

Sequence of the Event, 27-28 March 2016, based on CCTV timestamps

Compiled by Airport Authority

2319 hrs	The passenger (Miss Leung) was at the boarding pass checkpoint, Level 7 South DIH. Her bag was left behind on a trolley near the end of Aisle B.
2320 hrs	The passenger was at the security screening checkpoint, Level 7 South DIH.
2342 hrs	The passenger returned to Level 7 South DIH and approached an ImmD officer. She was assisted by Immigration. The passenger approached AVSECO screening checkpoint and requested AVSECO to assist.
2347 hrs	The passenger returned to Immigration, as the left bag could not be located.
2348 hrs	The passenger left the Immigration area. Around the same time, an unattended bag on a trolley was spotted by AVSECO. The AVSECO personnel moved the unattended bag on trolley to the side.
2358 hrs	CX staff was on phone, in search of the lost bag (near the end of Aisle B).
0002 hrs	The CX staff met with a woman (passenger's mother) and proceeded from the end of Aisle B to the lost bag
0013 hrs	The bag was being checked by AVSECO for reclaim by CX staff
0015 hrs	AA duty staff arrived at scene and was in conversation with CX staff (as to delivery of the bag)
0016 hrs	Passenger's mother moved to Level 7 North DIH with the bag
0018 hrs	CX staff carried the bag into Level 7 North DIH
0019 hrs	The CX staff rushed the bag into airside
0025 hrs	The passenger boarded at Gate 3, with the bag returned

Airport Authority

Sequence of Events

Incident on 27/28 March, 2016 regarding
Lost and Found Cabin Baggage of Miss Leung Chung Yan

0003	T1 Operation Officer (OO) in IAC received a call from AVSECO in IAC stating that an unattended bag had been found near L7 South Pre-Immigration. OO took note of it.
0005	T1 OO in IAC received another call from AVSECO in IAC stating that AA could collect an unattended bag which had passed ion scan. OO asked T1 OO to attend to the case.
0007	OO received a call from CX requesting AA to attend to and to release the found bag immediately because the case involved the Chief Executive's daughter. OO replied that our duty staff had been dispatched to the scene.
0010	OO called AVSECO in IAC and asked if the owner had shown up and which CCTV camera could be used to view the scene. AVSECO replied he didn't know. OO located the scene with CCTV and found that CX staff and AVSECO staff were at the scene.
0014	OO called AVSECO in IAC and asked if AA's presence was required as handover of the bag was in progress. AVSECO replied that AA's presence was not necessary.
0015	When the two OOs arrived, a male CX staff and AVSECO staff were at the scene. They noticed that AVSECO Assistant Manager (AM) was trying to explain the procedure of handling such a case to Mrs. Leung and why they couldn't take the bag to airside. The CX staff at the scene told OO that the owner of the bag had been identified in airside and asked if AA would deliver the bag to its owner at the boarding gate. OO declined CX's request to take the bag to its owner at the boarding gate and stated that it was the airline's responsibility.
0016	Mrs. Leung appeared upset. She said she couldn't understand why no one could help her deliver the bag to its owner at the boarding gate as she knew the owner of the bag and there was no forbidden item inside the bag. Then, Mrs. Leung started to walk to L7 North Pre-Immigration stating that she would take the bag to the boarding gate herself. AVSECO staff tried to stop Mrs. Leung but Mrs. Leung kept walking to L7 North Pre-Immigration.

0018	When the two OOs followed Mrs. Leung, CX staff and AVSECO staff to L7 North Pre-Immigration, they noticed that a CX staff was carrying the bag into airside via the staff channel.
0018	After security screening was carried out on the bag, the CX staff ran to the boarding gate with the bag.
0019	Mrs. Leung expressed her dissatisfaction over the procedure and the handling of this case to AA, AVSECO and CX.
0025	Miss Leung boarded her flight at Gate 3.
0041	AA duty staff left the scene.
0053	Mrs. Leung and the other parties left the scene.
	-End-

Prepared by:

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Report

Aviation Security Concerns Arising from the handling of an Unattended Bag

INTRODUCTION

Commencing 7th April 2016 (Thursday), considerable media attention has been given to a case of unattended bag handled jointly by staff of Cathay Pacific Airways (CX), Aviation Security Company (AVSECO) and the Airport Authority (AA) around midnight of 27th March 2016. Concerns mainly surround whether any unusual privilege had been granted to the passenger in this case and whether aviation security was compromised.

2. This report outlines the sequence of events as known to AVSECO. All facts have been carefully examined, and it is concluded that all related handling of the matter was appropriate and in accordance with laid down policy and procedures and aviation security was properly safeguarded.

INCIDENT

3. The bag in question belonged to a departure passenger for flight CX872 (STD : 0030 hours) on 28th March 2016 for San Francisco. (*Note : The passenger is now known as Miss LEUNG.*) She entered the Airport Restricted Area (ARA) through Departures Immigration Hall (DIH) at Level 7 South around 2320 hours on 27th March 2016 and underwent the required boarding pass check and security screening.

Loss of Cabin Bag

4. At about 2342 hours on 27th March 2016, Miss LEUNG returned from the airside to Level 7 South DIH and enquired if her lost bag could be found in the screening hall. (*Note : AVSECO staff were unaware of any special identity of the*

passenger at that time. Requests for assistance of this nature are not uncommon and AVSECO staff exercise their best judgment to help the passengers as a customer service measure.)

5. On the request of Miss LEUNG, AVSECO screening staff searched for the lost bag in the DIH at Level 7 South and later checked the DIH at Level 7 North (in case the passenger's memory was confused as to where she had undergone security screening.) Diligent efforts did not result in finding the bag. AA Lost and Found Office was also called with no fruitful results. AVSECO screening staff advised Miss LEUNG to seek further assistance from airline staff, and Miss LEUNG left at about 2347 hours.

Location of Unattended Cabin Bag

6. At about 2348 hours, an AVSECO access control security supervisor (SS) noticed an unattended bag at the end of Aisle B of the Check-in counters (landside). The SS followed the standing handling protocol to take control of the bag and asked a security officer (SO) to conduct an Explosive Trace Detection test. The test was completed in about 10 minutes and confirmed there was no presence of explosives. AA Lost and Found Office was informed and two AA staff attended scene at about 0015 hours on 28th March 2016.

7. In the process of the explosive trace detection test, three CX staff turned up. They were able to identify the bag as one belonging to a CX passenger by the name tag attached to the bag. A moment later, the mother of the passenger concerned also arrived. *(Note : The lady is now known as Mrs LEUNG.)* They requested to reclaim the property on behalf of the passenger. *(Note : This is allowed if assessed to be safe by AA staff or an AVSECO supervisor.)* The AVSECO supervisor opened the bag in the presence of CX staff and Mrs LEUNG confirmed that the computer and medication inside belonged to the passenger. The bag was released to CX staff according to the laid down procedures. The Action Card governing handling of found property is attached at Annex A.

8. As time did not allow the passenger to return to the landside to take over the bag, Mrs LEUNG requested CX staff to have the bag delivered to the passenger. CX staff enquired AVSECO if CX could take the bag to the passenger in the restricted area. AVSECO confirmed that AVSECO had finished all screening process of the unattended bag and that there was no objection to allowing CX to bring it to the

passenger. At about 0018 hours on 28th March 2016, a CX staff took the bag to the airside through the passenger screening channel, Level 7 North DIH. He went through all necessary permit check and security screening before proceeding to the flight to return the bag to the passenger.

9. At about 0024 hours on 28th March 2016, the passenger presented her bags, including the bag in question and a handbag, to AVSECO staff outside Boarding Gate No. 3 for "Liquid Aerosol Gel" (LAG) check in compliance with US regulations. No irregularities were found.

10. Annex B shows the chronological sequence of events.

CONCLUSION

11. Based on all information elicited and the review of related aviation security provisions, the conclusions are as follows:

- (a) All handling of the bag was in accordance with laid down procedures and reasonable judgment was exercised in the prevalent circumstances.
- (b) The passenger was not granted any unusual privilege. The passenger under the circumstances was provided with assistance/service by the airline to reclaim and return the lost bag.
- (c) The aviation security was properly safeguarded throughout the event. The bag concerned was "cleared" through various security procedures, including explosive trace detection test, x-ray screening and compliance with required US security checks. Hence, at no time were there any violations of overall aviation security requirements.

AVSECO
20th April 2016



行動指引：對於發現獨處行李 / 物件的處理程序

1.0 主旨：當發現獨處行李 / 物件時，按既定程序處理，確保機場安全及有效地處理獨處行李 / 失物。

2.0 當接獲有關訊息，指揮室當值控制員應該：

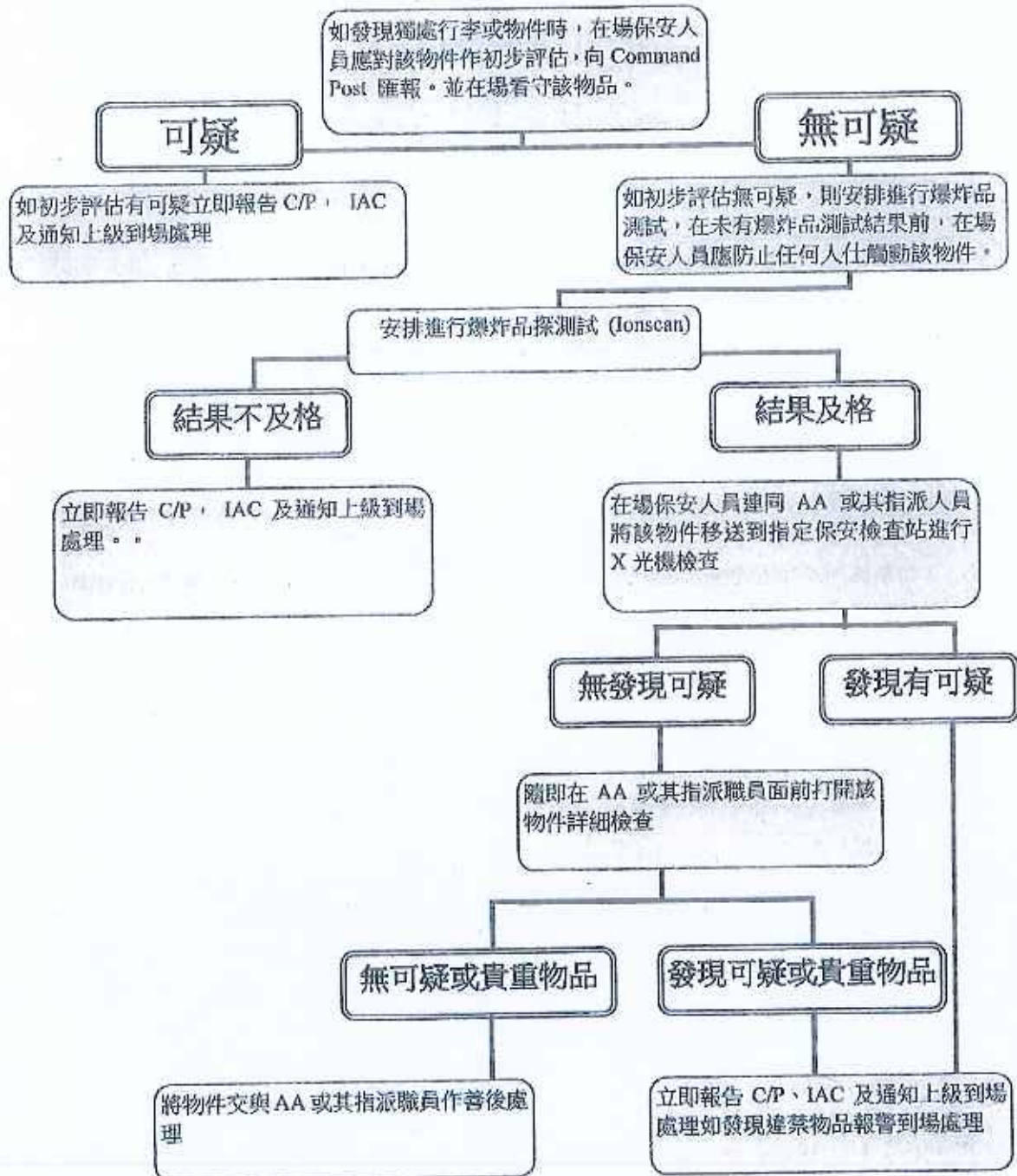
1. 記錄所有接獲的詳細資料，確定發現物件的正確位置及攝取該物件的詳細資料，並派隊員到現場作出初步評估及處理。
2. 通知 IAC，並要求聯絡機管局(AA)派員到場作進一步處理。
3. 知會當值助理經理、高級保安主任/保安主任及附近保安隊長到場。
4. 安排進行炸藥探測器 (IONSCAN) 測試，將探測結果轉告 IAC。
5. 如有需要，要求 IAC 將該物件有關資料轉告有關航空公司。
6. 將詳細資料記錄在事件記錄冊(Incident Book)內。

2.1 當接獲有關訊息，到達現場之保安人員應該注意下列事項並依照下列流程表處理：

1. 所有移動獨處行李/物件的工作均由 AA 或其指派職員負責。
2. 在禁區內發現的獨處行李/物件由 PSD 負責炸藥探測器 (IONSCAN) 測試，而非禁區內發現的則由 TAD 負責。
3. 所有非禁區內發現的獨處行李/物件均送往二號客運大樓的寄存行李處作 X-RAY 檢查。當寄存行李處停止運作時，則送往 L3 中央貨物檢查區作 X-RAY 檢查，而禁區內發現的則由 PSD 負責。
4. 在非禁區發現的獨處行李/物件，保安人員需要在十五分鐘內到達現場處理。如在禁區內發現，則需五分鐘內到達現場。
5. 如獨處行李/物件是由乘客或職員交來，保安人員必須詢問該人仕資料。如對方願意提供，把該人仕資料，例如姓名、國籍、職員公司名稱、聯絡電話，並即時記錄在個人記事簿內。
6. 在處理期間，乘客或航空公司代表到場認領該物件，初步評估無可疑後可在 AA 或其指派職員，或一名保安隊長或以上級別人員面前核對物主身份，確保無誤後將物件即場交回物主或航空公司代表。如有可疑，可用人手檢查而無需花時間將物件帶往保安檢查點進行 X-RAY 檢查。
7. 如進行爆炸品測試期間有物主前來認領該物件，在場保安人員應向物主解釋為可需要進行測試，並向其詢問下列問題。
 - 1) 該物件是否代人攜帶
 - 2) 該物品是否曾經無人看管
 - 3) 是否有不屬於物主的東西在內
 - 4) 物主的職業
 - 5) 物主曾否接觸過爆炸品或化學品：例如肥田料。
8. 在場保安人員將處理過程不斷向 Command Post 匯報。
9. 將事件始末詳情記錄在個人記事簿及崗位記事冊內。



2.2 當發現獨處行李／物件，在接獲上級指令時，在場保安人員應該根據下列程序處理：





2.3 當發現獨處行李／物件內有違禁物品時，保安人員應該：

1. 報告 Command Post、IAC 及通知上級到場處理。
2. 即時封鎖現場及經 IAC 要求警方到場處理。
3. 如懷疑是土製炸彈 IED 時，切勿觸動該物件直到軍火專家到場，並在現場協助警方疏導人群。
4. 將事件詳情始末記錄在個人記事簿及崗位記事冊內，以作記錄。

3.0 發現失物件時，當值保安人員應該：

1. 立即通知 Command Post 及 IAC 有關事件，向對方索取資料，並填妥 拾獲失物資料單據 的第一部份。(AC-OPS I-TAD-App.58)
2. 如拾獲人士拒絕提供個人資料，只需在 拾獲失物資料單據 第二部份備註欄填上拾獲人士拒絕提供資料便可。
3. 將失物連同 拾獲失物資料單據 放入膠袋內，然後封密。
4. 要求拾獲人士在膠袋封口上簽署。
5. 等待上級到場協助處理。
6. 等待 AA 或其代表到場拆封膠袋及在現場點收，然後填妥第二部份，交回 TAD Command Post 記錄
7. 處理失物的膠袋均編印有獨立號碼及受到管制，一切使用或報銷須記錄在個人記事冊，並通知上級及向 Command Post 報告。
8. 當值 Command Post 人員須將有關失物及接收失物職員資料記錄在“發現失物登記簿”內。

3.1 發現〈機場禁區證〉的處理程序：

1. 將證件資料通知 IAC，等待 IAC 回覆禁區證的狀況，例如使用中、已報失或失效。
2. 如屬使用中的禁區證，須向 IAC 查詢當時有否職員向 IAC 報失。盡快安排交回 Permit Office。但當 Permit office 辦公時間已過，應把禁區證暫時保管在 Command Post 內。
3. 如屬已報失 / 失效禁區證，則直接交回 Permit Office。但當 Permit office 辦公時間已過，則把禁區證暫時保管在 Command Post 內。
4. 如持證人向本部門通知報失禁區證尋回，須通知持證人到警局辦理尋回手續。
5. IAC 証實證件資料無誤；經 DSM 決定，將證件直接交回證件持有人。

Approved By: T.P. LEE

M/TAD

07.2.2012



機場保安有限公司

AVIATION SECURITY COMPANY LIMITED

1 Cheong Yip Road, Hong Kong International Airport, Lantau, Hong Kong

Ref : IB 1477/16
 Incident : Unattended Bag
 Date : 2016-03-27 to 28

Sequence of Event

Approximate Timing	Occurrence
23:20	Miss LEUNG entered the Airport Restricted Area (ARA) through Level 7 South Screening Hall (L7S), and underwent boarding pass check and security screening.
23:42	Miss LEUNG returned to the L7S screening hall from the airside and enquired if she had left her bag in the screening hall. AVSECO assisted by searching L7S and L7 North (L7N) Screening Halls and called AA Lost and Found Property Office, with negative result. AVSECO advised Miss LEUNG to seek assistance from the airline.
23:47	Miss LEUNG left the L7S screening hall and proceeded to the departure gate.
23:48	An AVSECO supervisor (SS) noticed an unattended bag (a black trolley case of standard cabin bag size) near check-in counter aisle B. SS reported to AVSECO Integrated Airport Centre (IAC). He did not locate the owner in the vicinity. It was handled in accordance with laid down procedures.
23:55	SO performed an explosive trace detection test, which required a few minutes to complete.
23:58	A CX airlines staff attended and identified the bag as one belonging to a CX passenger (Miss LEUNG). A moment later, two other CX staff arrived with a female (Mrs LEUNG) who claimed to be the mother of the passenger. AVSECO staff advised them that the screening process was in progress and no interference of the bag was allowed.
00:05	Explosive trace detection test completed with negative result. IAC was updated. IAC informed AA Lost and Found Office. Airline staff were in discussion with Mrs LEUNG outside cordon area.

Annex B

(P.2)

00:12	Airline staff requested to verify the contents of the bag in order to identify the owner. AVSECO staff opened the bag in the presence of CX staff and Mrs. LEUNG and the contents were confirmed to be the belongings of the passenger. The bag was released to CX staff for onward handling.
00:13	Mrs LEUNG requested CX for the bag to be taken to the passenger.
00:15:05	2 AA staff attended and assisted in the handling of the bag.
00:15:44	AVSECO AM attended the incident.
00:15:54	AVSECO AM approached Mrs. LEUNG and CX staff and asked about the situation. Mrs. LEUNG informed AVSECO AM that no one could assist her to send the trolley bag to her daughter. CX male staff enquired if CX could take the bag to the passenger in the airside. AVSECO AM confirmed that AVSECO had finished all the screening process of the "unattended bag" and that she had no objection to allowing him to bring the trolley bag to his passenger.
00:16:21	Mrs. LEUNG took the trolley bag and walked to L7N Departure Hall. All involved parties including AVSCEO, CX and AA followed.
00:16:44	AVSECO AM telephoned DSM and updated him on the progress of the handling of the unattended bag. DSM agreed that AVSECO had no objection to allowing the airline to reclaim the trolley bag for their own passenger after AVSECO duties had completed all the screening process and cleared the bag.
00:18:28	Upon arrival at L7N Staff Entrance, the CX staff took the trolley bag from Mrs LEUNG.
00:18:49	The CX staff took the trolley bag and passed through the screening at L7N screening channel. No irregularities were found during security screening.
00:24	Miss LEUNG presented her cabin bags to AVSECO staff (ASD) outside Boarding Gate No. 3 for open bag check prior to boarding. No irregularities were found.
00:19 – 00:53	Mrs. LEUNG discussed with the 2 CX female staff about the baggage handling procedures. AVSECO AM explained to Mrs. LEUNG that it was not appropriate for AVSECO to take the trolley bag to her daughter in this case, as the trolley bag was reclaimed by the airline. Mrs LEUNG left at 00:53.

Annex B
(P.3)

00:51	AVSECO DSM attended the scene to understand the incident.
01:01	AVSECO DSM continued to discuss the incident with CX staff and exchanged business cards.