



READ AND SIGN
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Topic: Possible Issues With AVIH Boxes

Dear Supervisors and Lead Agents

We had an issue earlier, when a passenger with an AVIH was denied, because the person who came Fraport to inspect the cage has said that it is mandatory to have cable ties to secure the cage. These cable ties were not provided by Fraport, nor did the airline or passenger have them.

I raised this issue to Fraport, and I was told by them that what their colleague did was not correct. Fraport is not allowed to mandate this, but only the airline can do so.

Since none of our airlines mandate these cable ties for additional securing, please do not allow Fraport to refuse the acceptance.

This is really not good for the customer experience, and they act outside of their authority if they refuse an AVIH for this reason.

They normally inspect the cage for security reasons, e.g. bomb.

I was told by Fraport, that some time ago it was mandatory at an airline, and some of their colleagues still enforce this rule, although this is out of their authority, and they are not allowed to mandate it.

Thank you!

Norbert