

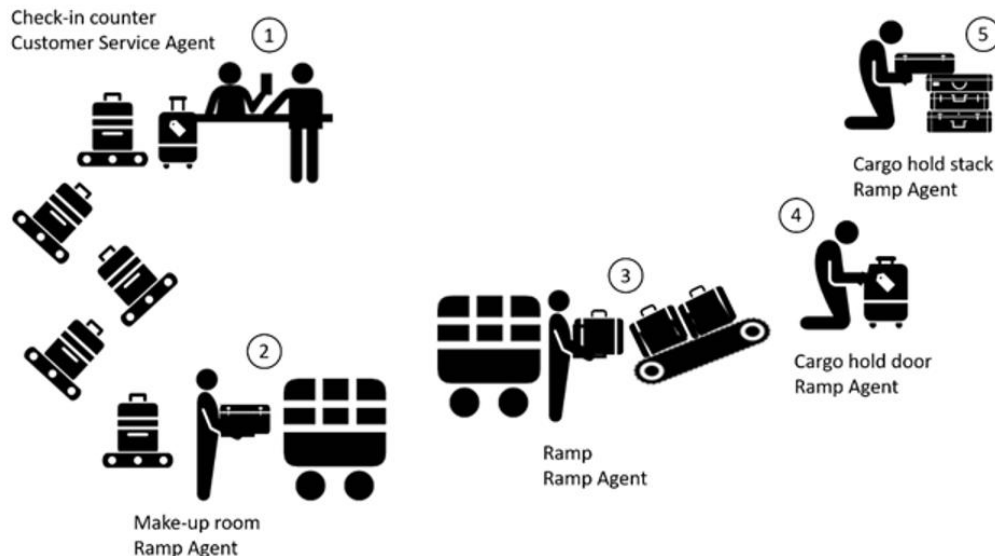
## Scheduled Airline – Ground Crew Operation Ergonomic Rulemaking Preliminary Scoping Assessment Work Session – Process Flow

June 24, 2025

### Purpose

This document aims to clarify what is known about work-related musculoskeletal disorders (WMSD) injuries and risk factors related to how work is performed for baggage handling activities in the Scheduled Airline - Ground Crew Operations, risk class 6802.

### Process flow of work performed – Narrow-body planes



Position	Possible Risks/Hazards
1. Check-in – Customer Service Agent	Heavy lifting Twisting Reaching Grasping
2. Make-up room – Ramp Agent	Heavy and frequent lifting Lifting at or above shoulder height Bending Twisting Reaching Repetitive grasping
3. Ramp – Ramp Agent	Heavy and frequent lifting Lifting at or above shoulder height

	Bending Twisting Reaching Repetitive grasping
4. Cargo hold door – Ramp Agent	Heavy and frequent lifting Pushing, pulling, or throwing bags in cargo hold to the stack location Kneeling Stooping Bending Twisting Reaching Repetitive grasping
5. Cargo hold stack – Ramp Agent	Heavy and frequent lifting Kneeling Stooping Twisting Reaching Repetitive grasping

Questions for the Advisory Committee:

- Tell us about any missing step(s) in the process?
- Share with us the variabilities that may exist within this process.
- Describe other risks/hazards in the job descriptions of this process.

**Process flow of work performed – Wide-body planes**

From this conversation, L&I will build a process flow to reference at future meetings.

Questions for the Advisory Committee:

- Tell us about the work process. What is similar or different between narrow-body and wide-body planes?
- Share with us the variabilities that may exist within this process.
- Describe the risks/hazards in the job descriptions of this process.
- Are containers/unit loading devices manually pushed into the plane or is there a mechanized process?

**Process flow of work performed – Oversize baggage/overweight baggage/cargo on passenger planes**

From this conversation L&I will build a process flow to reference at future meetings.

Questions for the Advisory Committee:

- Tell us about the work process. What is similar or different between narrow-body and wide-body planes?

- Share with us the variabilities that may exist within this process.
- Describe the risks/hazards in the job descriptions of this process.

## **Baggage handling workload**

### Questions for the Advisory Committee:

- Describe a typical shift for a ramp agent:
  - How many flights per day does a single ramp agent work?
  - Approximately how many pieces of luggage would they handle in a shift?
  - What are rest breaks like? Is there down time?
  - Does a ramp agent move between narrow and wide-body planes regularly (e.g. daily, hourly)?
- Describe how the staffing levels vary at airports.
  - Share the differences at smaller airports.
- What metrics are important when determining ground crew staffing levels?