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Aircraft ground handling — Checked baggage —

Part 2: Handling requirements and guidelines

Traitement au sol des aéronefs — Bagages enregistrés —

Partie 2: Exigences et directives de traitement

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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This document was prepared by Technical Committee ISO/TC 20, *Aircraft and space vehicles*, Subcommittee SC 9, *Air cargo and ground equipment*.

A list of all parts in the ISO 12604 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user’s national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

This document specifies the handling conditions for baggage checked-in by airline passengers to be carried into aircraft cargo holds, in order to:

— contribute to improving work conditions for baggage handling agents and reducing the incidence of musculo-skeletal disorders (MSD) in this population;

— facilitate enhancing the overall efficiency of baggage handling;

— provide instructions for the design of automated baggage handling systems increasingly used at airports. Annex A gives examples of measures allowing standard baggage to be conveyed through automated transfer and sorting facilities.

In this document, the following verbal forms are used:

— “shall” indicates a requirement;

— “should” indicates a recommendation;

— “may” indicates a permission;

— “can” indicates a possibility or a capability.

Recommendations are, while not mandatory, considered to be of primary importance in providing safe and efficient baggage handling. Any deviation from the recommendations should only occur after careful consideration and thorough service assessment have shown alternate methods provide an equivalent level of work safety.

The carrier and handling services provider are responsible for identifying and complying with legal requirements that can be locally applicable, such as Health and Safety government legislations and regulations applicable to machinery or manual handling of loads.

ISO 12604-1 specifies standard mass and dimensions requirements for baggage checked-in by airline passengers to be carried into aircraft cargo holds.

ISO 12604-3 covers ergonomic design requirements for baggage handling workstations.

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Aircraft ground handling — Checked baggage —

Part 2:
Handling requirements and guidelines

1 Scope

This document specifies the requirements of baggage handling for individual pieces of baggage checked-in by airline passengers at airports to be carried into aircraft cargo holds.

This document applies to all manual handling workplaces in the processing chain for sorting, safety handling and routing of the baggage (containers and bulk baggage, departure and arrival circuits, at terminal and at aircraft, excluding passenger check-in process).

This document does not specify the baggage handling systems in and out of airport terminals, except the baggage weights and dimensions to be handled, and the critical characteristics of manual workstations.

This document does not specify the aircraft loading system.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 11228-1:2021, *Ergonomics — Manual handling — Part 1: Lifting, lowering and carrying*

ISO 12604-3:2022, *Aircraft ground handling — Checked baggage — Part 3: Workstation ergonomics*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
handling company
carrier, contracted service provider or airport authority that performs all or part of baggage handling, including loading/unloading it into/from aircraft, at an airport

3.2
baggage gripping ideal criteria
set of characteristics required for a *piece of baggage* (3.3) to be deemed ideal for gripping

Note 1 to entry: The criteria are specified as follows: the piece of baggage can be grasped with both hands, with a firm grip, neutral wrist position less than 0,25 m between the centre of mass of the piece of baggage to be handled and the centre of mass of the *handling agent* (3.8).

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