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OPERATIONAL MEMO

Memo #	149
Title	Mis-Directed Customers
Date of Issue	31 st July 2023
Written by	Justine Everett, Immigration Manager
Reviewed by	KD, DS

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Reason for Issue

This a reminder of the required actions for Ground Crew to take to ensure that arriving customers are subject to the correct level of Authority screening by exiting the airport via the correct arrivals channel.

Details

GHM 1.1.5.11

Ground Crew must check and positively confirm with Cabin Crew where the flight being dealt with has arrived from.

Customers must be directed and managed through the correct arrivals Channel (International, CTA, Schengen, Domestic).

Customers being de-controlled must be de-controlled by Ground Crew and leave the airport as per Authority requirements relating to Customs checks.

Poster

There will be a separate Poster available on the Connected portal for teams to use locally. The messaging of the poster are shown below.

All arriving flights MUST be directed through the correct Arrivals Border Channel

Always ensure you:

- Check where the flight has arrived from
- Confirm with the Cabin Crew where the flight has arrived from
- Select and ensure the customers proceed through the correct channel:
 - International
 - Domestic
 - Common Travel Area (CTA)
 - Schengen