Genuine leadership is essential to transform a reactive culture into a preventive one. Annually different capacitation plans are generated for all employees and corresponding competences are developed so they can perform their job in a safety way. Communication and awareness must continually be directed towards employees when sharing relevant discussions of incidents that have occurred to make sure they don’t happen again. The methodology of risk assessment is done in a structured process, where every activity must have a risk analysis before starting it. Every day, every shift work and every critical task. We are respectful towards the fulfilment of every legal requirement that apply to us. Results We went from a frequency index of 14.8 in 2000 to a LTIFR of 2.4 on 2003, where we had an increase is due to the consideration of incidents with contractors, visitors and third parties. Since 2006 we have had a constant decrease that has taken us to a LTIFR of 0.19 and a LTISR of 16 up to 2016 (ANSI 16.1). Progreso has been awarded with several titles including: First Guatemalan company acknowledged as one of the top ethical organisations by Ethisphere Institute. Since 2009 until 2017, we were awarded by the Great Place to Work Institute. At 2016 an 2017 the British Safety Council awarded us with recognition for our practices and good results in Occupational Health and Safety. So we have achieved operations with ZERO injuries in different companies at Grupo Progreso. Conclusion Illness of our employees as objective and a strategy of commitment and genuine leadership, communication, competences, acknowledgement of safe acts, rigorous monitoring of predicting indicators and a minimum tolerance towards jobs under risk it is possible to achieve operations with zero incidents. Results Eighteen percent of professionals had never follow any training in handling and 35% who have already follow a training believe that this was not relevant to the work in the hold. Seventy percent of professionals did not consider they had any good handling strategies. After seeing the video, 93% of professionals (98% of trainees) judge that the video is useful and 92% of professionals (97% of trainees) that it would help them to be more careful when handling baggage. Finally, 81% of professionals believe that this project was useful and should be repeated (94%), and 56% report that they had changed their way of handling. Discussion Training in handling is crucial when handling is realised in a kneeling posture in an aircraft hold using an ERC. Our results suggest that a video could be a useful tool to speed up handling experience in this specific work environment.

**1129 A TRAINING VIDEO EXPERIENCE FOR HANDLING IN AIRCRAFT HOLD WITH AN EXTENDABLE ROLLER TRACK CONVEYOR**

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**Introduction** The influence of experience, training, and use of mechanical equipment during baggage handling in a kneeling posture in the aircraft hold remain still largely unknown. However, the introduction of an extendable roller track conveyor (ERC) at the Charleroi airport allow to reduce the number of work accidents occurring in the hold. The purpose of this study was to produce a training video for baggage handlers to speed up their experience with an ERC.

**Method** Expert (n=24) and novice (n=34) handlers were filmed during real handling conditions in the hold of aircrafts to identify specific postures and movements associated to experience level. Based on these findings and ergonomic criteria, a training video of the best handling strategies associated with the use of ERC was realised. The video was showed during training sessions of 72 professional and 61 trainee baggage handlers. Results were collected by self-administered questionnaires.