



TUI Airline Ground Operations

Safety Alert

Secure panels, hatches and door handles

Notice: GOSA23-011R1
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To: All Stations
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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,

We have seen an increase of safety events relating to aircraft arriving at their destination airports with service panels and hatches open or even being heard by the flight crew in flight.

ATTENTION AND FOCUS IS REQUIRED IN THE FOLLOWING AREAS.

Aircraft Servicing.

Following completion of services such as Catering, Cleaning, POT water, Toilet servicing, Ambulift etc, please ensure and double check that you have closed all panels and that they are flush with the fuselage and that all retaining latches are secured correctly.

B737 door handles must be checked that they have been returned to their horizontal position after the door has been closed either by the service provider or the crew.

Arrival Walkaround.

Before attaching any GSE, conduct a walkaround and conduct a check of all panels, doors and hatches and report if any are found to be open or damaged. Take a picture to provide supporting evidence.

Pre-Departure Walkaround.

Prior to push back or when self- manoeuvring, a complete walkaround MUST be completed while also checking service panels & hatches are closed and flush and that latches are still secure and door handles are in the correct horizontal stowed position.

After disconnection and removal of the headset, ensure that the service panel is closed, flush and secure.





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Kind regards,

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