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**BOSC Date 25/05/2022**

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

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## **Minutes**

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

C.S welcomed everyone to the meeting, emphasized that although the meeting is still new as a team we have identified ways we can work together to improve and that moving forward we will be looking at performance more in depth. This week the focus is on damaged equipment most of which is a direct impact of colleagues behavior there is a direct safety and financial impact and we are asking for everyone's participation to work and make a significant improvement.

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

J.R checked that there were no concerns with last months minutes and updated the group on the action tracker (see tracker)

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### **3. Safety Review**

L.W presented this months safety slides covering recent damage that had been caused in the baggage hall explaining the incidents and reminding the group of the key safety culture take always and how we must work together to ensure our personal safety and that of our colleagues. L.W reminded the group about the up coming virtual quarterly safety meeting June 21<sup>st</sup> 10:00am if you are interested in attending and haven't received an invite please contact L.W.

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### **4. Performance Review**

J.R re-iterated to the group the aim of BOSC which is to utilize the performance data and dig into the detail in turn creating improvement projects.

F.T presented the performance slides for the month explaining that there are some issues with the data especially around the reconciliation element.

P.T Emirates explained that they saw this issue throughout the month and that messages were being delayed and at times they had to resort to manual reconciliation, SITA rectified the issues towards the end of the month

C.S asked whether SITA issued any notice, P.T stated that they escalated it to SITA when they

first saw the issue and that he hadn't seen a notice from them.

**Action:** LAWA I.T to follow up with SITA around the lack of communication

P.T stated that EK missed 8 bags in the month not 653 as stated in the report, F.T responded that moving forward we would like to compare SSE data with airline reported data.

J.R presented the system performance slides and recruitment update.

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

M.M presented the slides covering last months outages, the resulting actions and status of those actions an update on the CTX issues and segmented bag delivery.

C.S asked who the point of contact for LAWA is during disruption events M.M responded that work has been carried out to identify the correct points of contact, C.S can you confirm with Eve and JC that the ARCC manager is in the loop.

**Action:** M.M to confirm ARCC manager is in the loop with disruption plans.

T.H provided an update from the TSA on the CTX issues stating that reviews have been carried out and damaged parts replaced and that on-going monitoring is in place to identify issues quickly and respond accordingly, meetings are also in place with the contractors to define next steps.

C.S thanked the TSA for their commitment and recent response to disruption

T.H thanked the teams for the collaborative approach

C.S asked the airline community to share any learnings on segmented bag delivery they have experienced in other airport they operate from.

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

Focus item this month is the Early Bag Store (EBS) usage.

W.J British Airways shared with the group that they worked hand in hand with Vanderlande on EBS utilization at their home station and they are more than happy to share learnings and support use.

E.S Qantas echoed W.J comments around shared learnings and stated that recently the Sydney team has been re introduced to the EBS at LAX and are looking at whether it can tie-in with an earlier check-in process as their customer base generally show up earlier than the 4 hour window, also stated that there us a financial impact to change but the ball is in motion and you have our commitment.

C.S shared that a recent survey of ticket counters has shown the number of customers queuing prior to desks opening, there are no more ticket counters available and we need to be working

together on smarter use of assets.

M.C stated that we are striving to move towards self bag drop options and we would encourage any carriers who can open a little bit earlier as the queues are causing some issues in the check-in area the EBS is a great tool we appreciate the continued collaboration but would really like to see an uplift in utilization.

R.M Air New Zealand shared that a lot of carriers can be resistant to change especially following the recent impact of the pandemic, and that a re familiarization of the EBS product and its benefits would increase awareness and support change.

C.S thank you Richard that is currently in motion, we are working through it with the ground service providers one at a time.

J.R stated that any support needed with EBS utilization the foursails team can help as we have colleagues who were heavily involved with the use and optimization of the same product at HAL.

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## **7. Monthly focus item**

Monthly focus item is damaged equipment

A.A presented the slide pack showing damages occurred this year emphasizing the importance of reporting in a timely manner and potential safety risks if not done so.

J.R reminded the group of their responsibilities under the operating agreement to report damage when it occurs and the financial impact of such issues.

L.W stated that even if you discover damage after an event please ensure you report correctly as it helps all parties involved in resolving as quickly as possible.

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## **8. AOB**

E.S updated that the next step to resolve the messaging issue with EK and SSE is to set up a technical call with both parties which he hopes to have in place next week.

W.J asked what classify and baggage disruption event vs a blip M.M replied that we have a P status document that defines events by the percentage of system that is impacted

**Action:** P status document to be shared with group

M.M told the group that the Smart Suite Enterprise (SSE) launch is next week so please look out for communication regarding this.

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

