



## **LFI: Loading Incident / 06APR GSR/58308 – SN MUC – incorrect load sheet**

Dear Team,

We recently had a loading incident where baggage was incorrectly loaded into Hold 2 and Hold 3, instead of Hold 1 and Hold 2 as specified in the loading instruction. While the documentation itself was accurate, the actual loading process did not follow the plan.

This discrepancy could have caused serious issues in terms of weight distribution, flight safety, and operational delays.

### **Going forward, I need everyone to take the following actions seriously:**

1. **Active Supervision** – Do not assume that the loading crew will follow the instructions precisely without oversight. TRC must be present and actively verify the correct holds are being used during the loading process.
2. **Cross-Checking** – Compare the loading instruction with the actual loading in real time. Any deviations must be flagged and corrected immediately.
3. **Clear Communication** – Make sure the instructions are clearly communicated to the Headloader and that they confirm understanding before starting loading.

We all play a role in ensuring safe and efficient operations.

Best regards,

Jasmin