

IN 11-2021- PASSENGER HOLD BAGGAGE

IN REF:-	11-2021	DATE OF ISSUE:-	09/09/2021
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1.0. SUMMARY

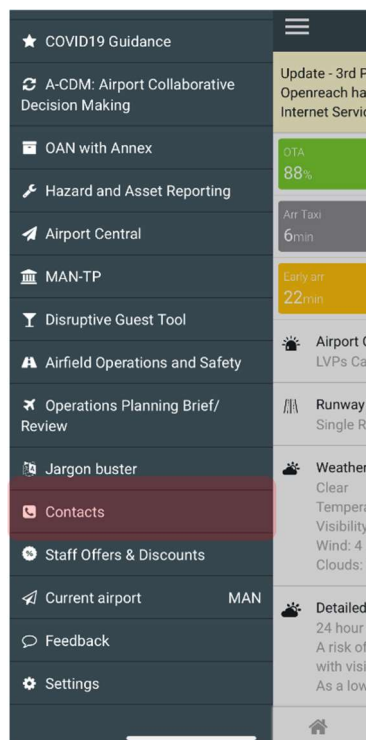
This information notice is to politely remind ground handlers of the importance of ensuring safe and timely delivery of passenger hold baggage to/from the aircraft.

2.0. PROCEDURE

During recent weeks several passenger hold bags have been dropped en-route to/from aircraft resulting in missed bags, inbound baggage delivery delays and potential property damage. Ground handlers must ensure baggage delivery trailers are properly secured and speed limits observed.

It is also noted that during such occasions where bags have been dropped, witnesses have ignored the error which has led to the situation being escalated. Please could we encourage you to report dropped bags immediately to the relevant handling agent to ensure an expeditious response. This will ensure we reduce missed bags and improve overall passenger satisfaction for our collective customers.

Phone numbers of all handling agents can be found on the community app:



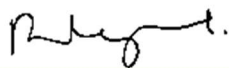
If you do not have the Airport Community App, you can download it here on Apple and Android.

Store: <https://play.google.com/store/apps/details?id=com.airportlabs.communitair&gl=GB>

Apple Store: <https://apps.apple.com/gb/app/airport-community/id1032645180>

3.0 FURTHER INFORMATION

Please contact the Airfield Duty Manager on 0161 489 3331.

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SIGNATURE:-		SIGNATURE:-	