

**No: 11/91**

**Ref: EW/G91/06/17**

**Category: 1a**

**Aircraft Type and Registration:** Boeing 757-236, G-BIKL

**No & Type of Engines:** 2 Rolls-Royce RB211-535C turbofan engines

**Year of Manufacture:** 1983

**Date & Time (UTC):** 19 June 1991 at 1512 hrs

**Location:** Stand C26, London Heathrow Airport

**Type of Flight:** Public Transport

**Persons on Board:** Crew - 8 Passengers - 174

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

**Nature of Damage:** Minor damage to forward left side door inner seal, bustle & trim. Boarding pier side curtain torn and leveller bent

**Commander's Licence:** Airline Transport Pilot's Licence

**Commander's Age:** 45 years

**Commander's Flying Experience:** 9,000 hours (of which 2,000 were on type)

**Information Source:** Aircraft Accident Report Form and investigation report from the Operating Company.

The aircraft was positioned at Stand C26, London Heathrow Airport in preparation for a passenger flight to Brussels Airport which was scheduled to depart at 1500 hrs. During the turn round the forward freight hold had sustained minor damage from contact with the luggage conveyor. As this constituted a reportable ground incident the Heathrow airside police were informed and they informed the company that they wished to examine the damage before the aircraft departed. The aircraft had been allocated an actual departure time of 1519 hrs.

The flight crew boarded the aircraft at about 1440 hrs when engineers were completing checks to the right engine speed card. The commander was informed of the damage to the forward hold and a requirement that it be inspected by the airport police before departure. The passengers were boarded late and this was not completed until 1505 hrs, when the aircraft's technical log was completed and signed. The ship's papers were signed at approximately 1508 hrs and two minutes later two police officers entered the flight deck. Having informed the commander that they had completed their inspection they left the aircraft. At that time unbeknown to the commander the despatcher was still on board in the centre pantry telephoning to check the location of the police officers.

Start clearance was requested at 1511 hrs and ATC advised the crew to expedite their departure or face a lengthy delay. Push back clearance was obtained at 1512 hrs and the ground engineer reported that everything was clear. Immediately after push back was commenced, a scraping sound was heard from the left side of the aircraft. The push was halted as soon as possible, when it was discovered that aircraft's front left door was still open and the boarding pier had not been retracted. The passengers were disembarked and the aircraft withdrawn from service.

As a result of this incident the company has reviewed its push back procedures and a number of measures have been taken, including the issue of an operational notice containing specific instructions, to prevent a recurrence.