

DGCA Bulletin

2/2018



**TO REPORT AN ACCIDENT OR INCIDENT
PLEASE SEND EMAIL TO DGCA
MANDATORY OCCURRENCE REPORTING COMMITTEE**

mor-asd@dgca.gov.kw

safety@dgca.gov.kw

SERIOUS INCIDENT

Aircraft type and registration:	Boeing B.777-300ER, 9K-AOE
No & Type of Engines:	2 GE 90-115B
Year of Manufacturer:	2016 (Serial No. 62563)
Date & Time:	4 th February 2018 1505 LT
Location:	Kuwait International Airport, Gate 5
Type of flight:	International Commercial Air Transport (CAT)
Flight No & Sector:	KU 788, JED-KWI
Injuries:	Crew - None Passengers - None
Nature of Damage:	Major Damage to the Aircraft Fuselage Structure and Skin
Information source:	DGCA/ ASD Airworthiness Division Aircraft Incident Report Form. Operations Occurrence Report Form Submitted By the Operating Crew. Kuwait Airways Investigation Report.

History of the Flight:

KAC B.777-300ER – 9K-AOE aircraft, Flight No. KU 788, JED/KWI, on 04th February 2018, commercial international flight arrived from JED at Gate5 Kuwait International Airport (KIA). At 15:00 Hrs. LT upon arrival and parking at the KIA gate 5, the aircraft has been hit by a Kuwait Aviation Services Company (KASCO) food catering truck and damaged the aircraft fuselage skin right hand side below Crew/Passenger R4 Door.

Aircraft Information:

Boeing B.777-369ER – 9K-AOE – MSN 62563

Damage to Aircraft:

- Quantity of 4 external structure damages on the aircraft section 46 as follows:
Damage 1: skin puncture between STA 1476 and STA 1497.
Damage 2: skin puncture and sub structure damage between STA 1497 & STA 1522.
Damage 3: skin puncture and sub structure damage between STA 1546.5 & STA 1567.

Damage 4: combination of dents and scratches at STA 1513.5 between STGR 40 STGR43.

- 5 Internal structure damages as follows:
Stringer # 36 sheared off.
Stringer # 37 sheared off.
Stringer # 38 deformation.
Reinforcement support web cracked.
Slant Cargo side panel support structure.

Analysis:

On 04/02/2018, aircraft arrived from flight KU 788, JED-KWI at 15:00 Hrs. LT at KIA gate 5, the aircraft was scheduled to operate flight KU 203, KWI-DAC. During preparation of the aircraft for catering service for the next flight, three catering trucks were deployed by KASCO. At approximately 15:10 Hrs. LT the driver of catering truck Registration Plate No. DGCA-1053 KAC Identification No. 163/VNC hit and severely damaged the aircraft fuselage skin below R4 Door as described above (Ref. item 1.3). The damage classified as serious damage to the aircraft structure/skin, aircraft grounded for structure repair by KAC Sheet metal shop. The catering truck driver was checked by the paramedic personnel in the ambulance and found medically fit and did not suffer from any type of illness at the time of the occurrence. The driver did not follow KASCO procedure during positioning of the catering trucks on the aircraft, as per KASCO instructions/procedures, each truck driver must position the catering truck with a marshaller assistance/guide and never alone. However, the driver that day was alone and he did not wait the marshaller to finish positioning the other truck which was deployed on the same aircraft, instead he acted directly. When the driver was questioned he said that he was fully aware of the company's procedures of positioning the catering trucks on aircraft.

Conclusion:

The catering truck driver was reckless during positioning of the truck and did not wait for an assistance/guidance from the marshaller who was already engaged with the positioning of another truck on the same aircraft, hence neglecting the company's procedures/instructions. KASCO is not strict in positioning a driver and a marshaller for each catering truck. No proper training program for KASCO drivers. No health records is evident for KASCO drivers. Some KASCO drivers found suffering from High blood pressure, Asthma and diabetes. No KASCO shift in charges or Handling Group Coordinator is available in both PM and Night shifts to monitor and survey the catering trucks operations. The company does not have an effective Quality Assurance/Control system.

Recommendations:

The company to establish a Quality Assurance / Control section with a qualified personnel for the implementation and monitoring of Quality and safety standards.

The company to provide a suitable working environment and incentive needed to attract skilled and committed staff.

The company recruitment policy to take into consideration good educational level, salary, general health condition and physical fitness.

The company to establish an annual Medical checkup program for all staff mainly those involved on providing services for the aircraft during ground operations.

The company to provide all staff with an appropriate training on all equipment that they operate or handle.

The training also to cover human factors and SMS.

Encourage staff to report unsafe conditions as part of the voluntary reporting system.

The company to replace the old equipment/trucks with a new modern once equipped with an effective safety systems/functions.

END