

## GSE/AIRCRAFT GROUND DAMAGE REPORTING

Recently, in one of our airport, an aircraft door was found slightly deformed upon arrival on the parking stand during fuselage inspection. The handling staff immediately notified his supervisor and the airline. A preliminary investigation finding shows that, the damage was probably caused by a high loader in the previous station where the aircraft was handled. The issue is why was the damage not reported at the previous station ?

### Aircraft ground damage

Most incidents occur when the aircraft is parked and when interfaces are established between the aircraft and ground handling equipment.

Aircraft ground damage incidents are those incidents which are caused by ground support equipment used for aircraft handling and servicing and for line maintenance. It includes taxi incidents or accidents where an aircraft under tow collided with a piece of GSE.



Aircraft ground damage is expensive and compromises the safety of crews and passengers, it is such a significant issue that it sits very high in the agenda of aviation executives.

Yet there is something even more subtle than aircraft damage itself and this is unreported damage. Unreported structural damage poses the highest risk to flight safety. Although it is quite accurate to state that it is more often minor damage to go unreported – i.e. dents or scuffs on the fuselage.

This type of damage should not be there in the first place and should always be reported, especially now with the increasing use of composites. Undetected damage means that an organisation is failing both in the prevention of events and in the implementation of recovery measures after a safety event has been caused. Safe operation during ground handling is a shared responsibility between operators and airports.



The main reason for under-reporting ground damage incidents we have found is that, employee still keep memories the 'shoot first, ask questions later' old policy. The positive culture principles are poorly understood by the staff.

Aiports and operators must redouble their efforts in promoting atmosphere of trust in which employees are encourage (even rewarded) for providing essential safety-related information but in which they are also clear about where the line must be drawn between acceptable and unacceptable behaviour.



**WHY SHOULD YOU ALWAYS REPORT?**

# ISSUE REPORTING

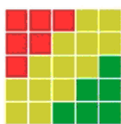
**WHAT YOU NEED TO KNOW ABOUT REPORTING ISSUES IN YOUR COMPANY**



## WHY YOU REPORT

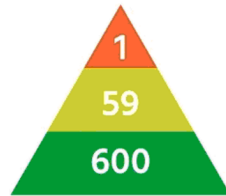
Safety is everyone's job, including you.

Reporting issues is about providing safety managers with the information they need to make good safety decisions.



## WHY YOU SHOULD CARE

When you don't report, managers can't make good decisions and your safety suffers as a result.



## PYRAMID OF OCCURRENCE

This shows us that for every:

- 1 serious incident there are
- 59 minor incidents, and
- 600 conditions that lead up to it

Safety managers will be ignorant of these conditions and minor incidents unless you report them! Safety managers depend on you.

## WHAT YOU SHOULD REPORT

Report all concerns and conditions, no matter how trivial they seem. Trivial things can lead to major problems over time.

When you report "trivial" concerns, safety managers can be aware of them and stop them before they lead to greater danger.



## ICEBERG OF IGNORANCE

Managers and executives have far less understanding about what issues face the company than operational employees and staff. The only way for managers to be aware of these issues is through staff and employees reporting them!



## YOU ARE IT!

You are the first line of defense in safety. Reporting everything means reporting things like:

- Equipment not working optimally
- Forgetting to check tool counts
- Missing a step in a procedure
- Potentially dangerous behavior
- Something that seems "abnormal"

## WHERE TO REPORT

**For NSIMALEN :** The head of Integrated Management System [smi.nsimalen@adcsa.aero](mailto:smi.nsimalen@adcsa.aero)

**For DOUALA :** The head of Integrated Management System [smi.douala@adcsa.aero](mailto:smi.douala@adcsa.aero)

**For others:** Corporate Safety Manager [herman.miengue@adcsa.aero](mailto:herman.miengue@adcsa.aero)