



LFI: Boarding Discrepancy – Passenger Boarding an Incorrect Aircraft

Dear all,

Unfortunately, recently we had two cases when a customer ended up boarding the wrong flight. This is a very serious security incident and questions our professionalism and ability to maintain the safety of our flight and customers. It is true that sometimes we are under stressful situations and things can get hectic and even chaotic, however this should not compromise the safety of our operation.

In order to avoid similar occurrences in the future, please always follow the instructions below:

1. If you have a bus gate where customers need to take stairs down to the bus, when you arrive at the gate and before you start boarding always go down the stairs yourself and make sure the whole area is empty.
2. When boarding the flight, please be aware of your surroundings, concentrate on the boarding process and make sure that each person goes through the door or down the stairs only after you scanned their boarding pass and the system and scanner gave you positive green light. There might be many confused people who might attempt to come to you and board your flight even though they are not on your flight. Sometimes they might presume that they can just go down the stairs or through the door without scanning their boarding.
3. As a boarding agent, it is your responsibility to make sure that only those who are actually booked on the flight that you are boarding and have a boarding pass for this flight go through the boarding gate or to the bus. It is also your responsibility to make sure that the customer that you board has proper travel documentation for their destination(s).
4. When boarding, please be in control of what is happening around you. When you scan a boarding pass, DO NOT let someone through the door or down to the bus unless the system and scanner give you a positive response with the green light. If the scanner shows a red light and the system is giving you some error, please take time to investigate what the issue is, because most probably they are not your passenger.

Remember, if unsure, always ask.

Thank you!