

**Finance and Corporate Services**  
Information Management

25 July 2012  
FOIA reference: F0001361

Dear XXXX

I am writing in respect of your recent application of 13 July 2012, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*“Could you please send me MOR data relating to;*

*"aircraft damage" during "parked" and "taxi" phases especially with regards to "ground handling" for the last 2 years please”.*

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are pleased to be able to provide the information below.

The CAA's Mandatory Occurrence Reporting (MOR) Scheme is intended to record reportable occurrences which endangered or which, if not corrected, would have endangered an aircraft, its occupants or any other person.

We have searched the CAA database for all MORs relating to damage to aircraft during the parked or taxi phase with regards to ground handling for the period 18 July 2010 to all processed reports as at 18 July 2012 inclusive, and attached a summary of those reports in excel format. We have however, removed identifying information from these reports as this information is exempt from disclosure under section 44 of the FOIA.

Section 44 of the FOIA provides that information is exempt information if its disclosure is prohibited by, or under, any enactment. Under Section 23 of the Civil Aviation Act 1982, information which relates to a particular person (which includes a company or organisation) and has been supplied to the CAA pursuant to the Air Navigation Order (ANO) is prohibited from disclosure. (a copy of this exemption can be found enclosed).

For more information about the Mandatory Occurrence Reporting scheme, please refer to CAP382 which can be found at: [www.caa.co.uk/cap382](http://www.caa.co.uk/cap382)

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens  
External Response Manager  
**Civil Aviation Authority**

Aviation House GW Gatwick Airport South Crawley West Sussex England RH6 0YR [www.caa.co.uk](http://www.caa.co.uk)  
Telephone 01293 768512 rick.chatfield@caa.co.uk

Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
West Sussex  
RH6 0YR

[mark.stevens@caa.co.uk](mailto:mark.stevens@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.gov.uk/complaints.aspx](http://www.ico.gov.uk/complaints.aspx)

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield  
FoIA & EIR Case Manager

## **CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.

**Freedom of Information Act: Section 44**

(1) Information is exempt information if its disclosure (otherwise than under this Act) by the public authority holding it-

- (a) is prohibited by or under any enactment,
- (b) is incompatible with any Community obligation, or
- (c) would constitute or be punishable as a contempt of court.

(2) The duty to confirm or deny does not arise if the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) fall within any of paragraphs (a) to (c) of subsection (1).

**Section 23 of the Civil Aviation Act is such a statutory prohibition. Accordingly, the obligations of the CAA to comply with Section 23 are unaffected by the Freedom of Information Act.**

*Under Section 23, information supplied to the CAA in connection with its regulatory functions and which relates to a particular individual or organisation must not be disclosed by the CAA unless such disclosure is authorised by one of the exceptions contained in Section 23 itself.*

Occurrence Number	Date Of Occurrence	Aircraft Type	Location Of Occurrence	Phase Of Flight	Pretitle
201007207	19.07.2010	EMB 135	Stansted	Taxi	During taxi LH winglet of departing a/c struck and broke off upper static wick on RH winglet of stationary a/c. Superficial scratch sustained by taxing a/c. No reported injuries.
201007450	22.07.2010	B767	Nassau	Parked	ULDs found to be unsecured on arrival and had shifted during flight. No stops raised. ULDs damaged. Engineering inspection revealed no damage to the hold.
201007929	31.07.2010	A319	Gibraltar	Ground Handling	Electrical wheelchair found unsecured in Hold 4 (position 42) on arrival. Engineering inspection revealed damage to the hold ceiling. Hold declared unserviceable.
201008009	02.08.2010	DHC8	Southampton (SAM)	Ground Handling	FOD damage to RH NLG wheel observed by tug driver during pushback. Engineering inspection established that new tyres were required.
201008018	02.08.2010	B777	London-Heathrow - LHR	Taxi	During retraction, jetty struck the left engine. A/c damaged. AAIB AARF investigation.
201008064	04.08.2010	A300	Manchester (MCT)	Taxi	During non-standard pushback from Stand 29, shear pin failed. A/c continued taxi, but returned to stand for an unrelated fault. It was then found that towbar had damaged RH nosewheel tyre and rim.
201008102	04.08.2010	DHC8	Brest	Ground Handling	DHC8 arrived on stand with evidence of fuselage damage. Damage believed to have been caused by loading equipment at departure station that was not reported.
201008541	06.08.2010	A330	Mahon	Ground Handling	Hold damage found on arrival caused by an unsecured ULD.
201008875	08.08.2010	Piper PA28	Netherthorpe	Parked	During engine start propeller struck trolley bar handle left connected to nosewheel after a/c was moved from hangar to fuel pump. Propeller damaged, possible engine shock load. One POB, no injuries.
201009132	19.08.2010	A319	Lyon	Parked	Hidden damage to forward edge of outboard flap on RH wing.
201009100	25.08.2010	A319	London-Heathrow - LHR	Ground Handling	Dangerous goods packages found to be inadequately secured on arrival.
201009907	31.08.2010	A319	Bologna	Ground Handling	A319 arrived with a bag loaded loose in the hold doorway. Damage reported to the hold door threshold. Engineers attended.
201009611	04.09.2010	B747	Mumbai	Parked	During crew's pre flight walkround, damage was found to LH wing navigational light lens, winglet and outboard wing trailing edge. Operator is investigating the incident.
201009648	05.09.2010	B737	Belfast City	Taxi	After pushback tow-bar was disconnected from B737, but not reattached to tug. Ground crew indicated they were complete and vacated taxiway. B737 then taxied forward and collided with tow-bar.
201009998	08.09.2010	A319	Liverpool	Ground Handling	Fuselage damage found on a/c arrival to stand. Damaged area below the rear cargo door, which is believed to have been caused by contact from loading equipment.
201009993	11.09.2010	B777	Mumbai	Ground Handling	Ground engineering inspection on a/c arrival to stand revealed fuselage damage below door 4L. Damage consistent with ground equipment impact believed to have occurred pre-departure.
201010079	14.09.2010	A319	Zurich	Ground Handling	Baggage ULD found not secured in position in the rear hold on arrival. ULD locks had been left down allowing the ULD to shift.
201010465	21.09.2010	A320	London-Heathrow - LHR	Parked	After A320 arrived, flight crew were advised that a container in forward hold was incorrectly loaded which allowed baggage to knock against firewall, destroying firewall integrity.

201011278	24.09.2010	B747 Piper PA34	Tbilisi	Taxi	Runway edge lighting damaged whilst a/c turning.
201011179	26.09.2010	Seneca	Gamston (GAM)	Taxi	A/c departed runway during taxiing and the RH propeller contacted the concrete bending the blade tips. Aircrew reported a visual sighting of a possible tail rotor blade impact with foliage but no reported vibration, noticeable impact or other indications.
201011173	05.10.2010	Bell 212	Brunei	Parked Ground	Pallets found to be inadequately secured on arrival. Hold ceiling damaged.
201011409	08.10.2010	Unknown	New York JFK	Handling	
201011629	16.10.2010	DHC8	London-Gatwick - LGW	Parked	Unmanned tug rolled into the nose section of a DHC8, which was parked on Stand 1 and preparing for disembarkation. A/c damaged and grounded. Damage found to a/c during walkround.
201011852	21.10.2010	EMB 170 Eurocopter	London City - LCY	Parked	Main rotor blades struck fence during turn onto designated parking spot. Two blades damaged.
201011859	22.10.2010	EC155	Blackbushe	Taxi	
201012541	07.11.2010	A319	Milan Linate	Ground Handling	Damage found to area forward of the aft hold door on arrival. Further damage discovered to the bulkhead forming part of the door recess. A/c taken out of service for further assessment.
201012697	09.11.2010	B747	Sao Paulo	Ground Handling	
201012711	09.11.2010	EMB 190 Series	Edinburgh (EDI)	Taxi	Aft hold restraint nets found damaged on arrival. Ground engineering notified.
201012914	14.11.2010	A320	Exeter	Parked	EMB190 taxied over a pushback towbar, which had become disconnected from the tug when vacating the taxiway following completion of the EMB190 pushback. A/c brought to a stop and inspected for damage. Pushback tug parked in the designated area at the head of Stand 5 rolled from its position and impacted an A320 parked on the same stand. Damage to the RH side of the fuselage, aft of the wing.
201013224	18.11.2010	Fokker 100	London-Heathrow - LHR	Taxi	During pushback, tug's cab contacted a/c's nose cone. 39 POB, no injuries. A/c damage: Approximately one foot 'L' shaped dent and hole in nose cone. AAIB AARF investigation.
201013458	29.11.2010	Saab F340	Sumburgh (SUM)	Parked	Parking brake on unattended de-icing rig had not been applied. Rig rolled back and contacted SF340's fuselage rear section adjacent to battery compartment. A/c was positioned back to base for repair.
201013467	01.12.2010	B777	Atlanta	Ground Handling	LDM stated that a ULD was empty, but on arrival the ULD was found to be loaded with baggage. ULD curtain was also detached from the unit making the baggage contained within unsecured.
201014022	12.12.2010	Falcon 2000	Sharm El Sheik	Parked	Whilst Falcon 2000 was parked on Stand 4, a pair of steps being used by ground staff working on nearby a/c, were blown across ramp and collided with RH wing of Falcon 2000 causing a dent to L/E slat.
201014025	14.12.2010	DHC8	Belfast City	Parked	Whilst conducting pre-flight external checks, the Captain found part of a tow bar sheer pin lodged in a tyre. A/c wheel changed. Sheer pins broke on two occasions due to flight crew not following correct procedure for pushback.
201014125	16.12.2010	A319	London-Gatwick - LGW	Taxi	

201014173	18.12.2010	EMB 190 Series	London-Gatwick - LGW	Parked	At destination during ground crew's walkround of EMB195, unreported damage was found on forward fuselage. Flight crew were unaware of any damage on their pre-flight inspection at departure aerodrome. During pushback of ATP from stand, with tug at an angle of 45deg to a/c it started to slide and pull a/c forward. Tug then jack-knifed. There was no damage to a/c, but towbar was bent beyond repair.
201014179	22.12.2010	BAE ATP	Jersey	Taxi	Propeller strike during taxi.
201100329	08.01.2011	Robin 400	Wyton	Taxi	
201100438	14.01.2011	B777	London-Heathrow - LHR	Ground Handling	Pallets containing perishable goods were found to have collapsed on arrival causing damage to the hold wall panel.
201100522	18.01.2011	B737 Piper PA38	London-Gatwick - LGW	Taxi	After B737 had been pushed back from stand, towbarless tug contacted and damaged RH NLG door structure. B737 returned to stand and was withdrawn from service. Propeller strike during taxi to parking area due to trench filled in but not consolidated.
201100898	18.01.2011	Tomahawk	Bagby Manchester	Taxi	
201100906	28.01.2011	DHC8 Piper PA34	(MCT)	Parked	During post flight walk around check, large dent discovered in rear fuselage on right service door exit light.
201101016	29.01.2011	Seneca	Jersey	Taxi	Propeller strike on concrete hard standing whilst a/c repositioning off grass parking area for refuelling.
201101274	06.02.2011	ATR 72	London-Gatwick - LGW	Parked	Whilst closing the forward cargo door the door supporting arm damaged the cargo door edge.  Tail wheel fracture.
201101626	11.02.2011	Sikorsky S61	Den Helder (De Kooy)	Taxi	
201101438	12.02.2011	DHC8	Jersey	Ground Handling	Damage to the rear hold door found by the ground crew on arrival. Damage reported to the flight crew. Ground engineer attended. Damage consisted of a one inch square dent.
201101579	15.02.2011	Falcon 900	Geneva	Parked	During post flight inspection, a dent was found in the leading edge of the RH wing inboard slat. Cause of damage unknown.
201101825	23.02.2011	A320	Edinburgh (EDI)	Ground Handling	ULD in position 42 found to have shifted on arrival. ULD stops not raised. Baggage had fallen out of the ULD.
201102563	24.02.2011	Luscombe	Enstone	Taxi	RH mainwheel went into broken drain during taxi in and a/c pitched nose down onto taxiway. Propeller, engine and RH MLG leg damaged. Two POB, no injuries.
201102036	01.03.2011	EMB 190 Series	Paris CDG	Ground Handling	Ground damage found to rear cargo door edge and reported to the Captain. Damage believed to have occurred at a previous location.
201102139	02.03.2011	DHC8	Cardiff (CDF)	Taxi	A/c pushed back with nosewheel steering energised. The towbar became detached on one side. Pushback stopped. Passengers disembarked and flight cancelled.
201102247	03.03.2011	A319	Glasgow (GOW)	Parked	Scratch found on fuselage skin aft of door 1L during routine Daily Check conducted overnight. Scratch 8in long and ½mm deep. A/c grounded.
201102520	11.03.2011	BAE ATP	Brussels	Taxi	ATP being marshalled onto Stand 699 had to stop due to vehicle crossing its path. When marshalling of ATP onto stand continued, the right wing tip collided with mobile stairs. Wingtip was replaced.
201102615	11.03.2011	A319	Madrid	Parked	Damage found during pilot's walkround inspection. Damage out of limits. A/c grounded.
201102618	14.03.2011	A320	Manchester (MCT)	Parked	Damage discovered to nr2 engine outboard fan cowling. Cowling creased and punctured on the forward underside.

201102855	19.03.2011	Pitts Special	Bagby	Taxi	During taxi after landing, a/c went off the edge of the runway and nosed over. One POB, no injuries. Propeller tips damaged and engine shock loaded. Dent found in lower part of rear service door by ground crew during their pre-flight inspection. Damage not showing in the Tech Log, therefore engineers were called and a/c swapped.
201102944	22.03.2011	DHC8 Falcon 7X Piper PA34	Southampton (SAM)	Ground Handling	UK Reportable Accident: Falcon was taxiing to parking area when it clipped rudder of parked, empty PA34. Four POB on Falcon, no injuries. AAIB AARF investigation.
201102972	24.03.2011	Seneca	Oxford	Taxy Parked	
201102974	25.03.2011	B747	Lahore	Ground Handling	ULD container in position 11 found restrained by one ULD stop only on arrival. The other stop was found detached and the guide stop found to be damaged.
201103462	02.04.2011	B777	London-Heathrow - LHR	Parked	ULD container arrived in warehouse after flight badly damaged, due to strap holding a wooden crate loaded on top of three other crates becoming loose and crate breaking through ULD wall. ULD u/s.
201103284	03.04.2011	Cirrus SR22	Jersey	Taxi Parked	Whilst taxiing to refuel RH wingtip of subject a/c contacted LH wing of parked a/c. Both a/c damaged - RH wingtip of subject a/c and pitot on LH wing of parked a/c. Unreported damage found on RH skid tube.
201103816	08.04.2011	MD 900	Unknown	Parked	
201103935	12.04.2011	B747	London-Heathrow - LHR	Parked	Loading team discovered a dent in lower right hand side of rear cargo hold door.
201104531	14.04.2011	Rockwell 112	Fairoaks	Ground Handling	During taxi, as AC112 was following a LH bend in taxiway it strayed left and departed taxiway. A/c sunk into grass and propeller impacted the ground, which resulted in engine stopping unintentionally.
201104125	17.04.2011	Druine D31 Turbulent	Rochester	Parked	
201104028	19.04.2011	A319	Helsinki	Ground Handling	Damage to fuselage skin aft of door 2L discovered by the ground engineer on arrival. Damage described as a scratch 77mm x 2mm and 0.4mm in depth.
201104049	19.04.2011	A319	London-Gatwick - LGW	Parked	During overnight checks four dents observed to nr1 slat LH wing.
201104183	25.04.2011	Falcon 900	Paris LBG	Parked	LH wingtip contacted a fence whilst taxiing onto stand under marshalled guidance. Minor damage sustained to LH wingtip.
201104441	26.04.2011	A319	Zurich	Taxi	On pre-flight walkround, FO noticed damage to port engine. A piece of concrete was found embedded in acoustic lining in 12 o'clock position of engine. This could have happened on take-off or landing.
201105057	27.04.2011	Piper PA28 BAE ATP	Durham Tees Valley (TD)	Parked	Propeller strike after a/c turned off taxiway onto grass area during taxi to apron.
201104693	04.05.2011	Piper PA31	Isle Of Man (IOM)	Taxi Maintenance Parked	Whilst a/c parked and empty, PA-31 was struck by ATP being manoeuvred into hangar by a tug following engine runs. Damage sustained to rudder of PA-31.
201104777	05.05.2011	B747	Boston, US	Parked	Security guard noticed sparks and smoke emitting from ground power plug and a/c receptacle. Ground handling alerted who pulled lead from a/c and extinguished fire.
201104857	07.05.2011	DHC8	Unknown	Parked	During the crew PDI of the 3rd sector of the day, damage was seen to the lower edge of the fwd baggage bay door. Damage was outside limits of SRM.
201104871	07.05.2011	A319	Prague	Ground Handling	Damage discovered to fuselage skin around door 2L by line engineer. Scratch approx 75mm in length. A/c taken out of service.
201104916	08.05.2011	B747	Manston	Taxi	B747 taxied over the runway guard light when re-entering the runway after landing in order to backtrack. A/c sustained tyre damage.

201105202	13.05.2011	DHC8	Southampton (SAM)	Parked	Damage to LH lower service door found during Captain's pre-flight inspection for the first sector of the day. Damage believed to have been caused by a servicing vehicle. A/c taken out of service.  Propeller strike on taxiway light.
201105306	15.05.2011	Socata TB20	Alderney	Taxi	Damage discovered to fuselage aft of door 1L during the turnaround. Damage described as a dent approx 4in long. A/c grounded. Cause of damage unknown. A/c lost control while taxiing away from fuel pumps and collided with front entrance to fire station. Fire engines blocked in for short time. A/c sustained slight damage. ULD dolly loaded with a ULD on Stand 8 impacted A319 fuselage when the dolly moved across to adjacent Stand 9 in strong winds. Airport authorities and engineers attended. A/c grounded.
201105328	18.05.2011	A319	Rome Fiumicino	Ground Handling	
201105363	19.05.2011	Piper PA28	Blackbushe	Taxi	Nr1 engine fan blades, intake and liners found damaged during post flight inspection by ground engineer.
201105610	22.05.2011	A319	Edinburgh (EDI)	Parked	
201106239	06.06.2011	B737	Birmingham	Parked	A320 became separated from the tug during pushback. A/c continued to motion backwards. A/c brought to a stop. Towbar re-attached and a/c pulled back onto stand.
201108079	08.06.2011	A320	London-Gatwick - LGW	Taxi	
201106549	13.06.2011	B747	New York JFK	Taxi	B747 LH wingtip contacted a blast fence during pushback from Stand 3. Pushback halted. Ground engineers attended a/c and removed the damaged wingtip. During taxi, LH wingtip struck the LH wingtip of a parked PA-28. Both a/c suffered minor indentations to LH wing leading edges.
201107176	27.06.2011	Mooney 20 Piper PA28	Dundee	Taxi Parked	
201107509	30.06.2011	A319	Unknown	Ground Handling	Fuselage damage discovered by the dispatcher during the turnaround. Damage believed to have been caused at another aerodrome and not reported. A/c grounded. On arrival, when rear hold cargo door was opened, it was noticed that there was damage to ceiling in hold. Engineer was called. Operator is investigating the incident. Emergency panel jettison activated by accident.
201107508	02.07.2011	A321	Geneva	Parked	
201109262	03.07.2011	DH Chipmunk	Unknown	Taxi	Damage to the large freight door lower fairing panel found on arrival onto stand after a/c chocked. Damage reported by the ground staff to the Captain. LH wing contacted a catering truck whilst a/c being marshalled onto Stand 23. Nothing felt from flight deck. Minor damage to winglet.
201108009	08.07.2011	BAE ATP	Unknown	Ground Handling	
201107898	11.07.2011	EMB 190 Series	London City - LCY	Taxi	Cabin crew closed Door 2L but it didn't appear to be properly seated. Door re-opened and it caught the airbridge causing substantial damage. Baggage in Hold 5 found to have shifted beyond the door threshold net and was jammed up against the hold door on arrival. Baggage offloaded via Hold 4.
201107984	12.07.2011	B777	London-Heathrow - LHR	Parked	
201107975	13.07.2011	A320	Barcelona	Ground Handling	BAe146 taxied onto Stand A4L without guidance from either a marshaller or the AGNIS and the nr2 engine intake cowl hit a set of passenger steps that had been left from the previous departure.  During taxi onto Stand 34 at night, LH winglet of B757 collided with steps that were parked outside the sterile area.
201108527	23.07.2011	BAE146	Stansted	Taxi	
201108498	23.07.2011	B757	Glasgow (GOW)	Taxi	LH wing hit set of steps whilst positioning onto Stand 24. Steps had been parked 5m outside of the designated area thereby infringing Stand 24. Small dent on the leading edge of the wing.
201108836	29.07.2011	A319	Manchester (MCT)	Taxi	
201116054	01.08.2011	X'Air	Private Strip	Taxi	Whilst taxiing, nosewheel went into a rabbit hole.

201109086	03.08.2011	B737	Manchester (MCT)	Parked	Two baggage trailers under tow broke free from the couplings and impacted the RH engine of a B737 causing damage to the cowling and thrust reverser. A/c grounded. Unreported damage found on skin near door 1L. Depression in the fuselage, in the space between the auto leveller and the canopy interface pad. Believed to have occurred on another sector.
201109347	05.08.2011	A320	London-Gatwick - LGW	Parked	Pax were disembarking a B737 when a baggage truck struck nr2 engine. No reported injuries.
201109393	05.08.2011	B737	Stansted	Parked	RH MLG bay wiring conduit panel found with significant damage during pre-flight walk around inspection.
201109183	06.08.2011	B767	London-Heathrow - LHR	Parked	Whilst A340 was being towed forward, due to stopping short of the terminal, the a/c's nr2 engine cowling struck the jet bridge. Engine cowling required replacing. Nigerian Authority fully alerted.
201116047	07.08.2011	A340	Lagos	Taxi	Damage to fuselage noticed by handling agent when jetty attached to a/c after arrival on stand. Engineers attended. Cause of damage unknown.
201109391	09.08.2011	EMB 190 Series	London-Gatwick - LGW	Parked	During taxi, a manhole collapsed causing the a/c nose to dip and the propeller struck the ground. Propeller and engine cowling damaged.
201110020	13.08.2011	DH Tigermoth	Wickenby	Taxi	BD700 RH wing struck a set of mobile steps whilst taxiing to stand under marshalled guidance. Damage consisted of a dent on the leading edge between the slats and the wingtip.
201109873	21.08.2011	BD 700 Global Express	Aeroparque Jorge Newbery	Taxi	Aileron control jam.
201109818	21.08.2011	B757	Leipzig	Taxi	A319 collided with ground equipment whilst taxiing onto Stand B204. RH engine cowl damaged. A/c AOG.
201110073	25.08.2011	A319	Brussels	Taxi	Fuel bowser drove under B737 on a/c arrival onto stand and struck the flap fairings. RFFS attended. Fairing damaged.
201110156	28.08.2011	B737	London-Gatwick - LGW	Parked	Unreported damage discovered by engineers. Scratch on the fuselage to the right of the rear door. A/c grounded. Damage believed to have been caused by a set of mobile steps.
201110187	29.08.2011	A319	Stansted	Parked	During turnaround, unreported damage discovered by ground crew during walkround . 1.5 inch scrape aft of door 2L. Location where the damage occurred unknown. Subject to investigation by authorities.
201110192	30.08.2011	A319	Unknown	Parked	Unmanned ambulift parked at the head of Stand 9 rolled towards B757 parked on same stand and contacted the a/c causing damage to the a/c. Crew and passengers on board a/c.
201110601	06.09.2011	B757	Leeds Bradford (LBA)	Parked	Forward hold bulkhead protection boards found damaged on arrival. No hold net in the forward hold allowing baggage to shift in flight. Operators engineering rep alerted.
201110671	07.09.2011	A320	Unknown	Ground Handling	A/c arrived with damage to LH aileron.
201111024	10.09.2011	B737	London-Gatwick - LGW	Parked	Tow bar shear pin failure on B757 following pushback.
201112096	13.09.2011	B757	London-Gatwick - LGW	Taxi	Whilst under marshalling the right wing of a BD700 made contact with a fence. Damage to right wing navigation light.
201112406	21.09.2011	BD 700 Global Express	Farnborough	Taxi	

201111951	29.09.2011	A319	Manchester (MCT) London-Heathrow	Parked	Captain applied brakes during pushback.
201111956	30.09.2011	A319	- LHR	Parked	A319 found damaged on arrival.
201112753	12.10.2011	A321	Larnaca	Parked	Fuselage damage, consisting of a scratch 6-8cm long, noted upon arrival. After an uneventful landing, the a/c was seen to tip onto its nose during taxi.
201113879	21.10.2011	Spitfire Replica	Perth (PTH)	Taxi	
201113239	22.10.2011	Unknown	Paris CDG	Ground Handling	Damage to interior side wall of the rear hold caused by incorrect loading.  Three blades struck and damaged a UHF antenna whilst pilot attempted to diagnose auto trim problem on ground.
201113329	25.10.2011	Sikorsky S61	Den Helder (De Kooy) London-Heathrow	Parked	
201113564	28.10.2011	B767	- LHR London-Heathrow	Parked Ground	Load in forward hold found to be unsecured. One ULD locks not up, another had cover curtain damaged allowing contents to fall out. Cargo which had been incorrectly loaded caused damage to the a/c and fittings.
201113726	02.11.2011	B777	- LHR	Handling	
201113986	04.11.2011	B747	Manston	Taxi	28 PAPIs damaged by jet blast from B747. During turnround inspection, damage found on aft RH wing to body fairing just forward of aft cargo door. Damage measuring 95mm x 88mm x 4mm deep consistent with cargo loader bumper.
201114189	14.11.2011	A319	Unknown	Ground Handling	
201114720	28.11.2011	A319	Liverpool	Taxi	Nose wheel towing pin sheared as A319 was being pulled forward onto the centre line of Taxiway T from Stand 52 resulting in damage to the a/c's L\H nose wheel. A/c LH MLG collided with runway guard light during taxi.
201115567	29.11.2011	DHC8	Birmingham London-Heathrow	Taxi	
201115027	30.11.2011	B777	- LHR	Parked	During pushback from Stand 402, tow bar came adrift and punctured the right nosewheel tyre of the B777. No reported injuries. Damage to B757 caused by ASU not being disconnected correctly. Damage became evident after the a/c returned to stand following two low speed RTOs due nr1 engine RPM indications.
201114879	02.12.2011	B757	Marseilles	Taxi	
201115202	04.12.2011	Beagle A61	Cromer	Taxi	A/c taxied off the runway, inadvertently entered a field and nosed over. Propeller bent. Two POB, no injuries. Pack 2 air inlet flap assembly found damaged by loose tool.
201115173	07.12.2011	A319	Malta London-Heathrow	Parked	
201115296	11.12.2011	A320	- LHR	Taxi	Whilst parking, A320's left wingtip contacted some mobile steps. Damage to wingtip lens.
201115197	11.12.2011	A319	Stansted	Parked	Ground agent observed a large dent on the inside of the nr1 engine fan cowl during his walkround. Damage reported to ground engineer.

201115646	12.12.2011	Cessna C510 Citation Mustang	Thessaloniki	Parked	Damage to LH side of the a/c caused by loose metal fitting on engine cover.
201115347	14.12.2011	A319	Cologne - Bonn	Parked	Significant fan blade damage including 1 ripped blade found during turnaround inspection. Unable to ascertain when damage occurred. Previous flight operated with no adverse indications.
201115566	20.12.2011	A319	Liverpool	Taxi	A319 pushed back from Stand 51. Tow bar pin sheered and head of the tow bar (which had sheered) hit the nose wheel causing tyre damage.
201115693	22.12.2011	EMB 175	Manchester (MCT)	Parked	Damage found on the fuselage beneath the flight deck window LH side. Damage noted by the dispatcher after airbridge connected to the a/c. Airbridge removed and further skin damage found.
201115793	26.12.2011	A320	London-Heathrow - LHR	Taxi	Departing A320 was noticed by pushback crew, to have a dent by door 1L. Dent was confirmed as out of limits, it was on the rivet and an a/c change was advised by engineering.
201200312	03.01.2012	B737	Edinburgh (EDI)	Parked	B737 whilst parked was struck by a piece of debris blown from disintegrating bus shelter. Wind gusting up to 81kts.
201200311	03.01.2012	B737	Edinburgh (EDI)	Parked	B737 parked on stand sustained damage to nr1 engine cowl by a metal pole (from a bus shelter), blown onto the ramp by high winds.
201200281	06.01.2012	B737	Manchester (MCT)	Parked	Airbridge positioned incorrectly. Inner surface damage to door 1L. Passenger boarding suspended.
201200306	11.01.2012	A319	Aberdeen (ADN)	Taxi	Towbar damaged during pushback.
201200572	17.01.2012	B767	Billund	Taxi	RH wingtip struck a lighting pylon whilst a/c was being marshalled onto Stand 69.
201200844	25.01.2012	B777 B777	London-Heathrow - LHR	Parked	Dent discovered in wing by pushback crew and a/c subsequently declared unserviceable. Dent allegedly missed by engineers and flight crew during walk around inspection.
201201127	30.01.2012	EMB 145	Manchester (MCT)	Parked	Slight damage to outer panel of LH engine of EMB145 discovered. Possibly due to baggage vehicle having allegedly struck equipment attached to a/c. Subject to investigation by airport authority.
201200990	30.01.2012	A319	Paris CDG	Parked	During turnaround with passengers on board, steps were driven into A319 causing damage to LH wingtip. Passengers transferred to another a/c.
201201122	01.02.2012	Piper PA34 Seneca	Dundee	Taxi	RH propeller struck taxiway light whilst taxiing at night.
201201315	05.02.2012	B747	Los Angeles	Parked	On arrival, refuelling panel door was found hanging by its bonding straps.
201202704	14.03.2012	A319	Paris CDG	Parked	Ambiguous defect reporting.
201202933	18.03.2012	Cessna 182 Skylane	Kirknewton	Taxi	Whilst taxiing, the a/c left the paved surface and the propeller tips contacted the mud in a grassed area. Propeller damaged.
201204251	23.03.2012	Cessna 172	Eday Aerodrome	Taxi	Propeller strike during taxi along runway after landing.
201203445	30.03.2012	BAE ATP	Nottingham East Midlands	Taxi	BAe ATP sustained damage to three LH engine propeller blades during taxi. Propeller struck a tug towbar, which had been left on the taxiway following the a/c's pushback.
201203523	01.04.2012	Spitfire Replica	Damyns Hall Airfield	Taxi	During taxi after landing, pilot steered a/c to right but a/c did not respond, continuing straight. A/c rolled forward into ditch causing damage to propeller and fin on underside.
201203722	08.04.2012	A319	Belfast (BEL)	Ground Handling	Unreported damage. A small dent on RH side of rear passenger door was noticed by ground crew before rear steps were positioned.

201203744	10.04.2012	A320	Manchester (MCT)	Taxi	During pushback headset man noticed a small metal object in the nose wheel tyre. A/c taxied back to stand where nose wheel tyre damage was discovered due to FOD. Unreported damage discovered during walkround.
201204025	13.04.2012	EMB 170	London City - LCY	Parked	During turnaround inspection a dent was detected in the junction area between the fuselage and the left wing. Damage had not been caused at airport of arrival. A/c grounded.
201204223	16.04.2012	A319	London-Gatwick - LGW	Parked	
201204104	18.04.2012	A319	Madrid	Taxi	A319 came into conflict with a jetway which was parked in the correct position but the head was left rotated into an incorrect position. Damage to nr1 engine cowl. Nr2 engine struck by baggage truck during taxi in on Taxiway G. Extensive damage reported.
201204986	10.05.2012	A320	Istanbul - IST	Taxi	Propeller strike on initial taxi out in strong winds.
201207497	13.05.2012	Piel CP301 Emeraude	Waddington	Taxi	
201205323	16.05.2012	DO 328	London City - LCY	Parked	Do328 operated a sector with unreported damage to the passenger door.
201205499	20.05.2012	Piper PA32	Dundee	Taxi	A/c struck and damaged a taxiway light whilst taxiing. A/c declined offer by fire service to check undercarriage for damage. Glass and debris cleared from apron.
201205717	26.05.2012	DHC8	Isle of Man (IOM)	Ground Handling	UK Reportable Accident. Ambulift vehicle collided with a/c at low speed due to possible incapacitation of driver. Total POB unknown, one minor injury to driver. A/c damaged. AAIB AARF.
201206045	01.06.2012	A320	London-Heathrow - LHR	Parked	A320 scratched by jetty during jetty removal. Scratches on fuselage above door 1 right, over seal. Engineers, fire service and police attended. Damage found to be within SRM limits. Damage repaired.
201206105	03.06.2012	DHC8	Edinburgh (EDI)	Taxi	Following DHC8 pushback, after the towbar had been disconnected, the tug reversed over the towbar causing the other end to lift and impact the a/c's radome. Engineers attended. A/c grounded (AOG).
201206300	07.06.2012	A319	Prague	Parked	On arrival, all netting in rear Hold 4 was discovered unsecured. Bags had shifted throughout the hold. A car seat had been damaged.
201206468	12.06.2012	EMB 190 Series	Glasgow (GOW)	Parked	Unreported and concealed damage.
201206765	18.06.2012	Cessna 172	Alderney	Taxi	A/c cut the corner of the taxiway while entering runway and suffered propeller damage.
201206853	20.06.2012	Cessna 152	Beverley	Taxi	Ground handling incident and collision.
201207178	24.06.2012	EMB 170	Ibiza	Ground Handling	
201207515	04.07.2012	A319	Dubrovnik	Parked	Damage to a/c found on arrival. Engineer attended and a/c taken out of service. Damage sustained to a/c at previous station and not reported.
					Damage to airframe aft of door 2L found during walkround checks.

### Precis

AGI initiated and fire services deployed. Both a/c inspected and subsequently declared serviceable.

FOD described as part of a baggage door guidance mechanism.

CAA Closure: As the airbridge was being removed from the a/c, it struck the LH engine nose cowling. The a/c was taken out of service as a result of the damage. AAIB Bulletin 11/2010, Ref: EW/G2010/08/02.

Investigation established that, during the pushback, the tug driver lost sight of the taxiway line due to surface water. The driver could feel the shear pin failing so manoeuvred to a 90deg angle to recover, causing the pin to fail. The Captain did enquire as to whether there was any damage to the nose gear and, after this exchange, the a/c started to taxi. The a/c subsequently returned with an unrelated technical fault, after which the damage from the pushback was discovered. The tug driver had allowed an untrained operative to connect the towbar without a thorough pre-use inspection. Then, despite identifying an issue and not being able to see the push line, the driver did not stop to assess the situation fully and the headset operative did not intervene early enough to assist.

CAA Closure: Operator issued Air Crew Notice 44/10 on 5 Aug 2010, which requires a/c to return to stand in case of towbar shear pin failure for an engineering inspection before the next dispatch. Additionally, Handling Agent issued an Operational Safety Alert which focused on actions during shear pin failure, while a review of pushback and towing procedures has also been completed.

Large hole (approx 20cm x 10cm) found in forward face of outboard flap when flap lowered to investigate a small crack/black mark (where outboard flap meets wing trailing edge) that had been noticed during pre-flight walkround check. Engineers confirmed that flaps are not routinely lowered to inspect forward edges on daily or weekly checks. Reporter concerned that as this area is invisible when flaps are retracted it may be prudent to include this inspection in daily or weekly checks.

Believed that the a/c flew in the damaged condition.

Main RH wheel was damaged during pushback. B737 taxied back onto stand. Wheel changed. Incident under investigation.

Captain stated that no damage was evident during his pre-flight walkround inspection. Damage consisted of a dent approx 10in x 5in and a deep gouge 10in long. No mention of this damage in the Tech Log.

Hold door had to be manually opened due to the incorrect setting of the ULD locks. Engineering revealed ULD damage but no damage to the hold.

Some protection panels were not in position.

CAA Closure: Appropriate personnel action taken.

After landing Captain took control to manoeuvre a/c in turning circle. Captain misjudged the proximity of the runway edge lights and subsequently crushed one. ATC informed. A/c inspected and no damaged found.

Examination of tail rotor blades indicated contact with foliage. Dye penetrant inspection for cracks carried out with no indications cracks present. Blade spars were wiped over with corrosion preventative measure when a faint dark line appeared across the blade inboard and outboard spar surfaces. The dye penetrant process was repeated on several occasions as the engineers had sufficient evidence of a crack. After the tenth attempt a result with a red line was achieved. Reporting organisation concerned that other operators may have no visible cracks and may not get dye penetrant results when corrosion protection used. A second cracked blade of the same p/n on another a/c was discovered.

CAA Closure: A/c was landed and examined by two licensed engineers but no marks or damage were visible and nothing had been felt or indicated in the cockpit. The a/c was flown back to base without incident. The tail rotor blades were deep cleaned and the engineer identified what looked like a faint hairline crack in an area that was subject to inspection for that problem. The rotor blade was replaced and a fleet check carried out on both 412 and 212 a/c, which use the same blades, using the same cleaning process used on the first blades. This check revealed a further two blades similarly marked. All blades replaced and removed blades sent to the manufacturer. Bell confirmed that none of the returned blades were cracked and the indications were deep seated Pallet in position 23P not locked in by the pallet stops. Pallet in position 22P was locked in by the pallet stops but was loaded over the side guide rails. Ceiling damage above pallet 22P.

Ground engineer and emergency services attended the a/c. Passengers disembarked normally. Vehicle removed from service pending an inspection check. Incident under Airport Authority investigation.

Damage found to nr2 engine fan and surrounding area. A/c had been parked up from the previous flight and was sealed so the crew were unable to ask the previous crew about the damage. Fan blade and spinner replaced.

A/c transferred to UK manufacturer's facility - blades inspected iaw AMM and damage considered severe but with no secondary damage apparent. Both blades repaired and refitted - main rotor dynamic balance and tracking checks satisfactorily carried out.

MLG tyres damaged. Passengers were disembarked from the a/c on the taxiway. Appropriate action taken by the airport operator.

CAA Closure: During pushback, the pushback tractor came into contact with the nosecone of the Fokker 100 (F100) a/c, causing minor damage. The towbar used during the manoeuvre was not compatible with the a/c type. The ground handling company investigated the incident and implemented measures to prevent recurrence, which included making three internal safety recommendations. AAIB Bulletin 04/2011, Ref: EW/G2010/11/15.

During pushback the sheer pins broke. Ground crew swapped the bar over and pulled the flight back onto stand. Engineer attended and checked the nose gear and authorised a/c to be pushed back during which the sheer pins broke again. This time the a/c was left in the taxiway whilst engineering inspected the nose gear again. The engineer spoke to the Captain. The a/c taxied and departed without further problem. Engineer confirmed there was a fault with the a/c, which was annotated in the Tech Log, but the flight deck had not followed the correct procedure for pushback causing the sheer pins to break.

CAA Closure: Crew briefed regarding procedures.

During walkround of EMB195 new damage from probable collision with ground equipment was found at Frame 23 lower left lateral skin between Stringers 18 and 19L. Flight crew stated they were unaware of any damage on their pre-flight inspection at departure aerodrome, although the a/c was covered in snow. Damage unlikely to have occurred at destination as no ground equipment was on that side of the a/c at any time after arrival.

Apron reported as wet.

A/c was affected by wind during taxi. At the point of turn the pilot stated that the brakes had failed. RHS pilot took control but was unable to prevent the a/c leaving the paved surface. After checks of brakes indicated normal operation. The propeller tips were found to have struck the ground. A contributory factor may have been the small stature of the LHS pilot and the inability to adjust the rudder pedal position. The operator will restrict operation of the a/c type in strong wind conditions and ensure that all handling pilots are physically able to apply full rudder deflection and differential brake simultaneously.

B737 was pushed back from stand onto taxiway. Tug driver then omitted to call flight crew for brakes to be set. On disconnecting towbarless tug and on pulling away, rear of tug moved sideways due position of aft wheels. At the same time a/c rolled forward onto RH rear leg of tug causing damage to B737's RH NLG door structure.

Pilot told by Bagby Radio where to park but not warned about trench.

Dent not apparent on previous walk around checks.

Pilot unaware of contact but incident witnessed by local engineer. Engineer inspected a/c and concerned about suitability for flight without further inspection.

The door supporting arm had been faulty earlier in the day and had been addressed by engineering staff.

When passing a hump during taxi crew felt the a/c bounce. Crew decided to cancel the flight and cautiously taxied back to the platform to have the a/c checked by engineering. Initial taxi felt normal but when a 180deg turn made an unusual noise heard. There was slight damage to the taxi track and at the position where the a/c bounced, parts of the tail wheel assembly were found. The shock absorber in the tail was found to be corroded in a place that was not easily visible from the outside. The tail shock absorber failed along with the tail wheel support assembly, the a/c bounced forward and the FLIR camera installation contacted the ground, The a/c also had minor hull damage in the area of the tail wheel attachment caused by the wheel getting trapped under the back of the hull.

Engineering check revealed some ULD locks damaged.

A/c returned to base station for further investigation and repair.

Damage found to pushback bar prongs which were slightly bent. No obvious damage to a/c, awaiting engineering report.

Incident has been investigated by the appropriate authority and action is being taken.

Damage described as a scratch measuring 680mm in length and 3mm deep aft of the left wing.

CAA Closure: A Dassault Falcon 7X made contact with a parked Piper Seneca while taxiing to a parking area. The Falcon 7X was on a designated taxiway but clearance for this size of a/c was not assured and the Seneca a/c was incorrectly parked. AAIB Bulletin 07/2011, Ref: EW/G2011/03/22.

Position made u/s for outbound sector and cargo planned for that position was offloaded. Operator alerted.

Airport fire and rescue service attended as a precaution.

On returning from a tasking it was noticed that the upper front portion of the RH skid had a section of paint missing revealing the material underneath. This was revealed to be a score on the skid tube. Below the score were witness marks of red paint. The damage was consistent with the skid having come into conflict with the ground handling "Helilift" transporter. Appropriate repair follow up action taken.

Where AC112 left the taxiway there is a graded area, which has a shingle strip approximately 4ft wide to provide a French Drain as this area is prone to flood and is slow to drain. AC112's left u/c sank into the shingle which resulted in a/c swinging left, which in turned caused nosewheel to also leave taxiway and enter the shingle. A/c continued to move left for a short distance until propeller impacted grass on other side of shingle strip.

CAA Closure: Investigation considered that the AC112 departed the paved area due to pilot error. All surfaces were checked and confirmed to be satisfactory.

The pilot/operator started the a/c by hand as normal for the a/c type. The pilot walked round the wing towards the cockpit after the a/c started, but before pilot/operator could get there the a/c tipped up onto its nose, causing the wooden propeller to splinter. The engine stopped and some visible damage to the spinner was evident. Splinters from the propeller flew across the apron. No injuries sustained. According to the pilot/operator a number of factors caused the incident to happen, including a slight tailwind, forward incline where a/c parked, slightly higher RPM than required and that the tail wheel was slightly out of line.

It is not known where this damage occurred.

Reporter states that the a/c was marshalled under the guidance of two marshalls due to ramp congestion and the crew did not receive a signal to stop the a/c. The lead marshaller subsequently admitted that that he lost sight of his colleague and did not see an eventual stop signal from the other marshaller at the wing. Appropriate department informed.

Damage to engine included five bent fan blades and one split fan blade. Engineers were called. Inspection of arrival aerodrome's runway and taxiway was carried out and no broken parts of concrete were found.

Pilot was taking a short cut across the grass prior to sustaining the prop strike.

Crew still on a/c. Examination of external power connectors revealed minor scorching on the pins. A/c dispatched with external power considered U/S and panel speed tape closed.

It is not known where the damage occurred.

A/c missed the R/W28 exit on landing and was required to re-enter the runway and backtrack in order to vacate for the apron. A runway inspection revealed that the a/c had damaged another runway guard light when vacating the runway.

Under company investigation.

Due to volume of traffic, ATC opened a temporary grass taxiway. The a/c misjudged turn onto grass and was forced to straddle one of the nearby taxiway lights that mark the edge of the main taxiway. Normally there would be sufficient clearance between propeller and light casing, however, ATC issued a warning about presence of lights and it appeared that the a/c stopped suddenly causing the a/c nose to nod forward resulting in the propeller blades lightly touching the top of the light casing. Though a slight paint mark was evident on the light casing, no damage was caused to the light. The propeller suffered blade tip damage and the a/c was subsequently grounded.

A/c had passengers on board and was awaiting departure at the time of the incident.

All but four fan blades found damaged. No abnormal indication, noises or vibration heard either during take-off or on landing. ATC requested to carry out FOD check on runway.

A/c sustained minor damage to the NLG.

After removing baggage bins, it was also noticed that bio hazardous box in hold 5 was untied.

During manoeuvring the a/c on the ground, the pilot considered the possibility that he might have overlooked the presence of a towrope and decided to shutdown to check. The canopy was left too far open to be reached by the pilot once returned to the cockpit. A club member offered assistance but unnoticed by the pilot deployed the emergency panel jettison lever. Pilot closed the canopy but failed to notice the panel security, and as a/c taxied forward the panel detached making a small hole in the LH wing fabric. Panel was not damaged. A ground briefing to all club members on ground handling/operation of normal and safety/rescue systems of club a/c has been carried out.

Another a/c and the catering truck were on Stand 24. During the turn the marshaller walked with the nose of the a/c, the reporter believes that he should have remained stationary until the a/c was clear of obstacles.

Door attachment assembly cracked and separated from the hinge arm assembly.

Hold net clips damaged.

Nr2 engine intake cowl had been punctured and was replaced.

It was subsequently observed that the steps were raised and the winglet reached well outside the protected area of Stand 34. Investigations have revealed that the root cause of this incident was the handling agents failure to park on the defined interstand clearways.

CAA Closure: The Handling agent concerned is to put out a memo to all staff reminding them to use only the defined interstand clearway for MARS Stands 33-36. An Airside Safety Notice to be drawn up by Airside Operations & cascaded to all airside users as a reminder.

Marshaller was notified off the incident by a handling agent.

Bent noseleg, propeller and rudder.

No passengers on board at the time of the incident. Action taken by airport authority.

Whole conduit panel had broken off from underside of wing due to impact damage, exposing approx 4ft of wire looms. Engineer confirmed that damage was significant and a/c withdrawn from service for repair. Captain confirms a similar occurrence possibly involving same a/c in Jun 2011 where earlier temporary repair failed after two sectors. Reporter concerned about reliability issue with this new style plastic conduit and queries whether a/c manufacturer is aware.

CAA Closure: The organisation has concluded its investigation. the a/c manufacturer has changed the material as a production weight saving improvement above a certain line number. The defect was reported with the lighter weight standard. On this a/c, the defect was rectified by returning to a metallic solution. Manufacturer advised of the organisation's findings.

A/c grounded. Subject to company investigation.

Flying control checks were carried out as part of the pre-taxi procedure. The elevator control checks were performed and were normal, as was the aileron check to the left, but when the control wheel was turned to the right the feel tightened at about 1/4 movement. Further movement of the control wheel required excessive force. Subsequent engineering investigations found that it was possible to move the control wheel further by applying "break out force", but even so the left aileron indicator showed that the left aileron control surface was not moving below neutral. After several movements the controls became free and the aileron moved through its full range. On inspection, outside damage could be seen to the closing panel in the area of the aileron PFCUs.

Engineers contacted and rubbed down the area affected, but a/c unfit for service.

Damage to Angle of Attack sensor and fuselage skin puncture.

The engineer who reported the damage believed that the damage had occurred at the departure airport and that the occurrence had happened on a previous occasion.

B757 had been cleared to pushback and brakes were released. Instead of pushing back, a/c rolled forwards and brakes were applied. Crew were unaware that the a/c was going to be pulled forwards to enable a chock to be removed.

A/c pushed back without headset being used. During pushback a/c brakes applied causing the sheer pin to break. Pilot thought the a/c was rolling backwards on its own. Pilot had given the 'brakes off' to the ground crew. Pilot subsequently mentioned that it was not in the operators procedure to pushback without a headset in use, until ground crew have informed flight crew that headset comms is not available.

Damage found on RH side of a/c in front of rear cargo hold on wing body fairing. Gash measured approximately 4" x 1". The damage had not been noticed before departure but ground handling equipment had still been in place when walkaround completed.

No injury to pilot. A/c sustained damage to the propeller.

One baggage bin had not been properly closed. During unloading the bin hit the side wall of the hold, causing the damage.

During training flight problems were experienced with the LN450 and auto trim. During engine wash pilot decided to try and reset the auto trim to check if that would have any effect as fault diagnosis. The cyclic was held between the knees and one hand on the collective. When the trim switch was selected to off, the cyclic released from pilots knee and fell forward. Immediately pilot took hold of the cyclic and pulled it back to neutral. While doing that a very brief rattling sound from the cockpit roof area was heard. On investigation, three blades had hit one of the UHF antennas.

The cargo in position 31P was over height and it had made contact with the ceiling during the flight. This had caused denting to the a/c and had affected a smoke detector in the hold.

Damage by person or persons unknown.

After inspection the A319 was manoeuvred back onto stand and the nosewheel tyres were replaced.

Whilst positioning to the hangar, the a/c struck the offset runway guard light. The guard light was hit due to the a/c attempting to cut the corner to position outside of the hanger. Deviation from the taxiway centreline enough to leave the manoeuvring area and cross the area adjacent to the taxiway marked as 'Paved area not intended for use as a Taxiway' prior to fully vacating the runway. Guard light replaced immediately. Engineer in charge to undergo further simulator taxi training with particular attention to airfield rules and a read and sign circular produced for all base engineers with taxi authority.

The flight crew and engineers inspected the damage and the engineers pointed out a split in the inboard duct and when the panel was lowered further damage, complete shearing of the duct circumference was noted. The root cause was deemed to be a failure to follow procedures; poor organisation; lack of knowledge and poor spoken English by the headset operator and on-time performance pressure.

CAA Closure: As a result of this incident the engineers are now performing headset departures; refresher training is given to all ASU operators; a Safety Note was issued to remind staff that GSE must be marshalled; the frequency of the operators audits of ground handling at this location is to be increased and a review is to be carried out of the company oversight resources.

After opening the inlet door access from the bottom, a 1/4" ratchet handle was found in a compartment on the inside of the ram air inlet door. It is considered that this had bounced about in the ducting and caused the damage.

Dent approx 3in diameter and 2mm deep and was discovered prior to first flight of the day.

Arriving crew found damage to LH side of fuselage, windows and upper surface over wing. They were advised by the handling agent that the a/c engine cover had become loose a few days earlier in high winds and had been refitted by them in the dark. Operator to investigate altering the design of the covers or replacing with a different type. All crew on type advised.

Reporter alleges that engine was spinning too fast, due to wind conditions, to facilitate detailed inspection prior to flight.

New tow bar was fitted and tyre inspection revealed damage across the RH nose wheel tyre. RH NLG wheel was replaced. A319 then pushed back again using a new tow, but the shear pin failed, steering was disconnected and a/c was towed back onto stand using a new tow bar. NWS disconnect box confirmed as at fault and a/c was released back to service.

Damage consisted of two gouges, 7.5in and 2.5in in length respectively. Not known where the damage occurred.

Engineers confirmed no damage to the fuselage and realigned door trim, which was dislodged. Passenger boarding was then resumed.

Inadvertent selection of park brake during pushback caused damage to the towbar, snapping the shear-pin.

The a/c was being marshalled in a westerly direction on the taxiway. Crew were aware of the lighting pylons on the edge of the apron. but knew that the marshaller had a good of the critical wing tip. Shortly after, P1 lost sight of the marshaller and P2 relayed the instructions. Then just before the stop instruction, the marshaller was alerted by a ground handler gesturing frantically. The crew were not aware of the incident, but had noted that the parking was going to be tight.

Terminal controller informed airfield operations they had witnessed a mobile belt on the rear hold of EMB145 being struck by a baggage trailer, resulting in the belt moving towards the a/c. Airfield operations inspected the a/c, no signs of damage were found and ground crew stated no equipment had made contact with a/c. Damage discovered after a/c had flown several sectors.

A/c taxiing to refuelling point at night, during manoeuvre a/c came into contact with a taxiway light fitting. Propeller tip damaged beyond repair with possible damage to engine. Parts of light fitting also damaged beyond repair.

It was considered not to have been securely closed at the departure airport and significant damage was found to the door and attaching structure.

Ramp agent observed damage to the cargo hold door which was reported to the Captain. He considered the a/c was safe for departure following attachment of speedtape but called for a second opinion. One engineer cleared the a/c for departure while a second engineer stated the a/c could not fly with the subject damage. A/c grounded.

Propeller requires replacement.

Towbar had become disconnected from the tug following a/c disconnect which was not immediately detected by the push-back crew . Damage found the towbar handle located near the towing eye. Towbar was not visible to the crew in dark conditions with low lighting in the area.

Transponder fin damaged and two propeller blades detached.

Despatcher and Captain informed. A/c grounded pending further investigation.

Nose wheel tyre changed and a/c departed. The origin of the FOD was not able to be determined by either the airline, the handling agent or operations.

CAA Closure: The Airport continues to actively promote the dangers of FOD to a/c safety through communication of Safety Notices, meetings, turnaround audits etc.

Forward LH door found to have a small area of discoloured paintwork and the a/c skin showing beneath. The damage resembled that of a lightning strike, although there is no record of this a/c having been struck by lightning. There is no corresponding entry on the damage chart.

When the P1 realised the hazardous proximity of the airbridge he stopped the a/c just short of the indicated stop. Investigations ongoing.

After landing engine Nr2 shutdown and a/c followed follow me vehicle. During taxi crew felt a jolt and the feeling of going over a rough taxiway. A/c indications normal. After a/c shutdown on Stand where ground crew reported extensive damage to the engine. Engineers informed.

As a/c commenced a right turn from the parking area, the tail came up and the wooden propeller struck the ground. The impact caused 4in to be lost from one wooden propeller tip and the other suffered a split down to 12in from the boss. No further damage to a/c or engine. A/c currently undergoing shock load inspection and repairs.

Flight crew alerted to a loud hissing noise coming from the passenger door area during take-off and climb. No abnormal system indications. Flight continued at FL140 where the noise was acceptable. Top LH corner of the door found damaged on arrival. Impact damage evident. CCTV footage revealed that a PIG (Passenger In-line Guidance System) had been blown by jet blast emanating from a taxiing Embraer against the Do328 passenger door.

Damage reported to 7 ribs on a/c fuselage.

Engines were shutdown, and following inspection by engineers, DHC8 was towed back to Stand 30 and pax disembarked. DHC8 parts were replaced and a/c later returned to service.

Engineers inspecting found a dent close to a rear passenger door. Upon closer inspection it appeared that the damage had been poorly painted over.

Emergency services towed a/c back to the apron.

Following a reported flat a/c battery, the reporter drove a quad bike, which is used as a tug, to the a/c intending to tow it to the hangar for battery re-charge. It was subsequently noticed that the starter gear had jammed and after clearing it the engine started. However, the reporter started to taxi, forgetting that the quad bike was in front of the a/c and collided with it. A/c sustained damage to the propeller and the engine was possibly shock loaded.

Fuselage skin damage behind door 2L believed to have been caused by a set of mobile steps when positioned against the a/c.

Thought to have been caused by stairs during a previous turnaround. There had been no pressurisation problems on the previous flight. A/c remained grounded for repair.