



**JAN WEEK 1**

**STATION: MUC**

## **NEW: WEEKLY NEWS TO KEEP EVERYONE UPDATED**

### **PAX Went to Incorrect Boarding Bridge Due to Unintentional Open Door In- between Adjacent Gates**

A passenger booked on flight EZY2944 (MUC–BRS) mistakenly accessed the boarding airbridge for flight EZY8640 (MUC–LGW) after entering through an open internal connecting door between adjacent gates C03 and C04. The door was open without an operational requirement, and the reason for this could not be conclusively determined.

- ➔ **IMPORTANT!** Please do check the doors before starting the boarding
- ➔ In case of any issues with the doors please inform immediately Termindienst and Störung 555

### **Baggage not offloaded in MUC**

During the turnaround of flight PC1019/PC1020 at MUC, responsibility was transferred from TRC 1 to TRC 2 due to operational delays. During this handover, a mandatory empty hold inspection was not performed, as each TRC assumed the other had completed it. As well Headloader didn't perform an empty hold check. As a result of inadequate communication and the absence of a clear handover process, 19 pieces of inbound baggage remained in Hold 5 and were subsequently transported back to SAW.

## **SEE SOMETHING, SAY SOMETHING**

Staff Member Report - MUC



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