

SAFETY CRISIS AT SWISSPORT



A survey of over 300 workers at Swissport, which has previously been exposed for deplorable working conditions around the world, shows a safety crisis ongoing at our airports fuelled by under-staffing and cost-cutting by clients like Qantas.

FREQUENT INJURIES



39%

Have been injured while working at Swissport

"They say safety is a priority, but at Swissport, you better **get the job done**, even while you're injured."

"Someone's leg was **crushed**."

UNSAFE PRESSURES



84%

Say safety is compromised by staff shortages

"When they are short on staff, they expect me to do 2 people's jobs by myself."

73%

Say they're pressured to work unsafely

"Corners are being cut so we can get aircraft out in time."

71%

Say they don't have adequate staffing numbers

"They use short cuts in training to inject as many people into the system as possible."

EQUIPMENT RISKS



60%

Say they have outdated equipment

"The equipment is outdated, decaying and most times broken."

SAFETY ISSUES IGNORED



1 IN 2

Say their safety concerns are not resolved

"Reports get ignored—even when I've reported uncontrollable tugs or a tug that was about to catch fire and giving us massive headaches because of oil leaks."

"We are told to be **safe** but then pressured to be **faster**."

WAGE THEFT

47% Have experienced wage theft

"I was underpaid almost \$1000 and it took so long to resolve, I had to put off rent and bills—then was warned not to miss them again.

A REVOLVING DOOR



1 IN 3
Have been working at Swissport less than a year

"Most people leave within a year."

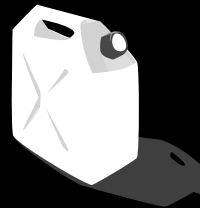
85% Want to continue working in aviation → **But 80%** Say they can't continue in aviation under current conditions

JUST THE TIP OF THE ICEBERG

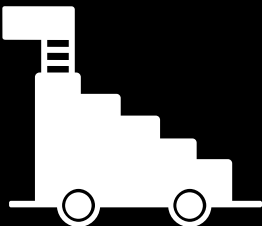
In 2022, documents sent to Swissport workers painted a horrifying picture of safety incidents as a result of chronic understaffing and pressure on workers. Here are just some of the incidents uncovered.



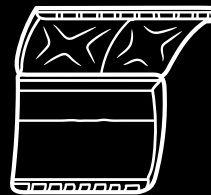
FIREARMS LEFT UNATTENDED IN ARRIVALS



UNDOCUMENTED PETROLEUM PRODUCTS



PASSENGER STAIRS REMOVED WHILE PASSENGER DOOR WAS OPEN



CARGO DOOR LEFT OPEN



PLANE LOAD IMBALANCES

"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.

Swissport memo