

SAFETY CRISIS AT SWISSPORT



Documents sent to Swissport workers over the past 6 months paint a horrifying picture of safety incidents as a result of chronic understaffing and pressure on workers. Here are just some of the incidents uncovered.

DANGEROUS GOODS



FIREARMS LEFT UNATTENDED IN ARRIVALS

"There has been an increase of incidents where **firearms** have been incorrectly offloaded onto the arrival's carousel, rather than delivered to Baggage Services...effectively **allowing anyone to pick the item up and walk away.**"



UNDOCUMENTED PETROLEUM PRODUCTS

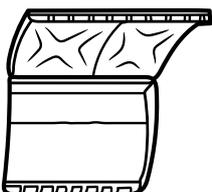
"We had a recent occurrence where an aircraft departed with an **unmanifested box of dangerous goods** containing Class 3 Cargo Aircraft Only (C.A.O.) - Petroleum products n.o.s."

PASSENGER DANGER



PASSENGER STAIRS REMOVED WHILE PASSENGER DOOR WAS OPEN

"A set of manual passenger stairs **were removed from the aircraft while the passenger door remained open.** Thankfully no fall from height event occurred."



CARGO DOOR LEFT OPEN

"The team **failed to close the rear cargo door** of a 737 after the completion of loading and left the bay. **The consequences could have been severe** had the engineer not picked up on the error."



PLANE LOAD IMBALANCES

"During the loading of QF512 on Thursday, ...[there] was a **-351kg discrepancy** from the planned load".

DANGER TO WORKERS



COLLISIONS WITH REFUELING HOSES

"There have been a couple of occurrences where a driver on the ramp has made contact with a **refueling hose**. If fuel is spilled on the tarmac, it can **create an ignition source** and when surrounded by running [equipment], can increase the risk of a **serious event** occurring."



WORKER'S FINGER CRUSHED

"A cargo item fell on top of the hold operator's finger, resulting in a **crush like injury** to the finger. The finger was cut open, and **required numerous medical appointments and procedures**, resulting in the staff member not being fit for duties for a large amount of time."



WORKER BACK INJURY

"Recently an injury occurred due to a team member straining themselves while pulling a dolly which was left unreported, then shortly after serviced an aircraft and sustained a **more serious injury** by attempting to manoeuvre a Unit Load Device weighing over 500kg."

CHRONIC UNDER-STAFFING



The business is acutely aware that our human resource levels are simply **not at a sustainable level** to meet the ongoing demand from the airlines. If you ever find yourself in a situation where you **feel the need to cut corners or rush**, please take a moment and focus on completing one task at a time, safely.

Swissport memo

WHAT WORKERS SAY



Most workers **don't want to be there too long.**



Swissport has **no proper processes** in place.



I don't know how they expect people to drive airside safely after only **4 hours of training.**



People don't care about the fact that the **equipment is old."**

TWU survey