

To: Airlines

From: Brian Cobb, VP - Customer Services

Subject: Bag System Hygiene

Date: July 10, 2015

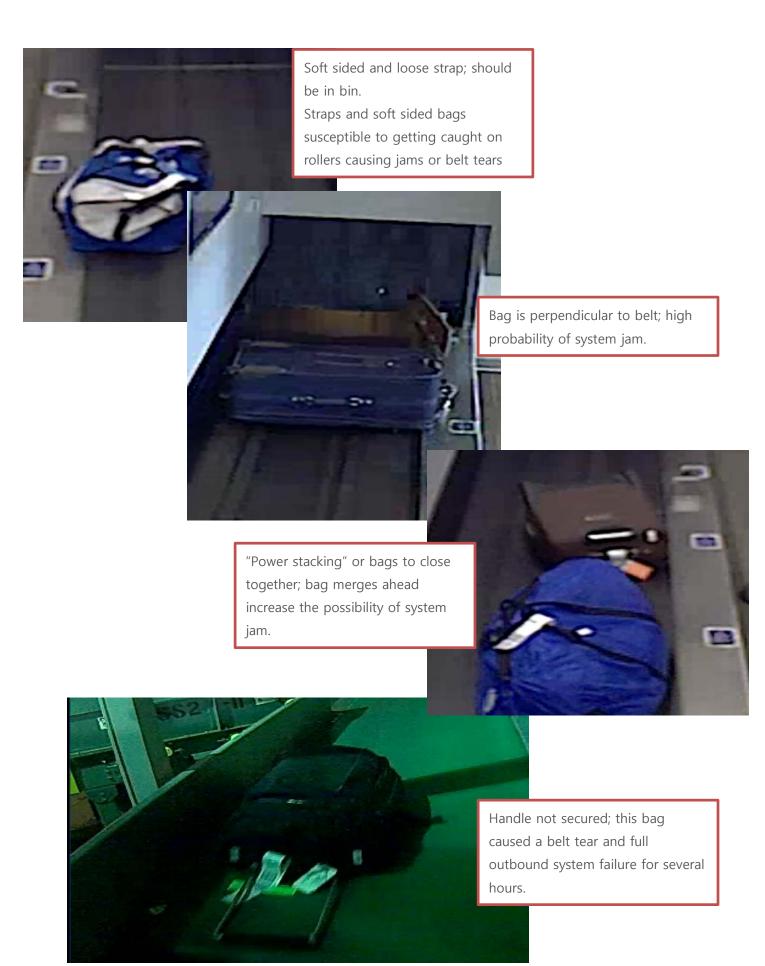
Based upon troubleshooting recent bag system outages, there are prevention steps that staff must take when inducting bags into the system. Following these hygiene-related steps will help improve system reliability and accuracy of delivery to the proper Concourse or claim device.

- Basic steps
  - o Encourage the customer to remove loose straps and tuck inside bag
  - Inspect/remove all old barcoded baggage tags
  - Ensure collapsible handles are secured
  - o Wheels up
  - o Position the longest portion of the bag parallel on the belt
- Bin use
  - o One barcoded tagged bag per bin
  - o Soft sided luggage, light luggage or luggage with loose straps
  - Straps must be contained inside the bin
- Spacing
  - o Bags should be approximately 4 feet apart
    - Hygiene and distance stickers are located on the belt guards on West Ticketing side
    - "Power-stacking" / no spacing / back-to-back spacing is not permitted

For bags being inducted at Concourse A bag to Baggage Claim, staff is reminded that both belts are operational supporting four lanes of tug traffic. There is a common misconception that only one belt is operable.

Sample pictures of poor bag hygiene, taken from video footage, are included on the following pages for learning purposes.

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