



Media release



ETIHAD AIRWAYS DEPLOYS STATE-OF-THE-ART BAGGAGE MANAGEMENT SYSTEM ACROSS ITS AIRPORT NETWORK

Etihad Airways, the national airline of the United Arab Emirates, today announced an agreement with Luggage Logistics to transform the end-to-end baggage management process across the airline's global airport network.

Luggage Logistics' advanced Baggage Management System (BMS) will enable Etihad Airways to significantly improve the delivery of guests' luggage to their destination on-time. It will also help the airline to easily track where bags are at any point along the journey throughout its global operation.

BMS will integrate with flight schedules and other key passenger information and departure control systems. This will increase the speed at which Etihad Airways' guest bags can be identified and transferred from the aircraft to the airport terminal facilities onto connecting flights, keeping departures on schedule and improve the on-time performance of its flights.

The software works from a centralised database that manages all baggage-related data from multiple sources. This real-time information can be shared quickly and efficiently across Etihad Airways' operations teams ensuring the consistency and visibility of baggage information.

Geert W. Boven, Etihad Airways' Senior Vice President Airport Services, said: "The partnership with Luggage Logistics will greatly improve the identification, management and transfer control of guest baggage across our global airport network including at our Abu Dhabi base. The new baggage management solution will enhance the guest experience by reducing lost or misplaced luggage, minimise delays commonly associated with baggage management, while optimising our flight operations."

Adam Dalby, Luggage Logistics' Managing Director, said: "We are delighted to be working with Etihad Airways who share our core values of innovation and service excellence. By delivering our state-of-the-art baggage management solution, real-time information will enable





Media release



collaborative and proactive decision making, ensuring guests baggage is efficiently handled throughout its entire journey.”

Etihad Airways chose the BMS solution as it complies with all baggage-related standards, such as ICAO Annex 17 and relevant IATA resolutions, and can be seamlessly integrated with other airlines’ systems. The solution is also closely aligned with Etihad Airways’ operational and infrastructure requirements, and those of its hub in Abu Dhabi.

- Ends -

About Etihad Airways

Etihad Airways began operations in 2003, and in 2014 carried 14.8 million passengers. From its Abu Dhabi base, Etihad Airways flies to or has announced plans to serve 116 passenger and cargo destinations in the Middle East, Africa, Europe, Asia, Australia and the Americas. The airline has a fleet of 120 Airbus and Boeing aircraft, with approximately 200 aircraft on firm order, including 66 Boeing 787s, 25 Boeing 777Xs, 62 Airbus A350s and five Airbus A380s.

Etihad Airways holds equity investments in airberlin, Air Serbia, Air Seychelles, Alitalia, Jet Airways, Virgin Australia, and Swiss-based Darwin Airline, trading as Etihad Regional. Etihad Airways, along with airberlin, Air Serbia, Air Seychelles, Alitalia, Etihad Regional, Jet Airways and NIKI, also participate in Etihad Airways Partners, a new brand that brings together like-minded airlines to offer customers more choice through improved networks and schedules and enhanced frequent flyer benefits. For more information, please visit: www.etihad.com

About Luggage Logistics and Load&Track

Luggage Logistics was founded in 2007 with its headquarters located on the Surrey Research Park in Guildford, UK. Luggage Logistics is a specialist aviation systems provider focused on producing cost-effective solutions to maximise the benefit of aviation systems beyond their traditional scope. Utilising data from multiple sources, Load&Track provides a state-of-the art, real-time baggage management solution throughout our customers’ operating network.

