

海南航空股份有限公司文件

Hainan Airlines Document

琼航服〔2016〕1241号

关于下发《海南航空国际中转不正常行李保障标准》的通知

海航股份各单位：

为进一步规范公司国际中转不正常行李保障，提升国际中转不正常行李处置时的旅客体验，支撑公司快速发展的国际化趋势，彰显公司五星航空的品牌形象，特制定并下发《海南航空国际中转不正常行李保障标准》。

本文件自 2016 年 9 月 23 日起生效。

特此通知

附件：海南航空国际中转不正常行李保障标准

海南航空股份有限公司

2016年9月22日

The Notice about Issuing the Irregular Baggage Handling Standards of HNA International Transfer Flight

All units of Hainan Airlines,

In order to further standardize the irregular baggage handling for the company international transfer, improve passengers' experience of irregular baggage support, now we formulate and

issue the Irregular Baggage Handling Standards of HNA
International Transfer.

This document will be take effect from the date it is issued.

Hereby announced

Appendix: Irregular Baggage Handling Standards of HNA
International Transfer

Hainan Airlines Co. Ltd.

22th, September, 2016

附件

海南航空国际中转不正常行李保障标准

一、适用范围

本文件适用于海南航空自营及同外航联运的国际中转不正常行李的保障。

二、保障原则

(一) 信息沟通

1. 国际中转航班始发站、中转站及到达站应就中转行李保障的不正常情况及时相互通报；

2. 旅客行程最后一个航站应将不正常行李后续处置进程及时主动地向旅客进行通报。

3. 旅客在目的站没有取到托运行李，由供应商指导旅客填写《行李运输事故记录单》（PIR 单），做少收记录（AHL），按照 WT 系统信息录入的要求（如有 WT 系统），做好行李信息录入和跟踪。

(二) 保障重点

集中资源重点关注、保障我司重要旅客、各类高端旅客及特殊旅客的国际中转行李。

(三) 主动赔付

对旅客国际中转行李的破损、丢失、晚到等不正常情况，按照相关法律法规和我司标准主动向旅客进行赔付。

三、国际联程行李运输规则

(一) 国际联运行李规则（包含免费行李额及超限行李收费标准）

1. 根据 IATA302 决议，国际联运行李规则采用主承运人（MSC）规则。即主承运人的行李规则适用于某一整个行李运输段。

2. 美国及加拿大航线例外：自美国或加拿大始发或行程最远点在美国或加拿大的运输，第一个主承运人的规则适用于全部航程。如为代码共享航班，则采用市场方的规则。

3. 国内国际非联程运输行李：国内国际航班承运人同为海航，但客票是分别填开不属于同一运输合同，国内转机点转机时间在 24 小时以内，国内航段的免费行李额按照国际段标准执行。

具体参见 DF-2015-045 号业务通告。

(二) 超限行李收费方式

1. 国际联运超限行李使用国际逾重票收取。具备收取国际超限行李收费能力的国内始发站在始发站一站式收取整个行李运输段的超限行李费；其余各航线在中转站收取整个行李运输段的超限行李费。

2. 国内国际航班承运人同为海航，但客票是分别填开不属于同一运输合同，国内转机点转机时间在 24 小时以内，此类情况如出现超限行李收费，则分段计收，国内段使用国内逾重票按国内段的标准收取，国际段使用国际逾重票按国际段的标准

收取。

四、岗位职责

(一) 集团外部供应商职责

1. 负责登记各类不正常行李相关信息台账(有 world tracer 系统, 在系统中进行记录), 并以月度为周期进行分类汇总统计;

2. 负责将漏运行李信息以电话或其他信息传递方式按照《海航行李漏运信息通报与监控流程》进行通报, 并按照《不正常行李处置 SOP 单》进行处置;

3. 负责按照海航行李补偿及赔付标准, 主动向旅客发放临时生活补助以及行李破损、丢失补偿费等。

(二) 市场部各场站、集团内代理我司监管职责的航空成员企业

1. 负责与属地供应商行李保障单位的对接;

2. 负责不正常行李信息向公司内部的通报;

3. 负责就联运行李保障加强同当地联运合作航企的沟通、协调;

4. 负责属地行李运输不正常情况的后续处置监管;

5. 负责监控、落实不正常行李的赔偿及后续报销事宜。

(三) 飞航地区

1. 负责联系始发站、中转站、到达站等相关航站, 积极处理各类不正常行李运输事件;

2. 负责做好各类不正常行李事件的台账记录, 并按照我司要

求按时提供台账记录;

3. 负责旅客不正常行李的赔偿及后续报销事宜;

4. 负责属地我司代理单位行李运输非正常情况处置的执行监管。

(四) 服务部地面业务中心

1. 客户服务席业务口

负责按照《地服非正常事件信息管理规定》通报不正常行李信息, 并负责监控以下 2 类不正常行李所属旅客处置工作(机场范围内), 通报处置过程中发生的非正常事件。

(1) 单个航班漏运行李在 5 件(含)以上的;

(2) 漏运行李所属旅客为重要旅客、公务舱旅客、公司领导或公司宾客的;

2. 不正常行李处置业务口

(1) 负责行李运输问题的核查;

(2) 负责通过 95339 做好投诉旅客的解释;

(3) 负责与到达站协调做好旅客和不正常行李后续的处置;

(4) 负责投诉旅客的安抚和相关问题的处置。

五、国际中转行李前置防范措施

(一) 始发站

1. 值机办理

(1) 境内始发: 一线值机人员为中转旅客的托运行李栓挂国际中转行李标签(如为通程值机航线则栓挂通程值机行李标签), 并口头提示旅客到达中转站后是否需要提取托运行李。

(2) 境外始发：对于外航联运的中转旅客，一线值机人员需在登机口提示旅客到达境内第一个中转站时，需要自行提取托运行李后再重新办理托运手续。

(3) 对于未购买联程客票的中转旅客，如旅客无中转国入境签证，在核实旅客后续行程信息后，一线值机人员需手工在系统中将旅客后续航段添加成联程航班，并将旅客托运行李办理至目的地。并提示旅客后续行李提取事宜。

2. 行李装载： 中转行李集中装载，优先性次于优先行李，行李装载人员需按此原则进行保障。

3. 信息通报： 在航班起飞后，我司驻场人员或代理单位人员填写《航班保障情况通知单》，通过邮件传递中转行李件数、装载位置，需要中转站重点保障的特殊情况也可通过电话等方式及时沟通。

(二) 中转站

1. 行李装卸： 行李装卸人员需根据行李卸载及上传顺序，及时上传中转行李。

2. 中转引导： 中转站中转服务员接机时主动提示旅客是否需要提取托运的中转行李及其他后续转机事宜。

六、国际中转不正常行李处置措施

(一) 漏运行李

1. 漏运定义：

指因拉减行李或旅客晚到、操作失误、安保等原因造成旅客托运行李未能与旅客同机到达。

2. 处置措施

(1) 始发站（中转站）尽可能在航班起飞前将延迟交付行李的信息通报给旅客本人，如无法及时告知，则在航班起飞后 60 分钟内，各始发站（中转站）地面人员，将延迟交付的行李的旅客信息、行李件数、行李号、后续运送航班（如已确认）等信息通过邮件、电话等方式传递给中转站（到达站）知晓，并在确认漏运行李的后续处置情况第一时间通报中转站、到达站。并邮件通报属地服务指挥室、客户服务席和服务部地面业务中心邮箱地址：bzcxlgls@hnair.com；由服务部地面业务中心负责监控漏运行李的后续运输过程。

(2) 中转站（到达站）收到漏运行李的信息后，启动保障预案（打印不正常行李票号、发布不正常行李通知、发放临时生活费、登记行李外貌特征及运送地址等），在航班落地后，安排充足人手为旅客提供必要的协助。

(3) 中转站（到达站）主动给予旅客临时生活补偿费供旅客在等候行李到达期间购买临时必须的日用品，填写《行李事故记录》单，记录旅客行李外貌特征、旅客邮寄地址，积极联系始发站（中转站）查找行李，并主动向旅客提供行李动态查询电话，安排专人每日不少于一次主动以旅客接受的方式（短信、邮件、电话等）向旅客通报延迟交付的行李动态信息，延迟交付的行李到达目的地机场后，需按照旅客要求运送至指定地点，如旅客住宿的酒店等。

(二) 多收行李

中转站或到达站如发现有多收行李，应立即向始发站（中转站）及相关航站通报多收行李具体信息并进行登记后方可入库。如有 WT 系统，需在 WT 系统中建立多收信息，收到始发站进行行李协助查询时，积极进行多收行李的比对，并将确认后的行李按照速运行李操作要求发往相应航站。

(三) 行李丢失

行李内物丢失或整件丢失，当地责任单位按照我司现有赔偿标准主动给予旅客赔偿。

(四) 行李破损

当旅客行李箱包出现破损，经地服人员确认需要向旅客赔偿时，需按照我司标准赔付旅客实物箱包或现金，在有我司指定赔偿箱包样式、品牌的地区，需按我司要求进行实物箱包赔偿。

七、国际中转不正常漏运行李信息通报

(一) 始发站

1. 飞航地区、基地/分公司、场站地区、集团成员企监管地区始发

(1) 飞航各分公司、基地/分公司、成员企和场站要与所在机场行李查询部门建立不正常行李信息传递保障机制，及时了解本属地 HU 及 CN 航班行李运输保障过程非正常信息；

(2) 始发站行李保障单位在发现单个航班漏运行李在 5 件（含）以上（漏运行李所属旅客为我司重要、两舱、金鹏贵宾

会员、公司领导、公司宾客则不论件数数量，均通报），应在 30 分钟内确认漏运行李的航班号、件数以及旅客类别（含：重要旅客、头等、公务舱旅客、金鹿卡、金鹏白金卡、金银卡旅客），并根据当地通报流程进行通报；

(3) 发生多个航班漏运行李在 10 件（含）以上，按航班保障时间段进行统计通报，各地在早上 09:00 前，其它时间段根据航班结载时间 30 分钟内发出不正常行李信息；

(4) 属地指挥室收到行李漏运信息后立即向客户服务席及服务部地面业务中心(邮箱：bzcxlgl@sahair.com)发送不正常行李信息；

(5) 属地行李保障单位在确认漏运行李的后续运输航班、时间以及行李标识等立即通知中转站和目的站行李查询；

(6) 我司驻场单位值班或监管企业现场值班在接收到上述漏运信息后，应全程监控漏运行李的后续处置过程。

2. “三无”机场始发

(1) 始发站行李保障单位在发现单个航班漏运行李在 5 件（含）以上（漏运行李所属旅客为我司重要、两舱、金鹏贵宾会员、公司领导、公司宾客则不论件数数量，均通报），应在 30 分钟内确认漏运行李的航班号、件数以及旅客类别（含：重要旅客、头等、公务舱旅客、金鹿卡、金鹏白金卡、金银卡旅客）等；

(2) 发生多个航班漏运行李在 10 件（含）以上，按航班保障时间段进行统计通报，各地在早上 09:00 前，其它时间段根

据航班结载时间 30 分钟内发出不正常行李信息；

(3) 不正常行李信息应邮件通报海航客户服务席 (邮箱地址: khfwx@hnair.com)；

(4) 行李保障单位在确认漏运行李的后续运输航班、时间以及行李标识等立即通知海航和目的站行李查询。

(二) 到达站 (中转站)

1. 发生漏运行李时, 及时核对始发站发送的漏运行李信息通报, 确认漏运行李所在地点。

2. 及时根据始发站发送的速运航班信息查收漏运行李, 在收到行李后, 向始发站进行通报。

八、不正常行李赔付时限要求

(一) 适用范围

1. 旅客当场未提出补偿请求, 航班运行结束后联系我司要求补偿。

2. 处置现场无足够现金, 与旅客约定事后进行补偿。

3. 处置现场无法确定补偿金额, 经事后调查确定补偿金额。

(二) 补偿金发放

1. 确认补偿金额

现场处置人员根据海南航空不正常行李处置要求, 同旅客协商并确定最终补偿金额。具体标准详见海南航空《地面服务手册》第 14 章责任与赔偿章节。

2. 获取账户信息

确认补偿金额后, 工作人员确认并记录日期、航班号、

旅客姓名、联系方式，开户行信息（开户人姓名、账号）、补偿金额等，注意与旅客复述确认账号信息。

3. 发放补偿金

(1) 赔偿时限要求

1) 境内地区:

在与旅客协商达成一致赔付金额后，10个工作日内完成转账汇款。

2) 境外地区:

在与旅客协商达成一致赔付金额后，20个工作日内完成转账汇款。

(2) 对于因旅客提供信息不全无法顺利转账的情况下，工作人员应及时联系旅客更正信息，并在获得准确信息后在上述规定时间内完成补偿金汇款。

(3) 在办理补偿金转账汇款时注意核对开户人姓名、账号等信息，确认收到转账成功的提示，并保留纸质版或电子版的汇款凭证。

4. 补偿金发放确认

(1) 工作人员在转账汇款完成后立即以电话或短信等形式通报旅客已转账成功，并确认收到旅客回复。

(2) 由市场部不正常航班室或质量管理单位转办的，转账当日邮件通报交办单位。

- 附件 1 不正常行李处置 SOP 单
- 附件 2 不正常行李通知参考模板
- 附件 3 不正常行李处置跟踪单

附件 1

不正常行李处置 SOP 单

| 不正常行李处置 SOP 单 | | | |
|---------------|----|--|------|
| 阶段 | 序号 | 具体工作项目 | 落实情况 |
| 始发站 保障 | 1 | 按标准顺序拉减行李（只适用于计划性的拉减） | |
| | 2 | 不正常行李信息及时通报旅客 | |
| | 3 | 及时修正舱单 | |
| | 4 | 不正常行李航班信息、事件原因、确定解释口径，通报航班经停和目的站、服务部客户服务席及地面业务中心 | |
| | 5 | 及时办理行李速运 | |
| | 6 | 整理信息并传递至航班经停和目的站、服务部地面业务中心不正常行李模块和客户服务席；（参照附件 2） | |
| 到达站 保障 | 1 | 启动不正常行李处置预案 | |
| | 2 | 根据旅客身份安排相应级别工作人员做好接待及解释安抚 | |
| | 3 | 按标准支付临时生活费 | |
| | 4 | 及时送达行李 | |
| | 5 | 整理信息并传递至服务部地面业务中心不正常行李模块和客户服务席；（参照附件 2） | |

附件 2

不正常行李通知参考模板

尊敬的旅客：

我们很抱歉的通知您，____航班由于____原因，有____件行李未能同机抵达，我们将尽快通过最早的后续航班将您的行李运送至目的地或您指定地点。更多事宜请联系现场行李查询工作人员进行登记并留下您的联系电话。给您的旅行带来不便，我们深表歉意。

Dear Passengers,

We are sorry to inform you that, Due to____, there are pieces of baggage have not been transported by the flight_____. For more information, please contact our ground staff. Sorry again for the inconvenience.

附件 3

不正常行李处置跟踪单

| 不正常行李处置跟踪单 | | | | | | | | | |
|------------|----------------|--|--------|-----|------|---------|----------|--|--|
| (一) 始发站 | | | | | | (二) 到达站 | | | |
| 行李号 | 旅客姓名 | 旅客身份 (重要旅客及随行 VIP\F\C\ 金鹏白金卡、金开、 银卡\金鹿卡\中转旅客\特殊旅客) | 行李速运计划 | | | 总牵头负责人: | | | |
| | | | 日期 | 航班号 | 旅客诉求 | 速运行李到达 | 速运行李送达旅客 | | |
| 提取责任人 | 计划送达时间 | 实际送达时间 | | | | 旅客诉求 | | | |
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| 备注 | 旅客有多重身份时，全部列明。 | | | | | | | | |

Appendix

Irregular Baggage Handling Standards of HNA International Transfer

I. Applicable scope

This document is applicable to Hainan Airline self-operating and interlines flights irregular baggage handling on international transfer.

II. Handling principle

i. Message communication

1. Notify transfer baggage handling and irregular situations in time among origin station, transfer station and arrival station of international flights;

2. The destination station of passenger' flight should notify passengers the subsequent handling progress of irregular baggage.

3. Guide the passenger to fill in the PIR form. Input baggage information and trace it according to WT system requirements.(If has WT system)

ii. Handling focus and special group of passengers

Focus on the handling of international transfer baggage for our company VIP, various high-end passengers and special passengers.

iii. Compensate initiatively

Compensate initiatives for irregular situations on international transfer such as baggage damage, lost and delay, etc. according to related laws and regulations and HNA standards.

III. International connecting flight baggage transport rules

i. International connecting flight baggage transport rules(including free baggage allowance and excess baggage charge standard)

1. According to IATA 302 resolution, international connecting flight baggage transport takes MSC rule, that is, MSC baggage rule is applicable to the certain whole baggage transport segments.

2. But U.S. and Canada routes are excluded: For flights originated from U.S. or Canada or the far most station is in U.S. or Canada, the first main carrier rule is applicable to all journey. If it is code share flight, market carrier's rule shall prevail.

3. Baggage transport on of domestic and international non-connecting flights: if the carrier of domestic and international flights is Hainan Airlines, but the tickets were issued separately, and the transit time in domestic station is within 24 hours, the free baggage allowance of domestic flight is same to international flight standards.

The details refer to DF-2015-045 announcement.

ii. The charge method of excess baggage

1. International interlines excess baggage use international

excess baggage ticket to charge fees. Domestic origin stations which have the qualification of charging international excess baggage fees should charge excess baggage fee of the whole baggage transport segments; other flights charge the excess baggage fees in transfer stations.

2. If the domestic and international carrier is the same, but the tickets are issued separately, domestic transfer time is within 24 hours, the excess baggage fees should be charged separately, domestic segment should charge according to domestic flight standards, and international flights should take the excess baggage fees of international flight standards.

IV. Post responsibilities

i. Responsibilities of external suppliers

1. Be responsible for registration of various irregular baggage information (use world tracer system to record) , and make statistics and summary per month;

2. Be responsible for notification of missing baggage information by phone call or other transmission methods according to Hainan Airlines Baggage Missing Information Notification and Monitoring Process.

3. Be responsible for providing temporary living expense and compensation of baggage damage or lost for passengers according to HNA baggage compensation standards.

ii. Responsibilities of stations in Marketing Dep. and aviation member enterprises in HNA Group that have supervision responsibilities

1. Be responsible for the cooperation with baggage handling unit of local suppliers;
2. Be responsible for the internal notification of irregular baggage information;
3. Be responsible for coordinate with the interline enterprises.
4. Be responsible for the execution supervision of abnormal situations on local baggage transport;
5. Be responsible for the payment of compensation and subsequent reimbursement matters (partial area).

iii. Flying-on Ground responsibilities

1. Be responsible for contact origin station, transfer station and arrival station, positively deal with various irregular baggage transport incidents;
2. Be responsible for making records of various irregular baggage information, and provide them according to our company requirement;
3. Be responsible for the compensation of passengers' irregular baggage and subsequent reimbursement matters.
4. Be responsible for the supervision of our company agent units about local irregular baggage transport.

iv. Ground Business Center of Service Department

Customer Service Office (command office)

1. Be responsible for the notification of irregular baggage information according to Irregular Incident Quick Report System;

2. Be responsible for the monitoring within the range of airport about irregular baggage incidents;

If the delayed baggage of the flight are over 5 pieces

Or the delayed baggage' s owner are VIP, Business class passenger, leader of company, leader' s guest of company.

Irregular baggage module

1. Be responsible for the verification of baggage transport problems;

2. Be responsible for the explanation of passengers' complaints through 95339;

3. Be responsible for the subsequent handling of irregular baggage with arrival station;

4. Be responsible for the pacification of passengers and the handling of related problems.

V. Irregular baggage pre-prevention handling on international flights

i. Origin station

2. Check in

(1) Tie international baggage tags for transfer passenger's

checked baggage (if it is thorough check, tie thorough check baggage tag), remind passengers if they need claim checked baggage in transfer station.

(2) Foreign origin station: for transfer passengers of non-HU interline flights, remind passengers in boarding gate that they need claim checked baggage and make check in formality again in domestic transit station by themselves.

(3) For transfer passengers who did not purchase connecting tickets, if they do not have entry visa in transfer country, after check of passengers' subsequent flight information, manually add their subsequent flights in system as connecting flights, and check in their baggage to destination.

2. Transfer baggage loading: Transfer baggage will be loaded together after priority baggage.

3. Message notification: after flight departure, our company station staff or agent unit should fill out Notice of Flight Support Situation, send transfer baggage pieces and loading locations by emails; special situations needing support in transfer station also can communicate by phone calls, etc.

ii. Transfer station

1. Baggage unloading and loading: load and unload the transfer baggage according to the sequence.

2. Transfer guidance: transfer staff should take the initiative

to remind passengers if they need claim transfer baggage and subsequent transfer matters in transfer station.

VI. Irregular baggage handling in international transfer

1. Baggage delay

(1) **Definition:** passengers' baggage cannot arrive together with passengers on same flight due to baggage reduction, passengers arriving late or mishandling, etc.

Make up measures

1) Origin station(transfer station) should try to notify passengers the delayed delivery baggage before flight departure, if cannot notify in time, ground staff of origin(transfer station) should send passenger information, baggage pieces, baggage number and subsequent flight (if confirmed), etc. to transfer station(arrival station) within 60 minutes after flight departure by emails or phone calls, etc., and notify the subsequent handling situation to transfer station or arrival station in the first time, and send email to notify local service command office, Customer Service Office and Ground Business Center, the email address is bzcxlgls@hnair.com; Ground Business Center is responsible for the supervision of the subsequent transport process of missing baggage.

2) After transfer station(arrival station) received the information of missing baggage, start handling plan(print irregular baggage ticket number, issue irregular baggage notice, distribute

temporary living expense, register baggage features and delivery address, etc), arrange sufficient staff to provide necessary assistance for passengers after flight landing.

Reference template of irregular baggage notice:

Dear Passengers,

We are sorry to inform you that, Due to ____, there are ____ pieces of baggage have not been transported by the flight _____. For more information, please contact our ground staff. Sorry again for the inconvenience.

3) Transfer station(arrival station) should take the initiative to give living expense compensation for passengers to buy daily necessities when waiting baggage' s arrival.

4) Fill out Baggage Accident Record, record baggage features, and positively contact origin station(transfer station) to look for baggage.

5) Take the initiative to provide dynamic baggage enquiry phone number to passengers.

6) Arrange designated staff to notify passengers the baggage information every day by short message, email or phones, etc.

7)Record delivery address of passengers, transport the baggage to designated address according to passenger requirements after arriving destination airport, such as passengers' hotel, etc.

2. Over-received baggage

If over-received baggage is found in transfer station or arrival station, report to origin station and related terminal immediately to notify the specific information and make registration. If there is WT system, establish the information in the WT system.

If received the inquiry requirements from origin station, positively make comparison and transport the baggage to related airport according to quick-transport handling requirements.

3. Baggage lost

If parts of baggage or the whole piece of baggage is lost, make compensation according to our company compensation standards.

4. Compensation for luggage case damage

If confirmed by ground staff that we need compensate passengers' new case, compensate passenger cash or designated brand luggage case.

VII. Baggage missing message notification on international transfer flights

i. Origin stations under the supervision of Flying-on Ground, Base/Branch, Stations and member enterprises of HNA Group

1. Branches of Flying-on Ground, Bases/Branches, member enterprises and stations should establish irregular baggage information transmission mechanism with local airport baggage inquiry department, timely know HU and CN irregular baggage

information of local airports;

2. Origin station baggage handling unit if found that there are more than 5 pieces (inclusive) of missing baggage on 1 flight (no matter how many pieces of baggage if the passenger of the missing baggage is VIP, first class and business class passenger, fortune wing club VIP member, company leaders, company guests, notify it), and confirm the flight No., pieces and passengers category(including VIP, first class or business class passengers, golden deer card, platinum card, gold/silver card, etc. within 30 minutes;

3. if found that there are more than 10 pieces (inclusive) of missing baggage on more than 1 flight, notify it one by one according to flight support time, issue irregular baggage information before 09:00 in the morning in each place, and within 30 minutes in other time according to flight check in close time;

4. Local command office should immediately send irregular baggage information to Customer Service Office and Ground Business Center of Service Department after receiving baggage missing information;

5. Local baggage support unit should notify transfer station and destination baggage inquiry office after confirming the subsequent flight, time and baggage tags, etc.;

6. Our company station units or scene duty manager of

supervision agent should monitor the subsequent handling process after receiving the above missing information.

ii. Origin stations without HNA supervision

1. Origin station baggage handling unit if found that there are more than 5 pieces (inclusive) of missing baggage on 1 flight (no matter how many pieces of baggage if the passenger of the missing baggage is VIP, first class and business class passenger, fortune wing club VIP member, company leaders, company guests, notify it), and confirm the flight No., pieces and passengers category(including VIP, first class or business class passengers, golden deer card, platinum card, gold/silver card, etc. within 30 minutes;

2. If there are above 10 pieces(inclusive) of baggage missing on more than 1 flight occurs, notify it one by one according to flight support time, issue irregular baggage information before 09:00 in the morning in each place, and within 30 minutes in other time according to flight check in close time;

3. Notify HNA Customer Service Office about the irregular baggage information by phone: 089865987105;

4. Baggage handling unit should notify HNA and destination baggage inquiry after confirming the subsequent flight, time and baggage tag, etc. of missing baggage.

iii. Arrival station (transfer station)

2. If baggage missing occurs, check the missing baggage notification sent by origin station in time; confirm the location of the missing baggage.

3. Accept missing baggage in time according to quick-transport flight information sent by origin station, and notify origin station after receiving the baggage.

VIII. Compensation and reimbursement time requirements for irregular baggage

i Compensation time requirements

1. Applicable scope

(1) If passenger did not propose compensation request on the scene, passengers should contact our company after flight operation.

(2) If no sufficient cash on the scene, promise to passengers to make compensation later.

(3) If cannot determine compensation amount, settle down it later.

ii. The distribution of compensation

1. Confirm compensation amount

Scene handling staff should determine compensation amount according to HNA irregular baggage handling requirement. The detailed standards refer to the chapter 14 in HNA Ground Service Manual.

2. Get account information

Confirm the number of compensation, record date and flight No., passengers' name, contact information, Bank of deposit (Account holder's name and account number and compensation, etc., pay attention to repeat the account information with passengers.

3. Distribute compensation

(1) Compensation time requirements

1) Domestic station:

Staff should complete money transfer within 10 working days after reached an agreement with passengers.

2) International station:

Staff should complete money transfer within 20 working days after reached an agreement with passengers.

(2) If cannot make money transfer due to incomplete passengers information, staff should contact passengers to correct information in time, and complete compensation remittance within the regulated time after achieving accurate information.

(3) Pay attention to check passengers' account and name when remitting money, confirm that the transfer messaging is received, keep paper version or electronic remittance receipt.

4. The confirmation of the compensation distribution:

(1) Staff should immediately notify passengers that the transfer has been completed by phone call or short message, and confirm to

receive passengers' reply.

(2) If it is assigned by Irregular Flight Office of Marketing Department or Quality Management unit, send email to them after money transfer on that day.

Appendix 1 SOP of Irregular Baggage Handling

Appendix 2 Irregular Baggage Handling Tracing Note

Appendix 1

SOP of Irregular Baggage Handling

| SOP of Irregular Baggage Handling | | | |
|--|------------|---|------------------|
| Phase | No. | Detailed work items | Execution |
| Origin station | 1 | Reduce baggage by standard sequence (only applicable to planned reduction) | |
| | 2 | Notify passengers the irregular baggage information in time | |
| | 3 | Revise load sheet in time | |
| | 4 | Flight information, incident causes and explanation of irregular baggage should be notified to flight stopover station, destination station, Customer Service Office and Ground Business Center of Service Dep. | |
| | 5 | Make baggage quick transport in time | |
| | 6 | Sort information and send it to flight stopover station, destination station, Customer Service Office and Ground Business Center of Service Dep. (refer to appendix 2) | |
| Arrival station | 1 | Start irregular baggage handling plan | |
| | 2 | Make reception and explanation work based on passengers' ID | |
| | 3 | Pay temporary living expense according to standards | |
| | 4 | Deliver baggage in time | |
| | 5 | Sort information and send it to Customer Service Office and Ground Business Center of Service Dep. (refer to appendix 2) | |

Appendix 2

Irregular Baggage Handling Tracing Note

| Irregular Baggage Handling Tracing Note | | | | | | | | | |
|--|---|--|------------------------------|------------|-------------------|--------------------------------|-------------------------------|----------------------|-------------------|
| i. Origin station | | | | | | ii. Arrival Station | | | |
| Baggage No. | Passenger Name | Passenger identity (VIP and their companions \CIP\F\C\ platinum card, gold card, silver card, golden deer card passengers\transfer passengers\special passenger) | Baggage quick-transport plan | | | General person in charge: | | | |
| | | | Date | Flight No. | Passenger Request | Baggage Arrival | Baggage deliver to passengers | | |
| | | | | | | Baggage claim person in charge | Planned delivery time | Actual delivery time | Passenger Request |
| | | | | | | | | | |
| | | | | | | | | | |
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| | | | | | | | | | |
| Note | List all identities of passengers Notify Customer Service Office if Beijing involved, Customer Service Office notify Beijing Base leaders. | | | | | | | | |

