



Ground Handling Procedure Alert

Effective date: 21DEC2025

PROCEDURE ALERT – CARRY ON BAGGAGE DURING SEASONAL HOLIDAY PERIOD

Introduction

We have seen an increase in carry-on baggage challenges for some time now, which has led to operational challenges and has also impacted punctuality with delay codes PS 01 and HL. We are now heading into a very busy period with many passengers and a lot of carry-on baggage.

For passengers using manned check-in desk:

- During the period **22DEC2025 to 15JAN2026**, check in staff shall offer passengers to check in **carry-on baggage** free of charge when using manned check-in desk on flights with high booking factor.
- Staff located around the self-service kiosks can also offer passengers to check in their carry-on baggage at manned check-in counters.
- Passengers with carry-on baggage to be checked-in, must go to a manual check-in desk.

Note: This offer is only given in person by the check-in agent at the manual check-in counter and is not preceded by any email offer to passengers.

Exception: Email H-BAG offers will continue to be sent to passengers travelling on the A350 and A321 LR.

- Check-in staff shall use the H-Bag input according to the below.

Important: When checking carry-on baggage, staff must ask affected passengers whether their baggage contains any dangerous goods allowed in cabin, but not in checked baggage, i.e. spare lithium batteries and e-cigarettes. These items must be removed from checked baggage and carried in the cabin.

Ref: SPM 5.1 and SPM 19.1.



Background:

- The procedure to allow carry-on bags to be accepted/checked-in, free of charge on flights with high booking factor and when high number of carry-on are expected. HBAG are bags accepted at check-in, to be loaded in hold and to be collected on the arrival belt at final destination, as any other checked baggage.

Procedure:

Bag to be accepted as a special bag

Baggage		
Additional Hold Baggage: <input type="text"/> / 8 <input type="text"/> KG		
Is this a special bag? <input checked="" type="checkbox"/> Yes <input type="checkbox"/>		

Add Special Bag attribute HBAG-Handbag no charge:

Special Baggage		
	Attribute-Description	Details
1	HBAG	<input type="button" value="▼"/>
		<input type="button" value="▼"/>

A flight banner notifies the staff:

- It is also possible for stations locally, to add a flight banner on affected flights, in advance, when preparing the flight, according to below.
- A flight banner comment to be updated on eligible flights:

Acceptance Banner Comments:
Pls cki carry on bag as SPL bag HBAG free of charge due full flight

Note: Banner is shown for staff when customer is displayed for acceptance.

Thank you for making us a safer airline!

Susanne Birge,
STOQA-D