



Americas
September 2024

LESSONS LEARNED

THINK SAFETY. THINK SECURITY.
THINK ENVIRONMENT.

Aircraft Damage

DID YOU KNOW?

Equipment operators must stop immediately if they lose sight of the GSE marshaller or if signaling becomes unclear or is missing. When marshalling GSE, you must use clear and precise hand signals and stay in the view of the equipment operator.

WHAT HAPPENED

An aircraft was grounded for repairs for 21 days due to aircraft damage caused by contact with an air start being towed into position.



HOW IT HAPPENED

There was not clear guidance given on who would be marshalling the air start up to the aircraft or where they needed to be positioned. This led to some confusion by the tug operator and ultimately led up to the driver losing sight of the GSE marshaller. The tug operator failed to stop immediately, and caused severe damage to the aircraft fuselage.



WHAT WE LEARNED

Pre-departure briefings and crew huddles are essential in ensuring all ramp personnel are on the same page and work effectively. Also, don't allow yourself to become distracted during critical tasks like positioning equipment inside of the ERA.



SEE IT. REPORT IT. *

PULSE
Keeping us all safe.

**All Health, Safety, Security and Environment incidents or near misses must be reported as per the WFS Group HSSE Policy*