

23rd JUNE 2022

POSITION STATEMENT

BAGGAGE DELAYS FROM EUROPE

There have been significant baggage system failures at London Heathrow, over the course of the past weekend. Flights from Schiphol, Amsterdam and other European airports are also facing a challenge with the processing of bags due to operational challenges around manpower. This has affected the processing of baggage in time to reach flights before they depart and unfortunately several customers' bags have been delayed. It has also affected most airlines and the baggage transfers from other airlines to Kenya Airways.

We are working with all the affected Airports and doing everything we can to ensure that customer's bags are put onto the first available flights. Once the baggage arrives at the destination airport, our team will arrange delivery with a courier service to the addresses provided.

Affected customers will be supported by our airport teams and will receive a missed baggage reference number at their destination. Customers can view updates on the status of their baggage by entering the missed baggage reference number online here: <https://wtrweb.worldtracer.aero>.

Should you require assistance to purchase essential items until your baggage is delivered, please speak to our airport teams at your destination and they will help you process this.

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

Julius Thairu
Chief Commercial and Customer Officer