
BOSC Date 08/30/2023

Chair: Viji Prasad Co Chair: Carrie Sullivan

Minutes

1. Welcome and Introductions

C.S welcomed everyone to the meeting, C.S stated the purpose of the meeting which is formed by the LAWA common use governance TBITEC agreement, within this meeting we have made a lot of progress in relation to communicating to the airline and ground handling community on the performance of the BHS across TBUT T5 and T1.5 we understand that TBIT takes up a lot of the meeting so if there is anything from the T5 and T1.5 operations that need focus please let us know, this is a meeting dedicated to the baggage performance and we welcome all of your communication we have insight on all airline baggage performance and if we see any issues we reach out to you I would encourage you to share this with the ground handlers, we also share the ground handlers performance but that is in no way a report card as we all know left behind bags have a significant story per bag, we also find that the largest number of bags left behind is related to the interline performance due to late incoming flights and other reasons, we do want everyone to feel welcome and communicate and encourage everyone to review the data that is going out to you if you find you need a further explanation please reach our the data shows you the number of bags left behind and the reasons behind it, the data from the cage report is different to what Jake will present later which focussed on the late divert data which has another definition of all bags and the relationship, we want to remind everyone that the purpose of the meeting is for the airlines and ground handlers LAWA provides this meeting as an oversight on the BHS performance and the TBITEC contract.

2. Airline/Ground service provider feedback

No specific feedback from the airlines or ground service providers

C.P representing Menzies presented safety practice deployed across their operation.

C.P safety is our number one priority, this presentation covers the safety culture we have at LAX, the first element covers MORSE which stands for Menzies Operating Responsibly Safely and Effectively, this is all about doing the right thing for our customers and ensuring we follow the airport we are operating in local guidelines and regulations, Menzies invest in safety management technology with programs available that provide data that support the operation (dashboard shared) examples of incident reporting shared covering the subject date and time of incident and any supporting information this ensures that everyone in the organization and the airport are aware of the incident.

C.P next we look at our SMART inspection system we have a dashboard that captures all inspections and whether we are on target against our sweet KPI's targets vary per airport with LAX being one of the airports we deliver more inspections and quality control

C.P shared how the inspection reports look on the company mobile devices which allows more dynamic reporting in the field and more QCC to be carried out, we gather the information from the inspections which gives us clear areas to explore further, questionnaire shared on screen given examples of what is looked for during the SMART process.

C.P shared the SMART drive ramp utilization program Menzies have in place this involves all vehicles having a dash cam in board which is triggered to capture footage of any issues that are triggered via certain parameters examples including speeding or not stopping at certain points they should this is then used to educate drivers and ensure they are aware of their responsibilities and the rules and regulations where they're operating the tracking system utilized for such events was also shared.

C.P shared the internal screen testing approach Menzies have in place where boogey bags or items will be placed within a container and the agent is expected to notice the initial placement of these items or pick up on the rouge bag before closing the container etc. this approach is delivered across the cleaning and passenger side of the operation as well as baggage

C.P shared the badge challenge approach Menzies have any person seen operating in the restricted areas will be challenged if they don't have the correct badge or access levels, this ensures the safety of all LAX employees.

C.P shared the GSE inspection program in place ensuring all equipment is up to the required standards before operating this adjusts to the airport's local rules with clear understanding of LAX regulations the red tag approach was shared which ensures any hazardous equipment isn't operated.

C.P the importance of securing ULDS and equipment as well as the importance of FOD walks was shared with the emphasis being how mistakes can impact not only your own operation but those who operate around you.

C.P shared evidence and explained the front of house walks that are carried out focusing on the operation and the safe practices needed.

C.P shared the town hall and safety committee approach Menzies take with regular meetings held and recognition for employees who have gone above and beyond in the operation this included the approach to employee and management interaction, People Passion Pride since 1833.

C.S thanks to Crystian and Menzies this month this approach will be circulated around the rest of the ground handlers, it's pretty challenging for us to get insight from the ground handling teams one area we need more information on is areas we can in turn support you, if you reach out to Angel and TBITEC team then through this meeting we can share with the rest of the operation if there are particular areas that need support, the goal is to have participation from the teams, we need insight into your operations to be able to support the best outcome's, I know Lew and his team continue to do a lot of work with the ground handlers especially within the safety program but please engage when the team reach out for future meetings.

3. Review of minutes outstanding actions and improvement tracker

J.R confirmed that there were no comments or challenges in regard to last month's minutes, the actions tracker progress was shared with 32 closed items and 2 open items (see attached tracker) comment shared from R.M that the SITA crew BSM issue can now be closed.

4. Safety review

A.M presented the first section of the safety review this month focussing on Irregular operations, we had hurricane Hilary impact us recently and we thought we were well prepared for it but our focus was on water leaks and the impact of the weather we did not expect to see the power disruption we saw that day, the last count I heard was 16 separated power events on the 20th impacting various parts of the business, this ended up with the TBITE BHS being taken offline for many hours, anyone who works in an airline will tell you irregular operations are a big headache all your standard routines fall short or don't work normal operating habits are no longer in play and everything can go out the window including unfortunately safety habits which we try so hard to impart to everybody, the problem is that whatever emergency you are having taken focus and business as usual is forgotten, all employees are in high energy and emergency mode trying to work to ensure that the problems are mitigated as best as possible.

A.M shared multiple examples of the recent disruption seen on the 20th and the number of bags that were stored on the floor, when the BHS system goes down (which handles thousands of bags a day) everything is manually handled by our colleagues, the work seen from all parties deserves praise as everyone pitched in and supported each other.

A.M Irregular operations can drive a sense of panic with rules and equipment Boeing broken I have seen lots of manual handling injuries during irregular operations we see driving standards drop amongst other things, once we had the baggage system back up and running straight away we are seeing bag hygiene and bag jam problems, the message I have to managers and supervisors during irregular operations is to please always include reminders with your teams to follow the safety rules and not skip safety steps, when carrying out your briefings during the next event please ensure to include these messages 'keep with the safety rules', 'please lift properly', 'please wear your seatbelt', 'please follow all local safety rules and regulations', 'follow bag hygiene guidance', 'close the container curtains'.

An.M shared a video with the group of an incident that had recently occurred, the video depicted an incident within the bag room where a tug was towing 4 LD7's (restriction in the bag room to 1 at a time) the last of which hit the curb as they were driving away speed was an issues along with the fact the individual drove away after hitting the curb, we need to remind the teams the rules and regulations that need following, only tow 1 LD7 or 4 baggage carts at a time, if you are involved in an incident please report it to the arc and remain on the scene until someone responds, this is happening more than it should it's a continual process to remind our teams on how to operate correctly in these environments.

A.R presented the next element of the safety presentation this month

A.R the first slide was focussing on bag room rules and regulations, following the video we have just seen I would like to focus on the rule of no short cutting through the bag room the incident we just saw would be classed as short cutting through and could result in a citation, the presentation Crystian has shared tells us Menzies have QC's this presentation is a great opportunity to add to those QC's and ensure the teams know the rules and regulations, I would like to remind everyone speed limit in the bag rooms is 5mph, all posted signage and markings should be followed, TBIT old bag room is propane vehicles only, MSC and NBHS you can use diesel or gasoline, all baggage containers and carts shall be transported with its curtains and door closed stowed and secured at last months BOSC Andrew shared a video as to what can happen if this is not followed, No storage of equipment allowed, staged equipment shall be for operating flights only, we have been getting some feedback around airlines not wanting to move bag halls as they cannot store equipment these rules apply across all bag rooms and no more than 7 containers should be at each sort pier another good example that can be included in your own QC reports, last thing I would like to highlight is no smoking or use of E-Cig's is permitted and these can trigger fire alarms

A.R I want to discuss graffiti and tampering with equipment everyone should understand that all equipment found in all areas of the TBJUT bag-room is community property and therefore should be treated respectfully and responsibly please refrain from adding stickers, accessories, writing graffiti or destroying any part of it, I would also like to share a issues we have footage of where a colleague or colleagues have been removing name tags from peoples luggage and attaching them to the baggage equipment, not sure why or what the cause of this but want to ensure people understand that this is tampering with equipment and also stealing from passengers as they pay for these name tags.

A.R the next slide shared highlighted the regulations in place that reflect what has just been discussed

A.R Estops and baggage conveyors reminders, we are still seeing examples of colleagues using the E-stops to hang personal belongings on which as we have discussed previously will have an impact on your area as well as the surrounding 50 feet radius, Vanderlande are the only authorized people to be on the baggage equipment within the TBIT bag hall's

P.T just wanted to pass a comment on the staff hanging their personal belongings on the E-stops, this was also an issues in the old bag room, the issue was caused because there was no place to hang personal items and hooks were installed which removed the issues, could this be looked into so the staff have a place to hang their personal items

A.R most certainly Paul that is something we are looking at and currently we are working with our contractor to work out the best place to put the hooks once we get the work approved we will send out a memo to the community informing them

ACTION: hooks for personal belongings in bag room to be installed and location shared with the community

C.S we just want to highlight to the members of the BOSC we focus a lot on the bag room as that is the brain of the baggage operation in relation to you getting your bags out to your

aircraft's securely and safely, with multiple airlines and ground handlers operating at one time that is an area where we have seen a fair amount of challenging safety issues, since we are all operating and walking around these areas we want to ensure that the rules and regulations are followed and everyone remains safe these are LAWA rules and regulations we are not introducing anything new we provide reminders which we see as critical to the operation which is why we share this information regularly.

5. Performance review

J.R presented the performance review this month with a different approach being used focussing on late divers and the events that impacted the operation, the mitigations used, the TC and EDS utilization heat maps and supporting information.

J.R the first slides show the BHS KPI's we saw 768,633 bags processed in the month of July, overall ATR read rate of 94.1% with work ongoing to continue to improve the ATR read rates, the ICS read rate was at 96.2%, reminder that the ATR read rate relies on good bag tag quality as well as properly functioning equipment so anything that can be done to ensure tags are facing up and readable is appreciated, system availability was 99.4%

J.R the late divert performance report focussed on bags which are late diverting which is the best proxy we have for the bags at risk of not making the intended flight with their passengers, we are focussing on the 'early' and 'on time' bags which diverted late due to system issues as well as the late input bags which divert late due to the fact they may not have enough time from input to travel through the system to output before ATD. The report focuses on bags days which are above the agreed 5/1000 trigger which when broken will drive further investigation to ensure understanding of root cause is reached. This report does include a couple of days in July which were over 4/1000 as they are good examples of different issues faced.

J.R definitions provided 'late diverting bags' are bags that arrive at sort pier less than 30 minutes before ATD, Bags that divert late because of system issues enter or have a BSM generated, before ATD – 6pm is 'on time' (60-120 mins) 'Early' (before ATD >120 mins), bags that divert late due to inout, or late BMS generation enter the system within 60 mins of ATD 'late' (60 mins and below ATD)

D.C on one of the previous slides you mentioned a rate of 5/1000 is this a target?

J.R apologies Daniel I should have been clearer the 5/1000 trigger is not a target we use it as a number that sharpens the focus of the baggage and data analytics working group and ensures follow up and investigation, the in-system target is 1/1000

C.S late divert doesn't necessarily mean the bag has missed the flight

J.R that's correct it provides the best proxy for us to review the bags that were at risk of not making the flight, as we know the best measure is through world tracer but we don't have access to airlines reconciliation data or access to world tracer data, working together with TBITEC Vanderlande and BROCK we have identified this as the best measure available to us

D.C is it possible going forward to have a break down month by month of the late divert rate, I

understand that not every single late divert means the bag has not made it but operating out of MSC most of the bags we leave behind do show as late divert, the other piece around the month by month data would be a better understanding of performance as explained I realize 5/1000 is not a target but this is very high my own target is 2/1000 so currently I'm in discussions with head office due to issues with the belt.

C.S you should be receiving our individual bag reports each month

D.C can I request that Is resent as its not something I have received previously

ACTION: individual bag report to be shared with Hawaiian airlines

J.R the next slide shows the late divert table for the month of July with the bags split into the categories discussed the table shows that 75-80% of bags that late divert are due to late inout with the system being at fault for the remaining 20%

J.R looking at July as a whole we can see we had a overall performance rate of 11.65/1000 with the in system side contributing 3.41/1000 and late input 8.24/1000, the days which we are focussing on are the 5th, 23rd, 27th, 29th and 31st July as they breached the 5/1000 trigger as well as examples on the 7th and 13th of July which were above 4/1000.

J.R the next few slides provide a day by day breakdown of the days highlighted with issues seen mitigations that were deployed and where identified the root cause to the issues (details within presentation slide pack)

J.R the late input impact on late diverts was shared via a table with the rate per 1000 and number of bags impacted highlighted this was shared as a reminder to the community on the importance of getting product into the system with enough time for it to be processed and screened, it is understood that the interline team and some airlines have processes in place to respond to 'hot bags'

J.R a graph showing the overall July performance vs late divert categories was shared with particular focus on issues seen on the 6th and 19th July with high number of late input bags, this is shared as further investigation showed these bags were for flights (Volaris 151 on the 6th and Asians 241 on the 19th) which were delayed but the system was not outdated to reflect that either via SSE or SITA RMS it vitally important any flight changes are communicated and updated in a timely manner to ensure that the dat available to us is as accurate as possible.

J.R the spurious flight removal is reflected in the late diverting bag graphs once those bags had been removed the overall late divert rate for the month is 9.7/100 vs the 11.65/1000 with those bags included.

J.R 4 days in July had a root caused of power or fire alarm impacting the BHS and the overall May-July stats for disrupted days were shared showing outside facility issues being the main cause for system related late diverts, the baggage system has been relatively stable but the power spikes and fire alarms are causing disruption, there is work going on in the background with a working group led by Gabe Shangle being formed with SME's from Vanderlande and LAWA working to understand why TBIT BHS is being negatively impacted for periods of time by the power disruptions.

J.R the next slides show the EDS utilization for July with cold spots on the heat maps

representing zero to low throughput on machines across the month and red spots showing higher throughput, the cold spots don't always mean the EDS machine is out of service it could be a system issues restricting the flow of product to a particular machine, importantly across July capacity always met demand, when a EDS machine is OOS the TSA will report this to the control room and it is captured along with the overall availability/utilization and throughput per machine for the month this is represented in the slide pack.

J.R please review the pack further and share with any colleagues who may not have been available for the meeting any questions please feel free to send them to myself at jake.redmond@foursailspartnership.com or the TBITEC team.

J.R through working together we can ensure Happy passengers on time with their bags.

6. Operational issues and updates

Due to time constraints, we didn't manage to cover this section this month please review the pack and if any feedback or question either direct to jake.redmond@foursailspartnership.com or the TBITEC team.

7. Interline update

No Interline update this month

8. Monthly Focus item

The monthly focus item was a project update

C.S we would like to let the community know that there is work on-going and a number of efforts in place to address the power issues and other issues with Mike Christensen and Doug Webster involved and Gabe Shangle leading working groups on their behalf with experts from across the operation, Rick Connell has personally been focussing on the fire alarms and the system is being configured to ensure that fire alarms outside of the BHS will not impact the operation I think we can all recognize that we have been seeing less and there are two more programs to deliver to complete this work.

G.S I will pass over to Tim Rogers to present on behalf of the project team as he has put together these slides.

T.R the first part of our presentation is on the Terminal 5 CTX Re-cap, the scope of the project is to replace obsolete CTX inline screening machines with new CTX 9800 EDS machines, this is something that has been contemplated for a few years, screening capacity will be improved by circa 800 bags and is expected to meet projected demand out to 2039, 1894 BPH, this will provide increased resiliency as system operates as one pod with east and West TC line crossover capability CBIS construction Q1 2024 and system activation expected Q4 2024.

T.R the next slide shows the outline of the project with the conveyors in grey ones that will also be replaced as part of the project this will provide additional redundancy as discussed on

previous slide.

T.R we will have three temporary screening pods that will be installed in the terminal 5 lobby, the configuration is close to being agreed with a bit more work needed with SPIRIT expect the install of this to begin towards the end of this year.

T.R the next project focus is on TBIT Baggage Optimization – Phase 2 (BOP 2) the scope of this is to increase screening capacity from 2500 BPH to 3720 BPH (4960 BPH in final configuration) with new consolidated CBIS/CBRA consisting of 8 CTX 9800 screening machines and 37 CBRS inspection tables, newly controlled ticket counter lines and additional mainline with load balancing capability to evenly distribute bags to new baggage screening area, new clear transfer line at TBIT north for outbound transfer bags, sort pier/EBS demolition expected Q4 2023.

T.R we are contracted with Vanderlande to do this project so it will be a Vanderlande installed system with Swinerton the general contractor in place for the project, the next slide shows Level 1 -slide shows Level 1 -Intentional/domestic recheck the TBIT level 2 final layout with the new loader and new transfer induct highlighted, the next slide gives you a sense of some of the functionality that will be installed we are still working through the final configuration of this with all relevant parties the project is at the 30% design phase and working towards the initial TSA submission, the input for domestic claim will be relocated and the over size pick up line and suspect transformation lines will be adjusted, this will bring the takeaway capacity in line with the outbound capacity.

T.R if any further information needed please feel free to reach out to Gabe or myself or any of the LAWA teams.

P.T as you and LAWA are going forward finalizing these plans what consideration is being given to contingency plans whilst this is being built?

T.R specifically will we do a lot of contingency planning as we are taken elements of the system offline and building to ensure the product isn't impacted, and as we do with all projects the contingency plans and mitigations will be provided, there is an assumption that any other areas would be covered by existing contingency plans but I will take that away to review and see if there is anything needed to bridge the gap

P.T thanks my concern would be around the certain assets we currently have and the impact as they are being turned off going forward

T.R there will be robust communication in place covering the plan A, B and C so we are prepared for all outcomes

G.S the main concern will be how do we get bags out if the system goes down we currently utilize sort piers 5 and 6 will go into a cordoned off area for construction in October so we are working on a plan to utilize the space near the CT3 and DC7 we will present this plan to op's and Tim for review and comment's

R.S will this have any impact to the CT1 during construction?

T.R it should not it will remain in continuous operation any work needed on that line will be overnight in the downtime

9. AOB

J.R as always there is additional material within the appendices showing KPI and safety rates fro JBTY and Vanderlande alongside additional data which supports the performance review please review in your own item and if you have any questions reach out to the team.

C.S the TBITEC team tomorrow have a session for the wash up from 20th August LAWA have held a wash-up and shared information with the community Vanderlande increased there staffing levels to almost double what they would normally have to ensure things were back online Monday morning this has been taken up at the highest level across LAWA and Vanderlande TBITEC have also increased resources which you will hear more about tomorrow.

No further business meeting closed.