

SOP Template: Luggage Handling and Storage Procedures

This SOP details **luggage handling and storage procedures** to ensure the safe, efficient, and organized management of passengers' baggage. It covers proper techniques for handling luggage to prevent damage, security protocols to safeguard belongings, systematic storage methods to optimize space and accessibility, and guidelines for tracking and reporting lost or damaged items. The aim is to provide a seamless and secure luggage experience for travelers while minimizing operational disruptions.

1. Purpose

To standardize luggage handling and storage operations, ensuring safety, efficiency, and security while maintaining a high standard of service for travelers.

2. Scope

This procedure applies to all staff involved in the receipt, handling, storage, retrieval, and tracking of passengers' luggage within the facility.

3. Responsibilities

- **Staff:** Follow all handling and security protocols; report any issues immediately.
- **Supervisors:** Monitor compliance, train new staff, and investigate incidents.
- **Security Personnel:** Oversee luggage screening and maintain secure access to storage areas.

4. Procedures

4.1 Luggage Receipt and Tagging

- Verify passenger identity before accepting luggage.
- Affix a unique identification tag to each item and provide a claim tag to the passenger.
- Inspect luggage for pre-existing damage and note details in the log system.

4.2 Safe Handling Techniques

- Use proper lifting techniques to avoid injury (lift with knees, not back).
- Utilize carts or trolleys for heavy or multiple items.
- Do not throw, drag, or stack luggage in a manner that may cause damage.

4.3 Security Protocols

- Screen all luggage in accordance with current security policies.
- Restrict access to storage areas to authorized personnel only.
- Report any unattended or suspicious items to security immediately.

4.4 Storage Methods

- Organize luggage by type, size, or destination to optimize retrieval.
- Store heavier items on lower shelves to prevent falling hazards.
- Maintain clear aisles and access routes in storage areas.

4.5 Retrieval and Return

- Request and verify claim tags before releasing luggage.
- Assist passengers in locating and retrieving their baggage.
- Document every retrieval in the tracking system.

4.6 Lost or Damaged Luggage

- Immediately log and report any lost or damaged item incidents.
- Assist the passenger with the reporting and compensation process, as applicable.

- Review CCTV and logs to locate missing items where possible.

5. Documentation & Records

- Maintain records of all luggage transactions for a minimum of 90 days or as required by policy.
- Securely store incident reports and investigation results.

6. Training

- All staff must complete luggage handling and storage training prior to duty assignment.
- Annual refresher training and security protocol updates are mandatory.

7. Review & Updates

- This SOP will be reviewed annually or after any related incident.
- Any changes will be communicated to all affected staff promptly.

8. References

- Company Security Policy Manual
- Health & Safety Guidelines
- Local and national transportation authority regulations