



# TUI Airline Ground Operations Safety Alert

GROUND CREW COMMUNICATION TO FLIGHT CREW BEFORE DISPATCH - TAXI

Notice: GOSA24-015  
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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)

Date of Publication: 12 DEC 2024

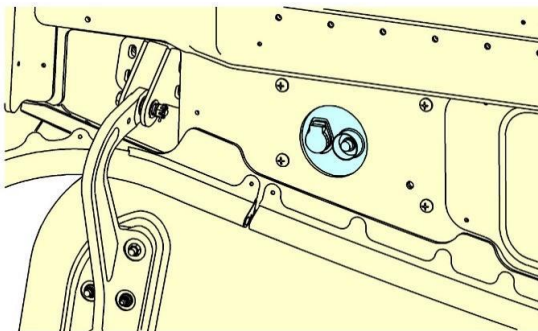
Validity Period: 12 DEC 2024 - Until further notice

Dear partner,

There have been 3 recent safety incidents following the pushback or engine start process of an aircraft where communication between the ground crew and the flight crew was misunderstood with an assumption of actions having been completed when they hadn't.

This is an aligned message with Flight Ops to ground crew and flight crew emphasizing the need for a positive "All Clear" (dispatch) signal before requesting taxi clearance, as well as clarifying to flight crew that the confirmation of 'Brakes Set' automatically triggers the disconnection of the tug and towbar (GOM 4.6.6.3 & GHM 9.2.4.3).

1. Headset operators must use standard phraseology throughout the pushback (if relevant), engine start procedure and disconnection. If no headset is available, standard hand signals must be used.
2. Headset operators must use standard hand signals per the GOM/GHM (e.g the "All Clear" or "Dispatch" signal) – (NR & WR GOM 3.4.7.9, GHM 9.2.4.2.6.9).
3. Headset operators must wait for acknowledgement from the flight crew to the "All Clear" signal.
4. If there is a delay to ground personnel or equipment leaving the ERA (equipment restraint area) or the aircraft vicinity, of more than 30 seconds after "clear to disconnect" (e.g delay to closing the GPU/Intercom panel), this must be brought to the attention of the Flight Crew.
5. If a vehicle or other ground equipment is required to be brought into the ERA or the aircraft vicinity after engine start, this should arrive and be positioned ahead of the aircraft and remain in view of the flight crew; if unable to position in view of the flight crew, this must be communicated verbally to them.
6. All TUI B737-8 MAX aircraft have a headset connection panel in the nosewheel bay which is more easily accessible than the GPU/Comms panel on the fuselage exterior.



Kind Regards

TUI Airline Ground Operations