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**BOSC Date 27/04/2022**

**Chair: Viji Prasad Co Chair: Carrie Sullivan**

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## **Minutes**

### **1. Welcome and Introductions**

C.S welcomed everyone to the meeting, thanked the teams for their combined efforts and work to improve performance and reliability as we move towards clear transparency with data covering baggage performance.

C.S asked for high level focus on the safety report elements of the meeting especially looking at the use of PPE and safety equipment and holding our colleagues to account.

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### **2. Review of previous minutes, outstanding actions and improvement tracker**

J.R asked the group if any comments on previous months minutes group agreed them, J.R then ran through the action tracker which has been updated and shared with the group.

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### **3. Safety Review**

Presentations from Vanderlande (A.A) JBT (M.B) and Siemens (G.M) focusing on PPE, safety training and safety equipment with a joint mantra of all colleagues home safe.

C.S asked for a view on equipment damages caused by operators to be presented next month.

C.S how do employers manage seeing other colleagues who are compliant with PPE requirements? A.A there are reporting mechanisms in place for any unsafe act witnessed we will then follow up with all relevant parties.

C.S during disruption when bags are caught up in system area there any extra measures taken in regards to safety? A.A yes we have separate safety training focussing on disruption, use of equipment and dealing with the added pressure safely, C.S can that be shared next month? A.A yes.

C.S can JBT present the process maps app mentioned next month as part of the safety focus?  
M.B yes

C.S how often are quality checks carried out on nip points and safety equipment? G.M we use job hazard analysis and promote a safety culture of zero harm supported by training, meetings and toolbox talks.

P.H damage to hands is one of the biggest causes of injury do you mandate wearing gloves for all tasks or just specific? M.B our app links specific jobs to the correct PPE we have various gloves that are job specific and protect against cuts or electrical arcing alongside standard task gloves that are worn.

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#### **4. Performance Review**

F.T and A.P presented the performance report covering the operation from April 11<sup>th</sup> onwards, work is still on going to clean the data and achieve the accurate missed bag rate that will drive performance improvement. Current not loaded bag rate sits at 3.35% this is based purely on the data available which still doesn't cover every carrier.

J.R presented the system performance data.

C.S how do Air New Zealand and Qantas relate to total bags as they are currently not included in data, A.P Air New Zealand will be included going forward work is on going with Erik and Qantas to pull the data into the smart suite enterprise alongside other missing airline data.

C.S do Vanderlande capture bag throughput data? A.A yes we do.

N.H presented smart suite enterprise data showing improvements on metrics presented last month including bag tracking errors, tracking percentage and bag jams.

C.S has the work been done to identify the actions needed to improve bag jams further? M.B yes utilizing smart suite enterprise areas of improvement have been identified and parts replaced.

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#### **5. Operational updates and Issues**

Due to time constraints focus on the recent disruption events on the 14<sup>th</sup> and 22<sup>nd</sup>.

C.S lots of work has been happening outside of the BOSC meeting to identify the issues and resolutions so thanks to the teams for that.

M.M presented the Hot Wash review for the disruption events explaining route cause, what went well, lessons learnt and actions and next steps, emphasis was put on how good it was to see all colleagues supporting the response next step is to review the current UPS back-ups for the CTX machines involving colleagues from SMITHS TSA LAWA and TBITEC.

M.M also presented throughput slides showing the events on the 14<sup>th</sup> and 22<sup>nd</sup> and the improvement in response seen.

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#### **6. Airline/ground service provider**

Focus this month on disruption event

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#### **7. Monthly focus item**

The monthly focus event was due to be results of the recent baggage survey due to time constraints this will be worked on offline and findings presented back to the group next BOSC meeting.

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#### **8. AOB**

C.S next meeting focus will be damaged equipment, as volumes increase its apparent we need to work together to raise awareness and accountability.

W.J agree this will also be good to share at our quarterly safety meetings.

**Action:** equipment damage to be shared next BOSC.

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LAWA & TBITEC: Baggage Operations Sub Committee  
(TBIT AND TBIT WEST AOC COMMITTEE)

