

TERMINAL OPERATIONS

Incident Investigation



KLIA – Level 0 Oil Spill After Aircraft Refueling

Date of Incident : 29th May 2023
Time of incident : 9.28pm
Location : KLIA Terminal (Bay C1)
Severity Matrix : **Level 0**


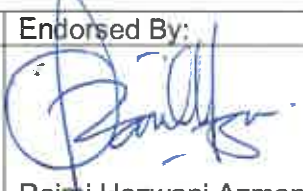

Incident Description:

- 2058 hours : Flight TG418 (Thai Airways) arrived KLIA
- 2100 hours : Crewman on-duty mobilized for refuel using Hydrant Dispenser PD-3
- 2105 hours : Crewman arrived KLIA Bay C1
- 2110 hours : Crewman commenced refueling after volume confirmations from Aircraft engineer
- 2125 hours : Refueling completed and final volume confirmed/acknowledged by Aircraft engineer
- 2128 hours : Crewman drove off without realizing PD-3 fueling hose still connected to aircraft wing, causing aircraft fuel adaptor to be dislodged and minor oil spill (approx.. 50 lit) from remaining product inside the hose.
- 2130 hours : Crewman notified Shift Lead, who then notified KLM (Thai Airways appointed Ground Handler at KLIA), activated Oil Spill response and called other crewman to assist in cleaning the spill using absorbent pads.
- 2155 hours : Cleaning completed. KLM contacted MAB Airside for checking and clearance
- 2240 hours : MAB Airside arrived to monitor and evaluate the incident. After thorough checking, the aircraft was determined safe to depart to runway
- 2255 hours : Thai Airways HQ determined the aircraft is safe to depart

**Alcohol & Drugs Testing conducted on crewman following day (noon 30th May) and the test result negative. Result will be shared with insurance company.*

Preventive & Mitigative Actions Taken:

- Immediate control stand-down to relevant workers for incident sharing and lesson learnt.
- To ensure crewman was ready to resume duty, crewman was put on three (3) days administrative leave and underwent refresher training before reinstatement.
- Hydrant Dispenser (PD-3) was sent for inspection to ensure it was fit for service.
- Reviewed existing S.O.P on aircraft refueling and enhanced checklist compliance for crewman.
- All crewmen will undergo training on the new checklist.

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