



REF: KAA/JKIA/ 12/09/Vol. 2

26TH APRIL 2017

Dear Ms Ghocheh,

RE: PILFERED BAG ON KLM FLIGHT NO. 565 FROM NAIROBI TO AMSTERDAM ON 19TH APRIL 2017

Reference is made to your complaint dated 22nd April, 2017 regarding pilfered bag on KLM flight no. 565 that departed at 2355hrs from Nairobi to Amsterdam on the 19th April, 2017.

In our investigation we were able to track the movement of your bag from the check-in at departures all the way to being loaded from our baggage handling system to the bag being handed to the airline ground handler. Our CCTV footage analysis shows you checking in your bags at terminal 1A departures check-in hall. Thereafter the bags are received by the airline and loaded on to the belt and goes through the screening procedures and loading into the containers.

The CCTV footage analysis shows that the bags were handled procedurally and no interference nor pilferage was positively identified.

Please find attached herewith the CCTV brief for your perusal.

Kindly contact KLM and request for investigation on loading and offloading of the baggage to verify the exact location of the pilferage. We advise that you also file a claim with the airline for your lost items.

We regret this incident that robbed you of a quality Airport experience.

We take security of our passengers and their baggage seriously and shall endeavor to sensitize all Airport staff to uphold high integrity at all times.

Yours Sincerely

R. K. NGOVI
AIRPORT MANAGER-JKIA



CCTV BRIEF

REPORTED PILFERED BAG ON KLM FLIGHT ON THE 19TH APRIL 2017

Background

A Passenger by the name J. Ghocheh Lee checked in travel bags on a KLM flight and complained thereafter that the bag had been pilfered and lost valuables. CCTV Review was conducted and the following was observed.

IMAGES

The Passenger was observed at the counter (arrow pointed). The bag that she complained about is circled and at that point was taken to the OOG(out of gauge) x-ray machine by a tradewinds staff .



Kenya Airports Authority



Bag was carried towards the x-ray machine. (circled)



Bag goes through the odd size luggage x-ray screening at the BHS.



The luggage was loaded onto a trolley.



Kenya Airports Authority



Loader took the baggage to the container/sorting belt





Kenya Airports Authority



Bag was loaded onto the sorting conveyor belt D4





Kenya Airports Authority



Bag was loaded onto the container AKE 94548 KL



The container was among the last to be towed to the tractor. No suspicious activity was noted all along the loading process.



KAA Kenya Airports Authority



The container was closed ready to be towed off. A few checks follow but no bag was removed from the very container.



The container was towed away at 2339hrs headed for the plane.



Kenya Airports Authority



VIDEOS

The video storage data is saved for review on need basis at within our system.

CONCLUSION

The alleged pilferage of the bag was observed not to have taken place at the BHS. The airline is at liberty to provide information on loading and offloading of the passenger luggage in question. The passenger should be advised to file compensation claim with the airline.

Compiled by

Teddy Mugambi

Security Supervisor – CCTV