

Ground Operations Bulletin

| Hibernian Airlines Ground Operations Department
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Ground Operations Safety

As we continue to successfully navigate the intricacies of scheduled operations, it has been noted that whilst in general safety reporting is satisfactory across the board, direct safety reports from Ground Handling personnel have been minimal.

A strong and just safety reporting culture is the cornerstone to any successful operations and is vital in ensuring we are operating to the highest of standards. This is even more crucial as we begin to enter the summer season.

Ground safety reports are welcomed and encouraged by Hibernian Airlines and can be made in several ways which are outlined below.



Report Report Report!

No matter how insignificant you may think an occurrence or incident or near miss may be, it may well provide us with the knowledge to introduce mitigation and proactive barriers that could save lives.



We are asking all personnel to be extra vigilant and communicate your concerns no matter how small or insignificant you may see it, communicate it! **We are here to support you!**

Have you reported it?

It is critical that all our staff and external suppliers report to us any safety or security concerns you have in relation to our operation.

We at Hibernian Airlines have many easy ways of reporting any hazards, concerns, and mandatory occurrences:

1. Through our reporting tool – Centrik using the below link:
[Click here to submit a 'Ground Safety Report'](#)
2. Directly to our OCC department – occ@hibernianairlines.com
3. Directly to your line Manager or supervisor or the HBN Crew.
4. To our Ground Services partner ARA GTV Portal
5. Directly to the Safety Manager or any member of the safety team at: safety@hibernianairlines.com

[Click here to submit a 'Ground Safety Report'](#)



Just Culture Policy

The objective of our Just Culture policy is to foster an environment whereby staff and related contractors are empowered to report any safety hazard or occurrence without fear of retribution, in the clear understanding that the Company accepts that errors and lapses of judgement may occur and that staff, during their normal, expected duties, do not intentionally commit such errors. **Staff members who make honest mistakes or misjudgments will not incur punitive action – if they report such incidents in a proper, timely fashion, and cooperate with any subsequent investigation.**

The only exceptions to this non-punitive policy are where the actions or omissions involve negligence, reckless disregard, or a failure to report safety incidents or risk exposures. A staff member who acts irresponsibly in one of these ways is potentially exposed to disciplinary action. A staff member's compliance with reporting requirements will be a factor to be weighed favorably in the company's decision making in such circumstances.



Recent Occurrence Reports & Findings

Some of the recent safety reports received relate to hatches being left open, and cargo door handle incorrectly stowed. It is crucial that all aircraft servicing panels, hatches and cargo doors are closed and secured prior to departure in the pre-departure walkaround check (GOM 4.6.3.1),(GOM 4.4.3.2) and HBN QRG.

The person responsible for the pre-departure walkaround check after all ground servicing activities have been completed, must ensure that these servicing panels, hatches, and cargo door handles have been closed and secured prior to departure. After completion of the pre-departure servicing checks, this person must confirm to the flight crew that all hatches and doors have been closed (GOM 4.6.8.2)

Cargo door handles that are not stowed correctly are most likely to result in the cargo hold failing to adequately pressurize.

Servicing panels and/or hatches that are left open and unsecured are most likely to result in the hatch door breaking off in flight and causing airframe or engine damage.



Recent Occurrence Reports & Findings

There have also been reports of Ambulift incorrectly positioned in different stations. Ambulift operators are asked to please be vigilant before and during the approach and positioning manoeuvre of the Ambulift to the passenger door and to follow the PWD Boarding/Disembarkation and procedures as per (GOM 3.1.3.12), (GOM 3.1.3.12.1) and HBN QRG.

The most likely escalated accident scenario due to an ambulift incorrectly positioned would be pax injury from trip or fall, or aircraft damage due to incorrectly positioned ambulift.



In the event of not being able to approach the vehicle in the manner described in (HBN GOM 3.1.312.1), leaving its final position more than 10 cm between the sliding platform and the step, you must have a mobile ramp that serves as a bridge between both elements. The placement of such a mobile ramp must fully cover the first step resting on the floor of the aircraft cabin, in order not to damage the seals joining the step with the aircraft fuselage. If for any reason the mobile ramp does not completely cover the first step (CRJ) and rest on the floor of the cabin, alternative means of access must be used. (***Service Door entry or manual chair lift.***)

Thank you for your contribution to safety.

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[***Click here to submit a 'Ground Safety Report'***](#)

