



Topic: Oman Air Crew Escort And L&F Support

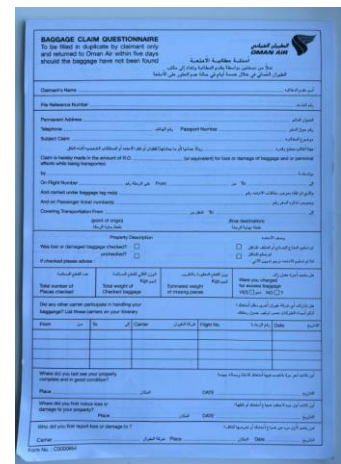
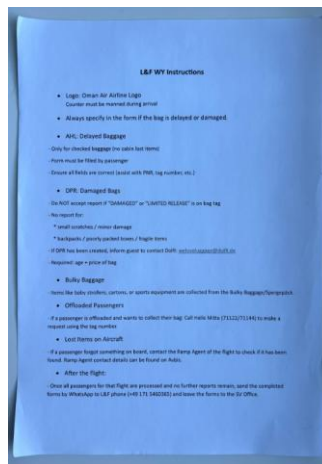
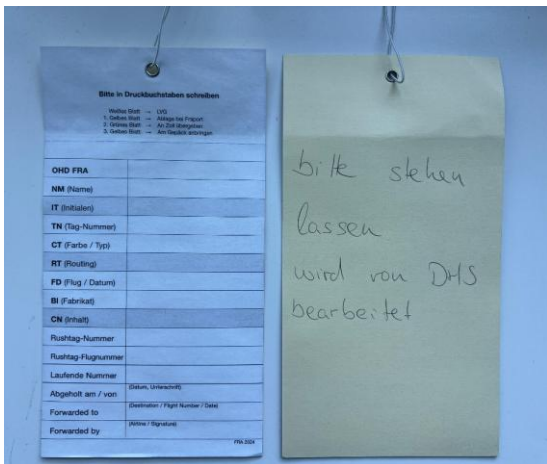
Dear All

For 1 month, until May 23rd, we are going to escort the inbound crew to the shuttle so they learn the way, and while doing that we will also support our L&F colleagues with the Oman Air L&F.

In this R&S I would like to provide you with a brief step by step guide on what needs to be done.

First of all, make sure you have:

- sufficient Fraport OHD tags,
- “L&F WY Instructions” sheet
- and the Oman Air Baggage Claim Questionnaire



Fraport OHD tag: in case bags were not picked up, or Rush Bags arrived, please put on of these tags on the bag with the text “bitte stehen lassen, wird von DHS bearbeitet”. Then please bring this bag to the “Tagesraum”. Please don’t forget to use these tags for these bags, so they will be left there until our L&F colleagues finish working with them.

L&F WY Instructions: all important information available on this sheet.

Oman Air Baggage Claim Questionnaire: in case of missing or damaged baggage this form must be filled completely, and a photo of the form to be sent directly to the DHS L&F WhatsApp, so the PIR can be created.



Step 1 Once you have all these, make sure to be at the boarding gate latest by the time when the aircraft is onblock.

Step 2 Walk down to the end of the bridge and meet the crew of the inbound flight at the aircraft's door. While going down a security personal will meet you in the bridge and will write down your name and airport ID number.

Step 3 Once the crew is ready to leave the aircraft, follow the Baggage Claim sign in the "unclean" corridor until the Immigration Checkpoint.

Step 4 The crew must go through immigration to enter the Schengen Area. To do so they should approach the first counter on your right – if you stand in front of the counter – which is dedicated for crews.

Step 5 For us, with airport ID working at the airport, there is a separate revolving door. This door has a green button which will activate the door, and once you are inside by scanning your airport ID in the middle the door will spin all the way so you can exit the door. This door is located behind the Immigration Checkpoint, and it will bring you from the "unclean" corridor to the arrival hall.

Step 6 Once all crew members passed the immigration head to the bulky luggage counter directly. The crew bags will not come out on the baggage belt, but they will be brought separately to the bulky luggage counter.

Step 7 While the crew is waiting for the crew bags, please active the FIDS at the L&F counter with the Oman Air Airline Logo, so the passengers can see where the L&F counter is. These are common use counters, you may use any of the available ones.

Step 8 Once all crew bags were picked up exit the arrival hall through the green exit with the crew and bring them all the way outside. The shuttle should park on the left side, but should you not find the shuttle please call the flight controller who can ask the Oman Air staff to call the driver.

Step 9 Once the crew is in the bus please head back to the L&F counter, where you can meet and assist any passengers who may have any baggage related inquires.

At the L&F Counter

Please see the L&F WY Instructions sheet on the next page.

Thank you!

Norbert

L&F WY Instructions

- Logo: Oman Air Airline Logo

Counter must be manned during arrival

- Always specify in the form if the bag is delayed or damaged.

- AHL: Delayed Baggage

- Only for checked baggage (no cabin lost items)

- Form must be filled by passenger

- Ensure all fields are correct (assist with PNR, tag number, etc.)

- DPR: Damaged Bags

- Do NOT accept report if "DAMAGED" or "LIMITED RELEASE" is on bag tag

- No report for:

* small scratches / minor damage

* backpacks / poorly packed boxes / fragile items

- If DPR has been created, inform guest to contact Dolfi: weloveluggage@dolfi.de

- Required: age + price of bag

- Bulky Baggage

- Items like baby strollers, cartons, or sports equipment are collected from the Bulky Baggage/Spergepäck.

- Offloaded Passengers

- If a passenger is offloaded and wants to collect their bag: Call Halle Mitte (71122/71144) to make a request using the tag number.

- Lost Items on Aircraft

- If a passenger forgot something on board, contact the Ramp Agent of the flight to check if it has been found. Ramp Agent contact details can be found on Avbis.

- After the flight:

- Once all passengers for that flight are processed and no further reports remain, send the completed forms by WhatsApp to L&F phone (+49 171 5460365) and leave the forms to the SV Office.