

ACCIDENT

Aircraft Type and Registration:	Airbus A380, VH-OQD
No & Type of Engines:	4 Rolls Royce RB211 Trent 972-84 turbofan engines
Year of Manufacture:	2009
Date & Time (UTC):	14 January 2012 at 1045 hrs
Location:	London Heathrow Airport
Type of Flight:	Commercial Air Transport (Passenger)
Persons on Board:	Crew - 25 Passengers - 453
Injuries:	Crew - None Passengers - None
Nature of Damage:	Engine cowl penetrated
Commander's Licence:	Airline Transport Pilot's Licence
Commander's Age:	52 years
Commander's Flying Experience:	19,558 hours (of which 1,632 were on type) Last 90 days - 97 hours Last 28 days - 22 hours
Information Source:	Aircraft Accident Report Form submitted by the pilot and reports from the airport authority and ground handling company

The aircraft was being prepared for departure from Stand 301 at London Heathrow Airport's Terminal 3. Weather conditions were dry and clear. A baggage tug, towing baggage containers loaded onto four purpose-built trailers, approached the aircraft's front hold. As it did so, a partly loaded container on the third trolley made contact with the aircraft's number three engine cowling, penetrating the cowling and also damaging the container.

The ground handling company conducted an investigation. No technical deficiencies were found

with the baggage tug, the trailer or the container itself. The investigation determined that the accident arose because the vehicle driver had not followed existing procedures regarding the approach route to the aircraft's forward baggage hold door. No changes to procedures were deemed necessary, but steps were taken to remind ramp staff of the required procedures and to ensure these were being followed through a system of ramp checks.