

Ramp/Airside LOSA

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Ramp/Airside LOSA Demographics

 Indicates required field

 Observation Number: _____		Observer/Team ID: _____		 Date: (mm/dd/yy) _____	
 Observation Start Time: (hhmm) _____		 Observation End Time: (hhmm) _____			
Airline/Company: _____		Station (airport code): _____		Gate/Ramp/Airside Position: _____	
Terminal: _____		Airport Zone: _____		 A/C Type: (Make/Model/Series) _____	
Arriving From: _____		Departed To: _____		Training Occurring: __Yes __No	

 **Observation Type:**
 Arrival Download Servicing Component Upload Departure Turnaround

Observation Area:
 Left Forward Wing Right Forward Wing Left Aft Wing Right Aft Wing Cargo Deck

Type of Operations (mark all that apply):
 Normal Irregular Flight Operations Domestic International

Lighting Conditions (mark all that apply):
 Daylight Night Dawn/Dusk Sun glare Overcast Artificial Light

Environmental Conditions (mark all that apply):
 Clear Fog Windy Snow/Sleet/Ice High Humidity Rainy Dust Storm
 Extreme Heat Extreme Cold Lightning/Electrical Storm Sand Storm Others (specify) _____

Ramp/Airside/Floor Conditions:
 Wet Dry Snow/Ice Contaminated N/A

Person (1) *Collect this info after observations*

Job Function (mark all that apply):

Marshalling Chocking Refueling Servicing Water/Lavatory Catering
 Downloading Uploading Towing Pushback De-Boarding Boarding
 De-icing Pre-flight Walkaround GSE Operator (i.e., Container Loader Operator)

Regular Workshift:

Days Evening Nightshift Relief Rotating Others (specify) _____

Employment Type:

Part-time Full Time

Time in Current Work/Bid Position: _____ year(s) _____ month(s) **Double Shift:** Yes No

Consecutive Days Worked: _____ **Consecutive Days Worked including Other Jobs (optional):** _____

Consecutive Hours Worked: _____ **Consecutive Wake Hours:** _____ **Hours of Sleep in the Past 24 Hours:** _____

Work Experience:

< 6 months 6 months -1 yr 1-1.5 yrs 1.5-2 yrs 2-2.5 yrs 2.5-5 yrs 5-10 yrs >10 yrs

Person (2) *Collect this info after observations*

Job Function (mark all that apply):

Marshalling Chocking Refueling Servicing Water/Lavatory Catering
 Downloading Uploading Towing Pushback De-Boarding Boarding
 De-icing Pre-flight Walkaround GSE Operator (i.e., Container Loader Operator)

Regular Workshift:

Days Evening Nightshift Relief Rotating Others (specify) _____

Employment Type:

Part-time Full Time

Time in Current Work/Bid Position: _____ year(s) _____ month(s) **Double Shift:** Yes No

Consecutive Days Worked: _____ **Consecutive Days Worked including Other Jobs (optional):** _____

Consecutive Hours Worked: _____ **Consecutive Wake Hours:** _____ **Hours of Sleep in the Past 24 Hours:** _____

Work Experience:

< 6 months 6 months -1 yr 1-1.5 yrs 1.5-2 yrs 2-2.5 yrs 2.5-5 yrs 5-10 yrs >10 yrs

Person (3) *Collect this info after observations*

Job Function (mark all that apply):

Marshalling Chocking Refueling Servicing Water/Lavatory Catering
 Downloading Uploading Towing Pushback De-Boarding Boarding
 De-icing Pre-flight Walkaround GSE Operator (i.e., Container Loader Operator)

Regular Workshift:

Days Evening Nightshift Relief Rotating Others (specify) _____

Employment Type:

Part-time Full Time

Time in Current Work/Bid Position: _____ year(s) _____ month(s) **Double Shift:** Yes No

Consecutive Days Worked: _____ **Consecutive Days Worked including Other Jobs (optional):** _____

Consecutive Hours Worked: _____ **Consecutive Wake Hours:** _____ **Hours of Sleep in the Past 24 Hours:** _____

Work Experience:

< 6 months 6 months -1 yr 1-1.5 yrs 1.5-2 yrs 2-2.5 yrs 2.5-5 yrs 5-10 yrs >10 yrs

Person (4) *Collect this info after observations*

Job Function (mark all that apply):

Marshalling Chocking Refueling Servicing Water/Lavatory Catering
 Downloading Uploading Towing Pushback De-Boarding Boarding
 De-icing Pre-flight Walkaround GSE Operator (i.e., Container Loader Operator)

Regular Workshift:

Days Evening Nightshift Relief Rotating Others (specify) _____

Employment Type:

Part-time Full Time

Time in Current Work/Bid Position: _____ year(s) _____ month(s) **Double Shift:** Yes No

Consecutive Days Worked: _____ **Consecutive Days Worked including Other Jobs (optional):** _____

Consecutive Hours Worked: _____ **Consecutive Wake Hours:** _____ **Hours of Sleep in the Past 24 Hours:** _____

Work Experience:

< 6 months 6 months -1 yr 1-1.5 yrs 1.5-2 yrs 2-2.5 yrs 2.5-5 yrs 5-10 yrs >10 yrs

1. ARRIVAL

Observation Number: _____

Did not observe this section

Scheduled Time of Arrival: _____

Estimated Time of Arrival: _____

Actual Time of Arrival: _____

Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO), N/A	Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
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Pre-Arrival										
1	Pre-flight briefing (a.k.a. huddle) held	S	AR	DNO	N/A					
2	Ramp/Airside crew ready prior to A/C arrival	S	AR	DNO	N/A					
3	Arrival FOD/trash walk complete	S	AR	DNO	N/A					
4	Gate area cleared (clean and orderly)	S	AR	DNO	N/A					
5	Loading bridge staged/stowed properly	S	AR	DNO	N/A					
6	Equipment staged properly outside clearance area	S	AR	DNO	N/A					
7	Marshaller/wingwalkers in position for A/C arrival with proper wands	S	AR	DNO	N/A					
8	Stop line identified	S	AR	DNO	N/A					
Arrival										
9	Proper hand signals used or automatic guidance system set up to marshal A/C on arrival	S	AR	DNO	N/A					
10	Tow-in/tow-on procedures followed	S	AR	DNO	N/A					
11	A/C was "safe to approach" (e.g., engines spooled down, rotating beacon off)	S	AR	DNO	N/A					
12	A/C properly chocked	S	AR	DNO	N/A					
13	Wing tip/engine markers properly placed before GSE approaches A/C	S	AR	DNO	N/A					
14	Arrival walkaround performed within required time	S	AR	DNO	N/A					
15	GPU tongue disconnected from tractor prior to connecting to A/C	S	AR	DNO	N/A					
16	Fixed GPU properly connected to A/C	S	AR	DNO	N/A					

Errors

E/A – General Safety
 E/B – Driving/Parking Error
 E/C – Errors Usually Occurring During Pre-arrival and Arrival
 E/D – Errors Usually Occurring During Download/Upload/Serviceing
 E/E – Errors Usually Occurring During Pushback/Departure

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Threats

T/A. Aircraft
 T/B. Ground Equipment
 T/C. Communication/Interactions
 T/D. Documents
 T/E. Ground Based
 T/F. Human Factors
 T/G. Operational
 T/H. Leadership & Commitment
 T/I. Environmental Threats

		Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO), N/A				Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
17	Conditioned air properly connected	S	AR	DNO	N/A					
18	Tail post (or nose tether) used as required	S	AR	DNO	N/A					
Passenger Loading Bridge										
19	Loading bridge pre-use check completed	S	AR	DNO	N/A					
20	Loading bridge positioning procedures followed	S	AR	DNO	N/A					
21	Inspection of the passenger door and surrounding area completed before opening	S	AR	DNO	N/A					
22	Passenger doors opened and secured properly	S	AR	DNO	N/A					
Passenger/Crew Stairs										
23	Passenger/crew stairs pre-use check completed	S	AR	DNO	N/A					
24	Passenger/crew stairs positioning procedures followed	S	AR	DNO	N/A					
25	Inspection of the passenger door completed before opening	S	AR	DNO	N/A					
26	Passenger doors opened and secured properly	S	AR	DNO	N/A					
Personnel										
27	PPE worn	S	AR	DNO	N/A					
28	Personnel exhibit appropriate work behavior (e.g., no "horseplay")	S	AR	DNO	N/A					
29	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)	S	AR	DNO	N/A					
30	All traffic regulation procedures followed	S	AR	DNO	N/A					

Describe the threat(s). How did the crew manage or mismanage the threat(s)?

Errors

E/A – General Safety
E/B – Driving/Parking Error
E/C – Errors Usually Occurring During Pre-arrival and Arrival
E/D – Errors Usually Occurring During Download/Upload/Serviceing
E/E – Errors Usually Occurring During Pushback/Departure

Threats

T/A. Aircraft
T/B. Ground Equipment
T/C. Communication/Interactions
T/D. Documents
T/E. Ground Based
T/F. Human Factors
T/G. Operational
T/H. Leadership & Commitment
T/I. Environmental Threats

Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A	Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
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Describe the crew error(s) and associated undesired states	
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Comments - Good or bad (Please provide examples)	
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2. DOWNLOADING

Observation Number: _____

Did not observe this section

Downloading Start Time: _____

Downloading Finish Time: _____

	Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A	Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
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Beltloader, Cargo, & Baggage						
1	Beltloader approach procedures followed	S	AR	DNO	N/A	
2	Beltloader positioning procedures followed	S	AR	DNO	N/A	
3	Cargo door/sills/locks checked prior to GSE approaching A/C (e.g., frame, sill, depressor strips)	S	AR	DNO	N/A	
4	GSE operated properly (e.g., speed, safety zones, reckless)	S	AR	DNO	N/A	
5	Baggage/package, including specials, properly handled	S	AR	DNO	N/A	
6	All cargo properly transported	S	AR	DNO	N/A	
7	Cargo hold/handling systems visually checked for damage after downloading	S	AR	DNO	N/A	
8	If A/C left unattended all security procedures followed	S	AR	DNO	N/A	
Container & Container Loader						
9	Container loader approach procedures followed	S	AR	DNO	N/A	
10	Container loader positioning procedures followed	S	AR	DNO	N/A	
11	Container loader (main deck) approach procedures followed	S	AR	DNO	N/A	
12	Container loader (main deck) positioning procedures followed	S	AR	DNO	N/A	
13	Loader/ULD operating procedures followed	S	AR	DNO	N/A	

Errors

E/A – General Safety E/C – Errors Usually Occurring During Pre-arrival and Arrival
 E/B – Driving/Parking Error E/D – Errors Usually Occurring During Download/Upload/Serviceing
 E/E – Errors Usually Occurring During Pushback/Departure

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Threats

T/A. Aircraft T/D. Documents T/G. Operational
 T/B. Ground Equipment T/E. Ground Based T/H. Leadership & Commitment
 T/C. Communication/Interactions T/F. Human Factors T/I. Environmental Threats

		Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A				Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
14	Dolly ULD locks checked during offload	S	AR	DNO	N/A					
15	Dolly locks are properly set prior to approach to container loader	S	AR	DNO	N/A					
Personnel										
16	PPE worn	S	AR	DNO	N/A					
17	Personnel exhibit appropriate work behavior (e.g., no "horseplay")	S	AR	DNO	N/A					
18	Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)	S	AR	DNO	N/A					
19	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)	S	AR	DNO	N/A					
20	All traffic regulations followed	S	AR	DNO	N/A					

Describe the threat(s). How did the crew manage or mismanage the threat(s)?

Describe the crew error(s) and associated undesired states

Comments – Good or bad (Please provide examples)

Errors

E/A – General Safety
E/B – Driving/Parking Error
E/C – Errors Usually Occurring During Pre-arrival and Arrival
E/D – Errors Usually Occurring During Download/Upload/Serviceing
E/E – Errors Usually Occurring During Pushback/Departure

Threats

T/A. Aircraft
T/B. Ground Equipment
T/C. Communication/Interactions
T/D. Documents
T/E. Ground Based
T/F. Human Factors
T/G. Operational
T/H. Leadership & Commitment
T/I. Environmental Threats

3. LAVATORY/POTABLE WATER SERVICE

Observation Number: _____

Did not observe this section

		Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A				Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
Lavatory Service										
1	Lavatory vehicle operating procedures followed	S	AR	DNO	N/A					
2	Lavatory servicing procedures followed	S	AR	DNO	N/A					
3	PPE worn	S	AR	DNO	N/A					
4	Personnel exhibit appropriate work behavior (e.g., no "horseplay")	S	AR	DNO	N/A					
5	Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)	S	AR	DNO	N/A					
6	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)	S	AR	DNO	N/A					
7	All traffic regulation procedures followed	S	AR	DNO	N/A					
Potable Water Service										
8	Water vehicle operating procedures followed	S	AR	DNO	N/A					
9	Water servicing procedures followed	S	AR	DNO	N/A					
10	Potable water units kept away from lavatory units or other sources of contamination	S	AR	DNO	N/A					
11	PPE worn	S	AR	DNO	N/A					
12	Personnel exhibit appropriate work behavior (e.g., no "horseplay")	S	AR	DNO	N/A					
13	Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)	S	AR	DNO	N/A					
14	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)	S	AR	DNO	N/A					
<p align="center">Errors</p> <p>E/A – General Safety E/C – Errors Usually Occurring During Pre-arrival and Arrival E/B – Driving/Parking Error E/D – Errors Usually Occurring During Download/Upload/Serviceing E/E – Errors Usually Occurring During Pushback/Departure</p>						10	<p align="center">Threats</p> <p>T/A. Aircraft T/D. Documents T/G. Operational T/B. Ground Equipment T/E. Ground Based T/H. Leadership & Commitment T/C. Communication/Interactions T/F. Human Factors T/I. Environmental Threats</p>			

Ramp/Airside LOSA Observation Form

Version 12/05/2011

		Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A				Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
15	All traffic regulation procedures followed	S	AR	DNO	N/A					
Describe the threat(s). How did the crew manage or mismanage the threat(s)?										
Describe the crew error(s) and associated undesired states										
Comments - Good or bad (Please provide examples)										
<p style="text-align: center;">Errors</p> <p>E/A – General Safety E/C – Errors Usually Occurring During Pre-arrival and Arrival E/B – Driving/Parking Error E/D – Errors Usually Occurring During Download/Upload/Serviceing E/E – Errors Usually Occurring During Pushback/Departure</p>						<p style="text-align: center;">Threats</p> <p>T/A. Aircraft T/D. Documents T/G. Operational T/B. Ground Equipment T/E. Ground Based T/H. Leadership & Commitment T/C. Communication/Interactions T/F. Human Factors T/I. Environmental Threats</p>				

4. CATERING

Observation Number: _____

Did not observe this section

		Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A				Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
1	Catering truck approach procedures followed	S	AR	DNO	N/A					
2	Catering truck positioning procedures followed	S	AR	DNO	N/A					
3	Catering truck operating procedures followed	S	AR	DNO	N/A					
4	Engine inlet plugs used as required	S	AR	DNO	N/A					
5	Catering truck removal procedures followed	S	AR	DNO	N/A					
6	Catering truck is free of FOD; any FOD/garbage dropped on ramp removed	S	AR	DNO	N/A					
7	Truck operated safely (e.g., speed, safety zones, reckless)	S	AR	DNO	N/A					
8	Truck properly configured prior to removing from A/C	S	AR	DNO	N/A					
Personnel										
9	PPE worn	S	AR	DNO	N/A					
10	Personnel exhibit appropriate work behavior (e.g., no "horseplay")	S	AR	DNO	N/A					
11	Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)	S	AR	DNO	N/A					
12	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)	S	AR	DNO	N/A					
13	All traffic regulation procedures followed	S	AR	DNO	N/A					

Describe the threat(s). How did the crew manage or mismanage the threat(s)?

Describe the crew error(s) and associated undesired states

Comments - Good or bad (Please provide examples)

Errors

E/A – General Safety
E/B – Driving/Parking Error
E/C – Errors Usually Occurring During Pre-arrival and Arrival
E/D – Errors Usually Occurring During Download/Upload/Serviceing
E/E – Errors Usually Occurring During Pushback/Departure

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Threats

T/A. Aircraft
T/B. Ground Equipment
T/C. Communication/Interactions
T/D. Documents
T/E. Ground Based
T/F. Human Factors
T/G. Operational
T/H. Leadership & Commitment
T/I. Environmental Threats

5. CLEANING SERVICE

Observation Number: _____

Did not observe this section

		Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A				Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
		S	AR	DNO	N/A					
1	Cleaning vehicles approach procedures followed	S	AR	DNO	N/A					
2	Personnel pay attention to operating A/C beacons	S	AR	DNO	N/A					
3	Cleaning vehicles positioning procedures followed	S	AR	DNO	N/A					
4	Cleaning vehicles operating procedures followed	S	AR	DNO	N/A					
5	All cabin cleaning safety procedures (e.g., biohazard, needle sticks) followed	S	AR	DNO	N/A					
6	Cabin personnel support a FOD-free ramp/airside (e.g., pick up FOD)	S	AR	DNO	N/A					
7	A/C door(s) operational procedures followed	S	AR	DNO	N/A					
Personnel										
8	PPE worn	S	AR	DNO	N/A					
9	Personnel exhibit appropriate work behavior (e.g., no "horseplay")	S	AR	DNO	N/A					
10	Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)	S	AR	DNO	N/A					
11	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)	S	AR	DNO	N/A					
12	All traffic regulation procedures followed	S	AR	DNO	N/A					

Describe the threat(s). How did the crew manage or mismanage the threat(s)?

Describe the crew error(s) and associated undesired states

Comments - Good or bad (Please provide examples)

Errors

E/A – General Safety
E/B – Driving/Parking Error
E/C – Errors Usually Occurring During Pre-arrival and Arrival
E/D – Errors Usually Occurring During Download/Upload/Serviceing
E/E – Errors Usually Occurring During Pushback/Departure

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Threats

T/A. Aircraft
T/B. Ground Equipment
T/C. Communication/Interactions
T/D. Documents
T/E. Ground Based
T/F. Human Factors
T/G. Operational
T/H. Leadership & Commitment
T/I. Environmental Threats

6. FUEL SERVICE

Observation Number: _____

Did not observe this section

		Safety Risk				Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
		Safe (S), At Risk (AR), Did Not Observe (DNO),N/A								
1	Fuel truck approach procedures followed	S	AR	DNO	N/A					
2	Fuel truck positioning procedures followed	S	AR	DNO	N/A					
3	Fuel truck operating procedures followed	S	AR	DNO	N/A					
4	Fueling apparatus operating procedures followed	S	AR	DNO	N/A					
5	Fueling clear zone requirements followed	S	AR	DNO	N/A					
6	Post fueling inspection walkaround completed	S	AR	DNO	N/A					
	Personnel									
7	PPE worn	S	AR	DNO	N/A					
8	Personnel exhibit appropriate work behavior (e.g., no "horseplay")	S	AR	DNO	N/A					
9	Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)	S	AR	DNO	N/A					
10	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)	S	AR	DNO	N/A					
11	All traffic regulation procedures followed	S	AR	DNO	N/A					

Describe the threat(s). How did the crew manage or mismanage the threat(s)?

Describe the crew error(s) and associated undesired states

Comments - Good or bad (Please provide examples)

Errors

E/A – General Safety
E/B – Driving/Parking Error
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E/D – Errors Usually Occurring During Download/Upload/Serviceing
E/E – Errors Usually Occurring During Pushback/Departure

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Threats

T/A. Aircraft
T/B. Ground Equipment
T/C. Communication/Interactions
T/D. Documents
T/E. Ground Based
T/F. Human Factors
T/G. Operational
T/H. Leadership & Commitment
T/I. Environmental Threats

7. UPLOADING

Observation Number: _____

Did not observe this section

Uploading Start Time: _____

Uploading Finish Time: _____

Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A	Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
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Beltloader, Cargo, & Baggage										
1	Ramp/Airside free of any items that could interfere with the safe operation of GSE or cause FOD	S	AR	DNO	N/A					
2	Beltloader operating procedures followed	S	AR	DNO	N/A					
3	Beltloader positioning procedures followed	S	AR	DNO	N/A					
4	Beltloader removal procedures followed	S	AR	DNO	N/A					
5	All traffic regulation procedures followed	S	AR	DNO	N/A					
6	Baggage/package, including specials, properly handled	S	AR	DNO	N/A					
7	All cargo is properly transported	S	AR	DNO	N/A					
8	Cargo loadplan available and followed	S	AR	DNO	N/A					
9	Cargo hold/handling systems visually checked for damage before uploading	S	AR	DNO	N/A					
10	Cargo door/sills/locks check observed	S	AR	DNO	N/A					
11	All required locks set/cargo nets/barriers installed and secured before cargo doors are closed (e.g., 2-inch ceiling cleared)	S	AR	DNO	N/A					
12	Cargo door closure procedures followed	S	AR	DNO	N/A					
Container & Container Loader										
13	Container loader approach procedures followed	S	AR	DNO	N/A					
14	Container loader positioning procedures followed	S	AR	DNO	N/A					

Errors

E/A – General Safety
 E/B – Driving/Parking Error
 E/C – Errors Usually Occurring During Pre-arrival and Arrival
 E/D – Errors Usually Occurring During Download/Upload/Serviceing
 E/E – Errors Usually Occurring During Pushback/Departure

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Threats

T/A. Aircraft
 T/B. Ground Equipment
 T/C. Communication/Interactions
 T/D. Documents
 T/E. Ground Based
 T/F. Human Factors
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 T/H. Leadership & Commitment
 T/I. Environmental Threats

		Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A				Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
15	Container loader removal procedures followed	S	AR	DNO	N/A					
16	Container loader (main deck) approach procedures followed	S	AR	DNO	N/A					
17	Container loader (main deck) positioning procedures followed	S	AR	DNO	N/A					
18	Container loader (main deck) removal procedures followed	S	AR	DNO	N/A					

Personnel

19	PPE worn	S	AR	DNO	N/A				
20	Personnel exhibit appropriate work behavior (e.g., no "horseplay")	S	AR	DNO	N/A				
21	Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)	S	AR	DNO	N/A				
22	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)	S	AR	DNO	N/A				

Describe the threat(s). How did the crew manage or mismanage the threat(s)?

Describe the crew error(s) and associated undesired states

Comments - Good or bad (Please provide examples)

Errors

E/A – General Safety
E/B – Driving/Parking Error
E/C – Errors Usually Occurring During Pre-arrival and Arrival
E/D – Errors Usually Occurring During Download/Upload/Serviceing
E/E – Errors Usually Occurring During Pushback/Departure

Threats

T/A. Aircraft
T/B. Ground Equipment
T/C. Communication/Interactions
T/D. Documents
T/E. Ground Based
T/F. Human Factors
T/G. Operational
T/H. Leadership & Commitment
T/I. Environmental Threats

8. DEPARTURE

Observation Number: _____

Did not observe this section

Scheduled Time of Departure: _____ Estimated Time of Departure: _____ Actual Time of Departure: _____

Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A	Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
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Pre-Departure										
1	Ramp/Airside free of any items that could interfere with the safe operation of GSE or cause FOD	S	AR	DNO	N/A					
2	Pre-departure walkaround performed	S	AR	DNO	N/A					
3	Steering by-pass pin installed and towbar hooked up	S	AR	DNO	N/A					
4	Correct size of tractor and towbar used for pushback	S	AR	DNO	N/A					
5	Pushback briefing held	S	AR	DNO	N/A					
6	Ground power removal procedures followed	S	AR	DNO	N/A					
7	Conditioned air removal procedures followed									
8	Pre-pushback procedures followed	S	AR	DNO	N/A					
Passenger Loading Bridge										
9	Confirmed cabin secure before closing A/C door	S	AR	DNO	N/A					
10	Passenger doors closed and secured properly	S	AR	DNO	N/A					
11	Loading bridge procedures followed	S	AR	DNO	N/A					
Passenger/Crew Stairs										
12	Confirm cabin is secured before closing A/C door	S	AR	DNO	N/A					
13	Passenger doors are closed and secured properly	S	AR	DNO	N/A					
14	Passenger/crew stairs procedures followed	S	AR	DNO	N/A					
Departure										
15	Agent remains at a safe position on	S	AR	DNO	N/A					

Errors

E/A – General Safety
E/B – Driving/Parking Error
E/C – Errors Usually Occurring During Pre-arrival and Arrival
E/D – Errors Usually Occurring During Download/Upload/Serviceing
E/E – Errors Usually Occurring During Pushback/Departure

Threats

T/A. Aircraft
T/B. Ground Equipment
T/C. Communication/Interactions
T/D. Documents
T/E. Ground Based
T/F. Human Factors
T/G. Operational
T/H. Leadership & Commitment
T/I. Environmental Threats

		Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO), N/A				Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
	the bridge until the A/C clears the gate									
16	If headset inoperative, prior to A/C departure, flight crew briefed about the use of hand signals during departure pushback	S	AR	DNO	N/A					
17	Marshaling/Wingwalking procedures followed	S	AR	DNO	N/A					
18	Pushback procedures followed	S	AR	DNO	N/A					
19	Steering by-pass pin & towbar disconnect procedure followed	S	AR	DNO	N/A					
20	Final dispatch/release procedures followed	S	AR	DNO	N/A					
Return & Housekeeping										
21	Marshaller/Wingwalkers conducted a FOD walk while walking back into the gate area	S	AR	DNO	N/A					
22	Gate area verified ready for next arrival	S	AR	DNO	N/A					
23	Crew debrief as necessary	S	AR	DNO	N/A					
Personnel										
24	PPE worn	S	AR	DNO	N/A					
25	Personnel exhibit appropriate work behavior (e.g., no "horseplay")	S	AR	DNO	N/A					
26	Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)	S	AR	DNO	N/A					
27	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)	S	AR	DNO	N/A					
Describe the threat(s). How did the crew manage or mismanage the threat(s)?										

Errors	
E/A – General Safety	E/C – Errors Usually Occurring During Pre-arrival and Arrival
E/B – Driving/Parking Error	E/D – Errors Usually Occurring During Download/Upload/Serviceing
	E/E – Errors Usually Occurring During Pushback/Departure

Threats		
T/A. Aircraft	T/D. Documents	T/G. Operational
T/B. Ground Equipment	T/E. Ground Based	T/H. Leadership & Commitment
T/C. Communication/Interactions	T/F. Human Factors	T/I. Environmental Threats

Ramp/Airside LOSA Observation Form

Version 12/05/2011

Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A	Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
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Describe the crew error(s) and associated undesired states
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Comments - Good or bad (Please provide examples)
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9. A/C MAINTENANCE (Mx)

Observation Number: _____

Did not observe this section

		Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A				Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
1	Mx GSE approach procedures followed	S	AR	DNO	N/A					
2	Mx GSE positioning procedures followed	S	AR	DNO	N/A					
3	Mx GSE operating procedures followed	S	AR	DNO	N/A					
4	Mx GSE is free of FOD; any FOD in work areas removed	S	AR	DNO	N/A					
5	Proper communication of Mx activities with affected personnel	S	AR	DNO	N/A					
Personnel										
6	PPE worn	S	AR	DNO	N/A					
7	Personnel exhibit appropriate work behavior (e.g., no "horseplay")	S	AR	DNO	N/A					
8	Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)	S	AR	DNO	N/A					
9	Personnel avoid exposure to jet blast/engine ingestion	S	AR	DNO	N/A					
10	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)	S	AR	DNO	N/A					
11	All traffic regulation procedures followed	S	AR	DNO	N/A					

Describe the threat(s). How did the crew manage or mismanage the threat(s)?

Describe the crew error(s) and associated undesired states

Comments - Good or bad (Please provide examples)

Errors

E/A – General Safety
E/B – Driving/Parking Error
E/C – Errors Usually Occurring During Pre-arrival and Arrival
E/D – Errors Usually Occurring During Download/Upload/Serviceing
E/E – Errors Usually Occurring During Pushback/Departure

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Threats

T/A. Aircraft
T/B. Ground Equipment
T/C. Communication/Interactions
T/D. Documents
T/E. Ground Based
T/F. Human Factors
T/G. Operational
T/H. Leadership & Commitment
T/I. Environmental Threats

10. DE-ICE/ANTI-ICE

Observation Number: _____

Did not observe this section

		Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO), N/A				Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
1	De-ice/anti-ice truck approach procedures followed	S	AR	DNO	N/A					
2	De-ice/anti-ice truck positioning procedures followed	S	AR	DNO	N/A					
3	De-ice/anti-ice truck operating procedures followed	S	AR	DNO	N/A					
Personnel										
4	PPE Worn	S	AR	DNO	N/A					
5	Communication between bucket and cab established (e.g., headset worn)	S	AR	DNO	N/A					
6	Personnel exhibit appropriate work behavior (e.g., no "horseplay")	S	AR	DNO	N/A					
7	Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)	S	AR	DNO	N/A					
8	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)	S	AR	DNO	N/A					
9	All traffic regulation procedures followed	S	AR	DNO	N/A					

Describe the threat(s). How did the crew manage or mismanage the threat(s)?

Describe the crew error(s) and associated undesired states

Comments – Good or bad (Please provide examples)

Errors

E/A – General Safety
E/B – Driving/Parking Error
E/C – Errors Usually Occurring During Pre-arrival and Arrival
E/D – Errors Usually Occurring During Download/Upload/Serviceing
E/E – Errors Usually Occurring During Pushback/Departure

Threats

T/A. Aircraft
T/B. Ground Equipment
T/C. Communication/Interactions
T/D. Documents
T/E. Ground Based
T/F. Human Factors
T/G. Operational
T/H. Leadership & Commitment
T/I. Environmental Threats

11. Pilot Walkaround

Observation Number: _____

Did not observe this section

		Safety Risk Safe (S), At Risk (AR), Did Not Observe (DNO),N/A				Error Code	Threat Code	Threat Effectively Managed Y/N	Error Outcome 1.Inconsequential 2.Undesired state 3.Additional error	Remarks
1	PPE worn	S	AR	DNO	N/A					
2	Personnel exhibit appropriate work behavior (e.g., situational awareness)	S	AR	DNO	N/A					
3	Personnel pay attention to operating A/C beacons and A/C systems	S	AR	DNO	N/A					
4	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)	S	AR	DNO	N/A					

Describe the threat(s). How did the crew manage or mismanage the threat(s)?

Describe the crew error(s) and associated undesired states

Comments - Good or bad (Please provide examples)

Errors

E/A – General Safety
E/B – Driving/Parking Error
E/C – Errors Usually Occurring During Pre-arrival and Arrival
E/D – Errors Usually Occurring During Download/Upload/Serviceing
E/E – Errors Usually Occurring During Pushback/Departure

Threats

T/A. Aircraft
T/B. Ground Equipment
T/C. Communication/Interactions
T/D. Documents
T/E. Ground Based
T/F. Human Factors
T/G. Operational
T/H. Leadership & Commitment
T/I. Environmental Threats

Additional Threat(s) and Error(s)

Observation Number: _____

Did not observe this section

Describe any additional threat(s) that you observed but were not directly related to the task you focused on. How did the crew manage or mismanage the threat(s)?

Describe any crew error(s) and associated undesired states that you observed but are not directly related to the task you focused on.

Comments - Good or bad (Please provide examples)

Acronyms:

A/C – Aircraft

FOD – Foreign Object Debris

GSE – Ground Safety Equipment

GPU – Ground Power Unit

LOSA – Line Operation Safety Audit

Mx – Maintenance

PPE – Personnel Protective Equipment

ULD – Unit Load Device