



TO : ALL STATIONS
FROM : GROUND OPERATIONS SMS MANAGEMENT
ISSUE DATE : 23.12.2025
SUBJECT : CLOSING CARGO DOORS AT THE END OF THE GROUND
SERVICE

Dear Partners,

Based on information received from our technical department, it has been determined that the cargo doors are left open for a long time after loading/unloading services, or all ground services are completed on our aircraft/during overnight/layover.

This situation;

1. Damage/failure of the mechanism (actuator) that performs/controls/moves the opening/closing function of cargo doors,
2. Due to the damage and malfunction of this mechanism (actuator), the cargo door is closed uncontrollably, causing personnel injury and aircraft damage,
3. Especially in adverse weather conditions (cold, rain, snow, storm) when the cargo door is open for a long time, water entering from the door handle and freezing may occur.

CAUTION:

- **Compartment doors shall be closed as soon as loading/unloading operations are completed and checked during overnight/layover aircraft.**
- Close the cargo doors in accordance with the respective aircraft type specific instructions
- Check twice to ensure that all door indicators show "closed".
- If a cargo compartment door is not closed properly, it must be re-opened and re-closed.