

**INCIDENT**

**Aircraft Type and Registration:** Boeing 747-300, HZ-AIO

**No & Type of Engines:** 4 Rolls-Royce RB 211-524 D4 turbofan engines

**Year of Manufacture:** 1985

**Date & Time (UTC):** 25 March 1995 at 1640 hrs

**Location:** London Heathrow Airport

**Type of Flight:** Public Transport

**Persons on Board:** Crew - 20                      Passengers - 109

**Injuries:** Crew - None                      Passengers - None

**Nature of Damage:** Scratch measuring 6 feet long and ½ inch deep on left side of fuselage

**Commander's Licence:** Airline Transport Pilot's Licence (FAA)

**Commander's Age:** 43 years

**Commander's Flying Experience:** 12,700 hours (of which 4,379 were on type)  
Last 90 days - 33 hours  
Last 28 days - 9 hours

**Information Source:** Aircraft Accident Report Form submitted by the pilot and report from Heathrow Airport Metropolitan Police Service

After landing, the commander was cleared to park at Stand L25. He followed the stand guidance system but, approximately 3 to 5 metres from his final parking position, he felt a slight shudder through the airframe. Almost immediately, the ground maintenance engineer on interphone asked him to stop the aircraft. The commander was then informed that the rear jetty was not in its proper parking position and had made contact with the aircraft.

The jetty had been left extended following the departure of the previous aircraft. A security agent subsequently switched on the guidance system prior to the arrival of HZ-AIO; this is apparently normal practice to assist the Airline.