



22ND JULY 2022

## POSITION STATEMENT

### BAGGAGE DELAYS FROM EUROPE

We continue to experience significant delays in processing bags from our European Stations. The delays are occasioned by a shortage of manpower and/or strikes. As a result, bags are not being processed in time to reach flights before they depart, leading to the unfortunate situation. This has affected most airlines, including the transfer of bags from other airlines to Kenya Airways.

We are working with all the affected Airports and doing everything we can to ensure that we load customers' bags onto the next available flights. Once the bags arrive at the destination airport, our team will arrange delivery with a courier service to the addresses provided.

Our Airport teams will support affected customers by providing missed-baggage reference numbers at their destination. Customers can view updates on the status of their bag(s) by entering the missed baggage reference number online at: <http://www.worldtracer.aero/filedsp/kq.htm>

Should you require assistance, please speak to our airport teams at your destination.

We sincerely apologize for the inconvenience this has caused to affected customers.

Julius Thairu  
Chief Commercial and Customer Officer

