

Documentation of damage to an aircraft

Please observe the reporting channels established by your company in the event of a claim. The following information will help you to report a claim.

Background for reporting according to AHM 1110 10.RMP 17

Details

Please ensure that this initial report includes all relevant details, in particular:

- **Date, local time and exact location of the damage**
e.g. parking stand number, taxiway
- **Affected aircraft** (registration) and damaged area
e.g. engine, forward hold, wing
- **Who was involved** and may have caused the damage?
Company/entity, contact person
- **Witnesses** (name, funktion), if available
- **Detailed description of circumstances of the incident**
see further information below
- **Consequences caused by the damage**
e.g. delay, cancellation, change of aircraft

Documentation/Evidence

If there are videos or photos of the incident or damage, please be sure to attach them to the report.

- **Photos/videos** of the damage and surrounding area
- **Photos/Videos** of any foreign object that caused or may have caused the damage
- **Witness statements** including names of companies and persons incl. department names, if applicable copy of ID or ID-No.
- **Police reports or Airport Authority reports**
- **Sketches** of the location of the aircraft and the situation

The detailed description of the situation and statements of persons involved and witnesses should be objective and precise, so that everything stays comprehensible even after a long period of time.

Detailed damage report

The following instructions will assist you in making a detailed claim:

Details

- **Which aircraft parts are damaged?**
- **What is the nature of the damage?**
e.g. dent, hole, scratch, contamination, moisture
- **What does the damage look like?**
e.g. bent outward or inward
- **What are the consequences of the damage?**
e.g. delay (how long?), aircraft change (to which aircraft?), flight cancellation

Claims history

- **How did the damage occur?**
- **What was the exact course of the loss event?**
- **Who was involved in causing or discovering the damage?**
Names of the companies and persons incl. department names, if necessary ID or U-No.
- **How was the person involved in the event?**
Causer, witness, discoverer
- **What equipment was involved and what was/is its condition?**
Type of equipment, (internal) license plate number, if applicable several e.g. for towing vehicle and tow bar
- **What other items were related to the incident?**
e.g. loading equipment, pieces of luggage, bolts, metal parts, „Coke can“, plastic parts

Poto/video documentation

- **Photos of the overall situation on site from different perspectives**
- **Photos of all damages**
 - from close up, in order to make details recognisable
 - from a further distance to enable classification in the context
- **Photos of all vehicles and equipment involved**
 - from close up, in order to make details recognisable
 - from a further distance and from different angles, in order to enable assessment of the situation
 - Photos of the driver's cab or operating equipment in order to demonstrate any improper function or operation.
- **Photos of all involved loading equipment, cargo and baggage**
 - from close up, in order to make details recognisable
 - from a further distance to enable classification in the context
 - damaged areas (e.g. bulges, doublers, superstructures)
- **Photos of license plates, registration numbers and designations**
 - of vehicles and equipment
 - of containers, pallet or baggage tags
- **Photos of markings, traffic signs, guidelines, etc.**
- **Photos of anything that could serve as evidence**
 - e.g. paint/color marks on the aircraft or on vehicles, equipment, loading gear
 - objects lying around
- **Photos of the position of the aircraft**

How are the main and nose landing gear in relation to the markings?
- **Photos of the view that persons involved may have had**

e.g. perception of the taxiway from the bus driver's point of view
- **Photos evidencing missing items**

missing safety devices (e.g. safety shoe not placed under passenger boarding bridges and stairs)

Further documentation and information

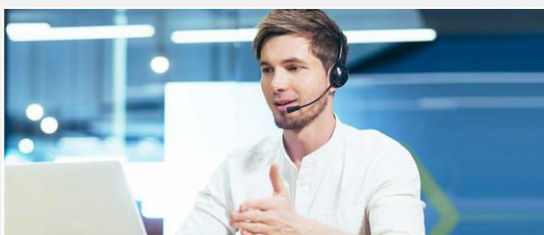
Important data

- **Which persons are on site / no longer on site?**
e.g. Airport Security, Apron Supervision, Traffic Management, Police, Fire Department, technical provider
 - names and functions of the companies and persons incl. department designations, if necessary ID or U-No.
- **Which further steps will be initiated by whom?**
e.g. seizure of evidence, laboratory tests to determine liquids, recovery operations
- **What are further claim reference numbers?**
especially the Airport Security reference is a must
- **Have third parties been harmed?**
e.g. persons, vehicles, equipment, buildings, objects

Extended documentation desired:

- **Re-measurement details**
e.g. overbuilt pallets, distances of markings and lines
- **Sketches**
- **Secure evidence**
e.g. paint marks, objects lying around
- **In-depth inquiries**
 - statements from persons that can contribute to clarification
 - results of inspections (e.g. liquids)
 - change of markings on ground or equipment

How to reach us:



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