



## READ AND SIGN

Revision: 0 | Issued: 23.09.2025

# Topic: New Procedure Baggage Handling at Terminal 1

Dear Team,

Starting Monday, 29 September, the baggage handling process in Terminal 1 will change as follows:

### Key Changes

- Centralized Location:
  - Baggage will no longer be processed in the arrival areas.
  - All airlines' baggage will be handled exclusively in Area B3, after security control.
- Dedicated DHS Area:
  - Look for the wall labeled "DHS" – all bags for our airlines will be located there.
  - Five workstations are available to ensure everyone can access a computer when needed.
- Scanning & Special Handling:
  - All baggage arriving in B3 will be scanned by Wisag or Aeroground.
  - A designated RUSH wall is available for rush bags, and a separate wall is reserved for BDOs.
  - BDOs will always be picked up from B3.
  - For rush bags, place them on the RUSH wall and call Wisag to arrange pickup.

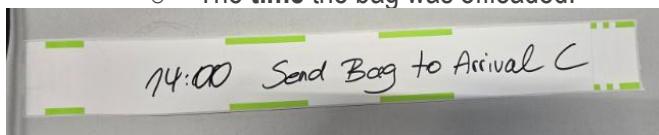
### Important Considerations

- Self-Pickups:
  - Because B3 is a secured area, passengers are not permitted to enter.
  - Issuing Begleitscheine for self-pickup will therefore no longer be possible.
  - If a passenger requires a bag:
    1. We can request Wisag to retrieve the bag from B3 and send it to Arrival C (note that this may take extra time), or
    2. A staff member may collect the bag from B3 and deliver it to Arrival C, from there then PAX can pick it up with Begleitschein.

### TRC – No-Show Bags

If you have a **no-show bag** at your position:

- **Notify Wisag** to send the bag to the arrival hall where the passenger is waiting.
- Attach a **manual tag** to the bag indicating:
  - The **area** where the bag should be delivered, and
  - The **time** the bag was offloaded.





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