

GROUND HANDLING BULLETIN –

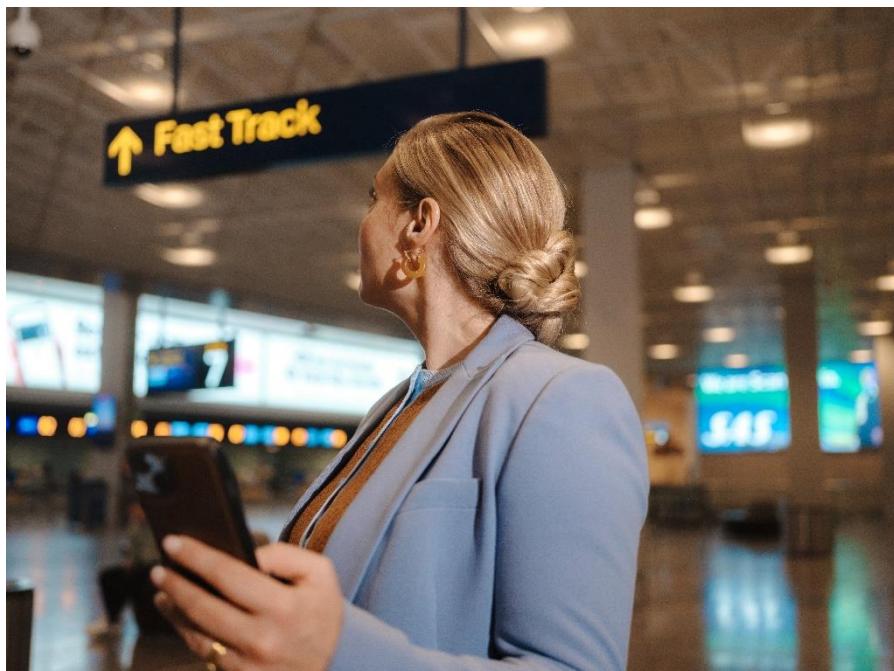
NCCS New Commercial Concept

25SEP2025 version 2

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INTRODUCTION

Effective **01OCT2025**, SAS will implement a new Commercial concept.

In this Bulletin we will inform you about the main features, as well as impact on some rules, processes, and procedures that the new concept entails. The changes are mostly about the new service classes and the impact on different processes, like for example the boarding process. The SPM is updated, and the new revision will be published 01OCT2025.

NEW SERVICE CLASSES – NEW CONCEPT

SAS Service Classes

- 1 **Business:** Long haul Intercont and Short haul international flights (Including Intrascand and Greenland / Nuuk).
- 2 **Premium:** Long haul Intercont and Scandinavian domestic
- 3 **Economy:** All long-haul flights and all short haul flights

New Concept

The new concept has simplified names and are easier to understand.

It is also more aligned with Airline industry and Sky-partners.

- Plus is upgraded to Business on all International flights in Europe (Including Intrascand and Greenland / Nuuk and Middle East)
- Plus is rebranded to Premium on Domestic flights and on Intercontinental flights
- Go is rebranded to Economy on all flights.
- Go Light is rebranded to Economy Light

Included product elements per ticket type on shorthaul

This is what the customer sees.

Stockholm ARN → Malaga AGP

TUE 07 OCT £121.10 WED 08 OCT £198.20 THU 09 OCT £136.50 Sort by: Recommended ▾

OUTBOUND

06:05 – 10:30 Direct, 04h 25m ARN ← → AGP Operated by SAS Connect

Economy 1 left £458.10 Business 1 left £832.10

LIGHT	STANDARD	FLEX	BUSINESS
1 x underseat bag (40 x 30 x 15 cm)	1 x underseat bag (40 x 30 x 15 cm) 1 x 8 kg carry-on bag (55 x 40 x 23 cm) 1 x 23 kg checked bag	1 x underseat bag (40 x 30 x 15 cm) 1 x 8 kg carry-on bag (55 x 40 x 23 cm) 1 x 23 kg checked bag ► Fast track (where available) 🕒 Change to earlier or later flight on day of departure (if available)	1 x underseat bag (40 x 30 x 15 cm) 1 x 8 kg carry-on bag (55 x 40 x 23 cm) 2 x 32 kg checked bag ► Fast track (where available) 💺 Lounge (where available) ✉ Priority boarding 🍴 Meal & drinks 🕒 Empty middle seat**

View trip ▾

📅 Rebookable for fee ✗ Non-refundable £458.10 /adult	📅 Rebookable for fee ✗ Non-refundable £478.10 /adult	📅 Rebookable refundable £513.10 /adult	📅 Rebookable for fee ✗ Non-refundable £832.10 /adult
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Included Product Elements per Ticket Type on Short Haul

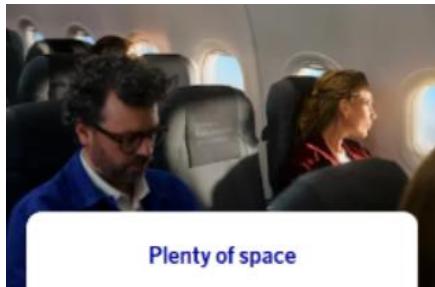
Cabin	Ticket types	Baggage		Onboard			Flexibility			Airport			
		Carry on bag	Checked bag	Front cabin seating	Middle seat free	Cabin divider	Meals & drinks	Rebookable	Free rebooking	Refundable	Lounge access	Fast track	Prio boarding
Economy	Light	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
	Standard	✓	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
	Flex	✓	✓	✗	✗	✗	✗	✓	✓	✓	✗	✓	✗
Premium Economy	Premium	✓	✓ (2x23 kg)	✓	✗	✗	✓	✓	✗	✗	✓	✓	✓
	Premium Flex	✓	✓ (2x23 kg)	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓
Business	Business	✓	✓ (2x32 kg)	✓	✓ (New)	✓ (New)	✓ (2.0)	✓	✗	✗	✓ (2.0)	✓	✓
	Business Flex	✓	✓ (2x32 kg)	✓	✓ (New)	✓ (New)	✓ (2.0)	✓	✓	✓	✓ (2.0)	✓	✓

Note: Lounge access for Premium only applicable for Domestic flights in Scandinavia.

MIDDLE SEAT FREE A320FAM

As part of the new concept, SAS will leave the middle seat vacant in Business class, on short-haul International flights, operated with the A320 family.

Note: *Middle seat free will also be applicable on Wetlease aircrafts a part of the A320 Family and B737 Family.*



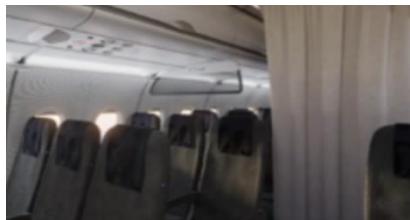
Plenty of space

Empty middle seats and extra leg room ensures space to wiggle both toes and elbows in your separated Business cabin.

Note: *Other aircraft types: E195, AT7 and CRJ will have Business class, however, all seats in the Business cabin will be used.*

Movable Cabin Divider

The movable cabin divider will only be used on international flights including Intrascand. On Domestic flights, the old type of class divider signs will be placed on top of the headrests as today.

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SAS SERVICE CLASSES AND BOOKING CLASSES

SAS Service classes and booking classes are divided as follows:

Type of flight	Service Class	Booking Class	Notes
	First	F	Not used

Type of flight	Service Class	Booking Class	Notes
Longhaul	SAS Business	C D Z J I I	Revenue C Non Revenue C, Award travel Non Revenue C, ID travel
	Premium	Y S B P A F	Revenue Y Non Revenue Y, Award and ID travel
	Economy	E M H Q V W U R K N L T O G X Note: Revenue booking classes in Economy are listed in descending order left to right, highest to lowest, where: <ul style="list-style-type: none"> • E = Most expensive, and, • T/O = Least expensive • O = Youth fare long haul • V = Youth fare short haul • G = Group 	Revenue M Non Revenue M, Award travel and ID travel
Shorthaul International	Business	C D Z J I I Y S B P A F	Revenue C Non Revenue C, Award travel Non Revenue C, ID travel
	Economy	E M H Q V W U R K N L T O G X Note: Revenue booking classes in Economy are listed in descending order left to right, highest to lowest, where: <ul style="list-style-type: none"> • E = Most expensive, and, • T/O = Least expensive • O = Youth fare long haul • V = Youth fare short haul • G = Group 	Revenue M Non Revenue M, Award travel and ID travel

Type of flight	Service Class	Booking Class	Notes
Shorthaul Domestic Scandinavia (DK, NO, SE)	Premium	C D Z J Y Y S B P A I	Revenue C Non Revenue Award travel and ID travel
	Economy	E M H Q V W U R K N L T O G X Note: Revenue booking classes in Economy are listed in descending order left to right, highest to lowest, where: <ul style="list-style-type: none"> • E = Most expensive, and, • T/O = Least expensive • O = Youth fare long haul • V = Youth fare short haul • G = Group 	Revenue M Non Revenue M, Award travel and ID travel

SHORHAUL INTERNATIONAL - EUROPEAN AND INTRASCANDINAVIAN ROUTES

For technical reasons SK has defined booking classes Y, S, B, P, A as premium economy, however the commercial concept is business class. Booking classes C, D, Z, J are defined as business, in line with the commercial concept

Searching for the new SK business class on Shorthaul international with departure from 1 October 2025, a GDS cabin search can be done for prices and availability. This definition is based on the RBD cabin definition.

Note:

The following tickets are always Non-Revenue:

- Infant tickets
- Award tickets.
- All types of ID tickets

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BAGGAGE ALLOWANCE UNCHECKED BAGGAGE (CARRY-ON)

Definition

Unchecked baggage is the total amount of the baggage presented for carriage in the aircraft cabin

Allowance Short Haul Flights

Service Class	Unchecked Baggage		Underseat Bag
	Maximum Number of Pieces	Maximum Weight and Dimension Per Piece	
Economy	Economy	1	8 Kg 55 × 40 × 23 cm (22 × 16 × 9 in) 1 Underseat bag such as one small ladies' handbag or one small lap top bag with the Maximum dimensions per piece 40 × 30 × 15 cm Max capacity: 18 liters
	Economy Light with Underseat bag only*	0	- 1 Underseat bag such as one small ladies handbag or one small lap top bag with the Maximum dimensions per piece: 40 x 30 x 15 cm Max capacity: 18 liters Note: The bag must be placed under the seat in front.
Business Shorthaul International (Including Intrascand and Greenland/ Nuuk and Middle East)		1	8 Kg 55 × 40 × 23 cm (22 × 16 × 9 in) 1 Underseat bag such as one small ladies' handbag or one small lap top bag with the Maximum dimensions per piece 40 × 30 × 15 cm Max capacity: 18 liters
Premium (Shorthaul Scandinavian domestic, incl. FAE)		1	8 Kg 55 × 40 × 23 cm (22 × 16 × 9 in) 1 Underseat bag such as one small ladies' handbag or one small lap top bag with the Maximum dimensions per piece 40 × 30 × 15 cm Max capacity: 18 liters

Note 1: Passengers With EuroBonus status EBG, EBD or EBP have always cabin baggage allowance according one (1) carry-on bag 55 × 40 × 23 cm, maximum 8 kg, even when traveling on an Economy Light ticket.

Note 2: *If traveling on Economy Light with an underseat bag only, the bag must always be placed under the seat in front.*

Note 3: *Passengers traveling in Economy Light with an underseat bag only, can buy an extra unchecked baggage or PETC.*

Allowance Long Haul Intercontinental Flights (Including Connecting SAS Flights)

Service class	Unchecked baggage		Underseat Bag
	Maximum number of pieces	Maximum weight and dimension per piece	
Economy	1	8 kg 55 × 40 × 23 cm (22 × 16 × 9 in)	1 Underseat bag; such as one small ladies handbag or one small lap top bag with the Maximum dimension per piece: H40 × W30 × D15 cm Max capacity: 18 liter <u>Note:</u> <i>If traveling with one Unchecked baggage and one Underseat bag, the Underseat bag shall be placed under the seat in front when possible.</i>
SAS Premium	2	8 kg 55 × 40 × 23 cm (22 × 16 × 9 in)	1 Underseat bag; such as one small ladies handbag or one small lap top bag with the Maximum dimension per piece: H40 × W30 × D15 cm Max capacity: 18 liter
SAS Business	2	8 kg 55 × 40 × 23 cm (22 × 16 × 9 in)	1 Underseat bag; such as one small ladies handbag or one small lap top bag with the Maximum dimension per piece: H40 × W30 × D15 cm Max capacity: 18 liter

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BAGGAGE ALLOWANCE CHECKED BAGGAGE

Service class/Booking class	Number of pieces per passenger	Weight per piece
Business Intercontinental flights and, European flights (except domestic DK, NO, SE)	2	32 kg/70 lbs
Premium Intercontinental flights and, DK, NO, SE Domestic	2	23 kg/50 lbs
Economy	1	23 kg/50 lbs
Economy Light	0	0
Infants	1 1 baby pram/stroller/push chair and 1 car type child seat (maximum 3 package together) added to baggage allowance for Children and infants traveling in all service classes, booking classes, even Economy Light.	23 kg/50 lbs 23 kg/50lbs for the baby pram
Children	One baby pram/stroller/push chair and one Car type child seat (maximum 3 package together) added to baggage allowance for Children and infants traveling in all service classes, booking classes, even Economy Light.	23 kg/50 lbs for the pram

Note: Passengers traveling within the Price concept, Economy Light has no Free Baggage Allowance.

Exception: High Tier passengers: Eurobonus Pandion, Diamond, Gold, Silver, SkyTeam Elite Plus, Sky Team Elite.

Additional Baggage Allowance for Special Categories

The table below shows the free baggage allowance for special passenger categories:

Passenger category		Number of pieces per passenger	Weight per piece
ID passengers	SAS Business	2	32 kg/70 lbs
	SAS Premium	2	23 kg/50 lbs
	SAS Economy		
SEMN/Offshore		2	According to service class
SAS Sport Concept *		2	According to service class
Travel Pass customers		2	According to service class

* SAS offers the Sport Concept to leaders and active members in connection with competition, training or associated club travel affiliated to Norway's, Denmark's and Sweden's sport federations.

Additional Baggage Allowance for Eurobonus Members

In addition to the free baggage allowance EuroBonus members, SkyTeam Elite Plus and SkyTeam Elite members have additional baggage allowance.

The table below shows the additional baggage allowance for EuroBonus, SkyTeam Elite Plus and SkyTeam Elite members. This is also applicable when traveling in Economy Light.

Tier level	Number of pieces per passenger	Weight per piece
EuroBonus Pandion, EBP	+2 pcs	According to booking class
EuroBonus Diamond, EBD*		
EuroBonus Gold, EBG*		
EuroBonus Silver, EBS*	+1 pc	
SkyTeam Elite Plus members SkyTeam Elite members		

Note 1: *The additional free baggage allowance is valid for EBD, EBG, EBS, SkyTeam Elite Plus and SkyTeam Elite, even when traveling on Economy Light fare.*

Note 2: *SkyTeam Elite Plus Members are eligible to check-in 1 additional piece with maximum dimensions of 158 cm and maximum weight of 32 Kg in SAS Business/ Premium (Intercont) and 23 Kg in Economy.*

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EXCESS BAGGAGE RATES

Excess Rates Carry-on Baggage Paid via Handheld Terminal

The table below shows the excess rate for a Cabin baggage, applicable for passengers traveling in Economy Light (when only an underseat bag is included).

Passenger	Number of Pieces, Maximum Weight and Dimension Per Piece	Price Domestic SE/DK/NO and Intrascand (Including FAE)	Europe (Including Greenland and Middle East)
Passenger traveling on Economy Light ticket	1 Piece 8 kg 55 × 40 × 23 cm (22 × 16 × 9 in)	EUR 45 SEK 450 NOK 450 DKK 400 USD 50	EUR 50 SEK 500 NOK 500 DKK 450 USD 55

Excess Rates – Additional Pieces

The table below shows the excess rates for extra/additional pieces of baggage, within the standard weight limit:

Service class	Weight	Domestic (including FAE)	Europe including Greenland & Intrascand	Intercont & Middle East
Economy	Max 23 kg	EUR 55 SEK 540 NOK 540 DKK 450 USD 65	EUR 75 SEK 690 NOK 690 DKK 570 USD 85	EUR 100 SEK 990 NOK 990 DKK 750 USD 105 CAD 135
Premium	Max 23 kg	EUR 55 SEK 540 NOK 540 DKK 450 USD 65	N/A	EUR 100 SEK 990 NOK 990 DKK 750 USD 105 CAD 135
Business	Max 32 kg	N/A	EUR 75 SEK 690 NOK 690 DKK 570 USD 85	EUR 100 SEK 990 NOK 990 DKK 750 USD 105 CAD 135

Excess Rates – Exceeding the Weight Limit

The table below shows the excess rates when exceeding the standard weight limit:

Service class	Weight	Domestic (Including FAE)	Europe including Greenland & Intrascand	Intercont & Middle East
Premium Economy	23,1 – 28 kg	EUR 55 SEK 620 NOK 620 DKK 410 USD 65	EUR 65 SEK 720 NOK 720 DKK 430 USD 75	EUR 75 SEK 840 NOK 840 DKK 560 USD 90 CAD 120
	28,1 – 32 kg	EUR 85 SEK 950 NOK 950 DKK 640 USD 100	EUR 105 SEK 1150 NOK 1150 DKK 790 USD 120	EUR 135 SEK 1500 NOK 1500 DKK 1000 USD 160 CAD 215

The maximum weight per piece of checked baggage is 32 kg/70 lbs. Baggage weighing more than 32 kg, must be repacked by the passenger, or has to be sent as cargo.

Exceptions: AVIH, Sporting baggage, Musical instruments and Wheelchairs are accepted, although the maximum weight exceeds 32 kg.

Excess Rates for Special Baggage Exceeding the Maximum Weight Limit of 32 kg

Service class	Weight	Domestic	Europe including Greenland & Intrascand	Intercont & Middle East
All classes	32,1 – 45 kg	EUR 115 SEK 1150 NOK 1150 DKK 840 USD 135	EUR 155 SEK 1550 NOK 1550 DKK 1130 USD 180	EUR 210 SEK 2100 NOK 2100 DKK 1530 USD 245
	> 45,1 kg	EUR 150 SEK 1500 NOK 1500 DKK 1090 USD 175	EUR 215 SEK 2150 NOK 2150 DKK 1560 USD 250	EUR 325 SEK 3250 NOK 3250 DKK 2370 USD 380

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HANDLING OF PRIORITY BAGGAGE

The table below shows when to use the Priority Baggage tag.

When to use	How to use
All scheduled flights, irrespective of booking class: <ul style="list-style-type: none">• Pandion EBP.• EuroBonus Diamond EBD.• EuroBonus Gold EBG.• First Class.• SkyTeam Elite Plus passengers. Additional for scheduled international flights: <ul style="list-style-type: none">• Business and Premium.• Award passengers in Business and Premium.• ID-passengers with confirmed seats in Business and Premium. Domestic flights: <ul style="list-style-type: none">• Passengers booked in booking class C	A SkyTeam Baggage tag must be attached to all pieces of the passenger's checked baggage at the station of origin.  A yellow arrow-shaped baggage tag. The word "Priority" is printed in black on the left side. In the center, there is a small rectangular box with the text "Attach bag tag here". On the right side, the SAS logo is displayed, which consists of the letters "SAS" in a bold, black, sans-serif font, with a stylized globe icon to the right.
	Example of Priority Baggage Print <u>Note:</u> <i>Passengers eligible for Priority Baggage on any of the flights in the routing are entitled to the SkyTeam Priority Baggage Tag.</i>

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INTRODUCING SAS ONE LOUNGE CONCEPT

SAS is reintroducing a Business Class experience on its short-haul European flights, starting 01OCT2025. In connection with this, we're excited to announce that we're merging our SAS Gold and SAS Lounges at Arlanda, Copenhagen and Oslo airports into one shared lounge. This will also be implemented starting 01OCT2025.

SAS new One Lounge concept will create a more spacious lounge experience, where each lounge visitor can choose the seat that suits them the best. The food and beverage offerings will be harmonized to reflect the premium experience currently available in our Gold lounges — making every lounge visit more enjoyable.

What's new?

1. Improved Lounge F&B offer

The food and beverage offerings will be harmonized to reflect the premium experience currently available in our Gold lounges — making every lounge visit more enjoyable.

Barista bar will be available for all lounge visitors at SAS lounge in Copenhagen.



2. Implementation of purposeful zoning

People come to the lounge with different needs. Some are on vacation, some are businesspeople, and some seek a quiet moment to learn or reflect. We therefore implement purposeful zoning to divide each Lounge into different zones, to cater for diverse traveler personas and needs.



3. New and updated Lounge areas

- 1) Larger and improved Work zone at Arlanda
- 2) Larger and improved Work zone at Oslo
- 3) New Silent relax zone at Copenhagen
- 4) Design refresh of guest offices
- 5) Upgraded furniture design at selected areas



4. Improved Ways of working

- 1) More seamless entry- and exit into our SAS lounges
- 2) Improved IT simplicity
- 3) Improved and simplified ways of working



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BOARDING

Priority Boarding

Boarding shall always and strictly start with SkyPriority boarding for premium passengers; EuroBonus Pandion, EuroBonus Diamond, EuroBonus Gold, SkyTeam Elite Plus, Business and Premium.

SkyPriority Boarding Groups:

- **Group 0:** EuroBonus Pandion
- **Group 1:** EuroBonus Diamond, EuroBonus Gold, SkyTeam Elite Plus and (Business, Intercont).
- **Group 2:** Business (Short haul Europe), Premium Intercont and Premium (Short haul Domestic Denmark, Norway, Sweden).

Sky Priority passengers shall be identified and be given the opportunity to board first. Other passengers shall, during priority boarding, be declined and asked to wait until their boarding groups or seat rows are announced.

Group Boarding is possible on SAS flights handled in Altéa DCS. The purpose with group boarding is to secure that Sky Priority passengers (stated above) can board first and without disorder. Other passengers will automatically be declined and have to wait until their boarding group is open.

Sky Priority passengers are always included in the boarding groups 0, 1 and 2 and should therefore always be opened first to perform Sky Priority Boarding.

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BOARDING PROCEDURE SHORT HAUL FLIGHTS

The boarding procedure on all shorthaul flights shall be performed as followed:

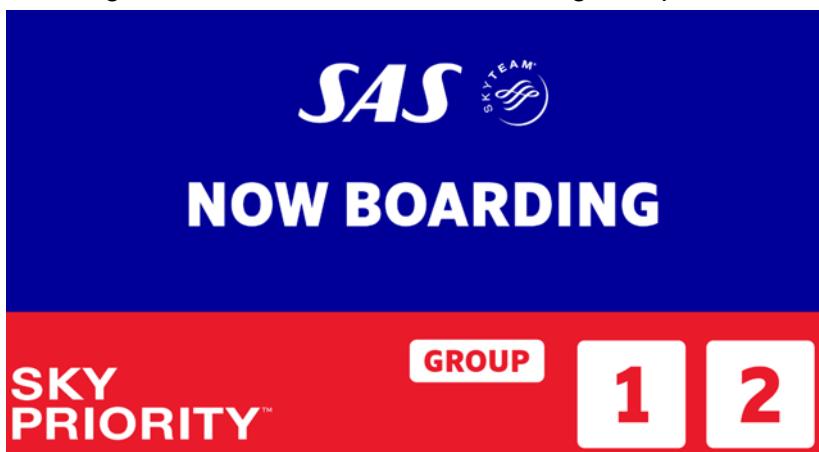
- 1 Pre-boarding: Pre-boarding announcement is mandatory and shall always be carried out exactly as stated in SPM 19.4.



- 2 Boarding shall always and strictly start with Sky Priority boarding. Start with EuroBonus Pandion Boarding group 0. (Group 0 will not appear on our signage). Continue with EuroBonus Diamond, EuroBonus Gold and SkyTeam Elite Plus. Their Boarding card shall be marked with Boarding Group 1.



- 3 Continue with Sky Priority boarding Group 2, for Business (Short haul Europe) or Premium passengers (Short haul domestic Denmark, Norway, Sweden). Their boarding card shall be marked with Boarding Group 2.



4 Boarding continues with Boarding group 3, which is EuroBonus Silver, SkyTeam Elite members, Passengers seated on Exit row and Economy Flex. Their boarding pass shall be marked with Boarding group 3.

Note: *When opening for Boarding Group 3, you also open a separate Priority boarding lane, for Sky Priority, when possible. For more information regarding SkyPriority Boarding Lane, see below after. ***



5 Boarding Group 4: Economy and Economy Light passengers with prepaid carry-on bag. Passengers will board directly after Boarding Group 3. Their boarding passes shall be marked with Boarding Group 4.



6 Economy Light passengers without prepaid carry-on bag, will board the aircraft last. Their boarding card shall be marked with Boarding Group 5.



7 Boarding All Passengers.



****Usage of Priority Boarding Lane.**

Priority Lane (for Boarding Group 0, 1 and 2) shall always be available when possible and take place in the manual gate entrance where staff can verify the access. Physical or monitor signs indicating the Priority Lane should be used.

The table below shows the different Boarding Groups for Shorthaul flights Europe and the order of Boarding

Boarding Group	Passengers
0	EuroBonus Pandion EBP
1	EBD, EBG and SkyTeam Elite Plus
2	Business
3	EuroBonus Silver, SkyTeam Elite, passengers seated on Exit rows and Economy flex
4	Economy and Economy Light passengers with prepaid carry-on bag
5	Economy Light passengers

* Economy Light passengers with a prepaid Carry-on bag will receive the SSR CABB and the Boarding Group 4 if they make the payment online (via "My Bookings") or in the Ground Handling app. They will not receive the SSR CABB and Boarding Group 4, if they make the payment via a handheld terminal at the station.

The table below shows the different Boarding Groups for Shorthaul Domestic flights (Denmark, Norway, Sweden) and the order of Boarding

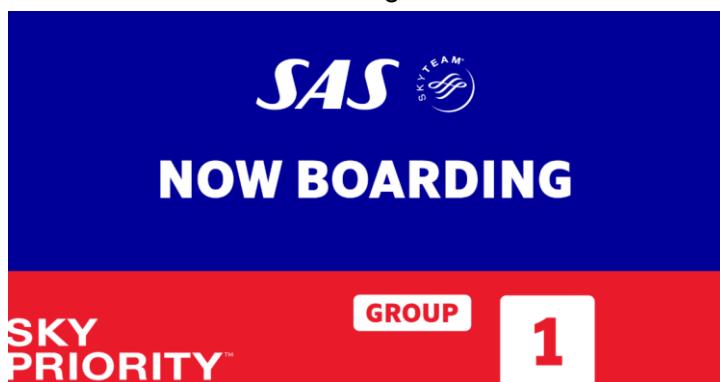
Boarding Group	Passengers
0	EuroBonus Pandion EBP
1	EBD, EBG and SkyTeam Elite Plus
2	Premium
3	EuroBonus Silver, SkyTeam Elite, passengers seated on Exit rows and Economy flex
4	Economy and Economy Light passengers with prepaid carry-on bag
5	Economy Light passengers

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BOARDING PROCEDURE LONG HAUL FLIGHTS

The boarding procedure on all Longhaul flights shall be performed as followed:

- 1 Pre-boarding: Pre-boarding announcement is mandatory and shall always be carried out exactly as stated in SPM 19.4 "Boarding Announcement".
- 2 Boarding shall start with Boarding Group 0 (Pandion) when passengers with Pandion status are booked. (Group 0 will not appear on our signage).
- 3 Boarding shall always and strictly continue with Priority boarding 1 for Sky Priority customers; EuroBonus Diamond, EuroBonus Gold and SkyTeam Elite Plus and SAS Business. Their boarding card shall be marked with Boarding Group 1.



4 Continue with Priority Boarding 2. Their boarding card shall be marked with Boarding Group 2.



5 Boarding continues with Boarding group 3, which is EuroBonus Silver and SkyTeam Elite members, passengers seated on Exit rows and Economy flex. Their Boarding pass shall be marked with Boarding group 3.



The remaining passengers shall be boarded via rows, so that the passengers seated in the rear part of the aircraft will board first.

6 Boarding All Passengers. (If needed)



The table below shows the different Boarding Groups for Longhaul flights and the order of Boarding

Boarding Group	Passengers
0	EuroBonus Pandion EBP

Boarding Group	Passengers
1	C Cabin (Business) and EBD, EBG and SkyTeam Elite Plus
2	Y cabin (Premium, when applicable)
3	EuroBonus Silver, SkyTeam Elite, passengers seated on Exit rows and Economy Flex
4	Row 41–57
5	Row 30–40
6	Row 21–29
7	Row 11–20
8	Row 1–10

More information about Boarding Group functionality:

Boarding Group Boarding functionality will apply when any device e.g. Gate reader/E-gate/Self Boarding Gate used for boarding. Manual boarding will overrule the Boarding Group eligibility and will always result in a successful boarding.

If a passenger tries to board before that passengers' Boarding Group is open, he/she will be rejected.

Examples:

- Boarding Group 1 is open, and a passenger seated in Economy, and with EuroBonus Tier Level status Gold try to board. That will work fine, and the passenger is welcome to board.
- Boarding Group 1 is open and a passenger with Economy ticket, seated in Group 4 (M-cabin), try to board. That passenger will be rejected, and the reply will be (Group not Open).

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BOARDING ANNOUNCEMENTS SHORT HAUL

FLIGHTS

Boarding Announcement Short Haul Flights - International

SAS Pre Boarding Announcement (to be performed 25–30 minutes before departure)

Welcome to SAS and SkyTeam and this flight to xxx. In a few minutes, we will start boarding. We will board by groups. Your group is shown on your boarding card. For a smoother boarding please come forward only when your boarding group is being called.

If you have Boarding Group 5 on your boarding card and have not pre-paid for your carry-on bag, please come see us at the desk and we will assist you before boarding starts.

Change last section to below if there is no existing payment option at the gate desk:

If you are an Economy Light passenger, with Boarding group 5 on your boarding card, you may only bring one small bag to have under the seat in front of you. If you would like to bring a carry-on bag, please go to My Bookings on flysas.com and pay the carry-on bag fee before boarding starts. You may scan the QR code on the screen/ bag sizers for easy access (if available).

- Note 1:** *PWD, UMNR and INF – to be approached and offered manual preboarding, preferably before Priority Boarding.*
- Note 2:** *If remote boarding, replace “to board the aircraft” with “to board the shuttle bus”.*
- Note 3:** *Sequence boarding is prohibited on aircraft e.g. CRJ/ATR due to risk of tail tipping.*

SAS Pandion Boarding Announcement

We would like to invite passengers in boarding group 0 to come to the desk for boarding. Your boarding card is marked with group 0.

1. SAS Priority Boarding Announcement 1

We are now ready for Priority Boarding and invite our EuroBonus Diamond, Gold, and SkyTeam Elite Plus members to board first. Your boarding card is marked with group 1.

If you are not in boarding group 1, we kindly ask you to step aside.

2. SAS Priority Boarding Announcement 2

We will now continue Priority Boarding by inviting our Business class passengers to board. Your boarding card is marked with group 2.

Note: *Please observe that when both front and aft entrance are in use, the announcement shall give direction to passengers seated from row 15 and backwards to use the aft entrance to the aircraft.*

3. Boarding Announcement for EuroBonus Silver and SkyTeam Elite members and passengers seated on exit row and Economy Flex

We now invite our EuroBonus Silver and SkyTeam Elite members and other passengers with boarding group 3 to board. Your boarding card is marked with group 3.

Group 1 and 2 are welcome to use the SkyPriority lane.

4. Boarding Announcement for Economy & Economy Light passengers with prepaid carry-on bag

We now invite passengers with boarding group 4 to board.

5. Boarding Announcement for Economy Light passengers (boarding group 5)

We now invite our passengers with boarding group 5 to board. Thank you for your patience. We wish you a pleasant flight with us at SAS.

6. Final call Boarding Announcement (if needed)

We are now ready for departure and invite all passengers to board immediately.

Boarding Announcement Short Haul Flights Domestic Scandinavia (DK, NO, SE)

SAS Pre Boarding Announcement (to be performed 25–30 minutes before departure)

Welcome to SAS and SkyTeam and this flight to xxx. In a few minutes, we will start boarding. We will board by groups. Your group is shown on your boarding card. For a smoother boarding please come forward only when your boarding group is being called.

If you have Boarding Group 5 on your boarding card and have not pre-paid for your carry-on bag, please come see us at the desk and we will assist you before boarding starts.

Change last section to below if there is no existing payment option at the gate desk:

If you are an Economy Light passenger, with Boarding group 5 on your boarding card, you may only bring one small bag to have under the seat in front of you. If you would like to bring a carry-on bag, please go to My Bookings on flysas.com and pay the carry-on bag fee before boarding starts. You may scan the QR code on the screen/ bag sizers for easy access (if available).

Note 1: *PWD, UMNR and INF – to be approached and offered manual preboarding, preferably before Priority Boarding.*

Note 2: *If remote boarding, replace “to board the aircraft” with “to board the shuttle bus”.*

Note 3: *Sequence boarding is prohibited on aircraft e.g. CRJ/ATR due to risk of tail tipping.*

SAS Pandion Boarding Announcement

We would like to invite passengers in boarding group 0 to come to the desk for boarding. Your boarding card is marked with group 0.

1. SAS Priority Boarding Announcement 1

We are now ready for Priority Boarding and invite our EuroBonus Diamond, Gold, and SkyTeam Elite Plus members to board first. Your boarding card is marked with group 1.

If you are not in boarding group 1, we kindly ask you to step aside.

2. SAS Priority Boarding Announcement 2

We will now continue Priority Boarding by inviting our Premium class passengers to board. Your boarding card is marked with group 2.

Note: *Please observe that when both front and aft entrance are in use, the announcement shall give direction to passengers seated from row 15 and backwards to use the aft entrance to the aircraft.*

3. Boarding Announcement for EuroBonus Silver and SkyTeam Elite members and passengers seated on exit row and Economy Flex

We now invite our EuroBonus Silver and SkyTeam Elite members and other passengers with boarding group 3 to board. Your boarding card is marked with group 3.

Group 1 and 2 are welcome to use the SkyPriority lane.

4. Boarding Announcement for Economy & Economy Light passengers with prepaid carry-on bag

We now invite passengers with boarding group 4 to board.

5. Boarding Announcement for Economy Light passengers (boarding group 5)

We now invite our passengers with boarding group 5 to board. Thank you for your patience. We wish you a pleasant flight with us at SAS.

6. Final call Boarding Announcement (if needed)

We are now ready for departure and invite all passengers to board immediately.

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BOARDING ANNOUNCEMENTS LONG HAUL

FLIGHTS

SAS Pre Boarding Announcement (to be performed 25–35 minutes before departure)

Welcome to SAS and SkyTeam and this flight to xxx. In a few minutes, we will start boarding. We will board by groups. Your group is shown on your boarding card. For a smoother boarding please come forward only when your boarding group is being called.

Note 1: PWD, UMNR and INF* – to be approached and offered manual preboarding.

Note 2: If remote boarding, replace “to board the aircraft” with “to board the shuttle bus”.

*Passengers with severe allergy on flights to/from Canada must be offered pre-boarding. Reference: SPM 15.2.6 “Allergic Passengers”.

SAS Pandion Boarding Announcement

We would like to invite passengers in boarding group 0 to come to the desk for boarding. Your boarding card is marked with group 0.

1. SAS Priority Boarding Announcement 1

We are now ready for Priority boarding and invite our EuroBonus Diamond, Gold, Business class passengers and SkyTeam Elite Plus members to board first.

Your boarding card is marked with group 1.

If you are not in boarding group 1, we kindly ask you to step aside.

2. SAS Priority Boarding Announcement 2

We will now continue Priority boarding by inviting our Premium class passengers to board. Your boarding card is marked with group 2.

Note: Please observe that when both front and aft entrance are in use, the announcement shall give direction to passengers seated from row 15 and backwards to use the aft entrance to the aircraft.

3. Boarding Announcement for EuroBonus Silver and SkyTeam Elite members and passengers seated in Economy Flex

We now invite our EuroBonus Silver and SkyTeam Elite members and other passengers with boarding group 3 to board. Your boarding card is marked with group 3.

4. Boarding Announcement 4

We now invite passengers in Boarding Group X, or by row to board. Your boarding card is marked with group X.

5. Boarding announcement

We now invite all passengers to board. Thank you for your patience. We wish you a pleasant flight with us at SAS.

6. Final call Boarding Announcement (if needed)

We are now ready for departure and invite all passengers to board immediately.

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WEIGHT & BALANCE ON A320 FAMILY WITH MIDDLE SEAT FREE IN BUSINESS CLASS

When introducing the new service concept on SAS with business class with the middle seats in C class blocked on the Airbus fleet. This is expected to shift the aircraft's balance further aft, as the overall weight in the forward section (section 0A) will generally decrease, creating more tail-heavy departures.

Because of this, all staff involved in turnarounds and departures must be especially attentive to weight and balance.

Proactive communication between all involved functions during the turnaround is essential to avoid "late surprises" at the final stage of the process that could put the aircraft outside trim limits.

When passengers seated in the forward cabin area (Section 0A) miss their flight or are offloaded due to late connections, the aircraft may go out of trim. In such cases, the load controller may need to request passenger re-seating to keep the aircraft within balance limits.

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LOADING AND LOAD PLANNING

There is no change to the basic loading procedures for ground handling teams.

However, with the new balance conditions (middle seat free in C class), load planning must take this into account. On some flights, more deadload load will need to be planned in the forward hold than before.

Likewise, if you move load from the forward hold to the aft hold and thereby reduce forward weight, it can also affect the trim, which could lead to passengers having to be re-seated or even put the aircraft outside balance limits. These situations make it even more important to coordinate closely and communicate any changes.

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USE OF BALLAST

In some situations, ballast will be needed to keep the aircraft within trim limits. In cases where passenger re-seating is not an option, ballast may be required and will be shown on the Loading Instruction.

When ballast is planned by the Central Load Control (CLC), it will appear on the Loading Instruction as usual.

If ballast might be needed. For example when near balance limits with reduced options for moving passengers or deadload. It will be listed on the “Supplementary Information” row of the Loading Instruction as “standby ballast” but without a compartment allocation.

This informs the loading team to prepare and bring ballast to the aircraft side. If ballast is actually required, a revised Loading Instruction will be issued with the ballast allocated to specific compartments.

This revised instruction must be confirmed by the responsible load function at the station before loading.

Note: *The remaining part of the process is described in SAS AHM 8.3.4*

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DELAY CODE

SAS have a delay code for new products roll out.

The code must only be used if the delay is caused by the New commercial concept.

Delay code: ED01 – “New products roll-out” + free text that explain the reason for the delay.

The delay code may be used until 15NOV2025.

SAS SIGNAGE AT AIRPORTS

In conjunction with the implementation of the new Business Class onboard, all SAS Signage at airports – both digital and physical- will be updated. This is due to two main reasons:

SAS will align the new design concept, implemented this spring, on the new signage.

An inventory of all signage was completed in August. The physical signs have been produced and were shipped out last week.

As with last year's transition to SkyTeam, we kindly ask you to safely set aside the signs and replace them after the last SAS flight on **30SEP2025**, ensuring the new signage is in place by **01OCT2025**.

Digital signage is available on the team site **SAS Airport Signage**, where all ordered digital images from the Signage Inventory have been uploaded. Please download the files and forward them to the relevant airport contacts in good time so they can upload them into the system and have them ready for use by **October 1st**.

All station managers are members of this team site, but please ensure that the person responsible for signage also has access.

If you have not received the physical signs by **Friday, 26SEP**, or if you are already missing any digital signage, please contact:

 alexandra.tsarapatsanis@sas.se

Thank you for your continued cooperation and support in ensuring a smooth transition. Please don't hesitate to reach out if you have any questions or need assistance.

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QUESTIONS

If you have questions regarding this Bulletin, don't hesitate to contact us.

Email: sasgroundhandling@sas.se.

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Editors: Susanne Birge and Alexander Andersson, STOQA-D