



# TUI Airline Ground Operations Safety Alert

## Secure panels, hatches and door handles

Notice: GOSA23-011R1  
Page 1 of 2

To: All Stations  
From: Paul Cowley, Regulations & Standards Specialist  
Approved by: Jan Timmermans, Head of Network Operations  
Nial Mclean, Head of Station Operations  
Kay Bartels, Deputy Nominated Person Ground Operations TUI  
Hans de Greef, Nominated Person Ground Operations JAF  
Al Pease, Nominated Person Ground Operations TOM  
Helena Sahlin, Nominated Person Ground Operations BLX  
Jaques Sol, Nominated Person Ground Operations TFL

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

Date of Publication: 25 JUL 2023  
Date of Revision 1: 04 JUL 2024  
Validity Period: 25 JUL 2023 – Until further notice

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.





# TUI Airline Ground Operations Safety Alert

Secure panels, hatches and door handles

Notice: GOSA23-011R1  
Page 2 of 2



Kind regards,

TUI Airline Ground Operations