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In behandeling bij:		
Naam:	Afdeling:	

Voorzitter van de Onderzoeksraad voor  
Veiligheid  
Postbus 95404

2509 CK Den Haag

30 november 2007

**Rapport "Tailstrike tijdens de start" van de Onderzoeksraad voor Veiligheid dd.  
november 2006: Opvolging van de aanbeveling van de Onderzoeksraad**

Geachte

Wij hebben de eer u als bijlage een afschrift te sturen van onze brief van heden aan zijne Excellentie de heer C.M.P.S. Eurlings, Minister van Verkeer en Waterstaat betreffende de opvolging die Aviapartner heeft gegeven aan de aanbeveling van de Onderzoeksraad voor Veiligheid in haar rapport "Tailstrike tijdens de start" van november 2006.

Met de meeste hoogachting,

Bijlagen

Minister van Verkeer en Waterstaat  
Postbus 20901

2500 EX Den Haag

30 november 2007

**Rapport "Tailstrike tijdens de start" van de Onderzoeksraad voor Veiligheid dd. november 2006: Opvolging van de aanbeveling van de Onderzoeksraad**

Excellentie,

Op 12 januari 2003 begon een Boeing 737-800 van Transavia airlines op de luchthaven Rotterdam Airport aan een driehoeksvlucht. Deze vlucht begon op Rotterdam Airport en liep via Maastricht-Aachen Airport naar Arrecife.

Direct na aanvang van de start kwam de neus van het vliegtuig onverwachts omhoog en raakte de staart de grond. Onmiddellijk braken de piloten de start af. Hierna kwam de neus weer naar beneden en kwam het vliegtuig tot stilstand. Het vliegtuig raakte beschadigd en de vlucht kon niet worden voortgezet. Van de 113 passagiers en zeven bemanningsleden raakte echter niemand gewond.

Naar aanleiding van dit incident heeft de Onderzoeksraad voor Veiligheid een onderzoek ingesteld en in november 2006 een rapport gepubliceerd. In dit rapport spreekt de Onderzoeksraad een aantal aanbevelingen uit, ondermeer naar Aviapartner toe.

*Aviapartner wordt aanbevolen:*

- o *Zijn kwaliteitssysteem zodanig te verbeteren dat tekortkomingen betreffende passagiersafhandeling zichtbaar worden.*

\*

Teneinde uit dit incident de nodige lessen te trekken en om de aanbeveling van de Onderzoeksraad op te volgen werd dit dossier overgemaakt aan het Euro Ramp Team.

Het Euro Ramp Team is een Europees (Euro) team, samengesteld uit verantwoordelijken voor de platform (Ramp) operaties uit de verschillende landen waar Aviapartner actief is. Het heeft als taak om alle incidenten waarbij een vliegtuig betrokken is te analyseren met als doel preventieve maatregelen te nemen. Het heeft de bevoegdheid dienaangaande dwingende maatregelen op te leggen.

Het Euro Ramp Team heeft de aanbeveling van de Onderzoeksraad als volgt opgevolgd:

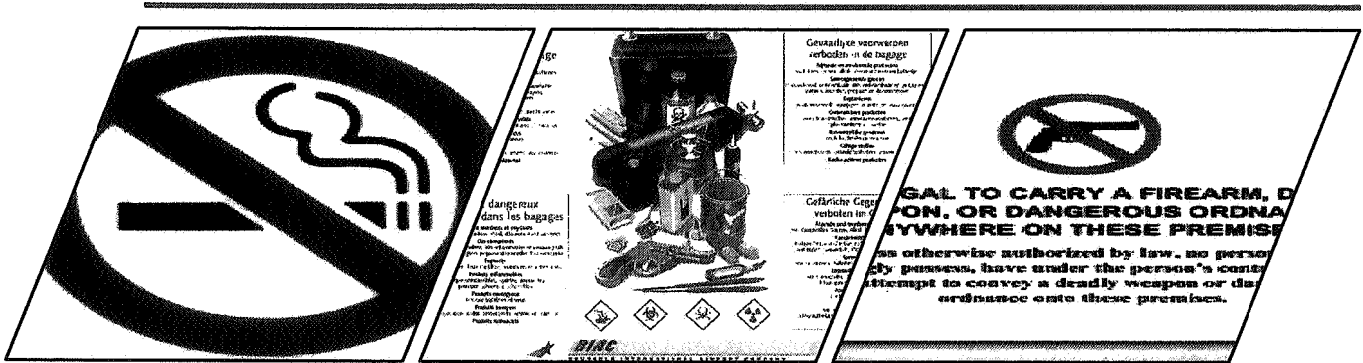
- o Er wordt per luchtvaartmaatschappij over het netwerk een "*Liaison Officer*" aangeduid die de manuals van de luchtvaartmaatschappijen bijhoudt en zorg draagt voor de verspreiding van de relevante informatie;
- o Indien wordt vastgesteld dat de werkwijze van een luchtvaartmaatschappij afwijkt van de in de industrie gebruikelijke norm, moet dit door de Station Manager aan het Euro Ramp Team worden gemeld. Het Euro Ramp Team zal dan de nodige maatregelen treffen;
- o Elke afwijking van de standaard procedure van de luchtvaartmaatschappij moet schriftelijk aan de piloot worden meegedeeld (herinnering);
- o Voor de check-in medewerkers wordt in de basisopleiding in het onderdeel "Safety & Security" een passage toegevoegd die de check-in medewerker wijst op het belang van de passagiersverdeling wat het evenwicht van het vliegtuig betreft (zie bijlage een "Unit 11 Safety & Security", 2.2.2., bladzijde 4).

Dit heeft geleid tot de als bijlage twee gevoegde "Preventive Action Directive" van het Euro Ramp Team van 8 maart 2007.

Bovendien wordt voorzien dat alle manuals van de luchtvaartmaatschappijen via het Aviapartner Intranet gepubliceerd worden. De Liaison Officer draagt er zorg voor dat steeds de actuele versie ter beschikking gesteld wordt. De bijhorende applicatie wordt in 2008 ontwikkeld.

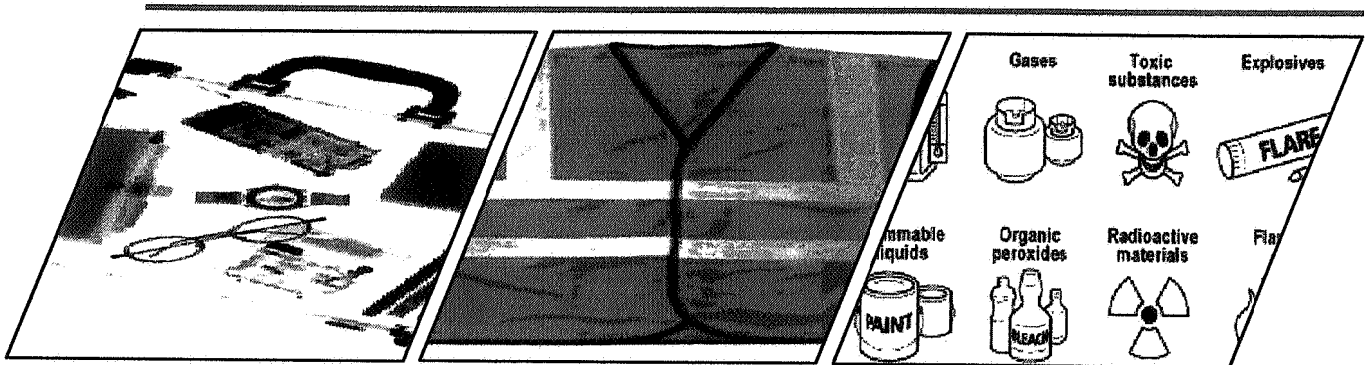
Met de meeste hoogachting,

Bijlagen



# UNIT 11

## SAFETY & SECURITY



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**1. GENERAL INFORMATION**

**1.1. Aviapartner Internal Prevention Services**

The following list contains the names of the responsible persons for Safety & Security within Aviapartner.

These persons can be contacted if you need information about security or safety matters:

.....  
.....  
.....  
.....  
.....

**2. SAFETY AND SECURITY**

**2.1. Does it exist?**

Due to financial restrictions, practical restrictions, human errors and democracy, 100% full security and safety does not exist.

**However 100% unsafe and unsecured DOES exist.**

Words we can link to safety and security are Risk – Danger –Damage and Prevention measurements. In our present society, many people take care of our daily safety and security. Police, fire departments, governments and employers are trying to protect us as much as possible. And we, as individuals, are also occupied with our daily safety and security.

**2.2. Working in a security sensitive area**

Airports are already secured in the best possible way. As an airport employee we also play an important role in protecting ourselves against terrorism.

Be aware of the fact that terrorism often starts by opportunism or by arbitrariness.

**A terrorist is often a step ahead.**

So, **be alert at all times.** Always apply the basic security rules and procedures even when you know these rules are not 100% waterproof.



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### 2.2.1. What are we doing about security at the airport?

Some airlines require **security questions** at the check-in for **each individual** passenger.

At most airports an **X-ray machine** checks all baggages. Any item, which can not be identified, will be detected and checked in detail.

Every passenger, crew and staff member is screened before entering the secured area of the airport.

Reconciliation of passenger and baggage is mandatory. **Under no circumstances** baggages are allowed **on board** of an aircraft **without the accompanying passenger**.

Airport staff **MUST** always wear their **personal badge visually** together with their uniform. Always wear your uniform in a correct way, this helps identifying the owner.  
If you have lost your badge or you have found one, notify the airport authorities immediately (Tel. ....).

If you see a suspicious person or baggage that is left behind, inform the airport authorities. **NEVER** touch the luggage.

Always **check** your check-in desk and gate desk for left behind baggage or suspicious items.

Never leave your check-in desk without **signing out** the computer. Boarding passes and labels should **never** be left unguarded.

### 2.2.2. At check-in ; what is your responsibility, focused on aircraft balance?

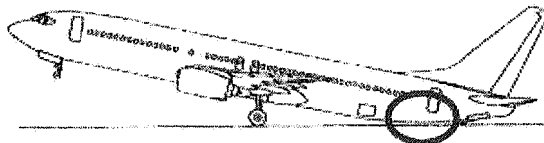
**Seat allocation:** for non-full flights or less than 70% of passengers booking, make sure before beginning the check-in, that the load control agent (Aviapartner or Airline centralised service) has given all instructions about seat allocation preferences to ensure safety.

Effectively, you must know that the aircraft is well-balanced according to several parameters which are:

- Fuel, meteo...
- **Passenger's seats allocation depending on pax booking and areas distribution.**
- Dead load distribution (freight, baggage, mail distributed in the different compartments)

**Do not perform any massive seat changes by your own, without having received instructions or approval of the LOAD CONTROLLER !**

Note: A non-equally spread passenger distribution may endanger the balance of the aircraft and cause a tail strike in extreme circumstances.



**Airlines procedures:** always make sure that you work with the last updates of the company manuals!

**2.2.3. What do you do in case of a bomb threat?**

**Always** take a bomb threat **seriously**. Even from a **joker** at the check-in or at the gate.

If you receive the threat by phone, take note of: Time

Who is the caller?

What will happen? Where will it happen and when?

Try to detect background noises.

**Notify immediately:** ..... / Tel : .....

**Never talk to the press.**

**2.2.4. Diseases and Risk of Contamination**

The airport authorities are prepared in case there is an **outbreak of a contaminating disease**.

Doctors will be alerted and local airport procedures will be communicated.

AVIAPARTNER management will provide correct instructions to be followed in order to protect its employees.

**2.2.5. Accidents on the Job**

In case you are involved in an accident during working hours, **contact your supervisor** as soon as possible.

**2.2.6. Aircraft Crashes**

**Local procedure :**

**2.2.7. Fire Alarm**

The airport terminal is equipped with **smoke and fire detection systems**.

Local procedure : .....

**NEVER USE ELEVATORS IN CASE OF A FIRE ALARM.**

Follow the instructions to evacuate the terminal.





**2.2.8. Ramp Safety**

**Access the ramp as little as possible.**

If you access the ramp, always wear **visible clothing** (safety jacket).

**Never approach** an aircraft when the anti-collision-light is on.

**Smoking on the ramp is strictly forbidden.**



If you accompany passengers to the aircraft during boarding, select the **shortest way** to the aircraft.

Be strict with passengers on the ramp.

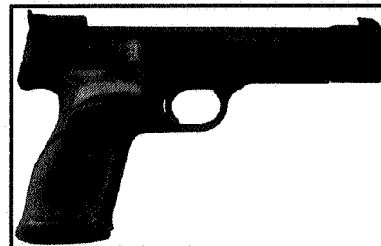
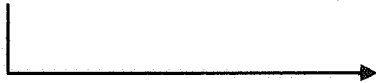
Protect your ears.

**3. CARRY ON ARTICLES REFUSED IN THE SECURED AREA AND IN THE CABIN OF AN AIRCRAFT**

**3.1. Guns, Firearms and Weapons**

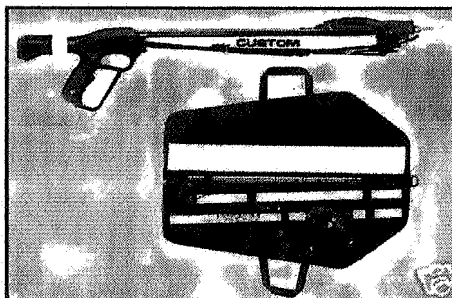
Any object capable, or appearing capable, of discharging a projectile or causing injury, including:

- All firearms (**pistols**, revolvers, rifles, shotguns, etc....)



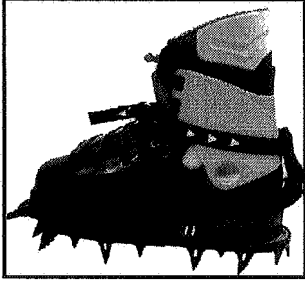
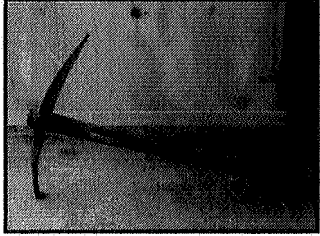
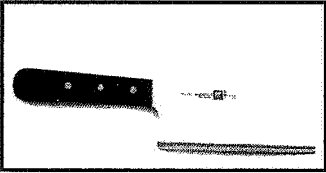
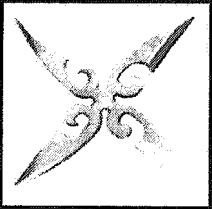
- Replica and imitation firearms
- Component parts of firearms, (excluding telescopic sighting devices & sights)
- Air pistols, rifles and pellet guns
- Signal flare pistols

- Starter pistols
- Toy guns of all types
- Ball bearing guns
- Industrial bolt and nail guns
- Cross bows
- Catapults
- Harpoon & spear guns →
- Animal humane killers
- Stun or shocking devices e.g. cattle prods, ballistic conducted energy weapons (taser)
- Lighters shaped like a firearm



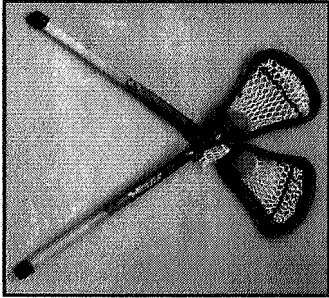
**3.2. Pointed/Edged Weapons & Sharp Objects**

Pointed or bladed articles capable of causing injury, including:

- Axes & hatchets
- Arrows & darts
- **Crampons** → 
- Harpoons & spears
  
- Ice axes & ice picks → 
- Ice skates
- Lockable or flick knives with blades of any length
- Knives, including ceremonial knives, with blades of more than 6 cm, made of metal or any other material strong enough to be used as a potential weapon.
- **Meat cleaver** → 
  
- Matches (however is allowed on the passenger)
- Open razors and blades (excluding safety or disposable razors with blades enclosed in cartridge).
- Sabres, swords & swordsticks
- Scalpels
- Scissors with blades more than 6 cm in length
- Ski and walking/hiking poles
- **Throwing stars** → 
  
- Tradesman's tools that have the potential to be used as a pointed or edged weapon e.g. drills and drill bits, box cutters, utility knives, all saws, screwdrivers, crowbars, hammers, pliers, wrenches/spanners, blow torches.


**3.3. Blunt Instruments**

Any blunt instrument capable of causing injury, including:

- Baseball and softball bats
- Clubs or batons – rigid or flexible – e.g. billy clubs, blackjacks, night sticks & batons
- Cricket bats
- Hockey sticks
- Lacrosse sticks → 
- Kayak and canoe paddles
- Skateboards
- Billiard, snooker and pool cues
- Fishing rods
- Martial arts e.g. knuckle dusters, clubs, coshes, rice flails, num chucks, kubatons, kubasaunts

**3.4. Explosives and Flammable Substances**

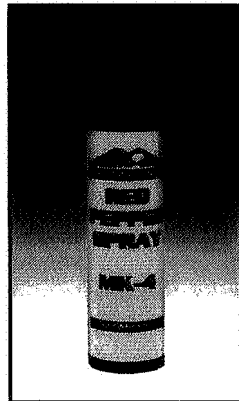
Any explosive or highly combustible substances which pose a risk to the health of passengers and crew or the security/safety of aircraft or property, including:

- Ammunition
- Blasting caps
- Detonators & Fuses
- Explosives and explosive devices
- Grenades of all types
- Non safety matches
- Aerosol Spray paints
- Turpentine & paint thinners
- Replica or imitation explosive material or devices
- Mines & other explosive military stores → 
- Gas & gas containers e.g. butane, propane, acetylene, oxygen – in large volume
- Fireworks, flares in any form and other pyrotechnics (incl. party poppers and toy caps)
- Smoke generating canisters or cartridges
- Flammable liquid fuels e.g. petrol/gasoline, diesel, lighter fluid, alcohol, ethanol.
- Alcoholic beverages exceeding 70% by volume (140% proof)

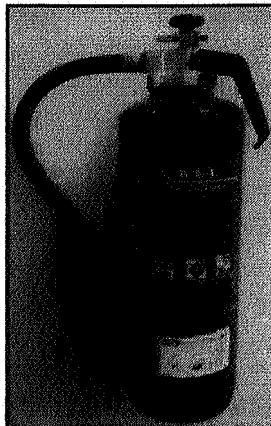
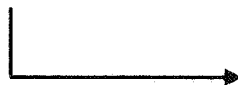
### 3.5. Chemicals and Toxic Substances

Any chemicals or toxic substances which pose a risk to the health of passengers and crew or the security/safety of aircraft or property, including:

- Acids and alkalis e.g. spoilable 'wet' batteries
- Corrosive or bleaching substances – e.g. mercury, chlorine
- Disabling or incapacitating sprays – e.g. mace, pepper spray, tear gas

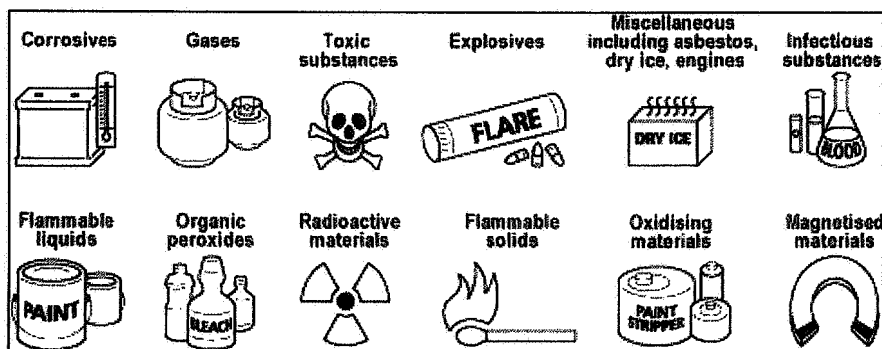


- Radioactive materials – e.g. medical or commercial isotopes
- Poisons
- Infectious or biological hazardous material – e.g. infected blood, bacteria and viruses
- Material capable of spontaneous ignition or combustion
- Fire extinguishers



**4. THE FOLLOWING ARTICLES MAY NOT BE PLACED IN HOLD BAGGAGE.**

- Explosives, including detonators, fuses, grenades, mines and explosives
- Gases: propane, butane
- Flammable liquids, including magnesium, firelights, fireworks and flares
- Oxidisers and organic peroxides, including bleach and car body repair kits
- Toxic or infectious substances, including rat poison and infected blood
- Radioactive material, including medical or commercial isotopes
- Corrosives, including mercury and vehicle batteries
- Vehicle fuel system components which have contained fuel



## Preventive Action Directive

### Report of the Dutch Safety Board regarding the tail strike on 12 January 2003 of Transavia's Boeing 737-800 registration PH-HZB in Rotterdam

<b>Facts</b>
<p>On 12 January 2003 of Transavia's Boeing 737-800, registration PH-HZB that departed on flight HV1277 from Rotterdam to Arrecife with a stopover at Maastricht Airport.</p> <p>On the runway at Rotterdam Airport the aircraft had a tail strike 20 seconds after beginning the take-off. Take-off was immediately aborted and the aircraft came to a halt. No one was injured.</p>
<b>Analysis</b>
<p>Seat assignment by Aviapartner was in accordance with established practise but not in accordance with (latest) Transavia's Airport Service Manual.</p> <p>Load and trim sheet was not part of Aviapartner's duties.</p> <p>Aviapartner was not informed by Transavia that</p> <ul style="list-style-type: none"><li>- Transavia worked with non-industry-standard "pre-printed" load and trim sheet, and</li><li>- that a non equally spread passenger distribution did not correspond with the mass and balance information used by the captain.</li></ul> <p>Aviapartner' personnel was lead to believe that the seat allocation was to be understood as a quality issue due to the inclusion of the reference to the Carrier's Airport Service Manual in Sub-Paragraph 10.1 "QUALITY ASSURANCE AND JAR OPS" of the Standard Ground Handling Agreement-Annex B.</p>
<b>Recommendation Dutch Safety Board</b>
<p>Aviapartner is recommended to improve its quality system as such that shortcomings regarding the dispatch of passengers become visible.</p>
<b>Aviapartner's interpretation of the recommendation</b>
<p>Aviapartner is recommended to improve its quality system as such that it ensures that Aviapartner has a full understanding of an airlines procedures, especially where the procedures of an airline differ in an apparent manner from the industry standard.</p>

#### *Mission Statement Eurorampteam:*

*We, at Aviapartner, commit ourselves to continuously reduce the aircraft damage rate in order to maintain and even enhance Aviapartner's present quality reputation in the aviation handling industry and in order to positively differentiate our self from our competitors.*

<b>Preventive Action Directive</b>		
<b>Description</b>	<b>Action</b>	<b>Deadline</b>
Include in Unit 11 (Safety & Security) of the Basic Check-in training a new item: Awareness Weight & Balance with analysis the RTM tailstrike	Jo Decock – Aviapartner Training Academy	Q2
Identify in the OPS department someone responsible for airline manuals follow up and update dissemination to staff	ERT	Q2
Reminder: In case of deviation from standard procedure for an airline, a written and formal advice has to be given to the pilot	All Station MGR's	immediately
Escalation procedure: Is case of discovery of a deviation from industry standard by an airline, the Eurorampteam has to be advised by the Station MGR.	All Station MGR's	immediately

Zaventem, 8 March 2007

*Mission Statement Eurorampteam:*

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