

TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
<p><b>1. Loading and unloading luggage</b></p> <ul style="list-style-type: none"> <li>Ensure baggage is loaded/unloaded in accordance with flight load instructions</li> <li>Load/unloading freight and luggage from the hold using safe manual handling principles</li> <li>One person in hold (four points contact), one person outside hold and one person at trailer to complete task</li> </ul> <p><b>2. Driving a vehicle</b></p> <ul style="list-style-type: none"> <li>Hook trailer to vehicle as required</li> <li>Park vehicle near aircraft following marshaller direction</li> <li>Drive vehicle and trailer to storage area</li> </ul> <p><b>3. Positioning moving stairs</b></p> <ul style="list-style-type: none"> <li>Position stairs for unloading</li> <li>Push stairs and approach the aircraft to align to doorframe and fuselage</li> <li>Secure stairs for passenger disembarkation</li> <li>Remove stairs for aircraft departure – pull directly away from fuselage</li> </ul> <p><b>4. Perform varied duties within varied environments</b></p> <ul style="list-style-type: none"> <li>Provide assistance with cleaning, facilities maintenance and/or other aspects of site operations when additional assistance is required</li> </ul> <p><b>5. Develop/update knowledge and follow company procedures</b></p> <ul style="list-style-type: none"> <li>Participate in internal training opportunities</li> <li>Update skills, knowledge, qualifications and licenses</li> <li>Use isolation procedures and equipment</li> <li>Complete appropriate logs and permits when required</li> <li>Adhere to health, safety and security procedures</li> </ul>	<p><b>Material handling</b></p> <ul style="list-style-type: none"> <li><b>Lifting:</b> Frequent 3kg to 10kg, occasional overhead</li> <li><b>Push/pull:</b> Fully laden trolley, moving stairs</li> <li><b>Carrying:</b> Frequent 3kg to 8kg, occasional up to 10kg</li> </ul> <p><b>Mobility</b></p> <ul style="list-style-type: none"> <li><b>Walking:</b> Short distances on even surfaces and on uneven surfaces</li> <li><b>Standing:</b> Dynamic standing</li> </ul> <p><b>Posture – Back</b></p> <ul style="list-style-type: none"> <li><b>Bending:</b> Bending or forward flexion of the trunk</li> </ul> <p><b>Posture – Upper limbs</b></p> <ul style="list-style-type: none"> <li><b>Reaching:</b> Below shoulder height and forward reaching under load</li> <li><b>Dynamic movement:</b> Dynamic movements of the upper limb under load</li> </ul> <p><b>Hand activity</b></p> <ul style="list-style-type: none"> <li><b>Grasp:</b> Gross grasp patterns</li> <li><b>Hand dexterity:</b> Hand dexterity and coordination to operate equipment</li> </ul> <p><b>Posture – Lower limbs</b></p> <ul style="list-style-type: none"> <li><b>Squatting/crouching/kneeling:</b> Semi-squatting and kneeling/crouching in confined spaces</li> </ul> <p><b>Other demands</b></p> <ul style="list-style-type: none"> <li><b>Driving:</b> Driving skills required</li> <li><b>Climbing:</b> Steps and ladders</li> </ul>	<ul style="list-style-type: none"> <li>Maintain personal presentation standards</li> <li>Attention to detail and task</li> <li>Basic reading comprehension skills</li> <li>Basic numerical skills</li> <li>Organisation and time management skills</li> <li>Ability to communicate with peers and customers</li> <li>Ability to work in a team</li> <li>Capacity to resolve conflicts and negotiate with others</li> <li>Follow instructions and take direction</li> </ul>	<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Working in confined space (e.g. cargo hold)</li> <li>Use of luggage handling equipment</li> <li>Team lifting for luggage in excess of 10kg</li> <li>Colour discrimination can be required dependent upon site</li> <li>Possible exposure to extreme heat</li> <li>Condensation in hold may be present</li> </ul> <p><b>Equipment</b></p> <ul style="list-style-type: none"> <li>Personal protective equipment as per the ESS Uniform Matrix</li> <li>Luggage trolley</li> <li>Protective Clothing <ul style="list-style-type: none"> <li>Long-sleeved shirt</li> <li>Heavy duty drill trousers</li> <li>Cap/headwear</li> <li>Steel-capped boots</li> </ul> </li> </ul>

PHYSICAL DEMANDS					
		R	O	F	C
Material handling	<b>Lifting</b> Floor to waist (FW) Waist to shoulder (WS) Above shoulder (AS)		✓ Up to 10kg (FW) – luggage ✓ Team lifting for items over 10kg	✓ 3kg to 10kg (FW, WS) – Luggage / stock	
	<b>Push/Pull</b>		✓ Laden trolley; moving stairs over 20m; luggage in hold		
	<b>Carrying</b>		✓ Up to 10kg – Luggage	✓ 3kg to 10kg	
Mobility	<b>Walking</b>			✓ Short distances (concrete)	
	<b>Running</b>				
	<b>Standing</b>			✓ Usually on outdoor surfaces	
	<b>Sitting</b>	X			
Back/neck	<b>Bending</b> Forward Lateral/twisting	✓ Neck and trunk extension	✓ Stooping to retrieve luggage	✓ Forward bending/ flexion at neck	
Upper limbs	<b>Reaching</b> Below shoulder/waist Forward Above shoulder Above head			✓ Repeated below shoulder and forward reach under load (e.g. loading planes)	
	<b>Dynamic movement</b> Shoulders Arms/elbow/ wrists			✓ Flexion/extension at elbow; wrist rotation/ flexion/ extension; Repeated flexion at shoulders	
Hand activity	<b>Grasp</b> Power Precision		✓ Precision gripping for writing	✓ Power grasp bilaterally/unilaterally for gripping items	
	<b>Hand dexterity</b> Keying/mousing Coordination			✓ Coordination and manual dexterity – bilaterally and unilaterally	
Lower limbs	<b>Squatting/ crouching/ kneeling</b>		✓ Crouching/squatting – access low levels and in confined spaces (e.g. in hold)		
Other	<b>Driving</b> Automatic Manual		✓ Bus, utility vehicle, delivery van as required – generally manual vehicles, arm/leg controls, climbing in/out vehicle		
	<b>Climbing</b>	✓ Step ladders, stairs			

COGNITIVE/PSYCHOSOCIAL DEMANDS				
	R	O	F	C
<b>Communication</b>			✓ Peers/customers – resolve conflicts/ negotiate	
<b>Decision-making</b>		✓		
<b>Problem solving</b>		✓		
<b>Time management</b>			✓ Work to deadlines	
<b>Working in teams</b>			✓	
<b>Attention to detail</b>			✓ High quality service	
<b>Literacy/ Numeracy</b>		✓		
CONTEXTUAL DEMANDS				
	R	O	F	C
<b>Indoors/outdoors</b>			✓ Outdoors and in confined spaces	
<b>Dust</b>		✓ Dust		
<b>Excessive temperatures</b>		✓ Heat and cold – condensation in hold		
<b>Vibration</b>	✓			
<b>Chemical exposure</b>		✓ Cleaning tasks, fumes		
<b>Noise</b>		✓ Loud noise - PPE		

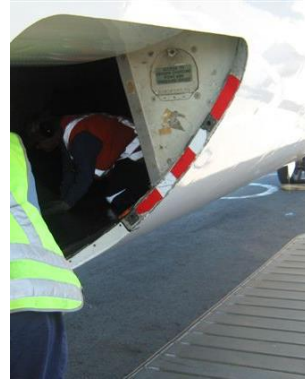
KEY					
FREQUENCY DEFINITIONS	NON-MATERIAL HANDLING				MATERIAL HANDLING
	% of 8hr working day	Repetitions per day	Repetitions per minute	Repetitions per hour	Repetitions per day
Rarely = R	1–5%	1–2	1 less than 5	>hourly	1–2
Occasional = O	6–33%	0–100	1 every 5–15	0 to 12	3–32
Frequent = F	34–66%	101–800	1 every 1–5	12 to 63	33–200
Constant = C	67–100%	>800	1 or more	> 63	>200

TASK 1



Loading and unloading luggage

TASK 1



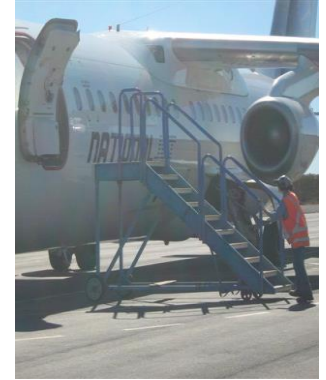
Loading and unloading luggage

TASK 2



Driving a vehicle

TASK 3



Positioning moving stairs