



# TUI Airline Ground Operations

## Safety Alert

### Aircraft Damage Prevention

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**Applicability:** TUI Airways (TOM-BY) / TUIfly Nordic (BLX-6B) / TUI fly Belgium (JAF-TB) /  
TUI fly Netherlands (TFL-OR) / TUIfly Germany (TUI-X3)

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Dear partner,

There has been a big increase in aircraft damage contributed by factors below:

**1. Not following SOP's by using the aircraft as a stop aid when positioning steps and other GSE.**

The aircraft must NOT be used to slow down or stop the forward movement when positioning steps. Do NOT allow any GSE especially steps to encounter the aircraft fuselage especially when positioning on.

**2. Steps and other GSE contacting the aircraft.**

TUI operates a "No-Touch policy" and shall be employed for all GSE & airbridge types that are not equipped with self levelling sensors. The equipment shall be positioned in a way that ensures:

- a. The protective rubber bumpers do not touch the aircraft fuselage.
- b. The gap between GSE & airbridge and aircraft shall not allow a person or large piece of equipment to fall through. As a guideline, a gap of 5 cm (2 in.) or two fingers should be maintained between the device and the aircraft.
- c. Check that throughout the turnaround process a clearance is maintained between the GSE and the fuselage to allow vertical movement.

**3. Lack of maintenance on GSE & rubber protectors. Using GSE that requires repair.**

GSE on the ramp that have any defects must NOT be used on TUI aircraft. Daily checks should be made to ensure that GSE is fit for operation with all parts undamaged. If damage is identified or parts are missing, these should be reported to a supervisor and removed from service until the issues have been rectified.

Areas to check are the condition of the rubber protection on steps and other GSE such as belt loaders and Hi-loaders. If these rubber protectors are perished, become soft and compress very easily, are damaged or are missing, these items of GSE should not be used and need to be removed from the operation until repaired.



Kind regards,

TUI Airline Ground Operations