

# Your safety guide





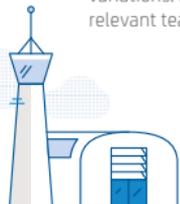


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Please note that the information provided may not cover all local variations. For specific policies and procedures, check with your relevant team.

Scan for more info  
on our website





# Safety is in our DNA

That's why being safe and secure is at the centre of everything we do.

dnata is committed to ensuring a safe and healthy working environment.

Our safety policy outlines this commitment, not only for our employees but for everyone directly and indirectly involved in our business, including contractors and subcontractors.

When working with dnata or at any of our facilities, it is essential to follow all safety regulations, standards and best practices that are applicable to your business area.

This safety booklet provides general guidance and expectations that you must be aware of. It doesn't replace business area and job-specific requirements for your tasks.

It's your responsibility to ensure that you're aware of the requirements and safety procedures. Don't start any work if these are unclear.

# Life-Saving Rules

The Life-Saving Rules are basic safety rules for high-risk activities that, if not followed, put you, your colleagues and our customers at risk of injury or death.



1. Never work under the influence of drugs, medication or alcohol.



2. Where fitted, always use a seatbelt as designed. This includes:

- ▼ Passengers and drivers
- ▼ dnata employees, outsource staff and contractors
- ▼ To and from work
- ▼ At all times on duty



3. Only move equipment when you are sure the path is clear; if in doubt, use a guide person.

- ▼ When towing dollies and other GSE, use the tractor horn twice prior to moving off.
- ▼ Never move equipment unless the path is clear of people, equipment and obstacles. If in doubt, use a guide person.



#### 4. Always keep yourself outside the line of fire between equipment or machinery.

- ▼ Do not stand or move between connected dollies / carts / trollies.
- ▼ Do not stand under or between ULD loader and dollies.
- ▼ Thumbs up for the raising / lowering of the ULD Loader rear platform shall be given to the ULD Loader Operator by a Ramp Agent, ULD loader operator to acknowledge.
- ▼ Do not enter or place any part of the body inside the 'scissor' area beneath the ULD Loader.
- ▼ Do not place body parts in moving machinery and devices.
- ▼ **Before using equipment, always fully raise handrails where fitted.**

Scan for more info on LSRs



#### Failure to comply

If after investigation you are found to have broken a life-saving rule, you may face disciplinary consequences up to and including termination of employment.



# Introduction to dSMS

## What is the dnata Safety Management System (dSMS)?

The dSMS is a dnata-wide framework of policies, processes, procedures and techniques to monitor and continuously improve the company's safety performance. It helps us align with global standards for safety management and achieve reliable and consistent results across the organisation.

## What is your role?

Identify unsafe conditions/acts, intervene when appropriate and report all incidents and near misses to your supervisor.

Promote a positive safety culture, and help keep our people and our operations safe.



# Safety reporting

Reporting plays an important part in our dSMS. It's your responsibility to report unsafe conditions and unsafe acts, near misses and actual incidents.

Make sure you tell someone. Log any incidents and share your feedback through the dnata hub.

The Stop Observation Programme has been designed specifically for our operations. In a few simple steps, you have the power to make this a better, safer place to work.

## See something? Say something.

If you see something – an unsafe act, an unsafe condition, or someone going above and beyond for safety – fill out a Stop Card in the app or put it in one of the many safety deposit boxes around the operations.

Scan for more info  
on the dnata hub





### When an incident occurs:

1. People involved or witnesses must ensure all people are safe, secure the incident site, immediately notify supervisors of the incident and call for medical assistance if required.
2. Once notified, the supervisor must prevent escalation, ensure environmental impact is limited, begin notifications and avoid media comment and rumour spreading.
3. As early as possible, an assessment of the incident scene should be done, with a focus on preserving the scene for further investigation if required.

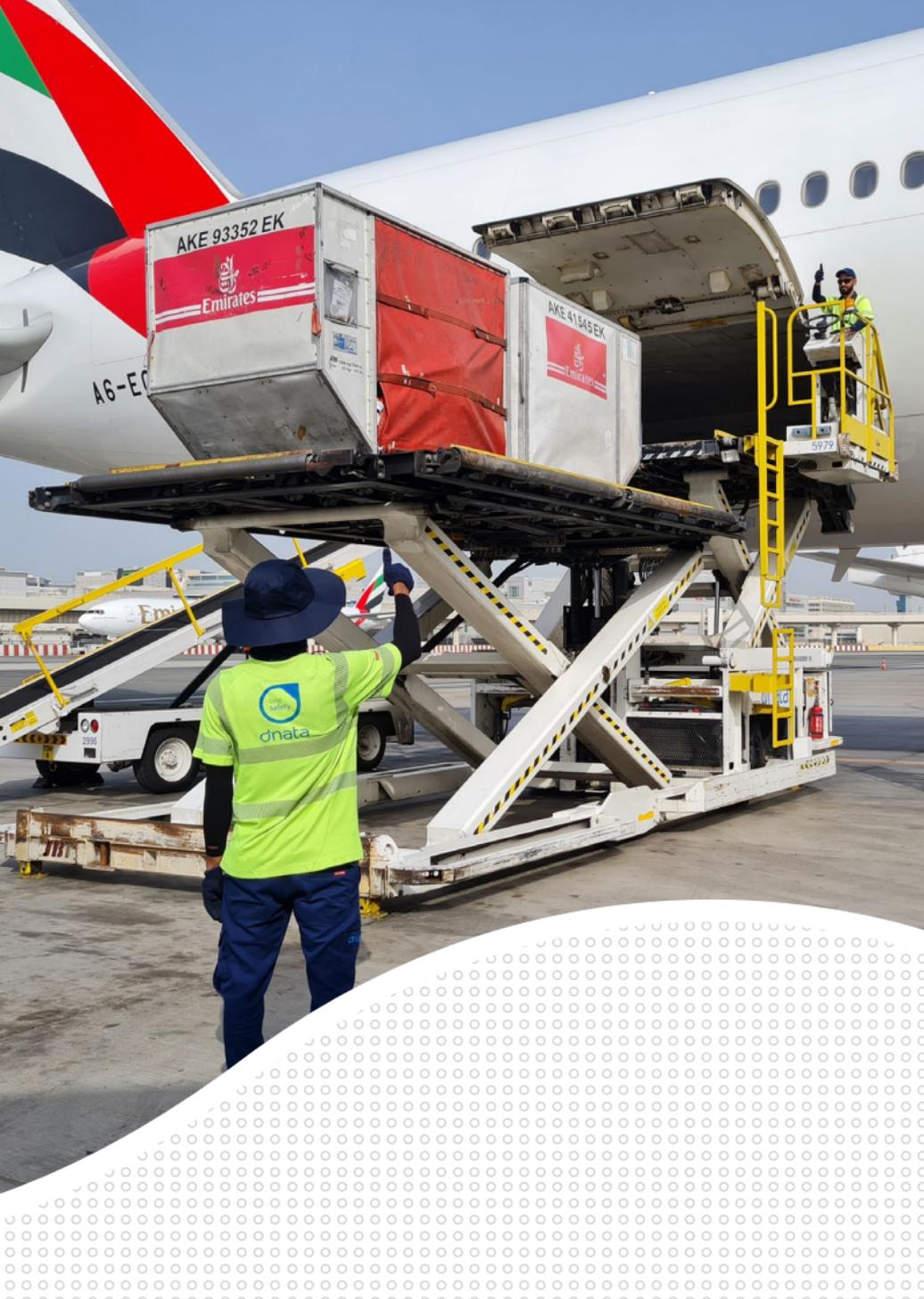
If for any reason you are unable to escalate your safety concerns, you have the option to write directly to the Vice President of Health, Safety & Environment at [confidentialreporting@dnata.com](mailto:confidentialreporting@dnata.com) with the relevant information.

## What would dnata do?

- ▼ Speak up, challenge any errors observed, and lead by example
- ▼ Keep teams up-to-date about safety procedures and ensure everyone has clear, direct instructions before starting any work
- ▼ Always focus on the task at-hand, be aware of the risks involved and never make any assumptions
- ▼ Ensure you have the required experience and training to effectively handle the task
- ▼ Plan, prioritise activities and maintain a well-planned roster for team members
- ▼ Complete the required pre-checks and requests on time and never compromise on safety
- ▼ Follow the correct procedures in line with company manuals
- ▼ Hold regular briefings and meetings to ensure everyone is on the same page

Scan for more info





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## Preparing for your task

- ▼ Ensure you report to work fit for duty, free of alcohol and drugs
- ▼ Attend a pre-shift briefing or start of work briefing where applicable
- ▼ Ensure you are aware of your responsibilities in the event of an emergency
- ▼ Ensure required safety documentation is available where applicable
- ▼ Ensure your physical activities do not negatively impact others
- ▼ Check your work area is suitable for start of work



# Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) can protect you from health and safety hazards. Always wear the correct PPE required for your task.

Types of PPE include:

- ▼ Ear and hearing protection, such as ear plugs or ear muffs
- ▼ Safety glasses
- ▼ Safety shoes
- ▼ Hairnet
- ▼ Lab coat
- ▼ Gloves
- ▼ Breathing protection, such as masks
- ▼ Hard hats or bump caps
- ▼ High visibility clothing

**Don't carry out a task unless you have the correct PPE – check with your supervisor what is required.**



## Work permits

A work permit will be required for some tasks. This permit confirms that you're physically capable of performing the task and have received the correct training.

If you are unsure if your task needs a work permit, check with your supervisor before starting. Some tasks that require a work permit are:

- ▼ Working in confined spaces
- ▼ Hot work
- ▼ Electrical work
- ▼ Working at height

**Make sure you're trained for the task.**

Scan for more info  
on the dnata hub





# Hot work

Hot work is any activity that creates heat, flame, sparks or smoke, such as welding (gas or arc), cutting, soldering and hot tar operations.

Before starting any hot work, ensure you have the required training and work permit. Always perform your task correctly to prevent any injuries.

- ▼ Wear the correct PPE
- ▼ Weld only in well-ventilated areas
- ▼ Make sure the appropriate fire extinguisher is close by
- ▼ Only use approved equipment that's in good condition, and always follow the manufacturer's instructions
- ▼ Gas test (air quality test) isolating gas lines

**Have you been trained? Do you have the relevant work permit?**



# Electrical

When dealing with electrical hazards, it's important to take extra precautions to reduce the risk of electrical injuries to yourself and others.

## Dos:

- ✓ Switch-off and unplug any electrical equipment before doing any cleaning, inspections or repairs
- ✓ Keep electrical equipment, machinery and your workplace clean. Oil, dust, waste, water, flammable material and chemicals can be fire hazards around electricity

## Don'ts:

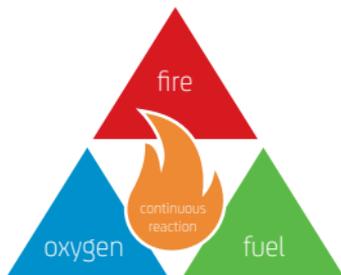
- ✗ Use any electrical equipment which has obvious damage or exposed wiring
- ✗ Overload power outlets
- ✗ Use water on electrical fires
- ✗ Carry out your own repairs on electrical equipment

**Switch-off and unplug electrical equipment when it's not in use.**



# Fire

There are three essential elements for a fire – fuel, heat and oxygen.



To help prevent fires, remember to:

- ▼ Store flammable and combustible materials in appropriate covered or closed containers, and keep them away from heat sources
- ▼ Never leave open flames unattended
- ▼ Report all chemical spills to your supervisor immediately

**Make sure you know where the fire-fighting equipment is kept and how to use it.**



In case of a fire, tell your supervisor immediately and follow the emergency fire procedures.

If it's safe, use the appropriate fire extinguisher to put out the fire.

**Only fight the fire if it's safe to do so.**



## Using chemicals

Chemical substances are common in the workplace. If misused, they can be harmful, causing health issues such as skin irritation, burns or asthma.

Be aware of chemical hazards by checking their Safety Data Sheet (SDS). This contains the following information:

- ▼ Chemical contents of a product
- ▼ Health effects and first aid instructions
- ▼ Precautions for use (protective clothing and equipment)
- ▼ Safe handling and storage information

Always read the warning labels on chemical containers, and follow the directions and precautions.

Speak to your supervisor if you're unsure about the handling and safety procedures, or if PPE is required when working with chemicals.

**If chemicals aren't labelled, don't use them.**



# Hazardous waste disposal

Different types of waste require specific disposal methods. Familiarise yourself with the procedures in your workplace. General waste, such as empty containers, trash, packaging, paper, cardboard and construction debris, will be disposed of in the general waste containers or bins.

Hazardous waste has special collection and disposal procedures, and shouldn't be placed in the general waste bins. Hazardous waste includes:

- ▼ Biohazard waste – any waste containing infectious materials or potentially infectious substances, such as blood
- ▼ Chemical waste – inks, paints, resins and solvents
- ▼ Asbestos, radioactive material, used oil and all batteries, excluding alkaline batteries
- ▼ Fluorescent HID mercury vapour lamps or other lighting

**Always use the correct waste disposal method.**



# Working at height

Anytime you're working above ground level, you're working at height. When working at height, use the correct procedures and equipment to prevent serious injuries.

Take the following precautions before working at height:

- ▼ Check in with your supervisor before starting any task
- ▼ Wear the correct PPE
- ▼ Ensure your equipment is suitable and in good condition
- ▼ Avoid overloading or overreaching
- ▼ Take precautions when working on or near fragile surfaces that you could fall through

**Use equipment appropriate for the task.**



# Adverse weather conditions

## BEAT THE HEAT

Rising temperatures during the summer months and work demands can lead to heat stress. Heat stress occurs when your body loses its ability to self-regulate body temperature. This can result in a range of heat-induced conditions, including heat rash, heat exhaustion and heatstroke.

### What contributes to heat stress?

- ▼ Environment – air temperature, humidity, sun
- ▼ Person – hydration, clothing, medical condition, acclimatization (how your body copes with a hot environment)
- ▼ Work – amount of work done and how much effort it takes to complete the work

### Know your risk

Everyone responds differently to heat. Know your personal risk factors that could increase your chance of heat stress.



## SIGNS OF HEAT STRESS

- ▼ Dizziness
- ▼ Fatigue
- ▼ Headache
- ▼ Nausea
- ▼ Cramps



## STAY HEALTHY IN THE HEAT



### DRINK

Drink half a bottle of water (250ml) every 20-30 minutes



### REST

Take regular breaks during hot weather and sit in a shaded area or a cool place



### SLEEP

Make sure you get enough sleep, and rest if you feel tired



### EAT

Eat fresh and cold foods such as fruits and salads



### CHECK

Check your urine – if it's dark in colour, you may be dehydrated



### OBSERVE

If you or a co-worker is showing signs of heat stress, immediately inform your line manager or first-aider

## STAY HEALTHY IN THE COLD



### DRINK

Drink 6-8 glasses of water every day, as you dehydrate faster in colder conditions



### EAT

Eat nutrient-rich food such as fats and carbohydrates to keep your body warm



### STAY DRY

Wear a moisture collecting base layer and waterproof outer gear to prevent your under layers from getting wet





### **DRESS FOR THE CONDITIONS**

Dress in layers to keep yourself warm and adjust to changing conditions



### **STAY WELL RESTED**

Make sure you get enough sleep to stay alert



### **PLAN BREAKS**

Plan warm-up times throughout the day to avoid numbness and shivers



### **OBSERVE**

If you or your co-worker is showing signs and symptoms of cold induced illnesses, immediately inform your line manager or first-aider

# Workplace noise

Working in an environment that's continuously noisy, or has intermittent loud noises can lead to temporary or permanent hearing loss.

You must be aware of potential exposure to noise in your workplace. Check with your supervisor to ensure that you are provided with the correct PPE while you work.

Don't exceed your exposure time to the noise.

**Only carry out a task in a noisy environment if you have suitable hearing protection.**



# Machinery and tools

Correct use of machinery and tools can prevent serious injuries and permanent disability.

## Dos:

- ✓ Use the correct tool or machine for the task
- ✓ Stow tools away properly after use
- ✓ Wear the correct PPE
- ✓ Ask your supervisor if you're unclear about the task or PPE that's required
- ✓ Report faulty equipment

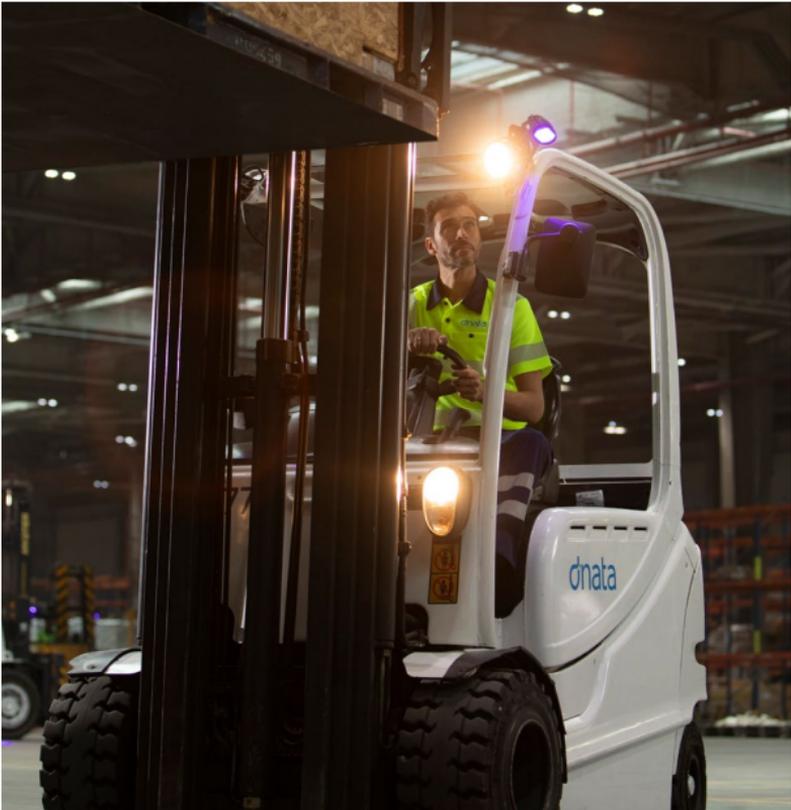
## Don'ts:

- ✗ Operate tools or machinery without having had proper training
- ✗ Remove or modify safety guards
- ✗ Leave machinery or tools unattended

**Take all measures to ensure your safety.**

# Moving equipment

While operating or working in the same area as moving equipment or aircraft, it's both the operator's and the pedestrian's responsibility to create a safe environment. Follow the Life-Saving Rules to protect yourself and those around you.



### **Operator:**

- ▼ Ensure you've been trained and have the required permit to operate the equipment
- ▼ Conduct a pre-check to inspect equipment serviceability
- ▼ Use your mirrors and check your blind spots - if unclear, use a guide person
- ▼ Ensure your path is clear and warn anyone around you before reversing
- ▼ Follow the operating procedures, signs and specific requirements

### **Pedestrians:**

- ▼ Stay away from areas with moving equipment as much as possible
- ▼ Use the pedestrian walkways
- ▼ Don't assume the operator will be able to see you
- ▼ Wear a high visibility vest and the correct PPE

**Safety is a shared responsibility.**



# Safe driving

- ▼ Monitor fitness to drive
- ▼ Wear seat belts
- ▼ Reduce your speed
- ▼ Increase your distance
- ▼ Remove any sources of distraction
- ▼ Plan your journey

**Make sure to follow the Life-Saving Rules.  
Be safe as you go.**



# Manual handling

Manual handling, such as lifting, lowering, pushing, pulling, carrying or moving loads, should be carried out correctly to prevent injuries.

## Tips:

- ▼ Use mechanical assistance to transport loads, when possible
- ▼ Divide the loads into smaller parts, or ask someone for help when lifting heavy loads
- ▼ Use correct lifting techniques – bend your knees and keep your back straight

**Prepare for your task and assess the risks involved.**



Plan



Position



Grip



Lift



Move

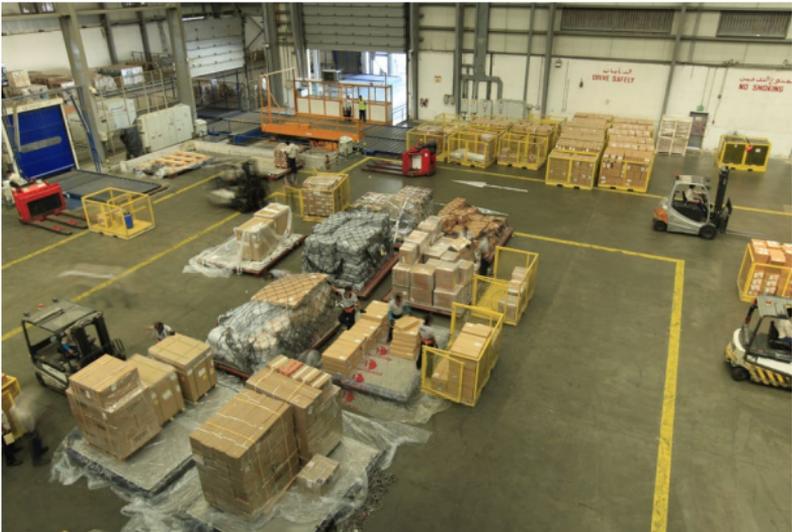


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# Dangerous goods

Basic rules for handling dangerous goods:

- ▼ Make sure you have the relevant training
- ▼ Wear the proper PPE
- ▼ Ensure compatibility of different dangerous goods shipments
- ▼ Ensure segregation as required (e.g. radioactive, etc.,)
- ▼ Follow the correct storing procedures
- ▼ Follow precautions indicated on handling labels, package markings, and baggage identification tags
- ▼ Notify your supervisor of any damage or spillage
- ▼ Follow the local emergency spill response procedure



# Housekeeping

Your workplace must be kept clean, tidy and free of debris (FOD).

- ▼ Keep your workplace free from clutter and rubbish
- ▼ Put away your tools and equipment when they're not in use
- ▼ Immediately clean up any spills on the floor, such as chemicals, oil, soap and any other substances
- ▼ Organise all materials and equipment properly, so they don't fall or block access in any way
- ▼ Report any housekeeping issues to your supervisor

## Prevent accidents by cleaning up.



Follow the 5S system to organise and maintain your workspace in order to perform efficiently, effectively and safely.

How to **5S** your workspace:



### **SORT**

Keep only necessary items in the workplace



### **SET IN ORDER**

Arrange items to promote efficient workflow



### **SHINE**

Clean the work area so it is neat and tidy



### **STANDARDISE**

Set standards for a consistently organised workplace



### **SYSTEMATISE**

Maintain and review standards

# Ergonomics

When working in an office environment, you need to be aware of potential health issues that could occur from working for long periods of time at your desk.

Devices with display screens have been linked to a number of health problems, including fatigue, eye strain, upper limb disorders and back pain. Many of these issues can be reduced by a correct workstation set-up, and taking adequate and active breaks.

Make sure you:

- ▼ Set up your workstation so that you can move frequently
- ▼ Avoid extended periods of working on your computer or laptop by taking short breaks – five minutes every hour. If possible, stand up and walk around during this period
- ▼ Rest your eyes frequently. Every 20 minutes, look at something 20 feet away for 20 seconds
- ▼ Vary your work tasks
- ▼ Do some stretches during breaks

Please report any issues with your workstation set-up to your supervisor.

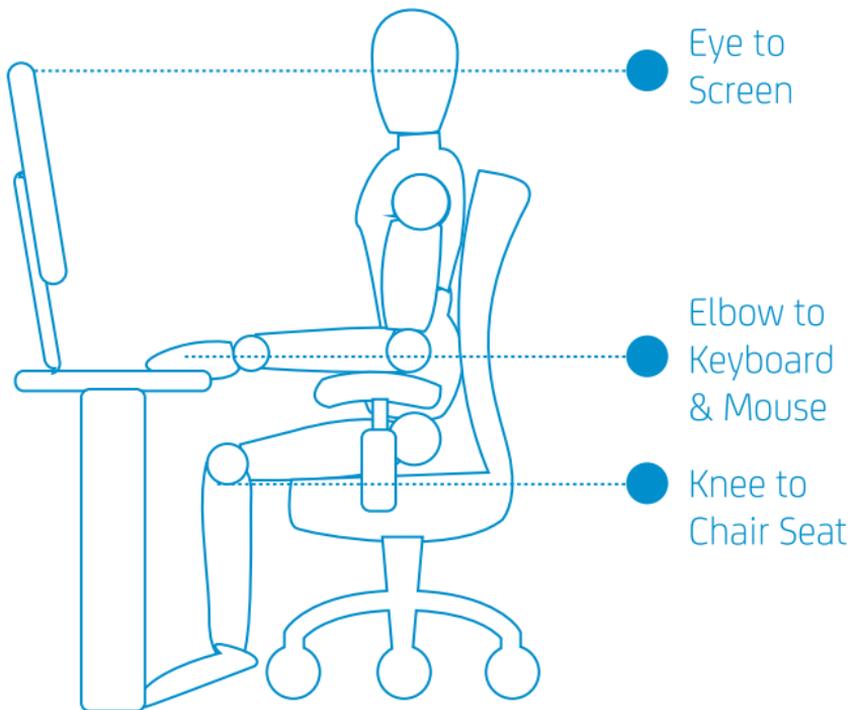
**Check your workstation and take regular breaks.**





## CORRECT SITTING POSITION

- ▼ Feet flat, use foot rest if required
- ▼ Knees bent 70-110 degrees
- ▼ Thighs resting on seat of chair
- ▼ Position your body towards the task rather than twisting
- ▼ Upper back relaxed and resting on chair
- ▼ Relaxed shoulders
- ▼ Elbows at 90 degrees with forearms resting on desk



## WORKSTATION SET-UP

Frequently used items should be visible and directly in front of you or within a 45 degrees radius. They should be positioned within arm's reach and between shoulder and waist.



### KEYBOARDS

10-20 cm from edge of desk with space in front for wrists to rest. Wrists should be kept flat while typing



### MOUSE

Position within easy reach with straight wrist. Support forearm on desk



### MONITOR

Top should be at eye level, 50-80 cm from eyes. Reduce reflection from lights or window



### LAPTOPS

Preferable to use a docking station and separate keyboard and mouse. Select a firm surface to work on and ensure forearms are supported in correct position.

## In summary



Follow Standard Operating Procedures and safe working practices.



Be prepared for your task and assess the risks before starting.



Drugs and alcohol are not to be consumed before or during work.



Ensure you wear the correct Personal Protective Equipment (PPE).



Only drive or operate moving vehicles if you have the correct driving permit.



Follow the Life-Saving Rules.



Only carry out work for which you're trained and competent.



Make sure you know where the nearest emergency signs and exits are, and be aware of what to do in an emergency.



Get any necessary work permits before starting your task.



Report all safety hazards and events, accidents and near misses to your supervisor.



Be aware of your safety roles and responsibilities.

**At dnata, safety is an attitude**

# Emergency procedures

In case of an emergency, follow your local emergency response procedures.

## Fire emergency

Our security officers have completed fire warden training.

In case of a fire, follow these instructions:

1. Call security: you'll find the number to call on the emergency signs in your workplace
2. Call emergency services

## First aid emergency

In the event that first aid is required, follow these instructions:

1. Call a first-aider: You'll find the number on the first aid signs in your workplace
2. Give the first-aider all the relevant information about the emergency, such as your name, exact location, casualty's condition, etc.
3. Stay with the casualty until the first-aider or medical assistance arrives

If the casualty's condition needs urgent medical attention, call for an ambulance. This number is also on the first aid signs and your airside pass.

**Tell the security officer if an ambulance has been called.**

# MEDICAL EMERGENCY

## ACT FAST TO HELP SAVE A LIFE

<b>1</b> <b>CHECK SCENE SAFETY</b>	 Check for danger	 Do not approach if it's unsafe	 If possible, wear disposable gloves
<b>2</b> <b>ASSESS THE SITUATION</b>	If the person is unconscious and not breathing, call <b>emergency services</b> immediately		If airside, call Airport Operations Control Centre
<b>3</b> <b>CALL FOR HELP</b>	 Shout out to attract the attention of a first aider in the area	<b>OR</b>	 To locate a first aider, click on the green 'Find a First Aider' icon on the top right corner of any page on groupworld or scan the QR code
<b>4</b> <b>SUPPORT IF REQUESTED</b>		 Assist the first aider as requested and offer support	
<b>5</b> <b>STAY AT THE SCENE</b>		 If there's no first aider on site, stay with the person until professional help arrives	



Scan this QR code to locate a first aider and for groupworld information on workplace first aid incident management and first aid training

dnata

[dnata.com/en/about/safety](https://dnata.com/en/about/safety)