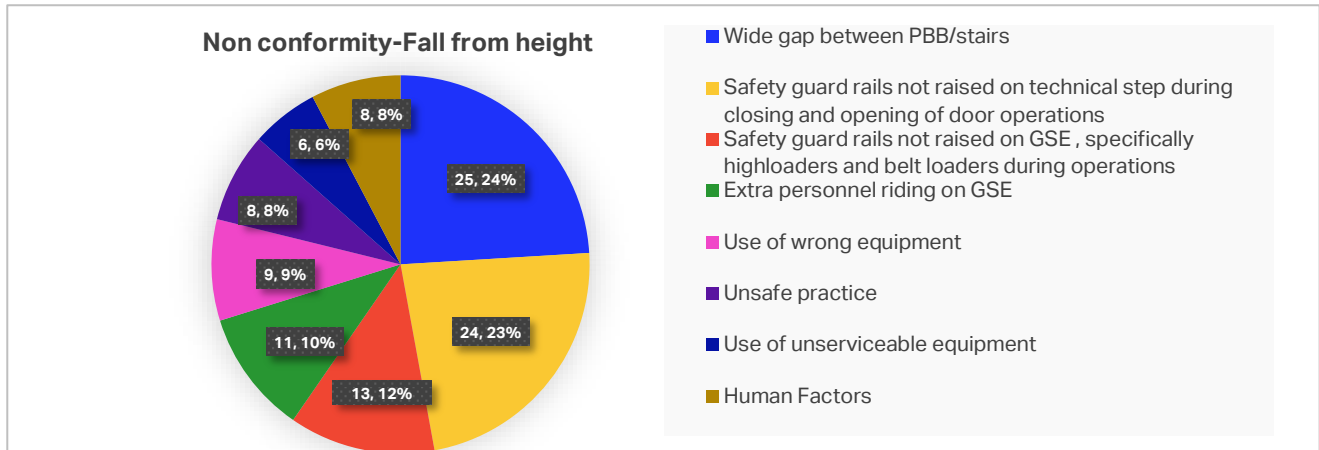


Fall from Height Injuries

Injuries have always some impacts on personnel, their families, and companies. With target of eliminating or at least reducing injuries, the Ground Operations Standards Group (GOS) has focused on the current highest severity, cause of injury, named: **fall from heights**.

Root causes identified from IATA's IDX (Incident Data Management) for **fall from height** for the period Jan 2019-Mar 2021 are:



The team reviewed the root causes and identified the gaps in the procedures published in the IATA Ground Operations Manual (IGOM) and Airport Handling Manual (AHM). The procedures were then enhanced to ensure prevention of the fall from height injuries. For example:

- While the minimum interface gap between Ground Support Equipment (GSE) e.g., Passenger Boarding Bridge (PBB) or stairs and the aircraft fuselage is covered by the No-touch policy, the team defined the maximum gap that was missing.
“IGOM 3.1.3.2 - The gap between GSE and aircraft shall not allow a person or large piece of equipment to fall through. As a guideline, a gap of 5 cm (2 inches) or two fingers should be maintained between the device and the aircraft”.
- Cabin access doors shall only be operated or left in the open position if there is a GSE or PBB with platform at its final height positioned at the door or if an appropriate fall prevention device is placed across the door. Fall prevention device for aircraft doors revised and explained with picture in IGOM 4.4.2.1
- Enhanced operational procedures for safe usage of maintenance stairs under IGOM 3.1.3.3
- Safety rails recommendations and serviceability check of GSE prior to initial use, are reinforced in IGOM 3.1.3.2.
- All GSE used in operations are serviceable as per maintenance program in line with AHM 917 (Basic minimum preventive maintenance program)
- Training content of AHM1100 updated related to GSE requirements for example, trainings Ramp Handling RMP03-Airside Driving, RMP14 GSE Operations



Note:

An appropriate fall prevention device consists of equipment or material, or a combination of both, that is designed to stop or prevent the fall of a person from an open door (e.g., an industrial safety net, catch platform or safety harness system) see Figure above.

The cabin door strap installed is not considered an appropriate fall prevention device.

An airline or handler shall not deviate from an industry recommendation as defined in IGOM/AHM unless absolutely necessary due to operational limitation or regulatory requirements, and only after a risk assessment has been carried out to ensure exceptions are unavoidable and equivalent safety measures are in place to mitigate risks.