

# OPERATIONAL MEMO

Memo #	OM 168
Title	Olympic and Paralympic Delegation Bags Tags and Process
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## Reason for Issue

To give Ground Crew visibility and awareness of the Olympic and Paralympic bag tags and process to be followed when transporting the teams.

## Details

Ahead of travelling to the Olympic and Paralympic games, competition teams (delegations) are being issued with specialist bag tags that must be placed on all competition baggage and equipment. These tags are designed to help identify competition items from other hold baggage.

Example bag tag for Olympic/Paralympic delegation tag



**Note:** The 3-letter code on this tag **IS NOT AN AIRPORT CODE!** It is a country code to confirm which country the team are representing. For example, this tag will be on bags for team France – they are NOT going to Frankfurt airport.

Additional delegation tags will be provided at key airports in case extra are needed on the day of travel.

Ground Crew **MUST NOT** remove these tags under any circumstance. They must remain attached to the bag in addition to any other tags that are needed, such as:

- Standard baggage tag
- Limited release tag
- Heavy tag

This means there can be multiple tags on a single item – this is acceptable.

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Examples of bag tag combinations (other local variations may apply)



## 2 tags

- Standard baggage tag
- Olympic/Paralympic delegation tag



## 3 tags

- Standard baggage tag
- Heavy tag
- Olympic/Paralympic delegation tag



## 4 tags

- Standard baggage tag
- Heavy tag
- Limited release tag
- Olympic/Paralympic delegation tag

Remember, if there is pre-existing damage on any item, the limited release process must be followed.

Any item with the Olympic/Paralympic tag must NOT be offloaded under any circumstance, including if the aircraft is overweight or holds are full. Other baggage must be offloaded first to accommodate these items. These items can ONLY be offloaded if the entire delegation does not travel.

On arrival, Olympic/Paralympic items can be taken to the baggage delivery area alongside all other baggage. Use the oversized/out of gauge process if needed.

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## Mobility equipment

Paralympic teams are also being given a pink 'Gate/Ramp Delivery' tag. This tag will be attached to the item the customer is using to and from the aircraft and helps identify the mobility aid from other competition equipment.



Like all other mobility equipment, these items are essential to the customer and must be handled with care. Load the item near the door and ensure it is protected from damage. Load the mobility aid in a separate netted compartment where required or if possible.

If the athlete is using an electric mobility aid (EMA), the EMA loading tag must also be used.

On arrival, the item should be easy to identify and returned to the customer quickly at the aircraft side.

If a piece of mobility equipment does not have an Olympic delegation tag or 'gate/ramp delivery' tag, it will likely belong to an assistance customer and must also be offloaded at the aircraft side.

Mobility or competition equipment must be protected during transport to and from the aircraft, and during loading and unloading in the hold. Refer to the GHM and recent Operational Memos (OM 166) for more details.