

Interviewer Airport Community App User Guide



After launching the app, all users must go through a simple PIN registration process.

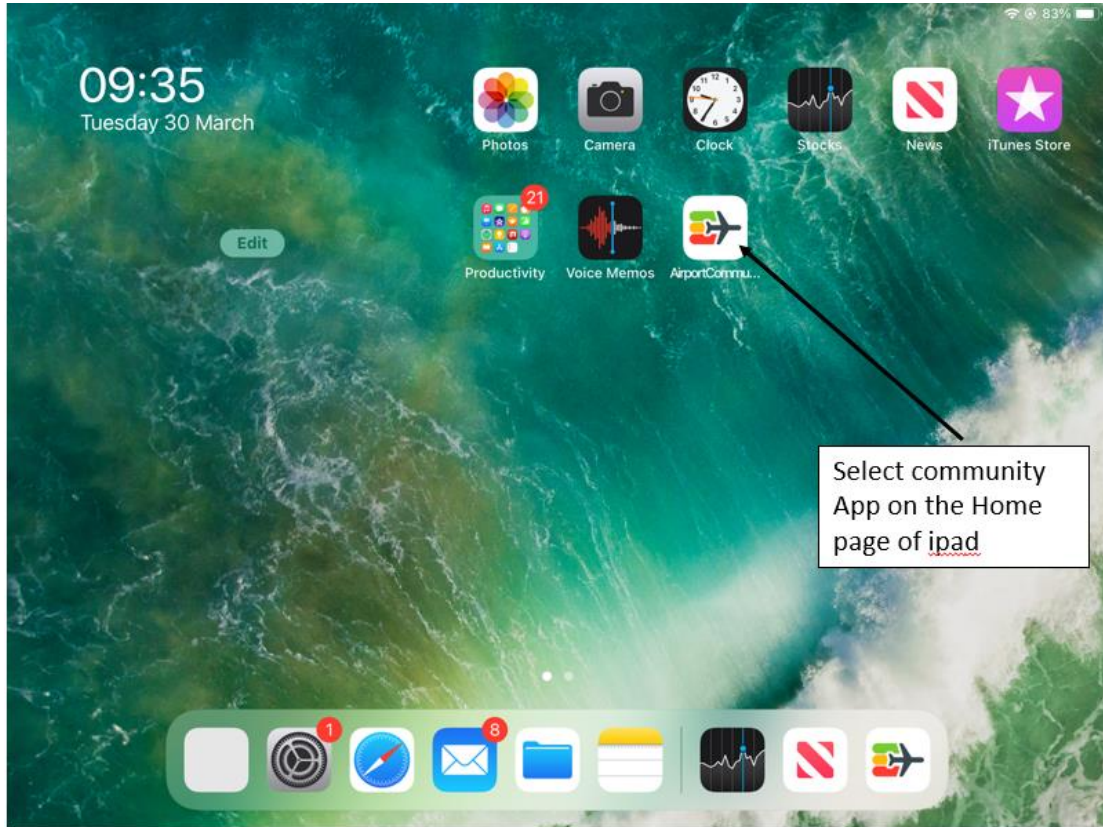
A PIN will be sent to the email you used to log in and you will be asked to put the PIN into the Airport Community App for verification purposes.

Please note that a work email address must be used to log in, and that the app is not enabled for public or personal emails.

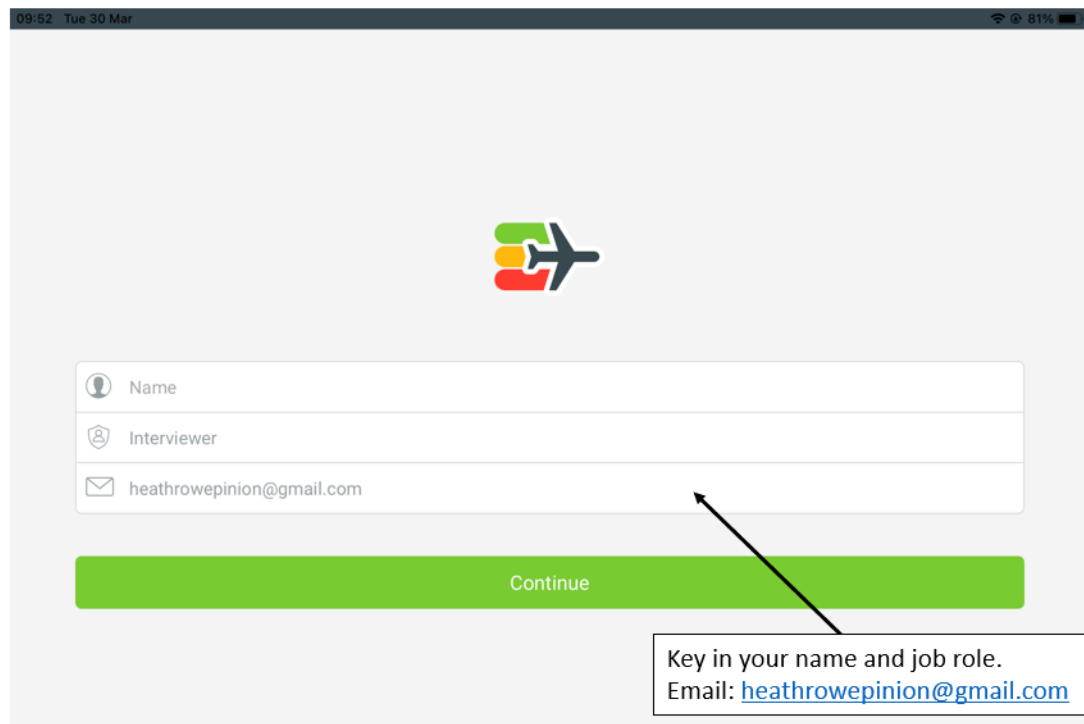
Heathrow

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Step 1:

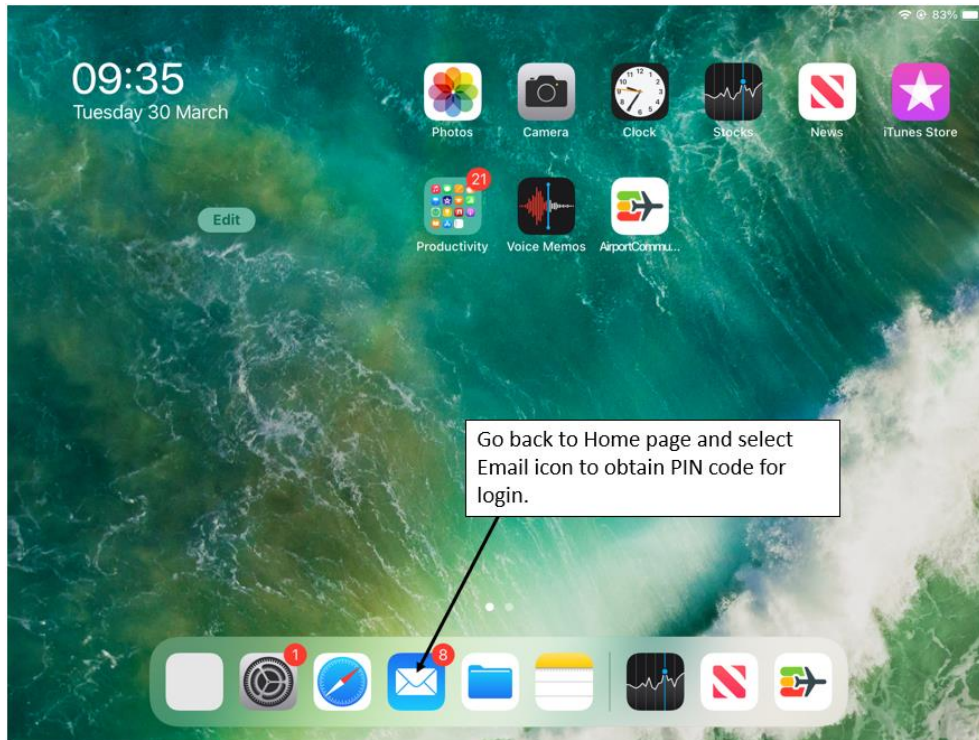


Step 2:

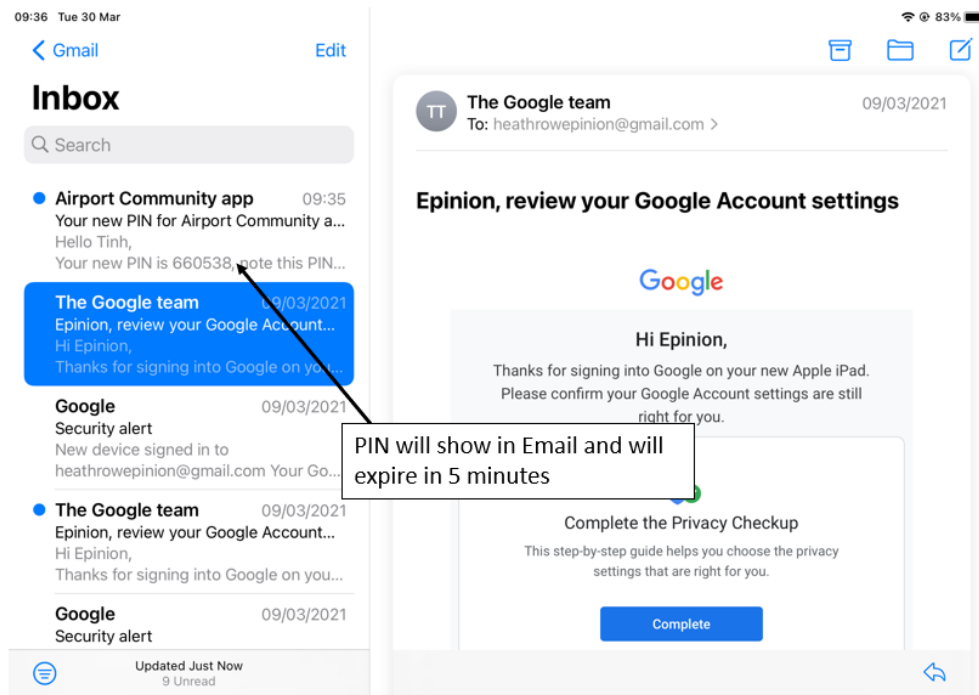


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Step 3:

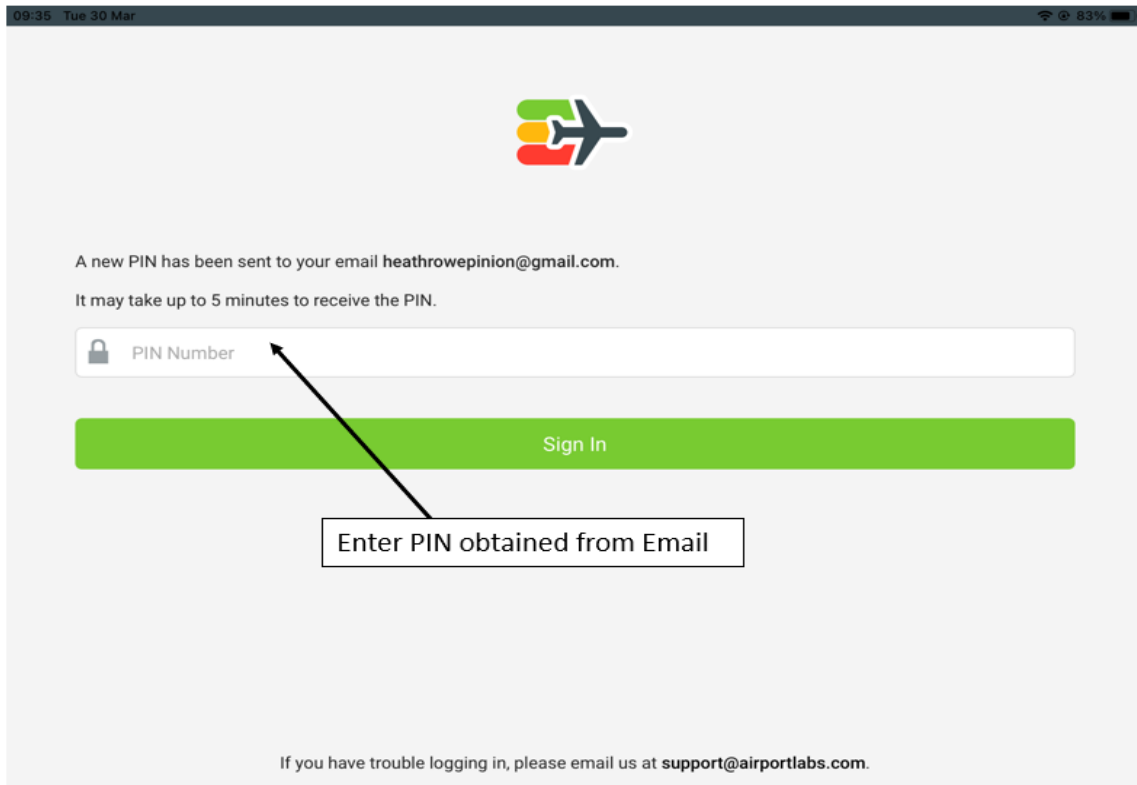


Step 4:

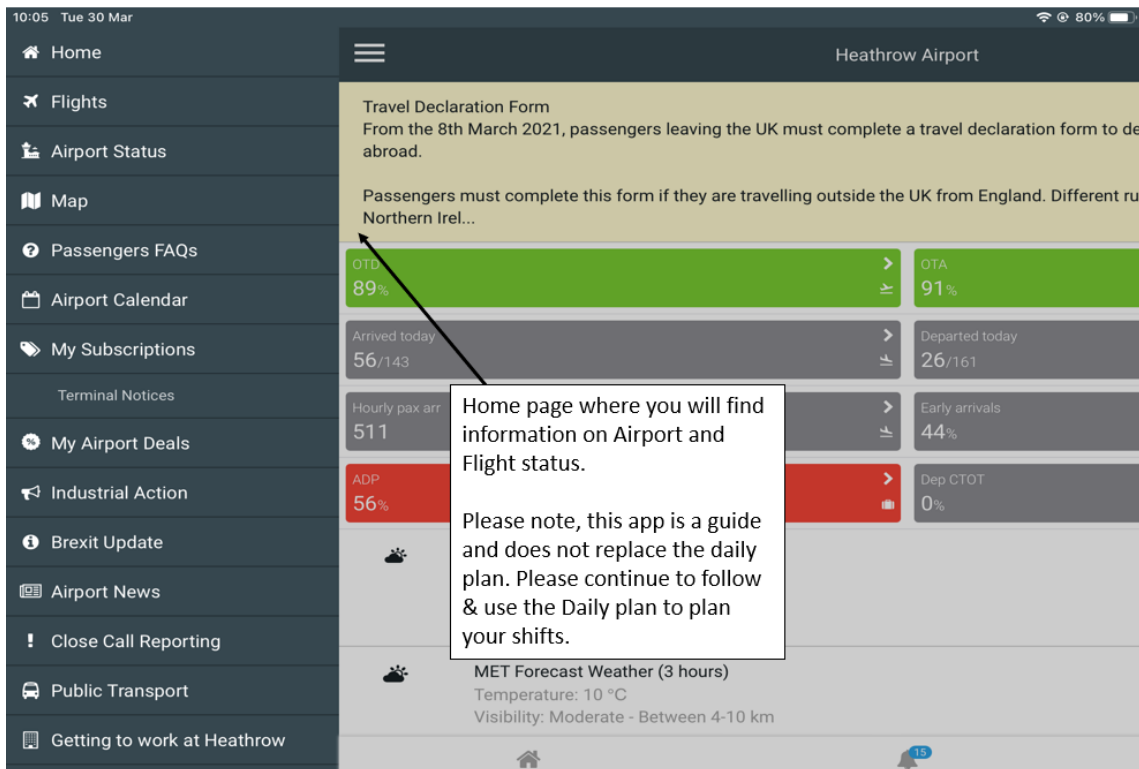


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Step 5:



Step 6:



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Close Call Reporting

Safety is critical to Heathrow operations. Situations that have the potential to cause harm are known as close calls. Close call reporting provides the information that allows Heathrow to act and fix an unsafe situation, ensuring an individual is not injured and also helps to prevent recurrence elsewhere.

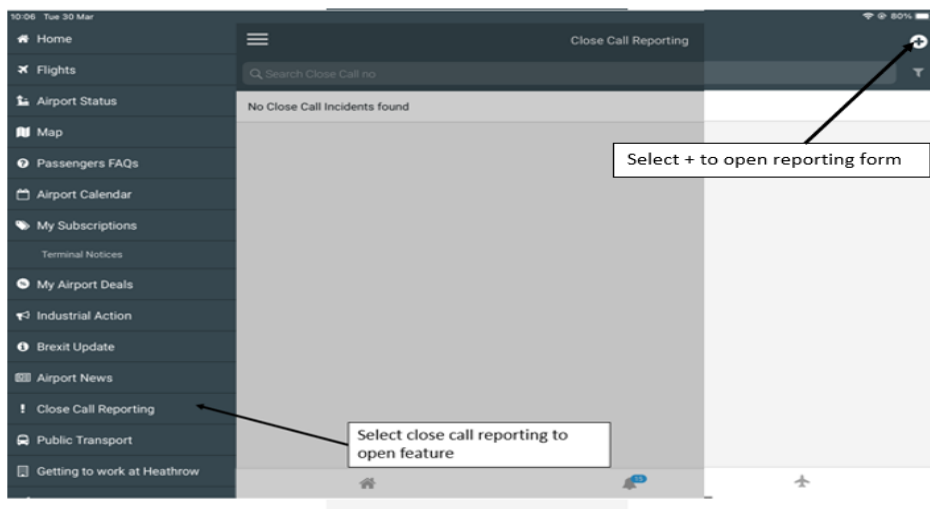
The Airport Community App close call feature provides quick and easy access to a central, supported application with analytical capability.

The system is used to report urgent close call incidents in the terminals that you would like to direct attention to. The information you submit is live and will go directly to the Terminal Managers.

This feature is in continuously in development and does not replace the Alert & report system.

The focus is Health & Safety incidents.

Step 1:



Step 2:

