



TUI Airline Ground Operations

Safety Alert

Passenger Stairs Safe Removal

Notice: GOSA24-016

Page 1 of 1

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

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: 17 DEC 2024

Validity Period: 17 DEC 2024 - UFN

ATTENTION!

PASSENGER STAIRS SAFE REMOVAL

Ensuring the safety of passengers, crew, and ground personnel during ground handling operations is our top priority. To prevent accidents and maintain compliance with safety standards, we would like to remind all our service providers with immediate effect of the following critical procedure as outlined in the Ground Operations Manual (GOM) and Ground Handling Manual (GHM):

Passenger stairs shall not be removed from the aircraft unless

- the cabin access door is closed or
- a fall prevention device is in place across the door.

Ref GOM 3.1.3.6

Ref GHM 9.2.1

Removing stairs while the cabin door is open creates a significant safety risk, including the potential for falls or injuries. Always confirm with the crew or supervisor before removing the stairs.

Kind regards,
TUI Airline Ground Operations