



# TUI Airline Ground Operations

## Safety Alert

### Passenger Stairs Safe Removal

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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)

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### 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