



TUI Airline Ground Operations

Safety Alert

Fuelling while boarding / disembarkation. Communication with the Commander

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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,

FUELLING PROCEDURE DURING A TURNAROUND

- Prior to commencement of any fuelling, The GSP, dispatcher or flight supervisor shall inform the flight crew that fuelling is about to commence and when fuelling is completed.
- The aircraft commander will decide and instruct the GSP, dispatcher or flight supervisor whether to let the passengers embark, stay on board or disembark during fuelling operations. Additional information to be provided to the commander shall include local restrictions including the need of fire services and equipment etc.
- When fuelling with passengers on board and / or during their boarding or disembarking, personnel shall:

Keep designated escape exits clear. An escape exit may be either a PBB into a terminal building, a cabin access door or a passenger stair truck positioned on an open cabin access door.

Ensure all areas on the stand below the designated escape exits are kept free of any equipment and vehicles that would impede the deployment of an escape slide.

Do not hinder the escape routes of passengers on board by ensuring that passenger stairs and PBB are clear of FOD.

ALWAYS ASK THE FLIGHT CREW FOR AUTHORISATION TO START FUELLING.

FUELLING PROCEDURE SLOT 1 DEPARTURES AND AT AIRPORTS APPROVED TO PRE-LOAD FUEL

- The GSP, dispatcher or flight supervisor shall inform the flight crew on arrival at the aircraft that pre fuelling has commenced and when fuelling is completed.
- The aircraft commander will decide and instruct the GSP, dispatcher or flight supervisor whether to let the passengers embark during fuelling operations.
- While fuelling with passengers on board personnel shall:

Keep designated escape exits clear. An escape exit may be either a PBB into a terminal building, a cabin access door or a passenger stair truck positioned on an open cabin access door.

Ensure all areas on the stand below the designated escape exits are kept free of any equipment and vehicles that would impede the deployment of an escape slide.

Do not hinder the escape routes of passengers on board by ensuring that passenger stairs and PBB are clear of FOD.

ALWAYS INFORM THE FLIGHT CREW ON ARRIVAL THAT FUELLING HAS COMMENCED.

Kind regards,

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