

ABU DHABI INTERNATIONAL AIRPORT

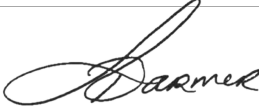
Baggage Acceptance Policy

Version 2.2
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Baggage Acceptance Policy

Terminal BHS Operations

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Policy Owner:	Paul Farmer / Terminal Ops
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Information Classification	

A policy is a set of rules, principles, guidelines, or procedures that are established to guide decision-making, actions, and behaviour within an organisation, government, or any other structured system. Policies are created to achieve specific objectives, ensure consistency, promote fairness, and mitigate risks. They serve as a framework for addressing various issues, ranging from organisational conduct and operational practices to regulatory compliance and public governance.



Table of Contents

1.	Title.....	3
2.	Purpose	3
3.	Scope.....	3
4.	Definitions and Abbreviations	4
5.	Checked Baggage Policy	5
6.	Monitoring, Evaluation and Review	9
7.	Filing and Distribution	9
8.	Exceptions.....	9
9.	Legal Requirements	9
10.	Supporting Documentation and Tools	10
11.	Change Log.....	10
12.	Acknowledgement Sheet	10



1. Title

Abu Dhabi Airports Checked Baggage Acceptance Policy

2. Purpose

The main purpose of the Baggage Acceptance Policy (BAP) is to achieve the highest quality of service as well as a safe, efficient, and uninterrupted Baggage Handling System (BHS) that meets the needs of guests and stakeholders at Abu Dhabi Airports.

The BAP also meets GCAA safety standards, and ensures the BHS operates efficiently (both Operationally & Financially) to meet the expected operational throughput.

This policy is intended for all airlines, GHA's and stakeholders involved in planning, executing and monitoring baggage operations at Abu Dhabi Airports. All airlines, GHA and stakeholders have an obligation to update its respective website and SOPs of the requirements and any forthcoming changes.

3. Scope

The efficiency of an airports BHS has a direct impact on passenger satisfaction and airport punctuality.

The Baggage Acceptance Policy drives to:

- Achieve airport punctuality and improved operational results by inducing IATA standard baggage and/or bags with at least one flat surface;
- Increase service levels and system efficiency by reducing baggage jams and/or mishandled baggage counts;
- Increase baggage system reliability to reduce passenger/baggage processing time; and
- Assist the ground handler to improve the turnaround time, meet the On Time Performance (OTP) and baggage delivery performance.

The BAP clarifies the dimension, orientation and profile of bags that can be induced into the BHS system. The BAP requires the removal of those type of baggage from entering the system that can hinder the baggage operations, shut down sections of the BHS, and delay baggage delivery to aircraft consequentially causing inconvenience to passengers and airlines.



4. Definitions and Abbreviations	
Definitions	Description
Airport Customs	Government agency or authority that regulates the flow of goods into a country.
ATR	Automated Tag Reader (ATR) Reads the tags Barcode on the baggage provided by the airlines. In-line Laser Scanner arrays are built into the baggage conveyor system to read the printed barcoded tag attached to the baggage from multiple angles allowing automated sorting of the bags; minimizing baggage processing times and enhancing system efficiency.
Baggage Tag	Baggage tags are small pieces of paper attached to the baggage at the baggage drop-off counter. An additional section is stuck at check-in to the guest's flight ticket as proof of ownership. A document issued by the airline solely for identification of checked baggage. The strap portion of the baggage tag is attached to checked baggage, and the baggage identification tag portion is given to the passenger.
BHS	Baggage Handling System (BHS) Means the system installed and operated for the conveyance of checked-in baggage for departing, arrival and transfer processes.
Checked baggage	The baggage of which an airline takes sole custody, and for which airline has issued a baggage tag. Checked-in baggage is a baggage for which the carrier takes custody and issues, validates, or updates a baggage tag. Checked-in baggage is transported in the hold of the aircraft on which the passenger is travelling but remains inaccessible for the passenger during the flight



Checked Baggage Screening	Most of the checked baggage is screened without the need for a physical bag search. Inspection Notices: ADA may inspect checked baggage during the screening process. If the property is physically inspected, ADA will place a notice of baggage inspection inside your bag.
Ground Handler	The wide range of services provided to facilitate an aircraft flight or aircraft ground repositioning, preparation for and upon conclusion of a flight which will include both customer service and ramp service functions.
OOG	Out of Gauge (OOG) Odd-sized / non-standard baggage. Baggage that exceeds standard dimensions and/or that is not suitable to be sorted with regular conveyor belts.
Non- Standard Baggage	Baggage that exceeds any of the requirements set for standard baggage.
SOOG	Super Out of Gauge (SOOG) non-conveyable checked Baggage/items.
Stakeholders	Airport stakeholders can be internal and external, including airlines, employees, tenants, passengers, government authorities, local communities, suppliers, media, and unions. Airports, by their nature, are complex facilities that involve a wide range of stakeholders who often have differing objectives.

5. Checked Baggage Policy

5.1. Baggage Size and Weight Limitations

As per IATA standards and in line with the UAE Civil Aviation regulation, Abu Dhabi Airports accepts a maximum weight of 32kg for each piece of checked baggage. Each individual bag must not weigh more than 32kg.

The check-in agent should request to repack should one of the bags weigh more than 32kg.

Standard Baggage in Gauge (IG) Dimensions Limitations



In Gauge Baggage (Arrival & Departure)				
Baggage Conveyance In gauge	Length	Width	Height	Weight
Maximum standard baggage	90cm	75cm	75cm	32kg
Minimum standard baggage	30cm	30cm	10cm	2Kg

Baggage with all parameters within the range in the above table permitted to Induced into the automated baggage handling system (BHS).

For baggage larger than the above dimensions, the check-in agent/baggage agent must direct to the OOG counters/lines.

BHS operations are not liable for any mishandled bag, damage/loss/ to the property of guest on non-compliance to the baggage policy.

Oversize Baggage (OOG) Dimension limitations

Out Of Gauge Baggage (Arrival & Departure)				
Baggage Conveyance Out Of Gauge	Length	Width	Height	Weight
SST (MAX)	130cm	90cm	90cm	32kg
MTB (MAX)	160cm	90cm	85cm	32Kg

Baggage greater than the OOG dimension must be considered as Super OOG baggage (SOOG).

Items that are larger than the Oversize Conveyor Maximum are considered non-conveyable and must not be placed onto any conveyor but shall be handled according to manual oversize procedure.

Super Oversize Baggage (SOOG) Dimension limitations

Super Out Of Gauge Baggage (Arrival & Departure)				
Baggage Conveyance Super Out Of Gauge	Length	Width	Height	Weight
SST (MAX)	200cm	90cm	90cm	32kg
MTB (MAX)	300cm	90cm	90cm	32kg

SOOG Baggage must be transported manually as defined in the SOOG SOP.

Baggage with dimensions beyond SOOG bag dimensions must be considered as cargo and accordingly rejected as checked baggage.

5.2. Baggage Profile Acceptance



Check-In/GHA Agent must not accept/dispatch round, odd or irregular shaped bags as standard in-gauge baggage. This may disrupt the BHS systems.



For baggage dispatched through the automated Baggage Handling System (BHS); the Check-In Agent/GHA must ensure that:

- The baggage profile is within the established IG standards;
- **The baggage has at least one side flat surface, and that flat surface to be placed on the belt prior to dispatch;**
- No broken or loose straps, breakage, or leakage;
- Luggage placed on belts with wheels up, wheels back and handles in;
- Any loose straps shall be tucked inside bag; and
- Baggage spacing, bags must not touch or overlapped together, minimum gap of 30cm shall be adhered to between each piece of luggage.

Otherwise, the guest must be advised based upon the baggage profile to have their belongings repacked/ warped in boxes. There are wrap/re-pack/box facilities available in Terminal A Departures

Exception: Odd-shaped items such as baby strollers, bicycles, wheelchairs, and golf bags, surfboard, sports/skiing equipment will be still allowed and accepted at the OOG counters only if they meet the OOG dimensions mentioned above.

For non-complaint baggage received from the check-in counter or from outstations at Arrivals/Transfers, and that has been incorrectly induced into the BHS system; airlines/GHA are accountable for non-compliance to the policy and will bear the cost for repairs and spare parts involved in restoring the breakdown/damages caused because of the non-compliance.

5.3. Tub Baggage Placement

Bag tubs must be used for bags that are soft in nature, or have loose straps on items, such as back packs, sports bags etc. Bags that are too light and or small-scaled baggage must be dispatched in tubs where applicable.



For baggage placed in tubs, the bag tag bar-code shall be visible from above and must not be covered by the tub base or sides. Only one bag must be placed in each tub.

5.4. Baggage Tag Parameters

The baggage tag must be visible when dispatched into the BHS system and must comply with industry standards IATA Resolution 740. The bag tag must be printed to a good quality to ensure readability.

No alterations to the baggage tag with pen scribble marks on the bar code and the tag should not be crumpled.

Baggage must not have tags remaining from previous flights. Old tags shall be removed by the guest or GHA during the check-in process.

If not, BHS operations are not liable for mishandled baggage for exceeding baggage travel time in the BHS system.

5.5. Live Animals as Checked Baggage

Animals accepted shall be in an IATA approved animal travel container. In no circumstances, shall the live animal be dispatched into either the automated baggage handling system or OOG line. The SOOG handling procedure must apply to all cases of animals as checked baggage.

6. Monitoring, Evaluation and Review

The following procedures will be followed for the monitoring, evaluation, and improvement of the policy:

- Post Incident reports; and
- Management Review Meetings.

This procedure is reviewed annually by the **Head of Terminal Operations** as a minimum however, if there are major changes affecting the procedure, it will be reviewed as frequently as required.

7. Filing and Distribution

The master soft or hard copy of this SOP will be filed on the Matari database. The online version of this procedure is official; therefore, all printed versions are unofficial uncontrolled copies. The BAP must be distributed to all concerned parties, including, but not limited to:

- Terminal Operations
- Aviation Security
- Etihad Airport Services
- Airlines
- ADA Baggage Operations

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8. Exceptions

No exceptions to following this procedure. The document only applies to Abu Dhabi International Airport – Terminal A.

9. Legal Requirements

The document will be reviewed on an annual basis or when required.

10. Supporting Documentation and Tools


The following are documents and/or tools required to achieve the purpose of this Policy:

- SOP: Managing Departure Resources (SST & MTB)
- SOP: Managing Arrival Resources (SST & MTB)
- BHS Guidelines

11. Change Log

Version No.	Document Creation, Review, Approval and Change Tracking	Actioned by (Name, Title, Department)	Action Date	Change Effective Date
V1.0	Doc Creation	BHS Team		
V2.0	Amendment to SOOG	David Carmont	16 Sep 23	18 Sep 23

12. Acknowledgement Sheet

Department	Name	Sign	Date
VP Terminal Operations	Paul Farmer		18 Sep 23

N.B. This document is UNCONTROLLED unless signed by an authorized person in the appropriate section of this document or viewed in Workflow! on Abu Dhabi Airports Matari-SharePoint.