

Audit Check Sheet - Passenger & Baggage Handling

Audit Date: _____

Auditor Name: _____

Location/Station: _____

1. Check-in Procedures

- Verify passenger check-in procedures are documented, accessible, and implemented, covering:
 - Passenger identification verification
 - Travel document validity
 - Handling baggage allowance
 - Dangerous goods inquiry
 - Confirm procedures for tagging and identification of baggage are effective and implemented consistently.
 - Verify procedures and staff compliance related to passenger handling during irregular operations.
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2. Load Control Communication

- Confirm effective communication procedures between passenger handling staff and Load Control for updates on passenger loads and baggage weights.
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3. Special Category Passengers

- Verify procedures for identification, documentation, and handling of special category passengers (unaccompanied minors, persons with reduced mobility, etc.) are clearly documented and implemented.
 - Verify the accuracy and timely communication of special passenger information to relevant operational areas.
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4. Carriage of Weapons

- Confirm compliance with airline and regulatory requirements regarding:
 - Acceptance of firearms and weapons
 - Documentation and security procedures
 - Notifications to Captain and security services
 - Ensure staff training and competence related to handling of firearms or weapons are documented and current.
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5. Weight Measurement

- Verify procedures to weigh baggage and ensure accuracy, including calibration and regular checks of scales.
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6. Dangerous Goods

- Verify adherence to procedures for identifying and preventing undeclared dangerous goods during passenger and baggage acceptance.
 - Confirm procedures for managing and reporting dangerous goods incidents are documented and consistently applied.
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7. Security

- Confirm adherence to security screening procedures for passengers and baggage, complying with regulatory and airline requirements.
 - Verify clear procedures for handling security breaches or suspicious activities related to passenger and baggage operations.
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8. Documentation Control

- Ensure updated operational documentation is accessible and available at passenger and baggage handling stations, including:
 - Airline-specific manuals
 - Security protocols
 - Dangerous goods regulations
 - Emergency procedures
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9. Training Requirements

- effective training for all passenger and baggage handling personnel, including:
 - Passenger check-in procedures
 - Dangerous goods awareness
 - Special passenger handling (PRM, UM)
 - Security screening and procedures
 - Irregular operations handling

Audit Summary

- **Compliance Status:**

- ☐ Compliant
- ☐ Minor Non-compliance (Action Required)
- ☐ Major Non-compliance (Immediate Action Required)

- **Auditor Comments:**

- **Corrective Action Required (If applicable):**

- **Follow-up Audit Required:** ☐ Yes / ☐ No

Auditor Signature: _____ **Date:** _____

Auditee Representative: _____ **Date:** _____