Editorial

Dear Reader,

I am pleased to present you the latest edition of our bi-annual ZRH Safety Newsletter.

In this issue I would like to bring you up to speed with the many developments there have been in relation to safety since the beginning of 2016. For instance, the Safety Office has now been integrated in the Safety & Security department under the leadership of Peter Frei, and the aviation safety, airport security and occupational safety sections are working even more closely together. This has already been demonstrated in the joint safety campaign they have launched, and in the fact that, starting with this issue, occupational safety will be included as a regular topic in the ZRH Safety Newsletter. In future we will therefore be informing you not only about aviation safety-relevant matters, but also about major issues surrounding occupational safety.

Beside featuring details of the restructuring of Safety & Security at Zurich Airport, this edition focuses on the safety campaign as well as the occupational safety team and its remit.

In the spirit of our safety theme, we also want to pass on a few tips on how to avoid trips and falls – both at work and in your leisure time.

This issue again contains details of incidents that occurred at Zurich Airport as well as internationally.

I hope you enjoy reading this latest ZRH Safety Newsletter.

With best regards,

Steffi Baumgarten
Safety Expert
Flughafen Zürich AG
Incidents at Zurich Airport

Examples of incidents and accidents at Zurich Airport

Maintenance vehicle trailer damages Airbus A340 engine

In April 2016 an aircraft mechanic was working on an Airbus A340. After he had finished, he attached the trailer required for the technical work to his vehicle and drove off. However, he miscalculated the trailer’s proximity to the aircraft and it damaged the engine. Although no-one was injured, it resulted in the flight having to be cancelled.

Fuel truck collides with conveyor belt

In April 2016 a fuel truck collided with a conveyor belt loader. The driver of the fuel truck reported that while making for the stand he decided to drive between the conveyor belt and another piece of ground handling equipment. In doing so, he misjudged the gap and pranged the conveyor belt. Both the fuel truck and the conveyor belt sustained damage but no-one was injured.

Baggage carts damage passenger bus

In March 2016 two unbraked baggage carts were blown onto the back of a passenger bus by the wind.

The bus was damaged but no-one was injured.

Tips from the Safety Office

• Think about the configuration (e.g. height) of your vehicle and maintain a safe distance from aircraft on stand areas.
• Be aware of the constricted space on aircraft stands and do not drive between two handling units or vehicles.
• Always make sure that equipment is working properly and is appropriately secured (pull on brakes, secure unit).
International incidents

Two aircraft collide on way to take-off runway
On 11 May 2016 two passenger aircraft collided at Paris-Charles de Gaulle Airport (France). The wing tip of a Boeing 777 struck the tail fin of an Airbus A320. At the time of the incident, Charles de Gaulle Airport was enveloped in thick fog. Both aircraft sustained damage, but no-one was injured.

The incident is being investigated by the French accident investigation authorities.

Collision between aircraft and de-icing vehicle
On 20 January 2016 an Iberia Airbus A320 collided with two de-icing trucks at Munich Airport (Germany).

The aircraft was standing on the airport’s de-icing pad prior to departing for Madrid. Presumably the aircraft started taxiing before de-icing had been completed. No-one was injured, but there was damage to the aircraft and to the two de-icing vehicles.

The incident is currently being investigated by the German Federal Bureau of Aircraft Accident Investigation.

Dangerous proximity of drone
On 6 May 2016 a KLM Boeing 737-800 was making its final approach for runway 18R at Amsterdam Airport (Netherlands). Shortly before landing the crew spotted a drone about 30 metres away on the port side.

They continued on their approach. No injuries or damage were sustained.
Restructuring of “Safety & Security” at Zurich Airport

Up until 31 December 2015, the Safety Office of Flughafen Zürich AG was a separate department directly under the Airport Manager (Stefan Conrad, COO).

As of 1 January 2016, the Safety Office has been integrated in the “Safety & Security” department under the direction of Peter Frei.

Marc Keusch continues as Head of Safety Office reporting directly to Stefan Conrad. A regular exchange on safety-relevant matters, such as incidents and accidents, safety audits, safety assessments and safety training, takes place at this level.

As a result of this restructuring, all the safety and security-related units of Aviation Safety, Building & Industrial Safety and Airport Security are now grouped together.

One of the first noticeable results of this restructuring is the safety campaign jointly launched by these units (for more details see page 5 of this Newsletter). In addition, direct reporting to the Airport Manager (dotted line) continues to guarantee the independence of the Safety Office from line management decisions.

The responsibilities and tasks of the Safety Office itself remain unchanged.

The fact that these three sections have now been grouped together demonstrates the importance attached to safety and security at Zurich Airport.
“Working together for a safer airport”

Flughafen Zürich AG has launched a new safety campaign to promote and strengthen the existing safety and security culture at Zurich Airport. The campaign seeks to raise awareness among employees working at all the companies across the airport.

In 2015 over 26 million people arrived at, departed from or transferred to other flights at the airport. More than 27,000 employees across a wide range of companies and occupations ensure smooth and safe operations every day.

Reasons for the safety campaign
Zurich Airport is one of the safest airports in Europe. And we can be proud of that. However, in order to maintain our leading position and become even better in future, direct and regular engagement with the subject of “safety and security” is necessary.

Aims of the safety campaign
Under the banner of “Working together for a safer airport”, the aim is to:
• reduce the number of incidents/accidents;
• positively influence the attitudes of employees towards safety and security and reinforce their sense of common purpose;
• boost employees’ motivation so they will actively strive for safety and security at the airport and make their own personal contribution.

Powerful impact with clear messages
All kinds of airport employees from all lines of work are ambassadors for the new safety and security campaign. 47 different poster variants were created using photos of 47 employees from various partner firms. The posters feature the personal statements of each of them together with the partner company’s logo.

The key design element of the campaign is a distinctive symbol which constantly reminds staff in different situations to always act in the common interests of safety and security at Zurich Airport.

Communication
The new campaign will be communicated primarily internally. Every participating partner firm had the opportunity to order specific communication materials in order to promote the campaign.

The new campaign was launched on 6 June 2016. Find out more about our ambassadors, events and general safety information at: www.zurich-airport.com/gemeinsamsicher (in german).

Walk-in days
During September and October the Safety & Security section will again be holding a number of walk-in days. From stimulating presentations, information stands and posters to practical exercises and discussions with experts, visitors can find out about various aspects of safety and security, from aviation and security through to safety at work and at home.

All airport employees and staff of the airport’s partners are most welcome to attend.

<table>
<thead>
<tr>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.10.2016</td>
</tr>
<tr>
<td>12.10.2016</td>
</tr>
</tbody>
</table>

Refreshments will be available. We look forward to your visit!
Focus on Building & Industrial Safety

Audrey Sauvage heads the “Building & Industrial Safety” team. Along with coordinating occupational safety matters, the team’s responsibilities include fire prevention and safety communication. She liaises with the authorities, is responsible for implementing the hazardous incident Ordinance, and as Radiological Protection Officer she is also responsible for any handling of ionising radiation at the airport.

You are the coordinator for occupational safety in our company. What does that mean in practice?

Management of occupational health and safety is one of the essential support processes of any organisation, primarily for human reasons, but also from an economic point of view: accidents and work-related illnesses are costly, both for the company and society as a whole. My job therefore includes keeping an eye on the safety of employees and looking to see where we can reduce risks at the workplace.

What is considered to be a “safe workplace”?

The current understanding of a safe workplace is one which requires an employer to prevent accidents at work and occupational illnesses, no matter whether that’s on the apron, at an office desk or on a construction site. Ultimately, no-one wants to be personally responsible for an accident at work or an occupational illness.

Where do most accidents happen at Flughafen Zürich AG?

What repeatedly jumps out at you from the accident statistics is that the most frequent cause of accidents at Flughafen Zürich AG is tripping. Not necessarily spectacular falls down stairs – people mostly just trip over a cable or slip on a wet or uneven surface. Already last year we started a campaign to raise awareness of this and we will again be focusing on it during a safety walk-in workshop later this year in September.

What sort of cooperation is there with the airport’s partners?

Working with our partner companies is really important. For instance, if my attention is drawn to any deficiencies by a message left in a Safety Box, together with our partner firms I look to see where the shortcomings are so we can decide how to improve the situation. It is a mutual support process. Another example I can cite is that in collaboration with the Swiss National Accident Insurance Fund (SUVA) we also organise the “Audiomobil” where people working for any company at the airport who are exposed to high levels of noise can have their hearing tested.
Do you do all these things yourself?
No, internally I work closely with the Safety Officers from the various departments as well as with a representative of HR and members of the staff representation council.

Your team is also in control of fire prevention, for which Jochen Tussinger is responsible?
Yes, he is in charge of monitoring and implementing all statutory fire protection measures. All buildings owned by Flughafen Zürich AG are recorded and ordered according to fire load and the number of people concerned. The passenger zones and the Airport Center are checked every three months, for example. This entails walking through all the emergency exits and escape routes, assessing all the technical and constructional fire protection measures, and reporting any deficiencies identified to the respective offices.

In addition to these practical tasks, he also draws up fire prevention plans and is responsible for the evacuation concept of Flughafen Zürich AG, as well as for moving emergency exits and escape routes during any building alterations.

Last, but not least, we also have Sandra Hermann in the team who is responsible for safety communication and who assists the Safety & Security department with all communication-related matters, be they campaigns, texts or English translations.

Thank you very much for the interview, Audrey!

The Building & Industrial Safety team (from the left: Audrey Sauvage, Jochen Tussinger, Sandra Hermann).
Life’s stumbling blocks: beware of falls!

Fitting a lightbulb up a ladder, going up and down stairs, or simply just walking around – these are all activities we tend just to do without thinking much about them. But falls are one of the most common causes of accidents in Switzerland. You can help prevent them by eliminating hazards. Heed the following tips to avoid any nasty falls:

• In bathrooms it’s really important to make sure floors are not slippery so you don’t lose your footing when your feet are wet. Use anti-slip mats or runners and non-slip rugs.

• Make sure floors are clean and mop up any spilled liquids immediately.

• Route cables carefully so they do not pose a trip hazard. Clear shoes, bags and anything else lying around out of the way so you and your housemates will not trip over them.

• Fit carpets, runners and mats with anti-slip backing and secure any loose corners with carpet tape.

• Provide good lighting so you can clearly see any obstacles in your path.

• Snow and ice increase the risk of falls! Make sure you wear sturdy shoes with non-slip soles outdoors. Anti-skid products can help increase the grip of winter shoes.

• Use suitable aids for working at heights, e.g. a household ladder with a safety rail or a step stool.

• Keep fit with balance training and exercises for strength, endurance and mobility - targeted physical exercise can help prevent falls to a large extent or at least mitigate the consequences.

• Fit handrails to stairs and mark the steps.

• Don’t multitask! Texting while walking to the car park greatly increases the likelihood of an accident.

Statistic: every third accident is due to tripping or falling

<table>
<thead>
<tr>
<th>Insurance</th>
<th>Total no. of</th>
<th>Trips &amp; falls</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>OAI+NOAI</td>
<td>480,597</td>
<td>175,303</td>
<td>36.5%</td>
</tr>
<tr>
<td>OAI</td>
<td>241,686</td>
<td>62,234</td>
<td>25.8%</td>
</tr>
<tr>
<td>NOAI</td>
<td>238,911</td>
<td>113,069</td>
<td>47.3%</td>
</tr>
</tbody>
</table>

UVG = Federal Accident Insurance Act, OAI = occupational accident insurance, NOAI = non-occupational accident insurance

1 Excluding sports injuries

Source: UVG statistics, UVG total, 2009-2013, extrapolated from sample

Trips and falls are the third most frequent cause of accidents in Switzerland. Every year approximately 175,000 people insured under the Federal Accident Insurance Act (UVG) suffer a trip or fall: around 62,000 at work and upwards of 113,000 in their free time. Approximately 30 percent of these accidents occur on stairs.
Multitasking? Auf keinen Fall.

Halbe Aufmerksamkeit – doppelte Gefahr!

www.swissi.ch
Reporting system at Zurich Airport

During the period from January 2016 to May 2016 the Safety Office at Zurich Airport received a total of 31 reports of safety concerns. These reports come from employees of Zurich Airport and its partner companies as well as from the airlines.

The following are examples of reported safety concerns and the actions consequently taken. These examples illustrate the seriousness of clarifying reported safety concerns and are intended to motivate employees to continue to report information aimed at increasing safety to the Safety Office.

**Damaged pavement at A03**
In April 2016 the Safety Office received a report of an employee twisting an ankle at stand A03 because of a hole in the ground.

The Safety Office forwarded the report to the responsible unit at the airport.

The position of the hole is particularly awkward because it is directly at the end of the passenger loading bridge.

To avoid further injuries, the pavement was immediately repaired by specialist staff.

**Poor state of AGES steps**
Likewise in April 2016 the Safety Office received a report that the AGES steps (AGES = aircraft ground energy system) at Dock E were in a poor state.

To see for themselves, the Safety Office conducted an inspection at Dock E and checked nearly all the AGES steps. It emerged from this that some AGES steps had significant deficiencies. In some cases the brakes were no longer working properly or the frame was bent. Such steps pose a risk both to operational safety and to occupational safety.

The Safety Office forwarded a list of deficiencies to the responsible department at Zurich Airport, which responded immediately by repairing the aluminium steps and removing or replacing steel steps.

There are various ways of reporting safety concerns:

**Safety & Security Box**
The Safety & Security Box can be used to pass on safety concerns either before or after your shift. Safety & Security Boxes with reporting forms are located at every gate/entrance to operational areas. Information may also be submitted anonymously.

**By telephone/fax**
We are also happy to receive reports by phone on +41 43 816 75 42 or by fax on +41 43 816 83 63.

**Online**
You can find the electronic reporting form on the airport website at: [www.zurich-airport.com/submit-safety-note](http://www.zurich-airport.com/submit-safety-note)
Occurrence Reporting

By post
You can also submit your report to the Safety Office directly, using the paper form below.

Occurrence Reporting Formular Zurich Airport

1. Occurrence Identification

   Date
   Time
   Weather
   Weather/Visibility
   Surface condition
   Location

2. Description of occurrence (What happened?)

3. Causal factors (What do you think caused this incident?)

4. Suggestions for corrective actions
   (What measures could prevent this occurrence from happening again?)

5. Your occurrence assessment
   a. In your opinion, what is the likelihood of a similar occurrence happening again?
   b. What do you consider could be the worst possible consequence if this occurrence did happen again?

<table>
<thead>
<tr>
<th>rare</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>likely</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>insignificant</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>catastrophic</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

The information supplied in this form will only be used to enhance safety. You may choose to not provide your name. If you do provide your name, upon receipt of this form your name and position will be removed and discarded. Under no circumstances will your identity be disclosed to any person in the airport or to any other organization, agency or person without your expressed permission. When you have completed your part of the form, it should be given to the Safety Office either by post, mail or fax:
Flughafen Zürich AG, Safety Office, P.O. Box, 8058 Zurich Airport, occurrence@zurich-airport.com or Fax +41 43 816 83 63.

Name (Optional)
Company/Position (Optional)

Thank you in advance for playing your own active part in keeping our airport safe.
The ZRH Safety Newsletter provides regular information and updates on safety issues at and around Zurich Airport. If you have any contributions or suggestions of your own, the Safety Office will be pleased to hear from you at safetyoffice@zurich-airport.com