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Safety recommendation: AIC 24-R07/23-2001

Addressed to: Air Niugini Limited

Date issued: 28 June 2024

Investigation link: AIC 23-2001

Action status: Issued

Introduction

On 20 February 2023, at about 16:00 local time (06:00 UTC), a Fokker 70 aircraft, registered P2-ANT, owned and operated by Air Niugini Limited experienced a severe cabin pressurization event during final approach into Jacksons International Airport, Port Moresby, Papua New Guinea, resulting in injuries to some passengers. The AIC immediately commenced an investigation when notified by CASA PNG on 22 February 2023.

Safety Deficiency Description

There was no activation of the Airside Management Plan. The investigation found that this was a result of flight crew not notifying the relevant persons of the injuries sustained by the passengers.

On arrival of the aircraft at Jacksons Airport, Air Niugini Customer Service was unaware of the injured passengers. The cabin crew advised the disembarking passengers to notify Customer Service on the ground if they required medical attention.

Customer Service only became aware of the inflight emergency event when one of the disembarking passengers demanded medical attention for the affected passengers at the Customer Service counter at the Jacksons Domestic Terminal. Customer Service subsequently advised the Ground Operation team of the event and proceeded to arrange for medical assistance for the passengers. The Operator's medical practitioner met with the affected passengers at the Terminal prior to the passengers being transported to hospital for further medical attention.

According to the operator's *Airport Services Manual*, Section 6.18.7.2 'Injury or Accident'.

If an accident or injury happens to a passenger either inflight or on the ground, when in the company's care, immediate action must be taken to lessen his or her suffering to the best extent possible.

In the event of an accident inflight either through turbulence or some other cause, the Pilot In Command of the aircraft will be responsible for radioing the arrival station. The pilot is to advise the Airport Manager of the passenger's name, type of injury and the extent to which medical attention might be required on the ramp or in the private area inside the terminal.

On receipt of this message the Airport Manager or the deputy airport manager will :

- 1. Be responsible for alerting such company personnel as may possess medical or first aid qualification and getting the services of a suitable medical practitioner to attend the arrival of the aircraft.*
- 2. Also contact the nearest ambulance service **IF IT IS NECESSARY.***

On arrival of the aircraft, the injured passengers will disembark after all other passengers and be taken to a suitable place away from public view, so that suitable medical or first aid attention can be taken.

The AIC found that the cabin crew had advised the flight crew of the passenger's discomfort and injuries inflight, however, the flight crew did not radio the arrival station of the injuries sustained by some passengers inflight. Therefore, all persons responsible for attending to the injured passengers were unaware and did not attend to the arrival of the aircraft to attend to the passengers.

Recommendation number AIC 24-R07/23-2001 to Air Niugini Limited.

The PNG Accident Investigation Commission recommends that Air Niugini Operations Limited ensure that in accordance with the operator's *Airport Services Manual*, Version 17, subsection 6.18.7.2, the Pilot in Command of an accident flight, either through turbulence or some other cause where an injury occurs to the passengers, should advise the relevant persons of the passengers' names, type of injury and the extent to which medical attention might be required.

Action requested.

The AIC requests that Air Niugini Operations Limited note recommendation AIC 24-R07/23-2001 and provide a response to the AIC within 90 days of the issue date, but no later than 3 October 2024, and explain (including with evidence) how Air Niugini Operations Limited has addressed the safety deficiency identified in the safety recommendation.



Maryanne J Wal
Chief Commissioner

Air Niugini Limited response to Safety Recommendation AIC 24-R07/23-2001

The AIC did not receive a response from Air Niugini Limited within the 90-day period provided in accordance with *ICAO Annex 13 para 6.10*.

The AIC followed up on 31 October 2024 and again on 12 May 2025. On 30 May 2025, Air Niugini Limited responded to *Safety Recommendation AIC 24-R07/23-2001*, stating that they had taken the following steps to address Safety Deficiency. (Reporting to the Industry):

1. Issue of General Operational Notice 003/2023, Flight Standing Order (FSO) to all crew, on the 03 March 2023, outlining Accident and Incident reporting.
 - Accident and Incident Reporting mandated by CASA PNG CAR Part 12;
 - 12.51 Notification of Accident
 - 12.53 Details of Accident
 - 12.55 Notification of Incident
 - Details of Incident
 - The above Requirements are documented in the Operators FAM (Manual);
 - 7.1.3 Reporting of Accidents
 - 7.1.8 Reporting of Incidents
2. Issue of General Operational Notice 004/2023, Flight Standing Order (FSO) to all crew, on the 03 March 2023, outlining Accident and Serious Definitions.
 - Flight Crew awareness on the ICAO Definitions of Accidents and Serious Incidents.
 - Flight Crew awareness on the Civil Aviation Act Part 1- Preliminary, Section 3 Interpretations.
 - Flight Crew awareness on CAR Part 1 Definitions, Abbreviations and Units of measurements.
 - Flight Crew awareness on CAR Part 12.3 Definitions.
 - Flight Crew awareness of the Operators FAM (Manual) Definitions, and requirements for reporting.
3. Conducted Flight Crew awareness on the operators' procedures on Emergency Notification outlined in the *Operations Manual Version 21.0-20/08/24 (Section 6.16.1)*.
4. Conducted Flight Crew awareness on the operators procedures on Injury or Accident reporting outlined in the *Operations Manual Version 21.0-20/08/24 (Section 6.18.7.2)*.

The operator had also provided copies of the flight standing orders as evidence.

PNG AIC assessment of Air Niugini Limited response

The AIC has assessed the response provided by Air Niugini Limited and notes that Air Niugini Limited acknowledges the safety deficiency identified and the recommendation. The AIC also notes that Air Niugini Limited's corrective actions, address the safety deficiencies identified in *Safety Recommendation AIC 24-R07/23-2001* when the safety actions were effectuated.

The AIC assigned this response a *fully satisfactory intent* rating.

The AIC recorded the status of the AIC Recommendation: **CLOSED**



Maryanne J Wal
Chief Commissioner
28 May 2025