

**AAIB Bulletin No: 11/93**      **Ref: EW/G93/09/19**      **Category: 1.1**

**Aircraft Type and Registration:** Boeing 737-4Y0, G-UKLA  
**No & Type of Engines:** 2 CFM 56-3-C1 turbofan engines  
**Year of Manufacture:** 1988  
**Date & Time (UTC):** 27 September 1993 at 0723 hrs  
**Location:** London Stansted Airport  
**Type of Flight:** Public Transport  
**Persons on Board:** Crew - 7                      Passengers - 175  
**Injuries:** Crew - 1 Serious                      Passengers - None  
**Nature of Damage:** None  
**Commander's Licence:** Airline Transport Pilot's Licence  
**Commander's Age:** 51 years  
**Commander's Flying Experience:** 16,100 hours (of which 4,800 were on type)  
**Information Source:** AAIB inquiries and reports submitted by company personnel involved

The aircraft, enroute from Larnaca, Cyprus to Birmingham Airport made a refuelling stop at Stansted Airport; it was parked on Stand A10 which was orientated south west. It had been raining for some time and the surface wind was 300°/12 kt; the local wind in the area of stand A10 would, however, have been modified by the adjacent buildings. The forward passenger door was open and access was via the aircraft airstairs. The floor in the immediate area of the door became very wet from the ingress of rain. The refuelling finished and the aircraft was prepared for departure. The cabin attendant went to close the door; she placed her left hand on the door grab handle and her right on the gust lock release. She could not get the door to move from the fully open position and so called to another flight attendant to help her. Unfortunately she lost her footing before the latter could get to the door. She managed to maintain her hold on the door grab handle for a short while before falling to the ground; this action gave some measure of control over her attitude in the fall and she sustained injuries which were less serious than they otherwise might have been. The accident occurred at about 0723 hrs, at which time the cabin attendant had been on duty for 12 hours 38 minutes.

The gust lock release mechanism was subsequently checked and was found to operate normally.

In response to the accident, the company issued a safety and emergency procedures (SEP) notice on 28 September 1993. The text of the SEP notice was as follows:

'To avoid a repetition of the recent incident when a crew member fell from an aircraft door, please note the following:

- 1 Always hold on to an assist handle when operating or standing near open doorways.
- 2 The gust catch on the forward entry door on the 737 does not have to be held down, as it locks when pressed.
- 3 The gust catch on the forward service door and both rear doors has to be held down. The company does not require anyone to do this on their own. It is strongly advised that a second crew member presses the gust catch while the first keeps a grip on the assist handle.
- 4 When the floor is wet, approach the door area with extreme caution.
- 5 If the floor is slippery due to dirt, request the cleaners to clean it again with cleaning fluid.
- 6 When extreme weather conditions make door operation dangerous, request assistance from outside in closing the door.'

Interrogation of accident databases both in this country and abroad indicated that this not a common occurrence, however, this was the second such accident this year in the United Kingdom (See AAIB Bulletin 8/93, Boeing 737-400, G-BUHL). In a similar accident in 1991, the cabin attendant managed to maintain her hold on the grab handle for a short while before dropping to the ground; only minor injuries were sustained and consequently the AAIB did not report on it.