

ACCIDENT

Aircraft Type and Registration:	Boeing 737-8JP(WL), LN-DYS	
No & Type of Engines:	2 CFM56-7B26 turbofan engines	
Year of Manufacture:	1998 (Serial no: 39007)	
Date & Time (UTC):	23 December 2014 at 0602 hrs	
Location:	London Gatwick Airport	
Type of Flight:	Commercial Air Transport (Passenger)	
Persons on Board:	Crew - 6	Passengers - 140 (Estimated)
Injuries:	Crew - None	Passengers - None Others - (Serious)
Nature of Damage:	Approximately 1 m tear in lower rear fuselage	
Commander's Licence:	Airline Transport Pilot's Licence	
Commander's Age:	58 years	
Commander's Flying Experience:	13,149 hours (of which 7,189 were on type) Last 90 days - N/K Last 28 days - 89 hours	
Information Source:	Aircraft Accident Report Form submitted by the pilot and additional enquiries by the AAIB	

Synopsis

Whilst the passengers were boarding, a toilet servicing truck reversed up to the rear left side of the aircraft but failed to stop and ran underneath the fuselage, causing a tear in the skin. Another ground crewman was badly hurt after being crushed between the toilet truck and a baggage conveyor vehicle on the right side.

History of the event

The passengers were boarding the aircraft at Stand 14. After about 140 had boarded and as the flight crew were completing briefings and performance calculations, they felt a lurch sideways accompanied by a "grinding" noise. They received a call from the cabin crew who reported that "a lorry" had hit the aircraft. The commander immediately left the flight deck and stopped the boarding. Descending to ground level outside the aircraft, he saw that a toilet servicing truck was partially under the rear of the aircraft and that the driver was standing by his cab with his head in his hands. Another man, later identified as a second toilet service crewman, was lying on the ground calling out in pain.

The commander knew that the toilet truck was supposed to reverse up to, and stop at, the toilet service panel on the lower left side of the fuselage and the rear deck was too high to pass under the fuselage. He estimated that the truck had overshot its intended stopping position by about 3.5 m, crushing the other crewman between the toilet truck and a baggage

conveyor positioned by the rear freight bay door on the right side of the aircraft. A gash of about one metre in length had been torn in the aircraft's fuselage skin and the forward fuselage had made contact with the air bridge as it slewed left.

After seeing that fire service paramedics were attending to the injured man and that an ambulance had been called, the commander asked for the police to attend. He re-entered the aircraft and ordered the disembarkation of the passengers. He then went back outside the aircraft to check that its condition was safe and that no fuel was leaking. After checking the progress of the disembarkation and making an announcement to the remaining passengers, he gave a statement to the police, who were now in attendance, and was allowed to leave the scene.

Investigation

The ground handling company which operated the toilet servicing truck prepared a report which was made available to the AAIB. In it, the driver reported that he accidentally pressed the accelerator pedal instead of the brake. The man who was injured was acting as a banksman to guide the driver whilst he reversed, as required by company procedures. The observation was also made that the banksman appeared to have been standing directly behind the vehicle he was directing rather than to one side, which is better practice. There were no issues identified with training or vehicle serviceability.