

**Release no:** 26-02 **Issue 2 dated 19 May 2026**

**Title:** Operation of Cabin Doors

**Scope:**

All operations

**Background:**

Paragraph 4.4.2 of the [AirTanker Ground Handling Manual](#) states:

*'During the turnaround of AirTanker/Voyager aircraft, only cabin crew will be permitted to operate cabin doors.'*

This procedure removes any ambiguity over who is responsible for the operation of cabin doors, which is particularly important where access equipment may be required to be moved for any reason. In spite of this, there have been incidents of personnel, other than crew, operating doors without crew authorisation.

**Direction:**

Once the operating flight and cabin crew have boarded the aircraft and until they have left the aircraft after the flight, except in the specific situation detailed below\*, only the operating flight crew and cabin crew are permitted to open, close, or otherwise operate the aircraft cabin doors.

When verbal permission has been granted by the operating flight crew or cabin crew for steps/airbridge/approved access equipment (e.g. catering truck) to be adjusted or removed, once the door is closed, the crew member must remain at the door until:

- For adjustment, positive clearance is given and the door is reopened; or
- For removal, the steps/airbridge/approved access equipment are observed to be fully clear of the aircraft.

These procedures are to ensure that no attempt is made to open the door while steps/airbridge/approved access equipment may still be present during adjustment or prior to removal.

Additionally, these procedures apply to trained and authorised personnel responsible for door opening/closure after crew have left the aircraft.

**CAUTION:** All other individuals, including dispatchers, engineers, deadheading crew and additional personnel assigned to specialist duties etc. are prohibited from operating aircraft cabin doors while the operating flight crew and cabin crew are on board the aircraft. This includes the temporary closing of aircraft doors in adverse weather conditions.

*\*Should a fault occur on a cabin door once the operating flight and cabin crew have boarded the aircraft, the Commander is to be informed and is to approve any operation of the door. In this specific case, and with the Commander's approval, an engineer may operate the door if required as part of the rectification procedure after the safe operation of the door has been considered and when steps/airbridge are in place at the door.*

Under no circumstances is a cabin door to be opened without steps/airbridge (or other approved access equipment e.g. catering truck) in place at the door.

**This notice will remain in place until the next issue of AS.4001 Ground Handling Manual**

