GROUND HANDLING BULLETIN

01NOV2024

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PROCEDURE

Lessons Learned from Recent Occurrences

Recently, we experienced two significant incidents that resulted in aircraft damage, both of which occurred during pushback operations and pre-departure communication. These events have highlighted three important lessons.

1 Damage Assessment Responsibility

In both cases, flight crews requested ground handlers to perform damage assessments on the aircraft. Ground staff are neither trained nor authorized to evaluate potential aircraft damage.

Ground handlers must decline any request for damage assessments and promptly refer the issue to the relevant technical team.

2 Importance of Standardized Communication

Deviations from standard phraseology led to misunderstandings, misinterpretations, and confusion on both sides. Misalignment in expectations and different interpretations of non-standard instructions created a situation which made these occurrences possible.

Adherence to standard aviation phraseology is essential. All communication between ground crews and flight crews must use standard terminology to ensure clarity and prevent miscommunication.

3 Compliance with Standard Procedures

Both incidents also revealed a lack of adherence to standard operating procedures. Procedures exist to ensure the safety and efficiency of operations, many of them written in blood, deviations from standards increases the likelihood of accidents or incidents.

Standard procedures in all ground operations are there for a reason, each deviation create a hole in the Swiss Cheese Model, and the Safety impact of this must not be underestimated. This is particularly true during pushback and pre-departure operations.

Conclusion

Even if punctuality get a lot of attention, **SAFETY** remains our top priority. By ensuring that damage assessments are handled by the appropriate technical departments, maintaining adherence to standard phraseology, and following established procedures, we can reduce the risk of future incidents and safeguard our future operations.

Thank you for making us a safer Airline!

Pre-Charge Removal

We have decided to end the use of pre-charge (sanitary fluid) in conjunction with waste service for A330, A320 and E195 (this was never performed in A350) starting from the first of November with the new revision of Water & Waste Manual.

We believe this is something that stems from when flush type toilets were used and sanitary fluid was necessary to prevent a foul smell, this is not needed when using vacuum type toilets.

Not having to purchase, handle and fly with sanitary fluid to the extent that we use to is something that will save money, environment and logistic work for everyone involved without any obvious drawbacks. We also believe using only water will improve the situation with clogged waste systems which occasionally has happened.

SAS is also considering adding stickers with this information inside the waste service panel hatch, if this decision is taken, this will be done over time on the applicable aircraft.

We would also like to give a special thanks to W&W SAS Ground Handling in CPH for initiating this project and helping us with pictures and additional information.

PASSENGER HANDLING

PROCEDURE

Revised Procedure SAS Crew Baggage - Reminder

Background:
During a period, SAS Flight Operations and SAS Ground Handling have interpreted the procedures regarding Cabin Baggage for SAS Crew partly differently. We have now come to an agreement about a common routine. The updated procedure presented below.

Crew Cabin baggage special routine for short haul flights within Scandinavia
If the crew member does not check in their cabin baggage, the normal procedure is to bring the unchecked/cabin baggage to store it in the cabin. However, if there is lack of space in the cabin (e.g., on a fully booked flight), crew members may leave their cabin baggage at the aircraft side. The cabin baggage must have a yellow crew personal identification name tag but does not need a crew baggage destination tag. See Illustrations below.

Example of crew personal identification name tag:

This special routine applies for crew members in uniform on **short-haul flights within Scandinavi**a provided the following conditions are met:

- Crew are scheduled active or passive on the flight.
- Crew carry uniform.
- Crew carry high visibility vest when moving outside regular passenger flow in tarmac (see picture below).

- Crew have their airport badge and SAS Crew company card clearly visible.
- Crew have a SAS yellow crew tag on the bag (see picture below).

Note: The crew baggage shall be loaded as per LIR. If not specified on LIR, follow the designated compartment, and include number of pieces as supplementary information on LDM.
Reference: respective AHM 737 8.2.7.2 "Distribution of Load".

Offloading
Loading Staff leave the hand baggage at the aircraft side during unloading the aircraft for the crew member to pick up.

Passive crew shall bord with their Boarding group:

Passive crew shall board with their boarding group, printed on the boarding card, and shall not deviate from this by asking gate staff to board first.

Checked Crew Baggage

- Large roller bags must never be taken on board in aircraft cabin but must always be sent as checked baggage. This mean that they are left at check-in and are collected at the baggage belt upon arrival on crews' destination or home base.
- This applies to active and passive crew.
- We recommend that passive crew use the check-in kiosks for printing of the baggage tag.
- Bags shall be delivered in the baggage drop, when available.
- If no kiosks available, the crew member can use the manual desk for check in of their baggage

- Crew may also choose to send smaller roller bags using this routine, especially when they have long-haul duty that starts and/or ends with a passive transfer on short haul.

Note: If you experience that the procedures described above are not followed, a SafetyNet report is highly appreciated.

SPM will be updated with the above procedure.

Universal Permission to Travel (UPT) and i-API/eVISA to the UK

Background

The UK Home Office is developing a border and immigration system which is digital by default. Using a phased approach to implementing digital services, our aim is that by 2025 most customers will have a secure and seamless digital journey when they interact with the UK's immigration system.

Carriers can rely on the iAPI system to confirm that a passenger has met the security and immigration requirements to travel to the UK.

The two key digital products that support this transformation are:

1 **ETA (Electronic Travel Authorisation):** a digital permission to travel to the UK for people who want to visit the UK and who do not need a visa.
   British & Irish citizens will not need an ETA to travel to the UK.
   Phased roll out:
   Non-European nations ETA required for travel from 8th January 2025.
   European nations ETA required for travel from 2nd April 2025.

2 **eVisa:** a digital immigration status, managed through an online account.
   The roll out moving from Physical Documents to Digital-only Visa Products, is underway and the number of eVisa's is already high.
   Physical BRP/Cs and paper-based products, including passport endorsements, are being gradually **phased out by 2025**.

Altea CM

The DOCS icon indicates that Travel Information is not yet completed.
The iAPP icon indicates that the permission to travel is not yet cleared.
The ADC icon indicates that the Timatic Auto Document Check is not yet cleared.

Info

❌DOCS,❌ADC,❌iAPP,

The UK iAPP GBR is now divided in Security and Immigration status.

The Status is displayed via View Customer under iAPP Check Status.

iAPP Check Status

SK1501   01NOV CPH-LHR

GBR-Security Status: OK to Board
VALID PERMISSION TO TRAVEL FOUND

GBR-Immigration Status: Valid Permission
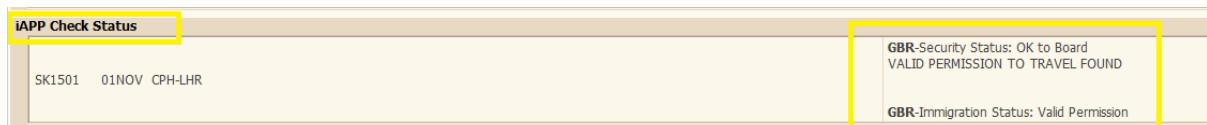
Security Status negative responses are,

Do Not Board (passenger and bag(s) are to be offloaded) and

Selectee (selectee screening to be performed).

The present procedures still apply for these responses.

Select a customer list.
Restrict Customer List
To: [   ] Customer Filter: Joining and Transit [▼]
Cabin: [   ]
Refine Customer Lists with Criteria

	And/Or	Include/Exclude	Filter	Value
1	And [▼]	Include [▼]	IAPP Security Status (ISS)	[▼]
	And [▼]	Include [▼]		[▼]

(IAPP Security Status)

GBR-Data Error (GBRE)
GBR-Do Not Board (GBRI)
GBR-Not Performed (GBRN)
GBR-OK to Board (GBRO)
GBR-Bypassed (GBRP)
GBR-Selectee (GBRS)
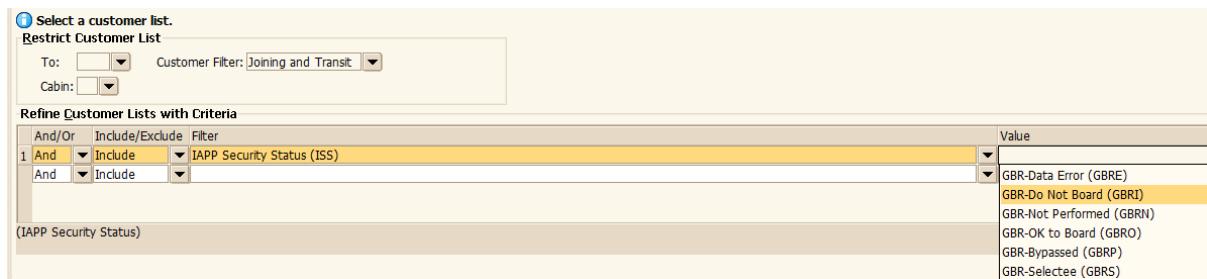
Immigration Status is the digital check of the customers immigration permission.

The health and vaccination responses are for future use.

Refine Customer Lists with Criteria

	And/Or	Include/Exclude	Filter	Value
1	And [▼]	Include [▼]	IAPP Immigration Status (IIS)	[▼]
	And [▼]	Include [▼]		[▼]

(IAPP Immigration Status)

GBR-Valid Permission (GBRA)
GBR-No Valid Permission (GBRB)
GBR-No Valid Permission. Health Req Exempted (GBRF)
GBR-No Valid Permission. No Health Declaration (GBRG)
GBR-Valid Permission. No Health Declaration (GBRH)
GBR-Valid Permission. No Health Test Result (GBRI)
GBR-Valid Permission. No Vaccination (GBRJ)
GBR-Valid Permission. No Vaccination and Test (GBRK)

Valid Permission response confirms that the passenger has met the requirements to travel to the UK and that passenger holds a valid eVisa, ETA or a permanent residence permission linked to the passport entered in CM.

iAPP Check Status

SK1501   01NOV CPH-LHR

GBR-Security Status: OK to Board
VALID PERMISSION TO TRAVEL FOUND

GBR-Immigration Status: Valid Permission

There is no need to visually check Visa or to enter Visa details in CM for

Immigration Status Valid Permission response.

Passport or equivalent travel document still to be entered/swiped/scanned in CM.

Passport and identity check are still to be performed.

For a Visa nationality exempted passenger, the Immigration response is

Not Applicable.

If No Valid Permission is returned but passenger claims holding an eVisa, follow these steps:

- Check that the passenger is travelling on the travel document linked to their permission by asking the passenger if the passport on hand/entered in CMis the same as linked to the eVisa.
- If passport is corrected and still not Valid Permission returned, then:
- Check for evidence of an eVisa via the online 'Check someone's immigration status' service, using a share code provided by the passenger.

Passenger to obtain the share code via this link:

View and prove your immigration status: get a share code - GOV.UK

The share code provided by the passenger is to be used by the airline to validate

the immigration status, via

UK Carrier Support Hub

UK Carrier Support Hub (new number)

Telephone number +44 204 619 602 (Note: for SAS staff only!)
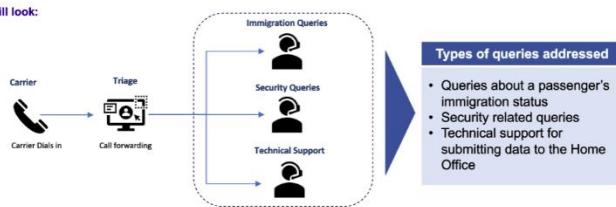
Or
via this link:

Check someone's immigration status: use their share code - GOV.UK

The following apply:

- Please note that eVisa must be validated with Carrier Support Hub, or via the share code process or contact.
- Passenger 'own' display of the eVisa via phone, printouts or screenshots are <u>not</u> accepted as eVisa validation.
- The validation must be performed by the airline staff.
- If the eVisa is validated via share code or via contact with Carrier Support, the eVisa details are to be entered in CM as Visa secondary document.
- Valid and in-date physical documents, including Biometric Residence Permits/BRPs and passports containing ink stamps/vignettes are still acceptable forms of Visa.
- In such cases the Visa details are to be updated in CM and manual validation and validity check of the Visa is to be performed.
- **ADC** may return 'Do Not Board' due to Visa required, despite iAPP Immigration response is Valid Permission. In such cases, ADC Override is to be performed.
- Read the ADC response carefully, as the ADC also checks passport validity!

Adding High Priority Comment for Action at First Airport - Reminder

We have problems with incomplete address information for passengers traveling to the USA. The passengers have not been registered correctly at departure station.

We will add a high priority comment at first airport on passenger that have:

- Onward International Transit as their <u>onward</u> connection on the SK US flight
  - Sample: ATH-CPH/ARN/OSL-EWR-YYZ
  - High prio on ex. ATH-CPH to set <u>International Transit</u> flag to <u>yes</u> instead of entering an address.
- Have a US flight
  - Sample: ATH-CPH/ARN/OSL-EWR
  - High prio on ex. ATH-CPH to enter actual address. NO transit addresses are allowed unless they are doing a transfer to a cruise.

If wrong information has been added, it's highlighted that the information is wrong and needs to be corrected – same procedure as today.

At -60 min STD a check of the passengers APIS data is checked, and high priority comment is added according to the existing framework if there is a match, to highlight this further.

When will this be implemented? On **Tuesday 02APR2024** at all stations for all SK flights

We also like to remind about the importance of following the procedure below:

Destination Address or Transit Details:

First night's address in the US must be registered:

- International Transit 'Yes' selection must ONLY be used, if transfer same day to a destination outside the US. CPH-EWR-YYZ is ITI // ARN-CPH-EWR is not an ITI.
- Private or Business address should be complete
- Hotel address should be complete

Examples below screenshots:

Transfer at EWR, with final destination MSP/Minneapolis

Cruise ship departing from Miami:

Passenger arrives ARN-MIA and is going on a cruise on ship MS CUBA

Write TRANSIT TO CRUISE and the name of the ship if known.

If the passenger is on CPH-EWR-YVR and Vancouver Canada address has been inserted incorrectly, it could look something like this:

Change International Transit Details from **No** to **Yes** and confirm.

International Transit must **only** be used for transfer **outside** USA.

A list of high priority comments:

High priority comment	Clarification
UPDATE APIS! Booking is NOT an International Transit. Set US address!	
UPDATE APIS! Final Dest is outside USA. Set APIS Int. Transit to YES	
Verify APIS. "TRANSFER" address, should be US address? Please verify!	
Verify APIS. "TRANSIT" address, should be US address? Please verify!	
Verify APIS. Please verify that CITY is not "USA".	
Verify APIS. Street address looks a bit short. Wrong or missing info!	
Verify APIS. USA mentioned in street address. Wrong or missing info!	
Verify APIS. Verify CITY name and length, it cannot be shortened.	Do not write LA instead of Los Angeles
Verify APIS. Verify CITY name there are 3 or more repeating characters	Check spelling
Verify APIS. Verify CITY, looks mixed up/contains state name	Sometimes people write the whole address including state and city in the street field
Verify APIS. Verify street address. 3 or more repeating characters	Check spelling
Verify APIS. Verify street address. Address is only numeric	A street name cannot be only numbers
Verify APIS. Verify STREET, looks mixed up/contains city or state name	Sometimes people write the whole address including state and city in the street field
Verify APIS. Verify that ZIP CODE is correct. Not 5 digits length.	A zipcode is always 5 digits.
Verify APIS. Verify that ZIP is correct. 99999 is not usually allowed.	
Verify APIS. Verify ZIP. 5 repeating digits is very uncommon.	Very uncommon with 11111 as a zip code.
Verify APIS. Verify that STATE is accurate. US states are 2 characters	^ This case is very special. An agent has specified a country outside of the US and then the STATE is missing. Select USA and re-enter correct information or Int Transit if applicable.

INFORMATION

SAS Young New Ticket Type

SAS has launched the new ticket type SAS Young, for passengers between 12 and 26 years.

- Discounted deals and extended flexibility
- More flexible
- Rebooking without a fee, change date and time. Only pay the fare difference between the original flight and the new flight.

- SAS Young can be identified with ZZY in fare basis followed by Brand indicator.
 Examples:
  Young Bio OZZYBSM
  Young Smart OZZYSM
  Young Light OZZYGHT
- Possible to book in class V-E

Stop SMS Messages for Flight Delays

As part the SAS forward SMS cost saving initiative and enhanced customer satisfaction, the decision has been made to **stop the SMS messages for flight delays, effective 21OTC24**. Email send-outs will remain as is and all delay messages will only be sent as push messages via the SAS App. This initiative is estimated to reduce SAS' total SMS costs. We don't foresee complaints from customers but will keep a close dialogue with our onground colleagues and customer service. Please distribute this information within your teams accordingly.

SAS Reusable Conscious Traveler Bag Tag

Starting in January this year, SAS launched the "EuroBonus Conscious Traveler" concept, our new reward program which aims to enable our EuroBonus members to make conscious choices when traveling with us – and get rewarded for it. One of the rewards when becoming a Conscious Traveler is that you can order a reusable bag tag and during July we will started deliver bag tags to Conscious Travelers all over Scandinavia!

Picture of the reusable baggage tag below.

How it works:

The SAS app is required to use the Conscious Traveler bag tag. Member first activates the bag tag by pairing it to their EuroBonus account. This is done by scanning a QR-code printed on the bag tag and connect it to the members EuroBonus profile. Next step is to add the bag tag to their flight, and this is done after member has checked in to their SAS flight, via the SAS App. Member can either add their bag tag to their flight right after check in, or via *"Manage my trip"* if member has already checked in. Each bag tag can only be paired to one traveler in the booking at a time.

Depending on if member is departing from the European Union, or from an airport outside of the European Union, member are responsible to ensure the green stripes are visible/non visible on the bag tag by using the toggle at the top of the tag.

Please note:

- The bag tag can only be used on SAS flights.
- At this stage, the bag tag cannot be used on flights to/from the US, Canada, UK, Japan, China and Thailand
- The bag tag cannot be used if the member are checking in a firearm and for the transportation of animals
- Departing from the European Union > green stripes should be visible, departing from an airport outside of the European Union > green stripes should be hidden

Feedback

All feedback is welcome, both positive and negative.
We will evaluate this product continuously.

WorldTracer News

Correct Coding of Reason for Loss

We have in the past seen a lot of incorrect coding of Reason for Loss on Delayed baggage.

It is very important to check the file for forwarding messages to ensure, that the error code provided by fault station is coded into the file, when closing the file.

Sometimes the forwarding messages is not transferred to the file and here it is important to check the file history to check if there is a forwarding message.
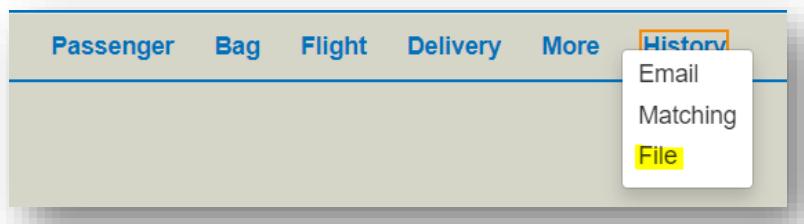
If there is no forwarding message in the file, check the bag itself if it has a RUSH tag on. If there is no RUSH tag on the bag, it must be assumed, that the bag was mishandled on your own station, as SAS demands RUSH/Mini RUSH tags on forwarded bags. Also, SAS has made the Reason for loss and fault station mandatory in all forwarding messages (FWDs).

What you may not know is, that our station managers around the world check the files for Reason for Loss on the files if their station is set as Fault Station. They put a lot of efforts to correct files where there is a forwarding message with a reason for loss code, but another code is used in the file.

The reason for loss codes is used for statistics to improve and learn from our faults for delaying baggage.

If a file contains more than one forwarding, then use the first message as a guideline, unless you can prove, that the reason for loss is incorrect. We have a field for comments on Reason for Loss and Fault station, that can be found under Fault Information next to the Reason for Loss and Fault Station fields:

Write your comments here, if you do not agree on the Reason for Loss given in the forward message.

GENERAL

PROCEDURE

One Team – One Goal

Introduction:

Each week, we hear of disagreements between different roles during a turnaround, often involving finger-pointing between departments. Most of these issues stem from communication gaps. Naturally, we don't know the specifics of every role; we see only the parts that directly involve us. However, by providing context, understanding each role's requirements, and assuring others that we're working to resolve any issues, we can ease tensions and foster collaboration.

We are all part of the same team, and our roles are interconnected. Trust is a cornerstone of this teamwork: for instance, pilots rely on the accuracy of load sheets without a second check—it's trust alone that keeps us moving efficiently.

A Typical Chain of Responsibility Might Look Like This:

Maintenance ensures the aircraft is ready in the hangar for the first morning flight.

Towing moves the aircraft from the hangar to the stand.

Cleaning & Catering prepare the cabin for passengers.

Flight Crew and Cabin Crew ensure the aircraft is safe and ready for departure.

Load Control confirms the loading report is accurate and within aircraft limits.

Gate Staff verify that all onboard passengers have valid tickets.

Loading Staff secure the planned cargo in the compartments.

Pushback Team facilitates the aircraft's departure from the stand.

Deicing clears ice and snow from the aircraft before takeoff.

SAS

Conclusions:

- Every task must be completed before the aircraft can begin its journey.

- By taking an interest in other team members' tasks and showing respect, we can reduce potential friction.

- Clear communication, ensuring all involved understand the message, can help alleviate stress as departure time nears.

- Lastly, professional, factual, and respectful interactions allow us to solve problems efficiently, supporting our shared priorities.

INFORMATION

Long Haul LAX Flight Evaluation by Blogger Mr. Sam Chui

On 07OCT24, one of the world's most influential bloggers in the airline industry, Mr Sam Chui, travelled with us on SK932 between Los Angeles and Copenhagen.

He documented his travel and experience on board with us and you can watch it here (internet connection is required).

We would at the same time like to express our gratitude to the crew on this flight for making the most out of this travel for Mr Chui and for the other passengers on board.

SAS

Update of Profile Picture in Office 365 and People Platform

The profile picture created when you requested a new SAS ID-card via ServiceNow application, will now be used in People Platform and Microsoft 365 environment as your general profile picture (like Teams & Outlook).

This change will affect everyone who have approved that the SAS ID-card picture can be used within other SAS applications.

Key Points:

- This applies to everyone who has ordered an ID card via ServiceNow system, including consultants.
- The photo submitted for the ID card will automatically update as the profile picture in People Platform and Microsoft 365 environment.
- There is a consent checkbox in the ServiceNow system allowing you to opt-out of using the ID card photo for other applications, ensuring privacy preferences are respected.
- If you wish to update your profile picture manually, you can do so in both People Platform and Microsoft 365 environment without needing to order a new ID card.

This update aims to streamline processes and ensure that everyone's profiles are up to date across key systems.

IT Information

If you have any questions or comments about the content in this subchapter please contact Digital Service Owner, SAS IT Service Desk Christina Ljungblom: christina.ljungblom@sas.se

Week 41

Valid iPadOS Version: Check Here

Tips, Assistance and Error Reporting

- Always turn off flight mode after landing. If you always turn off flight mode after landing, SAS IT Service Desk may assist you with unlocking of your iPad if your passcode should not work.
- Change password when reminded. You will be reminded via e-mail when your SAS Intra Password is about to expire. The e-mail contains information about how to change password. A good idea is to change the iPad six-digit passcode at the same time.
- If you need to report errors, use the following contact information:
  - **MOBITO** IT self-service app for Password reset and error reporting
  - Denmark: +45-3232-5000
  - Norway: +47-6481-8000
  - Sweden: +46-8-797-5000
  - US: +1-310-579-6002
  - International: +44-203-701-2372
  - E-mail for error reporting to SAS IT Service Desk (in English): it.support@sas.se
  - Chat with SAS IT Service Desk. Use the link here. Log-in with the same credentials as to SAS Intra. Click on the chat icon in the lower right corner of the page.
  - Feedback to Airside; airside@sas.se or Yammer group "Airside for crew"
  - Airside installation and FAQ https://airside.app
- Reporting guidelines:
  - Always write in English.
  - Name the app/application that is troubling you.
  - If many users are affected, preferably call SAS IT Service Desk instead of e-mailing.
  - If there is an error code, provide a screenshot.
  - State date, time and possible flight number.

ABOUT GROUND HANDLING BULLETIN

The contents of this Bulletin are published by SAS Airline Services Ground Handling.

Use your normal point of contact if there is anything you have questions about, or want to include, in the Ground Handling Bulletin.

You can also find Ground Handling Bulletins that are applicable to you on SASINTRA and on SAS Partner Portal

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