



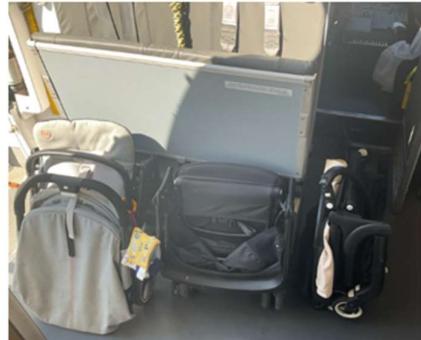
Ground Handling Procedure Alert

250711 Alert Too Large Cabin Baggage

Do not accept too large cabin baggage.

Introduction

Lately, there have been many reports, regarding too large baggage being accepted as "Cabin Baggage" and sent down to the aircraft. You can see some examples below:



The risk

In the event of an emergency, there is a requirement to be able to evacuate the aircraft very quickly, within 90 seconds. That means that all isles and passages need to be free of any obstacles. The below photos show what it looks like, when passengers have "smuggled" these too big strollers, or rather prams onboard and tried to hide them:

SAS



As you can imagine, there is a likelihood of tripping or getting stuck on these prams, so they are not acceptable onboard! They should have been tagged and loaded in the cargo hold as ordinary baggage.

There are also other operational risks involved in this:

- There is a greater risk of delays, if first the passengers, then the cabin crew has to try and fit them in the overhead bins or under the seat, until they realize that these bags need to go down in the cargo compartments.
- In a worst-case scenario, it could pressure the cabin crew to violate the loading requirements and stow them in the wrong positions in the cabin.
- Also, if the argument of baggage size is forwarded from gate into the cabin, there is a risk for unruly passengers onboard.

Avoiding this

There are size requirements stated in the Station Passenger Manual (SPM), chapter 23. The maximum size is: 55cm x 40cm x 23cm, regardless of ticket category.

Use a cabin baggage size gauge tool, such as shown below:



If the bag does not fit, it must be tagged, connected to the passenger PNR and carried in the cargo compartment.

By taking the time doing this at an early stage in the gate, will save you and the cabin crew time and effort at the end of the departure as well as creating a better experience for all passengers onboard.

Inform the passengers

When the decision is made to tag the baggage and send it to the cargo hold, it is also important to inform the passenger, by:

- Giving them the baggage tag receipt, and
- Informing them regarding where to pick up the bags.

This should not be left to the cabin crew.

Thank You for Making us a Safer Airline