



Learning From Incidents: Leaving Open Doors Unattended

Dear All

We have had an incident because an open door was left unattended, and passengers were about to board a flight they did not belong to.

It was a Schengen flight, the boarding of the passengers into the waiting room was already in progress when the crew arrived at the gate. The crew was escorted down, but the door to the waiting room at the gate was left open for a couple of minutes.

During that time, because the gate needed to be left unmanned, and the door was left open, passengers who did not belong to the flight were able to enter the waiting room.

Please never leave doors open, if you need to leave them unattended. Make sure you always close the doors, so nobody can gain access to an area they are not permitted to enter.

Please also never leave open doors unattended. If a door is damaged, and you are not able to close it, please call Fraport and wait until the person who can repair the door arrives.

Thank you for your cooperation!

Norbert