who agree safety policies and share information. Safety Leaders are representatives from those companies, and we are asked to talk to people about safety issues and behaviour. The idea is that by talking to you and sharing information, we can prevent incidents from occurring.*

How to Challenge

The reason I stopped you is...

The way that we have agreed to do this at Bristol is...

Can we ask for your help in improving safety by doing...

Thank you for your time.

How to Respond to a Challenge

[if you agree with the challenge] Thank you for this, I am happy to help.

[if you do not agree] Thank you. I think our procedure is actually... I will check this with my manager as soon as possible. Can I call you to confirm this later today?

How to Praise

I saw you doing... and I wanted to let you know how good I thought that was.

Thank you for helping to make the airport a safer place to work. May I talk to you in future if we need a good example of this for other staff?

May I take your name and company so we can have a record of your great work?

Positive safety behaviours can be nominated for recognition and reward via the Airside Safety Standards Scheme, by contacting Airside Operations. See BRS-OSI-SMS-005 for details.

Principles of Communicating

Friendly	Respectful	Patient	Helpful	Calm
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9. PROGRAMME ADMINISTRATION

Bristol Airside Operations manage the Programme on behalf of the Bristol Safety Stack. Records are kept of all those who undergo Safety Leader training and who are issued with certificates, badges etc. Phone numbers of those participating in the WhatsApp group will be maintained on the Airside Operations mobile phone.

9.1. Volunteers

Bristol Airport are keen to hear from airside colleagues who would like to volunteer to become a safety leader. To register your interest or find out more information, please contact Chris Davis, Airside Operations Supervisor; chris.davis@bristolairport.com.

10. GENERAL ENQUIRIES

Any enquiries regarding this instruction should be addressed to the **Airside Operations and Safety Manager** on **01275 473704** or **07384 834885**.