

23rd March 2026

ASGrOps_SA_085

V1.0

Safety Alert

Aircraft Cabin Doors

1. Introduction

Over the past month, we have identified at least four occasions where aircraft doors were left open without suitable steps or fall protection- equipment in place. It is possible that further occurrences took place but were not found or not reported. This safety alert reminds colleagues of the importance of properly protecting open cabin doors to reduce the risk of falls from height.

Action Required

- Cabin doors must not be opened or closed unless suitable fall prevention- equipment is already in place.
- Fall prevention equipment must remain in position for the entire time a cabin door is open.
- Door straps are not an acceptable form of fall prevention- equipment.
- Passenger and cargo door engineering nets which are designated for the specific aircraft type are considered a safe alternative. During the installation process of the engineering net, safety measures must be in place to safeguard the personnel, such as placing a GSE or engineering steps to prevent a fall.
- If cabin doors are found open and unprotected, colleagues must inform the flight crew and/or the airline's station manager and request that the doors are closed. This must also be reported to Airside Operations immediately.
- Colleagues must familiarise themselves with the requirements outlined in OSI 093.

Please ensure this Safety Alert is displayed in a prominent location within your accommodation and brought to the attention of colleagues.

Any questions regarding this Safety Alert should be addressed to AirsideInvestigations@heathrow.com

Additional information, Operational Safety Instructions (OSIs) and Operational Advice Notices (OANs) can be found at heathrow.com/airside/useful-publications

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