

SAFETY ALERT BULLETIN

NUMBERS: SB 17-09
 STATION: ALL
 INCIDENT DATE: Multiple

Approved Ground to Flightdeck Communication: Verbal Communication & Hand Signals

The Ramp Operations Manual (ROM) provides the standard verbiage to be used between the flightdeck and the pushback operator during the aircraft movement. Additionally, the pushback verbiage is placarded on all of our pushbacks (CPN 920-1023).

The ROM also provides the approved hand signals which must be used during aircraft movement.

Recent reports from the field indicate that our compliance with these procedures is not where it should be. As a reminder: **only** approved aircraft movement verbiage and hand signals are to be used at all times. Verbal exchange between the pushback operator and the flightdeck must be delivered in a professional and clear manner. Additionally, you must familiarize yourself with approved hand signals and ensure that these are used at all times.



Resource Citation: Ramp Operations Manual (ROM)
 Section 9-6. Approved Hand Signals
 Section 9-7-8. Wingwalkers
 Section 9-7-10. Pushback Responsibilities Checklist
 Section 9-7-11. Pushback Operation Communications

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