



## STANDARD OPERATING PROCEDURE\_OPS02

### Baggage Loading Irregularities

Version/Rev	Date	Section	Amendment

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#### OBJECTIVE

The purpose of this SOP is to guide TRCs with the correct handling in case of baggage irregularities.

#### APPLICATION

Operations department:

Turnaround Coordinator; Load Controller

#### ABBREVIATIONS & DEFINITIONS

FOD = Foreign Object Damage

GSE = Ground Service Equipment

LIR = Loading Instruction Report

AVSEC = Aviation Security

LMC = Last Minute Change



## PROCEDURE STEPS

Baggage piece without regular (or not readable) baggage tag:

Step	Action
1.	Don't load this baggage into aircraft hold.
2.	Inform the respective airport AVSEC Authorities for check of this baggage in accordance with local standard procedures, if applicable.
3.	Enter the appropriate LMCs into Loadsheets.

Misrouted baggage (Baggage for another flight):

Step	Action
1.	Don't load this baggage into aircraft hold.
2.	Inform the respective airport AVSEC Authorities for check of this baggage in accordance with local standard procedures, if applicable.
3.	Enter the appropriate LMCs into Loadsheets.

Damaged or opened baggage:

Step	Action
1.	Don't load this baggage into aircraft hold.
2.	Baggage shall be packed by any available means (polyethylene bag etc.) in the presence of passenger who is owner of this baggage.
3.	If the passenger wishes to claim a right for damaged/opened baggage, advise him/her to apply to Lost&Found office upon arrival at the destination airport.

The total number including LMCs of all loaded baggage exceeds the appropriate figures on the Loadsheets:

Step	Action
1.	Unload all baggage and make its additional identification by means of the checked-in passengers' names and baggage tags numbers verification in PNL and on the bag tags.
2.	Found excess baggage not checked-in for current flight must be offloaded from aircraft and handled according to locally established procedure.
3.	Inform your supervisor/manager to be able to create a Ground Safety Report in Safety Culture

The total number including LMCs of all loaded baggage is less than the appropriate figures on the Loadsheets:

Step	Action
1.	Enter the appropriate LMCs into Loadsheets using standard baggage weights,
2.	Inform the L&F department about a left behind bag, if applicable.

## REFERENCE FOR FURTHER GUIDANCE

TBA