



TUI Airline Ground Operations Information Notice

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|---------------------------------------|--|------------------------------|
| Title: | TAGO June 25 RASLITE communication | Reference: GOIN25-035 |
| Validity date: | 24 JUN 2025 – Until Further Notice | |
| To: | All Stations | |
| From: | Michael George, Standards & Regulations Specialist | |
| Applicability: | TOM-BY / BLX-6B / JAF-TB / TFL-OR / TUI-X3 | |
| References: (If Applicable) | N / A | |

Dear colleagues,

Please find attached the TAGO monthly RASLITE information bulletin.

We hope that you find it useful and that it prompts some really meaningful safety conversations within your airports and your operational teams.

If there is any feedback then feel free to drop us a line at TAGO.regulations-standards@tui.co.uk.

Please stay safe and focus on the messages in the document.

Kind Regards

TAGO Regulations and Standards



RASLITE - Jun 25 Edition

Regulations And Standards - Learnings - Information - Trending - Education

What is RASLITE

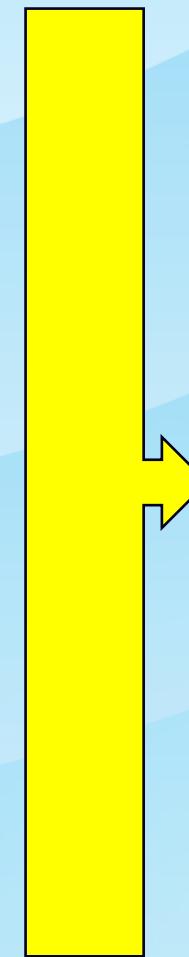
- ❑ RASLITE is a monthly presentation compiled by the Regulations and Standards Team to pass on learnings, and information that are trending and to educate our people about incidents that have occurred across all AOCs
- ❑ Events happen on different AOCs but learnings are not consistently shared between our people so that we can take actions to try and prevent a repeat event at different airports. Safety should always come first and learnings should be shared amongst all of our teams so they can take these away to their airports
- ❑ Our AOC GOSAG and TAGO SAG meetings have different audiences but never before has there been a standardized way of sharing our learnings with the Airport Teams
- ❑ RASLITE will be made available for each of the 5 AOC SAGs to be presented by the Regulations and Standards Team during the meeting. It will also be presented at the TAGO SAG. It is designed to be short, snappy and informative and offer the opportunity for safety discussions and exchanging of ideas

Regulations **A**nd **S**tandards – **L**earnings – **I**nformation – **T**rending - **E**ducation

Where can RASLITE help our SMS ?

Safety information in our organization comes from different sources and it is not always shared amongst all the people that should be aware
Examples:

- There are many reports that are only shared within the AOC where the event occurred
- There are many reports that occur at an airport where multiple AOCs operate too but very often the AOC Safety team / NP are not made aware of these incidents / trends because they occurred on another AOC at that aircraft
- There are many reports that occur at an airport where the AOC does not fly at all but the incident may involve discussions around industry best practice
 - All data in this report has been de-identified



1. Better safety promotion
2. More proactive Safety Discussions with a wider SME pool
3. Embracing story telling to foster learning
4. Improved risk mitigation
5. Support to our Airports team to reduce incidents
6. Ensure improved NP oversight



Safer Operation – through safety assurance

Regulations And Standards – Learnings – Information – Trending - Education

GOOD SPOTS

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June 2025 Update – Good spots

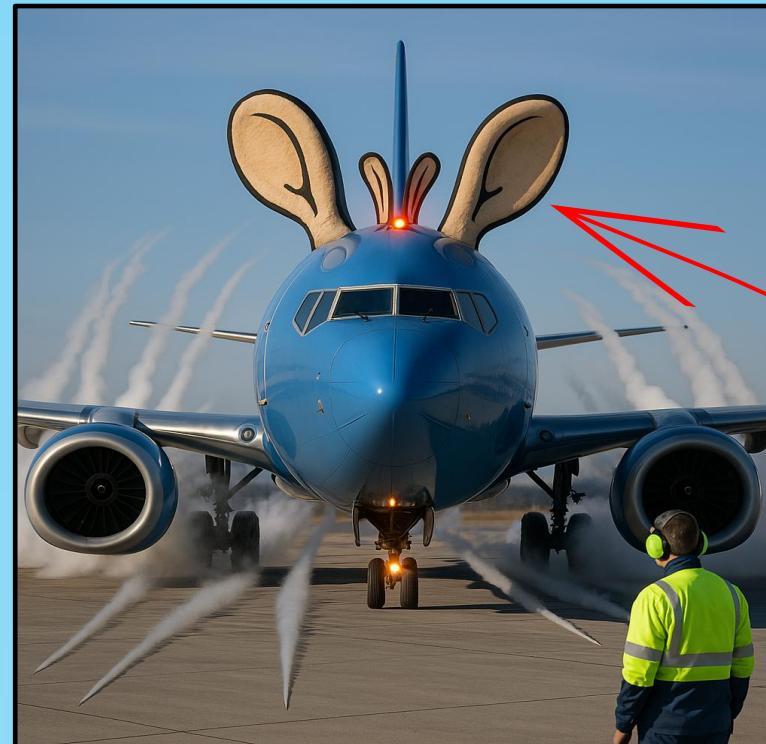
Aircraft Ingestion Risk – a close call

- ✓ Aircraft arrived on stand with the flight crew managing a complex medical emergency. There was some distraction
- ✓ Anti collision beacons were switched off. Both engines were left running in error for approx 15 seconds
- ✓ Ground staff identified this through **LISTENING and OBSERVING THE ENGINE (LOTE)** and brought it to the attention of the flight crew through the DV window
- ✓ Situation corrected; risk mitigated
- ✓ Staff approached the aircraft when it was safe to do so
- ✓ Reported the event in the TUI IQSMS system so we can perform investigation and SHARE THE LEARNINGS

Well done to all involved in this demonstration of a safe practice

How many teams rely on the beacon only ?
How many teams actually apply **LOTE** ?

Could this prevent the next fatality ???

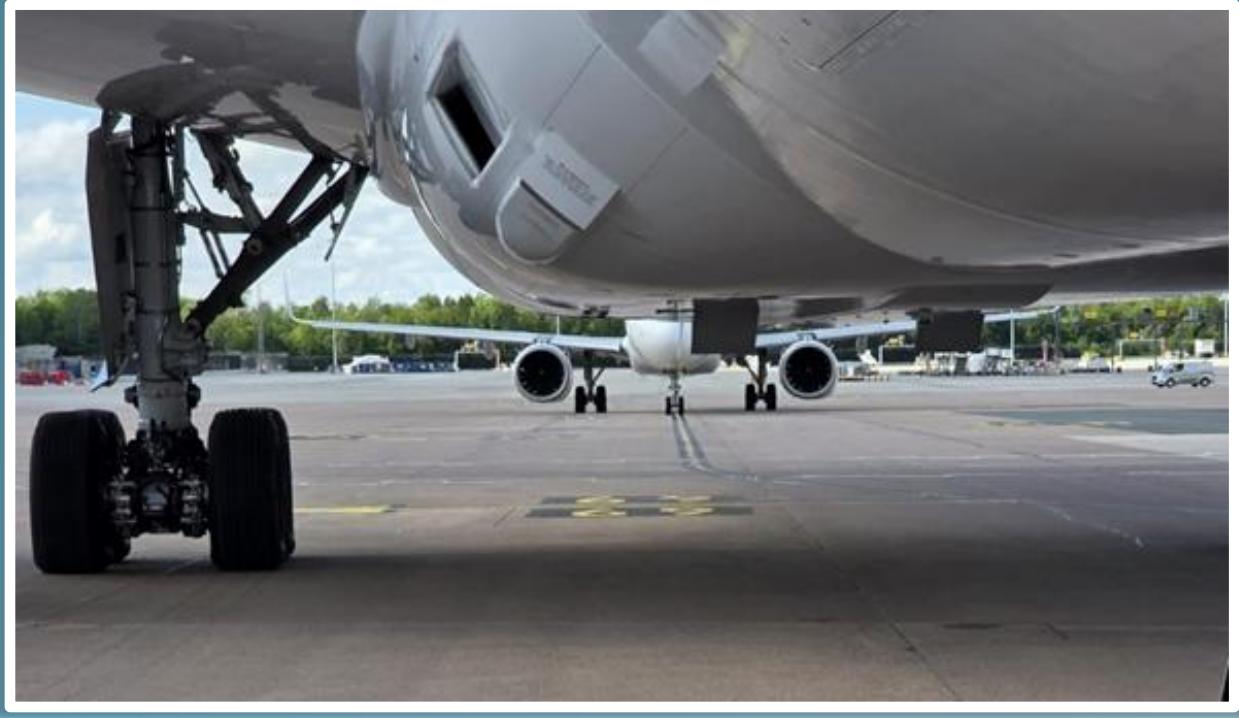


Use your EARS and EYES
Always Listen and Observe
the Engine.
Stay Safe and SAVE a life

June 2025 Update – Good spots

Aircraft push back incident

- ✓ A B787 pushback stopped due to an infringing taxiing aircraft
- ✓ The ramp team were given clearance to perform a standard pushback from stand to abeam the next stand
- ✓ The team had pushed approx halfway when they noticed the proximity of another aircraft behind them
- ✓ The team stopped their pushback and pulled the aircraft forward as continuing the push would have resulted in a seriously close call or potentially a collision



Pushback operations need vigilance at all times on each and every push

If in doubt STOP and inform ATC

Well done to the crew in this event for remaining alert and taking the necessary actions in avoiding a collision



June 2025 Update – Good spots

Wheelchair battery

- ✓ An EMA with incorrect battery was identified at check in
- ✓ Call centre updated the WCLB battery info on go-now showing as 252WH
- ✓ Passenger turned arrived at check-in and the battery was 415.8WH
- ✓ Passenger states he flew with TUI in Feb 2025 and was the same wheelchair.
- ✓ The booking was checked from Feb 2025 and both information match
- ✓ Well done to the team for ensuring the incorrect WH battery was prevented from travel. Great awareness

EVENTS SINCE LAST MEETING

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June 2025 Update – Events since last meeting

Gross loading error

When receiving the TRIP INFO, the L/C agent proceeded to insert all relevant data for the L/S production. The LC agent performed the pax integration, checked the hold distribution and proceeded to issue the L/S

Upon checking the L/S data, after confirming on the L/S the baggage distribution and the passenger data, it was noticed that the eLoadsheet system added 74 more bags which was incorrect

The L/C agent went to the "Deadloads" panel, where it was confirmed that the system had added more bags than the flight had and proceeded to delete the extra bags that were loaded at H2, without ever moving the pcs that were in H3 as the load distribution was checked again from the "Deadloads" panel

The LC agent re-issued the LS while confirming that the total number of bags were correct. Prior to the A/C departure, while proceeding to issue the LDM via the " Start Finalize" button, the system displayed that 15 bags were loaded in H4 but all the rest pcs were in H2.

The LC agent immediately contacted the ATC in order to inform the PIC about the issue

There were no difficulties with the aircraft rotation

June 2025 Update – Events since last meeting

| LOAD IN COMPARTMENTS | WEIGHT | DISTRIBUTION |
|---------------------------------|------------|-------------------------------------|
| PASSENGER/CABIN BAG | 2015 12664 | 2/1773 4/242 58/ 105/ 6/ 8/ TTL 172 |
| TOTAL TRAFFIC LOAD | 14679 | |
| DRY OPERATING WEIGHT | 45080 | |
| ZERO FUEL WEIGHT ACTUAL | 59759 | MAX 64818 L ADJ |
| TAKE OFF FUEL | 8820 | |
| TAKE OFF WEIGHT ACTUAL | 68579 | MAX 82190 ADJ |
| TRIP FUEL | 6615 | |
| LANDING WEIGHT ACTUAL | 61964 | MAX 68174 ADJ |
| CABIN TRIM: BY ROW | | |
| OA 59/0B 52/0C 58 | | |
| BALANCE AND SEATING CONDITIONS* | | ***** |
| BI 42.4 DOI 43.3 | | LAST MINUTE CHANGES |
| LIZFW 29.8 MACZFW 13.5 | | * DEST SPEC CL/CPT + - WEIGHT |
| LITOW 38.5 MACTOW 16.8 | | * |
| LILAW 30.1 MACLAW 13.8 | | * |
| FWD AND AFT INDEX LIMITS | | * |
| EF:15.11 I-----I 83.15 | | * |
| TO:22.50 I-----I 88.38 | | * |
| LD:15.58 I-----I 85.09 | | * |
| UNDERLOAD BEFORE LMC | 5059 | * |
| LMC TOTAL | | |

← Loadsheet given to crew

Weight and balance facts

Loadsheet LIZFW and MAC = 29.5 / 13.5

Actual ZFW MAC = 16.8

Loadsheet LITOW and MAC = 38.5 / 16.8

Actual TOW MAC = 21.7

A simple cross check between the LIR and the loadsheet at point of final reconciliation would have identified the error

Please ensure all load is reconciled before departure

LIR VS Loadsheet
A 1 Minute check



| 1 | adult* | male | female | child | infant |
|----------------|-------------|-----------|--------|-----------------|--------|
| 1 | 163 | 58 | 105 | 6 | 3 |
| 2 | | | | | |
| Total Number* | 163 | 58 | 105 | 6 | 3 |
| Distribution** | 59 | 52 | 58 | | |
| 3 | Weights | | | | |
| | Weight [kg] | CG [%MAC] | | | |
| ZFW | 59727 | 19.3 | 80 | Taxi Fuel [kg]* | |
| TAKEOFF | 68579 | 25.4 | 820 | TOF [kg]* | |
| LANDING | 61932 | 19.4 | 6615 | Trip Fuel [kg]* | |

← Manual loadsheet done in cruise based on actual loading

June 2025 Update – Events since last meeting



Accident with a passenger bus – still under investigation

- Due to damage to the bus air conditioning pipe, fluid leaked into the passenger bus, passengers panicked and thought it was fuel. Complications with the evacuation of the bus
- The event resulted in a number of sub charters to cover the operation

Sharklet embedded
in bus roof

Cone wiped out by
passenger bus

June 2025 Update – Events since last meeting

- On a remote stand, the despatcher was on the headset. Requested if all doors and hatches closed and all ground equipment clear of the aircraft the despatcher confirmed that was the case
- The engines were started on stand and the dispatcher advised to disconnect the headset and see clear on right hand side
- Post engine start procedure completed and ground staff waved off
- Before taxi checklist completed. The First Officer informed the Captain that there was a vehicle left by the aircraft (right hand side)
- The ground call was pressed and hand signals were used to ask dispatcher to move the vehicle. Potential collision avoided.
- Investigation is ongoing

- The agent collecting baggage from the baggage sortation area to load onto flight XXX picked up the incorrect bags for flight YYY
- The bags were all loaded onto the aircraft
- The error was highlighted when a Wheelchair arrived at the aircraft side which they were not expecting which would of resulted in a bag over scenario onboard
- The aircraft had to be unloaded and reloaded as a result incurring a delay to the departure. If this error had not been highlighted the aircraft would of departed with the wrong bags



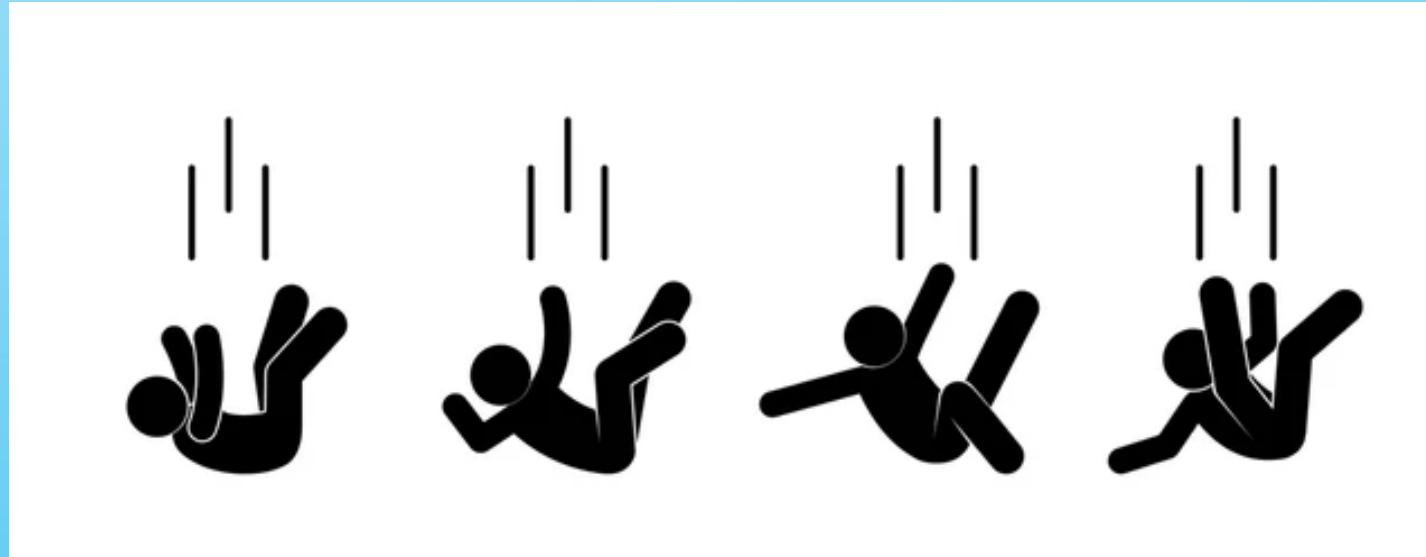
June 2025 Update

TRENDING

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June 2025 Trending

- Fall from height risk continues to trend – with catering trucks, beltloaders, ambulifts and passenger steps – remind all to have that conversation each and every time equipment is removed. **Make that call and avoid a fall**



- Reconciliation – we continue to see flights departing without the load fully reconciled

June 2025 Trending

The loading line is coming to an aircraft near you soon



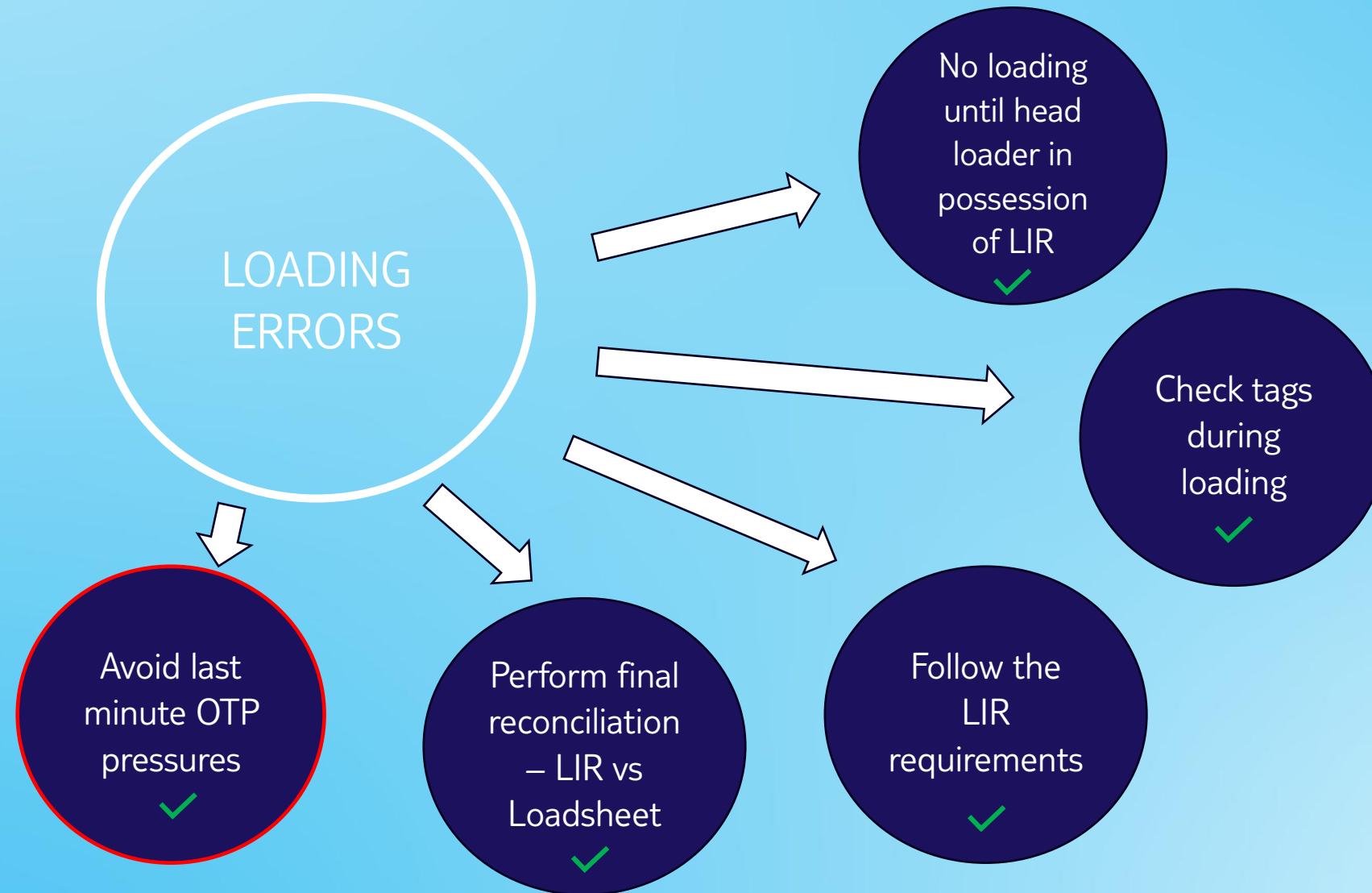
- Do not load bags above the line
- It restricts the smoke detectors
- It restricts the fire fighting capabilities
- Act Now – Re-brief and let's lower the trend

June 2025 Update

LEARNINGS / EDUCATION

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June 2025 Learnings and education



**This is a
CRITICAL
flight safety
matter !!**

Thank you.



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