



AIRPORT REGULATIONS

for Milan Linate Airport



EDITION 5.0




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The original text is the Italian version. In the event of any discrepancies between this English translation and the original Italian text, the official Italian version of the Regulation shall prevail. Please refer to the Italian version for authoritative guidance.


	AIRPORT REGULATIONS LINATE AIRPORT	CONTENTS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 1

0 CONTENTS


0	CONTENTS.....	1
1	GENERAL SECTION	6
1.1	Contents of the Airport Regulations	6
1.1.1	Updates.....	7
1.1.2	Glossary, terms and abbreviations	7
1.2	Responsibilities	12
1.3	Procedure for issuing and updating	18
2	AIRPORT DESCRIPTION	20
2.1	Description of the airport site and surroundings	20
2.2	Airport capacity and operations	20
2.2.1	Nominal capacity – Coordinated airport parameters	20
2.3	Terminal capacity.....	20
2.3.1	Parameters for calculating check-in desk allocation	21
2.3.2	Baggage handling system capacity	21
2.3.3	Airport Managing Company parameters.....	21
2.3.4	Parameters for the Operator	21
2.4	Airport operations and general rules	21
2.4.1	Allocation and use of airport infrastructures and plants.....	22
2.4.1.1	Airport resources	22
2.4.1.2	Allocation of rotating resources	22
2.4.1.3	Allocation times	23
2.4.2	Resource use regulations.....	24
2.4.2.1	Resources managed directly by SEA.....	24
2.4.2.2	Cargo area resources	24
2.4.2.3	Resources allocated to State Authorities.....	24
2.4.3	Spaces and facilities exclusively used for the provision of direct aviation services	25
2.4.3.1	Delivery and return of the area	25
2.4.3.2	Installation, maintenance and changes	25
2.4.3.3	Furnishings and equipment.....	26
2.4.3.4	Fire prevention	26
2.4.4	Construction and maintenance works within the airport	27
2.4.5	Traffic in regulated areas.....	27
2.4.6	Vehicle circulation in terminals	27
2.4.7	Regulations for access to the fuel station for private use in the airport area	27
2.4.7.1	Background information.....	27
2.4.7.2	Scope of regulations	28
2.4.7.3	General principles.....	28
2.4.7.4	Refuelling methods	28
2.4.7.5	Prohibitions and obligations	28
2.4.7.6	Environmental matrices	29
2.4.8	Airport security	29
2.5	Management of airport operations information	29
2.5.1	The airport information system.....	29
2.5.2	Seasonal scheduling.....	30
2.5.3	Daily scheduling	30

	AIRPORT REGULATIONS LINATE AIRPORT	CONTENTS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 2


2.5.4	Operational management	31
2.5.5	Summing up and Airport Journal	31
2.5.6	DCS data transmission within the M-AIS system	31
2.5.7	IATA messages	32
2.5.8	Single Carrier Declaration (DUA-DUV); load and centring sheets	32
2.5.9	Cybersecurity requirements	35
2.6	Airport and vehicle access	35
2.6.1	Obligation to install a vehicle geolocation device	35
2.6.2	Registration and access card procedure	36
2.6.3	Procedures for accessing the movement area	36
2.6.4	Procedures for checking vehicles operating in the movement area and airport and drone licensing regulations.	36
2.7	Environmental management	36
2.7.1	Disposal of solid urban waste and special waste	38
2.7.2	Water protection	38
2.7.2.1	Sewage wastewater	38
2.7.2.2	Drinking water distribution network	38
3	ACCESS AND OPERATIONS OF GROUND SERVICE PROVIDERS.....	40
3.1	Procedures for choosing a service provider	40
3.1.1	Restrictions	41
3.1.2	Access procedure for groundhandling service providers	41
3.1.2.1	Access for groundhandling service providers	41
3.1.2.2	Access procedure	42
3.1.2.3	Controls by the Airport Managing Company	44
3.1.2.4	Access report	45
3.1.3	Organisation and responsibilities of the service provider	45
3.1.3.1	Operations Manual	45
3.1.3.2	SMS Strategic Management Plan	46
3.1.3.3	Emergency Response Plan	47
3.1.4	Staff qualification and training	47
3.1.4.1	Training Management System and training obligations	47
3.1.4.2	Staff qualification	50
3.1.4.3	Training for operational subject areas applicable to assigned functions	52
3.2	Centralised infrastructure and airport assets	54
3.3	Liability for damage and insurance policies	55
3.4	Minimum airport service levels, parameters and operational requirements	56
3.4.1	Parameters	56
3.4.2	Application of minimum airport requirements	57
3.5	Passenger services	57
3.5.1	Allocation and use of terminal resources	57
3.5.1.1	Assignment and use of check-in desks	58
3.5.1.2	Assignment and use of gates	60
3.5.2	Public information and assistance systems and services	60
3.5.2.1	Speakers	60
3.5.2.2	Information desks	61
3.5.2.3	General information to passengers	61
3.5.2.4	Call Centre	61
3.5.2.5	Social media channels	61
3.5.3	General aviation - Terminal	62
3.5.3.1	Access to the general aviation terminal	62
3.5.3.2	Assistance operations	62
3.5.3.3	Equipment	62

	AIRPORT REGULATIONS LINATE AIRPORT	CONTENTS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 3


3.5.3.4	Operating spaces and Business Centre	63
3.5.4	Special assistance	63
3.5.4.1	Reduced mobility passengers	63
3.5.4.2	Unaccompanied minors	66
3.5.4.3	Organ transport	67
3.5.5	Health services	67
3.5.5.1	USMAF SASN	67
3.5.5.2	Medical service	67
3.5.5.3	Ambulance service	68
3.5.6	Other passenger services	68
3.5.6.1	Trolleys available to passengers	68
3.5.6.2	Unattended and found objects	68
3.5.6.3	Shop & Collect Service	71
3.5.6.4	Passenger bus service	71
3.5.6.5	Crew transport	71
3.6	BAGGAGE SERVICES	71
3.6.1	Allocation and use of BHS (Baggage Handling System) resources and baggage reclaim belts	71
3.6.1.1	Baggage Handling System (BHS)	71
3.6.1.2	Inbound baggage delivery belts	73
3.6.2	Touchscreen system to determine baggage reclaim times	73
3.6.3	Open or damaged unlabelled luggage	74
3.6.4	Transport of live animals (AVI) accompanying the passenger	74
3.6.4.1	Responsibilities of animal owners or keepers	74
3.6.4.2	Bringing pets into the airport	75
3.6.4.3	Additional prevention measures	75
3.6.4.4	Escape prevention	75
3.6.4.5	Precautions to be observed during AVI loading/unloading	76
3.7	CARGO AND MAIL SERVICES	76
3.7.1	Allocation and use of resources	76
3.7.1.1	Availability of cargo transport equipment	76
3.7.1.2	Prescriptions for the use of cargo transport equipment	77
3.7.2	Apron access management	77
3.7.3	Interface between ramp service providers and cargo service providers - reference standards and operating process	77
3.7.3.1	Purpose	78
3.7.3.2	Scope	78
3.7.4	Incoming cargo and related documents	78
3.7.4.1	Reference elements for the delivery of incoming cargo	78
3.7.4.2	Recording of incoming cargo delivery process	78
3.7.4.3	Identification of irregularities in incoming loads and responsibilities for their management	79
3.7.5	Outgoing cargo and related documents	79
3.7.5.1	Completion of cargo to be loaded and aircraft weight balancing information ...	79
3.7.5.2	In line availability and collection of outgoing cargo and mail	80
3.7.5.3	Recording of the outgoing cargo collection process	81
3.7.5.4	Identification of irregularities in outgoing loads and responsibilities for their management	82
3.7.5.5	Return of non-embarked cargo	82
3.7.6	Special cargo transport services	82
3.7.7	Management of dangerous and radioactive goods	83
3.8	AIRCRAFT SERVICES	83

	AIRPORT REGULATIONS LINATE AIRPORT	CONTENTS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 4

3.8.1	Allocation and use of airside resources	83
3.8.1.1	Stand and loading bridge allocation and use	83
3.8.1.2	Stand use	84
3.8.1.3	Loading bridge use	84
3.8.2	Fixed generator	84
3.8.3	Fixed air conditioning system	84
3.8.4	Equipment areas, vehicle parks, electric vehicle charging points	85
3.8.5	Use of ULD storage rollers	85
3.8.6	Towing rolling stock	86
3.8.7	FOD prevention, apron cleaning/sweeping	86
3.8.8	Apron and parking management, marshalling and follow-me service, optical guides	86
3.8.9	Aircraft handling and servicing operations	87
3.8.9.1	Access to the aircraft	87
3.8.9.2	Ground support equipment (GSE)	87
3.8.10	External aircraft washing	88
3.8.11	Waste management, waste water, drinking water	89
3.8.11.1	Solid urban waste (SUW)	89
3.8.11.2	Special waste	91
3.8.11.3	Waste of aeronautical origin at potential biological risk	92
3.8.11.4	Onboard septic tanks - regulated centralised discharge areas	97
3.8.11.5	Distribution of aircraft drinking water - centralised chlorination service	99
3.8.12	De-icing / de-snowing	103
3.8.13	Spills in operating areas	103
3.8.14	Refuelling operations	104
3.8.15	Fire-fighting services	104
3.8.16	Apron emergency and fire operating procedures	104
3.8.17	Plan to reduce wild bird and animal impact hazard	104
3.8.18	Removal of aircraft	104
3.8.19	Obligatory airport assistance services (state flights, humanitarian flights, flights operating during a strike)	104
3.8.19.1	State flights	104
3.8.19.2	Communications and indispensable airport services during staff strikes	105
3.8.20	Aircraft handling with a higher letter code than the airport category	106
3.8.21	Operating coordination services	106
3.8.21.1	Airport coordination operations	106
3.8.21.2	Airport Collaborative Decision Making (A-CDM)	107
4	SAFETY MANAGEMENT SYSTEM	109
4.1	Introduction and purpose	109
4.2	Risk Management	109
5	ASSISTENCE SERVICES IN CASES OF OPERATIONAL IRREGULARITIES (REDUCED CAPACITY AND CONTINGENCIES)	110
5.1	Voluntary contingency activation criteria	110
5.2	Crisis Response Committee	111
5.2.1	Activating the CRC	111
5.2.2	CRC make-up and calling	111
5.2.3	Sector procedures for taking part in the CRC	112
5.2.4	Purpose of the EOC	112
5.2.5	CRC equipment	112
5.2.6	h) Communications with the press	112
5.3	Operations with operational limitations	112

	AIRPORT REGULATIONS LINATE AIRPORT	CONTENTS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 5

5.3.1	Operations in conditions of reduced visibility (all weather operations)	112
5.3.2	Winter operations	113
5.3.2.1	Airport Snow Committee.....	113
5.3.3	Procedures in adverse weather conditions	113
5.3.4	Night operations	113
6	Checks and prohibitory measures.....	114
6.1	Control of compliance with Airport Regulations and prohibitory measures	114
6.2	Auditing of operators	115
6.3	Prohibitory measures	116
6.4	Sanctions.....	118

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 6

1 GENERAL SECTION

1.1 Contents of the Airport Regulations

The Airport Regulations (hereinafter referred to as the “Regulations” or ARs) have been prepared with the contribution of ENAV, State Authorities and the Users’ Committee for the relevant activities by the Airport Managing Company in compliance with the laws and regulations in force, with particular reference to the provisions of EU Regulation 139/2014, Article 705 of the Navigation Code, Article 2, paragraph 3 of Legislative Decree no. 237 of 8 September 2004, converted by Law no. 265 of 9 November 2004, Article 5 of Legislative Decree no. 9 of 18 January 1992, as amended, as well as note no. 67532/DG Directorate General of ENAC of 23 June 2015. The Airport Regulations, drawn up in this way, are adopted by special order by the competent ENAC Territorial Division, making them binding. All persons operating at the airport in any capacity are obliged to comply with the Regulations.

The Regulations are an integral and substantial part of the “*Terms and conditions for airport use*” under Article 699 of the Navigation Code.


The contents of this document must always be interpreted in light of the provisions of the Navigation Code.

In reforming the Navigation Code, it was the legislators’ intention – for avoidance of misunderstandings or doubts and consistently with EU provisions – to keep clearly separate the role and functions of service providers who perform their activities under the supervision and coordination of the Airport Managing Company inside the airport, from the responsibilities of the Authority which performs technical regulation, certification, supervision and control functions, as well as police functions, and carries out these activities in accordance with all applicable national, EU and international laws.

The Airport Regulations therefore group together the behavioural rules and procedures established by the Airport Managing Company, ENAV and all parties involved in the overall airport process, each according to its respective purview, to govern the initiation and conduct of airport service processes, in compliance with national, EU and international laws, in order to ensure the coordinated, regular use of the systems and infrastructure. It aims to provide an instrument for the governance of the airport process in terms of levels of the service provided and of airport operating security, defining the set of control tools available to the Airport Managing Company to carry out its tasks under the Airport Management Agreement in force between SEA and ENAC. ENAC’s Milan Linate Territorial Division, having verified compliance with the national and international regulations in force, adopts the Airport Regulations by order, making them binding. In order to regulate the activities of the parties involved, the procedures relating to the processes considered, the references to the annexes and the Airport Manual form an integral part of the Airport Regulations and take equal effect with the ENAC Order adopting the same.

All Operators and users of the Airport are required to comply with the provisions of the ARs. It is the responsibility of the Airport Managing Company and of the operators in the sector to guarantee correct information activities for all those who, for various reasons, operate, circulate and are stationed within the airport. Furthermore, all Employers are obliged to train their personnel on the content of the Regulations, making them aware of their responsibilities and consequences in the event of non-compliance.

The activities of Airport Managing Company contractors are considered to be carried out under the responsibility of their respective clients, who shall specify the rules of conduct in the relevant

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 7

Contractor Agreements and shall duly oversee such activities to ensure compliance with the standards and provisions in force in the airport.

Violation of the provisions contained in the ARs will result in the application of sanctions.

In application of the regulations in force and the current ENAC provisions, the Milan Linate Airport Regulations are structured according to the following chapters:

1. GENERAL SECTION,
2. AIRPORT DESCRIPTION,
3. ACCESS AND OPERATIONS OF GROUND SUPPORT SERVICES
4. SAFETY MANAGEMENT SYSTEM,
5. ASSISTANCE SERVICES IN CASES OF OPERATIONAL IRREGULARITIES (reduced capacity and contingencies),
6. CHECKS AND PROHIBITORY MEASURES.

The Airport Regulations are supplemented by the Technical Annexes. The Technical Annexes contain descriptive tables, procedures and technical documents not directly included in the text of the Airport Regulations.

The Airport Regulations (hereinafter referred to as the “Regulations” or ARs) have been prepared with the contribution of ENAV, State Authorities and the Users’ Committee for the relevant activities by the Airport Managing Company in compliance with the laws and regulations in force, with particular reference to the provisions of Article 2, paragraph 3 of Legislative Decree No. 237 of 8 September 2004, converted by Law No. 265 of 9 November 2004, Article 705 of the Navigation Code and Regulation (EU) No. 139/2014.

The Airport Regulations are adopted by the competent Territorial Division of ENAC, the Italian Civil Aviation Authority, which then makes it binding by a specific ordinance to be observed by all parties operating in the airport for whatever reason.

The Regulations are an integral and substantial part of the “Terms and conditions for airport use” under Article 699 of the Navigation Code.

The procedures of the Manual referred to in the Airport Regulations form an integral part of the latter and are therefore binding.


In reforming the Navigation Code, it was the legislators’ intention – for avoidance of misunderstandings or doubts and consistently with EU Directives – to keep clearly separate the role and functions of service providers who perform their activities under the supervision and coordination of the Airport Managing Company inside the airport, from the responsibilities of the Authority which performs technical regulation, certification, supervision and control functions, as well as police functions, and carries out these activities in accordance with all applicable national, EU and international laws.

1.1.1 Updates


The present edition of the Airport Regulations has been substantially amended in all its sections. Therefore, the details of the updates are not summarised.

1.1.2 Glossary, terms and abbreviations


A/P	Aircraft - airplane
ABI	Airport Business Intelligence - SITA system used for invoicing

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 8


ACARS	Aircraft Communication Addressing and Reporting System - Communication system between aircraft and ground stations
A-CDM	Airport Collaborative Decision Making
Airport	Enclosed area on land or water (including all buildings, installations and facilities) intended, in whole or in part, for the arrival, departure and ground movement of aircraft
AIBT	Actual in block time
AIP	Aeronautical Information Publication
Airside	The movement area of an airport, the adjacent land and buildings and portions thereof, access to which is controlled
AMI	Italian Air Force
AOBT	Actual off block time
AOC	Aeronautical Operational Control
AOCC	Airport Operation Control Centre
Apron	Specific area of the airport used for parking aircraft for passenger embarkation and disembarkation, loading and unloading of cargo and mail, refuelling, parking and maintenance. This area is distinguished from the manoeuvring area by special signs
APU	Auxiliary Power Unit - Auxiliary On-Board Current Generator
Manoeuvring area	Part of an airport used for takeoff, landing and ground movement of aircraft excluding aprons
Movement area	Part of an airport designated for ground movement of aircraft, including the manoeuvring area and aprons
Sterile area	Part of the airside where controls are applied to ensure that no unauthorised person, object or vehicle can gain access
ASU	Avionics Switching Unit
ATB	Automated Ticket and Boarding Pass Printing Peripherals
ATC	Air Traffic Control
ATM	Air Traffic Management
ATS	Air Traffic Services
Self-handler	Any carrier or company controlled by it that provides one or more categories of ground handling services directly to itself, as defined in Article 2(f) of Legislative Decree No. 18/1999
AVIH	Transport of animals in the hold
BLND or DEAF	Blind or deaf passengers
BHS	Baggage Handling System

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 9


BRS	Baggage Reconciliation System - Automatic Baggage Reconciliation System
BSM	Baggage Source Message - IATA message for departing flights on transit and originating baggage
BTM	Baggage Transfer Message - IATA baggage message on arriving flights
BTP	Bag Tag Printer - baggage tag printing peripherals
Station manager	The terminal manager represents the operator in all matters concerning the operation of the undertaking (Carrier), with the exception of those powers for which representation is entrusted to other officers of the operator.
AIRCRAFT OPERATOR	Air Navigation Company (Airline)
CRC	Crisis Response Committee
CRM	Customer Relationship Management - Information system dedicated to customer relationship management
ASC	Airport Safety Committee
CUTE	Common-Use Terminal Equipment - SITA information system
DCS	Departure Control System - airline information system
DGR	Dangerous Goods Regulations
DGS	Docking Guidance System
Diversion	Understood in the classical sense, the landing of an aircraft at an airport other than the destination airport for various reasons: weather conditions, technical problems or other urgent causes.
PPE	Personal Protective Equipment
DPI	<i>Departure Planning Information</i>
DPNA	Disabled Passenger Needing Assistance (DPNA): passengers with intellectual or mental disabilities requiring special attention, particularly elderly passengers or passengers with disabilities such as learning difficulties, dementia, Alzheimer's or Down's syndrome who travel alone.
DPT	Peripheral for printing flight documentation
DT	ENAC Territorial Division
DUA	Single Carrier Declaration for arriving flights
DUV	Single Carrier Declaration for departing flights
EFD	ETFMS Flight Data Message
EIBT	Estimated In Block Time

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 10

ENAC	Ente Nazionale per l'Aviazione Civile (National Body for Civil Aviation - ENAC)
ENAV	National Society for Flight Assistance – Company providing flight assistance and air traffic control services
State Authorities	State bodies with institutional competences directly instrumental to the performance of airport activities, such as, for example, ENAC, AML, Maritime and Border Air Police, Carabinieri, Guardia di Finanza, Air Health, Fire Brigade, Customs and Monopolies Agency, AISI
EOBT	Estimated Off-Block Time
ERA	Equipment Restriction Area – Area inside which it is forbidden to park ramp or service vehicles
FFM	Freight Flight Manifest / Airline Flight Manifest
FOD	Foreign Object Damage Foreign Object Debris - Foreign objects that could cause damage to an aircraft or persons
AJ	Airport Journal - Tool for recording operational air traffic data, for billing and archiving purposes
Airport Managing Company	The entity entrusted, under the control and supervision of ENAC, together with other activities or on an exclusive basis, with the task of administering and managing, in accordance with criteria of transparency and non-discrimination, the airport infrastructure and coordinating and controlling the activities of the various private operators present in the airport or airport system in question (see Art. 705, Nav. Code)
GPU	Ground Power Unit - Ground-based power generator for aircraft
GSE	Ground Support Equipment
GSR	Ground Safety Report
IATA	International Air Transport Association
IBAR	Italian Board Airline Representatives
I.C.A.O.	International Civil Aviation Organisation
Landside	Areas and structures within the airport perimeter, excluding the airside
LDM	Load Message - message containing information about incoming and outgoing cargo
L&F	Lost and Found
LIR	Loading Instruction Report
LT	Local time
M-AIS	Milan Airport Information System
MAAS	Meet-and-Assist - Passengers in need of assistance

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 11

MEDA	Medical case - Passengers requiring special medical equipment/oxygen therapy
MCT	Minimum Connecting Time - time in minutes available for transit passengers to disembark from an arriving flight and embark on a connecting flight.
MVT	Aircraft Movement Message - flight routing message
NOTOC	Notification to captain
OL	Operations Letter
Operator	Any airport operator, including the airline, provider, self-handler and operator
Aircraft stand	Specific area of an airport used for parking an aircraft
PIC	Pilot in command
PNS	Programma Nazionale per la Sicurezza (National Security Programme)
Provider	Any groundhandling service provider that provides one or more categories of groundhandling services, within the meaning of Legislative Decree 18/1999
PRM	Passenger with Reduced Mobility
PSM	Passenger Service Message - Message sent for special assistance
ARs	Airport Regulations
MSW	Municipal solid waste
SEA	Società per Azioni Esercizi Aeroportuali - Managing Company of Milan Linate and Milan Malpensa Airports
Airport	All airside and landside areas over which ENAC's competences are exercised
SIBT	Scheduled in-block time
SMS	Safety Management System
SOBT	Scheduled off-block time
STCR	Stretcher - Passengers travelling on stretchers
TTOT	Target take-off time
ULD	Unit Load Device
USMAF SASN	Maritime, Air and Border Health Office – Navigator Health Assistance Service
Airline	Airline transporting passengers, mail and cargo by air
Fire Brigade	Fire Brigade

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 12

WCHC	Wheelchair cabin - Passengers who are practically immobile and require a wheel chair during embarkation/disembarkation and to reach their seat in the aircraft.
WCHR	Wheelchair ramp - passengers who require a wheelchair for long distances. They can climb up/down the aircraft steps and reach their seat without using the wheelchair
WCHS	Wheelchair steps - passengers who cannot climb up/down the aircraft steps, but can reach their seat on board, albeit with difficulty

1.2 Responsibilities

State Authorities, the Airport Managing Company, ENAV and all the parties operating in the airport must observe these Regulations and shall be held liable in the event of non-compliance.

ENAC acts as the single authority for technical regulation, certification, supervision and control, also exercising sanctioning powers, in the civil aviation sector in Italy in compliance with the powers deriving from the Navigation Code.

The **Airport Managing Company** is the party assigned the tasks laid down in the Air Navigation Code pursuant to Articles 705 et seq., as well as EU Regulation No. 139/2014, the contents of which are hereby referred to in full together with other activities provided for in the Airport Management and Development Agreement. In particular:

- managing airport systems and infrastructure,
- ensuring the presence of ground assistance services, either providing them directly or coordinating the activities of different private Operators present in the airport or airport system, who shall be directly responsible for the level of service provided in their sphere of competence. The Airport Managing Company coordinates and controls these private companies by requiring them to undertake to carry out all activities in accordance with the set standards.


The Airport Managing Company shall also inform ENAC, ENAV, the Carriers and any other interested Entities immediately of any reduction in service levels and intervention on the airport movement area, as well as of the presence of obstacles or other air navigation risks concerning the airport, also to provide users with correct and timely information.

The Airport Managing Company, under the supervision of the ENAC and in coordination with ENAV, assigns aircraft stands and ensures the orderly movement of other equipment and personnel on aprons, in order to obstruct the movement of aircraft, verifying that private operators supplying airport services comply with the requirements of the Airport Regulations.

With regard to the activities governed by these Regulations, the Airport Managing Company's role also involves ensuring access to airport infrastructures according to efficiency, effectiveness, transparency and fairness criteria, so that all private Operators must ensure safety and operating conditions adequate to meet the set standards.

Under Airport Regulations, the Airport Managing Company:

- defines procedures regulating the operational aspects concerning airport operations as a whole;
- defines parameters and methods to assess the quality of service (including safety aspects) provided by the parties operating in the airport through periodic spot audits and checks.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 13

ENAV has specific powers in the field of air navigation services pursuant to the law, its bylaws and Planning Agreement. In particular, for the provision of air traffic control services in the airport, under ENAC monitoring and coordinating with the Airport Managing Company, it regulates and controls the movement of aircraft, other vehicles and staff in the manoeuvring area and ensures orderly aircraft movement on aprons.

For matters under its competence and in coordination with the Airport Managing Company, ENAV establishes procedures and resources to ensure the service levels set in these Regulations.

ENAV is responsible for providing information to the Airport Managing Company relating to any current and future reduction of the airport's operational capacity due to changes to the standards governed and controlled by ENAV (Article 806 of the Navigation Code).

The Airport Managing Company and ENAV, under the supervision of ENAC, ensure, by means of specific procedures and agreements signed between the Parties, the coordination of the activities falling within their respective purviews, which by their nature require interaction, in compliance with the applicable legislation. Specifically, these activities include the movement of aircraft, vehicles and people on aprons, the allocation of stands and the departure of aircraft from them.

Airport Operators must guarantee that their activities are carried out in accordance with the provisions of these Regulations in order to allow control by the Airport Managing Company pursuant to Article 705 of the Italian Civil Code.

In compliance with the Airport Regulations, private entities accessing the airport must provide guarantees regarding their ability to fulfil their obligations, as well as the conditions under which services are carried out.

Carriers, Airlines and operators operating at Linate airport are required, pursuant to Article 880 of the Italian Civil Code, to appoint a terminal manager who is entrusted with the duties set forth in Article 882 of the Italian Civil Code.

In general, if any of the companies providing the services needed or instrumental to air transport and/or airport activities are unable to provide such services within the time limits set in the Regulations, they must inform the Airport Managing Company immediately.

The Airport Regulations define how all Operators transmit information on reduced service level, interventions in the movement area, presence of obstacles or other navigation risk conditions to the Airport Managing Company, within their concession agreement and/or in general any information concerning operating safety.

In compliance with Article 802 of the Navigation Code, in case of repeated non-performance of the obligations or contents of these Regulations, ENAC adopts measures up to forcing an Operator/Carrier to make advance payments to the Airport Managing Company or ENAV or to other suppliers, or suspends/revokes its qualification to operate.

Airport committees

The following committees complete the framework of airport competencies:

- **AERODROME EMERGENCY COMMITTEE (AEC)**


The Aerodrome Emergency Committee has the specific task of analysing, testing and reassessing the Airport Emergency Plan.

The committee is composed of qualified representatives of all entities involved in the implementation of the AEP, with responsibility for the crisis preparedness and management operations. Each entity is represented by a person with appropriate authority and delegation.

Those entitled to participate in the AEC are those called to intervene at the Emergency Operations Centre (EOC).

The corrective actions deriving from the results of the simulations that require a revision of the Emergency Plan, proposed by the entity involved in the AEC, are evaluated by the Airport Managing Company through its Safety Management System, for the purpose of the AEP amendment proposal to be submitted to ENAC.

For further details, please refer to the Linate Airport Manual – Chapter 19: Emergency Plan.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 14

- **OBSERVER CRITIQUE TEAM (OCT)**

The purpose of setting up the Observer Critique Team is to attend emergency drills, analyse the results in debriefing and propose revisions to the Plan where necessary. Each Entity shall inform the Airport Managing Company sufficiently in advance of the drill planning of the names of the persons within its organization responsible for this role. In order to assess the degree of achievement of the intervention objectives and the effectiveness of the procedures, members of the Observer Critique Team are required to meet the following requirements:

- Knowledge of maxi-emergency management issues and in particular of this Plan in accordance with the Airport Managing Company's Training Programme.
- Familiarity with the way an audit is managed with a view to an objective evaluation of the results to identify opportunities for improvement in the emergency management system.

The Team participates in the planning phase of the simulations in order to be aligned with the objectives set and the areas subject to verification.

The evaluations are carried out using special checklists prepared by the Airport Managing Company.

A Team Leader is appointed within the Team to represent the Airport Managing Company with the task of coordinating the process in all phases of intervention, from planning the drill to debriefing.

For further details, please refer to the Linate Airport Manual – Chapter 19: Emergency Plan.


- **EMERGENCY OPERATIONS CENTRE (EOC)**

In the event of an accident, the coordination of the activities is carried out through the establishment of the Emergency Operations Centre (EOC) which, working in close contact with the Advanced Command Post (ACP), adopts all measures aimed at coordinating the activities in order to:

- support requests coming from the scene of the accident through the Technical Rescue Director;
- facilitate the intervention of external rescue vehicles and escorts to and from the accident area;
- receive information and updates from the Entities present at the scene of the accident;
- coordinate the assistance of uninjured and/or slightly injured passengers and victims' families;
- oversee the area affected by the accident, the survivors' areas and the main entrances to the airport;
- support medical-legal activities related to the recovery, transfer and management of corpses;
- organise the staging of the aircraft remains at the scene of the accident and manage the personal belongings recovered;
- manage any requests for limitation/closure of the airport or parts thereof and request to NOTAM;
- coordinate traffic, landing or take off priority;
- reduce inconvenience to passengers in the airport terminal.
- share and coordinate the actions to be taken in terms of activities and/or information inside and/or outside the airport;
- restore airport operations.

The Emergency Operations Centre (EOC), located in the AOCC Crisis Room on the second floor of the air terminal and available 24 hours a day, is composed of the qualified representatives of the Airport Managing Company and the institutional bodies in charge of emergency management indicated below:

- Airport Managing Company;
- ENAC
- Fire Brigade;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 15

- AREU;
- ENAV;
- Border Police;
- Carabinieri;
- Finance Police;
- Customs;
- USMAF-SASN;
- Airline concerned or delegated ground-handling service provider;
- Airline Operators Committee (AOC)/User Committee (UC).

The EOC might include representatives of the local Civil Defence and, whereas activated, volunteering organisations.

The acquisition and dissemination of information, including by radio, to the Bodies involved for more effective action, is entrusted to the Airport Managing Company (Accountable Manager/Operations Manager) in possession of adequate authority and decision-making autonomy and in close contact with the Airport Duty Manager, who transmits to the EOC the information and updates acquired at the scene of the incident.

The absence of one or more entities does not invalidate the activity of the EOC and its composition may be supplemented, as required, by other professionals present at the airport.

As long as EOC is chaired by ENAC, the Airport Managing Company coordinates the operations of the present subjects, and collaborates with the public authorities, within the framework of power assigned by law and of the competences of each subject involved, in order to guarantee the proper performance of the tasks which the emergency plan assigns to them.

On acquiring the state of accident, the SEA Duty Manager makes available the Crisis Room to which the members of the EOC shall go without any further notice.

Management and surveillance of the Crisis Room, the headquarters of the EOC, are assigned to the Airport Managing Company.

For further details, please refer to the Linate Airport Manual – Chapter 19: Emergency Plan.

- **AIRPORT SNOW COMMITTEE**


The Airport Snow Committee, a technical working group, convenes at least 48 hours in advance and as needed when heavy snowfall and/or significant ice formation is forecast at the airport, to:

- ✓ propose, share and adopt contingency actions for effective management of the air traffic in the event of potential reductions in airport capacity;
- ✓ provide timely and accurate information to customers and passengers;
- ✓ pre-coordinate potential rebooking options for cancelled flights;
- ✓ coordinate the snow emergency response, including consultation with mobility managers regarding active transport links to/from the airport and road network conditions;
- ✓ establish priority operational actions, specifically for departure authorizations.

The SEA Operations Manager chairs the Airport Snow Committee Airports Snow Committee, which convenes at the Emergency Operations Centre (COE). The Committee comprises representatives from the following organizations:

- ✓ ENAC,
- ✓ ENAV,
- ✓ SEA,
- ✓ SEA PRIME,
- ✓ AOC,
- ✓ HANDLERS.

For further details, please refer to Chapter 24 of the Linate Airport Manual: “Winter operations procedures, snow removal plan and de-icing protocols”.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 16

- **AIRPORT CAPACITY CONTROL COMMITTEE (ACC)**

The purpose of the Airport Capacity Control Committee (ACC) is to:

- ✓ share information on the existing situation and manage, at the level of airport operations, the reduction of capacity compared to the normal situation;
- ✓ identify the actions needed to balance transport supply and demand;
- ✓ inform airlines and handlers of decisions to reduce airport capacity;
- ✓ minimise inconvenience to passengers and coordinate extraordinary assistance measures;
- ✓ accelerate the resumption of normal airport operations as far as possible.

The Committee is composed as follows:

- ✓ ENAC Milan Linate Territorial Division;
- ✓ SEA, represented by the Accountable Manager or the Operations/Maintenance Manager or the Safety Manager/Compliance Monitoring Manager;
- ✓ ENAV Linate Airport;
- ✓ AOC – the president or their delegate, without decision-making powers;
- ✓ Airlines operating at the airport, without decision-making powers.

The Committee may be enlarged to include additional representatives of airport, local and/or territorial State Authorities, when decisions involve issues not only related to the regulation of capacity and air traffic flow rate.

The ACC is convened by the Airport Managing Company also at the request of an ACC member and shall meet at the SEA Crisis Room as soon as possible and in any case within 2 hours from the convocation. Teleconference meetings can also be held.

In the event of activation of the Snow Plan, the Airport Emergency Plan (AEP) or the Leonardo da Vinci Plan, the functions of the ACC are performed respectively by the Snow Committee, the EOC (Emergency Operations Centre) or the ASC.

For further details, please refer to the Linate Airport Manual – SEA/ENAV Agreement.

- **AIRPORT FACILITATION COMMITTEE (FAL)**

The FAL Airport Committee is the means to support the implementation of the facilitation objectives at the airport.

The FAL Airport Committee ensures regular coordination between its members and the members of other airport committees, such as the Airport Safety Committee (ASC), in matters relating to facilitation. This coordination includes a regular and mutual exchange of data, information and updates on the work as well as the definition of topics of common interest and implementation methods.

The Airport Facilitation Committee is chaired by the ENAC Territorial Director, or their delegate, and all the Entities already members of the National Facilitation Committee present at airport level, as well as the Airport Managing Company, are effective members. The Territorial Director convenes the FAL Airport Committee every six months and whenever circumstances require it; the members of the FAL Airport Committee may request extraordinary meetings for justified reasons relating to facilities.


For further details, please refer to the ENAC Regulation “National Programme for Air Transport Facilitation”.

- **AIRPORT SAFETY COMMITTEE (ASC)**

The ASC is a collegial body with advisory status for the general safety of users, airport facilities and aircraft; it issues opinions and safety recommendations on unlawful acts in civil aviation.

Chaired by the Territorial Division, its members are:

- ✓ Managers of Border Police Offices, Customs, USMAF SASN;
- ✓ Commanders of the Carabinieri and Guardia di Finanza;
- ✓ ENAV manager;
- ✓ Head of the Fire Department;
- ✓ Security representative of the Airport Managing Company;
- ✓ Representative of the association of airlines operating at the airport.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 17

The ASC has the following main tasks:

- ✓ coordinate the application of the security measures ordered by ENAC, based on proposals by the Interministerial Committee for Air Transport Security, with the Airport Security Programme;
- ✓ examine any initiative aimed at preventing acts of unlawful interference within the scope of its competence.

The Committee meets at least three times a year and/or whenever necessary and/or at the request of one of its members.

- **COMMITTEE FOR REGULARITY AND QUALITY OF AIRPORT SERVICES**

The Committee for Regularity and Quality of Airport Services is responsible for monitoring the regularity and quality of airport services with a view to continuous improvement and is convened on a monthly basis. The frequency of meetings may vary according to the needs of the airport, should the Committee deem it appropriate. The aim is to promptly identify and jointly analyse any critical issues in order to implement appropriate corrective actions. The “Committee for Regularity and Quality of Airport Services”, chaired by the airport operator’s service quality manager, is composed of the PH terminal, the PH movement area, representatives of the most significant carriers and handlers at the airport and the Airport Managing Company’s quality manager. In relation to the complexity of individual airports, variations in the composition of the Committee may be considered, including the participation of representatives of other airport operators, general aviation and state bodies. ENAC participates as an observer in the Committee’s meetings for the purpose of exercising its supervisory and control functions.

After discussing and identifying the improvement actions, the Committee identifies those to be assigned to implement them and agrees on the timeframe for their implementation. The Service Quality Manager verifies the implementation of the agreed actions.

For further details, please refer to ENAC Circular GEN 06.

- **AIRPORT COMMISSION**

Pursuant to Art. 5 of Ministerial Decree 31/10/97, on “Methodology for measuring airport noise” of the Ministry of the Environment and Energy Safety, the Airport Commission has the task of defining the boundaries of the respect zones around the airport, i.e. determining the three acoustic zones A, B, and C. To this end, the Airport Commission must identify in advance the anti-noise procedures and all operational procedures aimed at containing noise and must take into account the airport master plan and the territorial and urban planning instruments in force.

Representatives of the following bodies are entitled to participate in the work of the Airport Commission:

- Region,
- Province,
- Municipalities constituting the airport surroundings (i.e. the area around the airport where the LVA indicator takes values above 60 dB(A));
- ARPA;
- Ente Nazionale di Assistenza al Volo (National Flight Assistance Agency);
- Air carriers;
- Airport Managing Company;
- Ministry of the Environment and Energy Security

- **Users’ Committee**


For each airport, the Managing Body shall, within six months of the date of entry into force of this Decree,

set up a Users’ Committee in which any airline using the airport’s services, directly or through representative organisations, is entitled to participate

- **SAFETY COMMITTEE**

The Safety Committee is an organisational and advisory committee, and coordinates the implementation of safety at the airport with all stakeholders.

The purpose of this committee is to:

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 18

- jointly evaluate safety events that require further investigation;
- receive statistical indications of events and incidents and propose solutions;
- advise on problems detected in the movement area.

The modalities of participation in the Safety Committee by Public Bodies are coordinated with ENAC's Milan Linate Territorial Division, which participates in the committee as an observer. Active participation by all parties in the Safety Committee contributes to improving operating conditions and supports the obligations arising from participation in the Safety Management System (SMS).

For further details, please refer to the Linate Airport Manual – Chapter 2: Airport Safety Management System and the Airport Managing Company's Safety Management Manual.

State Authorities exercise their institutional mandate in accordance with passenger service levels set out in the Airport Regulations and in compliance with airport safety rules.

Wherever the operational needs of said Bodies should prevent compliance with such levels, they must inform the Airport Managing Company immediately.

Relations between the State Entities and SEA are governed by the ENAC-SEA Convention of 4.09.2001, Register 8323 of 16.10.2001 and subsequent amendments and additions.

In accordance with its responsibilities, ENAC coordinates the activities of the public administrations and entities institutionally present at the airport to facilitate orderly development and conduct of airport activities.

Pursuant to Article 880 of the Italian Civil Code, each **Airline** must provide for the appointment of a terminal manager, with a general power of attorney for all matters concerning the operation of the company, and ensure autonomy, also of an economic nature, such as to guarantee, in particular, the protection of passengers' rights. In the absence of the appointment of the terminal manager, the Airline shall provide for the aforesaid representation also by means of a power of attorney granted to other persons in charge of the Managing Company, the Handler or other operators with whom it maintains relations to assist its activities. The power of attorney, pursuant to Art. 881 of the Italian Civil Code, must be filed with the Milan Linate Territorial Division and will be published on ENAC's institutional site.

1.3 Procedure for issuing and updating

Issuing/Updating

Regulations and updating are:

- a. prepared by the Airport Managing Company involving or consulting the other bodies concerned (ENAC, ENAV, Users' Committee, Operators, State Bodies) for the purpose of coordinating activities;
- b. approved (technical validation) by those involved, where foreseen by law;
- c. submitted for prior consultation with the Users Committee;
- d. submitted by the Airport Managing Company to ENAC for the appropriate checks and assessments;
- e. adopted by ENAC by Order of the Territorial Director pro tempore;
- f. distributed by the Airport Managing Company.


Documentation updating method

The document can be updated at two different levels:

1st Level - the entire document is updated by issuing a new Version including all updated parts;

2nd Level - the document is partially updated by replacing and/or adding single topics and highlighting the amended parts.

Both levels of updating of the document, after consultation with the Users' Committee, involve the issuance of a new order of adoption by ENAC, following which, the updated part becomes to all intents and purposes an integral part of the Regulations and is subsequently distributed by SEA in the established manner.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	GENERAL SECTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 19

Addition of text compliant with already approved documents

Any updates deriving from:

1. texts from sources that are hierarchically higher than the Airport Regulations (European regulations, laws, legislative decrees, etc.);
2. procedures approved by ENAC;
3. amendments to procedures deriving from updates already approved within the civil aviation sector in Italy (AIP, aeronautical provisions, ENAV).

the Airport Managing Company will update the Airport Regulations. The updated version of the document in any case needs to be adopted by means of a new Airport Ordinance. The Airport Managing Company notifies the airport authorities/operators.

Effective Date

The date the Regulation comes into force corresponds to the date of adoption of the relevant Order issued by the ENAC Territorial Division.

In special cases, the effective date for individual provisions included in the Regulations may differ from the effective date of the revisions/updates.

In order to carry out all the actions required (widespread distribution of the amended part, set-up of training course if appropriate, updates to Quality Manuals and Procedures, etc.), the Airport Managing Company agrees with ENAC on the effective date of subsequent updates.

Circulation method


The current version of the Regulation is published by SEA on its corporate and airport websites at the following addresses: <https://milanairports.com/business/it/b2b/compagnie-aeree> and www.milanolate-airport.com/it/legal/airport-regulations/riferimenti-normativi . For any requests for further information or clarification, please write to regolamentodiscalco@seamilano.eu.

It is the recipients' responsibility to replace superseded copies or parts of the Regulation.

For the Regulations to be fully effective and applied in the airport, all employers concerned and involved in airport activities (both public and private) are responsible for ensuring that employees, supervisors and appointed personnel are aware of and comply with the contents.

However, in consideration of security rules in force in the airport, subject to legal obligations to supervisory bodies and judicial Authorities, Operators undertake to keep all information contained in the Airport Regulations confidential and not to disclose it to third parties.

The recipients are responsible for their suppliers' activities, which shall be carried out under the responsibility of their respective clients; these shall establish, in the relevant agreements, behaviours compliant with the provisions under these Regulations, and shall perform appropriate monitoring to ensure adherence to airport rules and provisions in force.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 20

2 AIRPORT DESCRIPTION

2.1 Description of the airport site and surroundings

Details on the description of the airport site and surroundings can be found in the Linate Airport Manual in Chapter 4: “Airport site description”.

2.2 Airport capacity and operations

2.2.1 Nominal capacity – Coordinated airport parameters

OPERABILITY
H24

LIMITATIONS
Only scheduled point-to-point flights with narrow-body or single-aisle aircraft are permitted. Long stop-overs are not permitted.

TRAFFIC
Scheduled flights, general aviation including air taxis.

CAPACITY
Limited to 18 scheduled commercial flights per hour, per Ministerial Decree No. 15 of 3.3.2000, as amended by Ministerial Decree 1.10.2014 and Ministerial Decree 5.1.2001.
Flexibility 14/4 per hour and a maximum of 6 flights every 20 minutes (the values indicated may only exceeded with authorisation after joint evaluation with the Airport Managing Company).
Arriving flights in positioning between 22:00 LT and 06:40 LT will only be authorised after confirmation by the Airport Managing Company, which will have to make the necessary assessments regarding the availability of the individual airport subsystems (parking stands, boarding gates, BHS, etc.).


STANDS
Total of 40, of which:
a) 34 for narrow-body aircraft on the North Apron;
b) 6 for narrow-body aircraft on the West Apron;
(maximum wingspan of 48 metres).

NIGHT STOP
Maximum 32 stands available for overnight stops.

All “airport capacity” parameters are determined by the Airport Coordination Committee, which is the body responsible for their modification, pursuant to Council Regulation (EEC) no. 95/93, as amended and supplemented, on common rules for the allocation of slots at Community airports; the date of the Committee meeting where the relevant decisions will be taken will be referenced on each update.

2.3 Terminal capacity

Within the passenger terminal, the Airport Managing Company prepares and guarantees airport services to handle the flow of departing and arriving passengers in the Schengen and non-Schengen areas. Annex 2.3 contains tables detailing the average number of passengers handled per hour calculated on the basis of the time required for operations.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 21

2.3.1 Parameters for calculating check-in desk allocation

The tables in Attachment 2.3.1 are an operating tool to determine check-in desk needs, based on seats offered and type of flight, using the following reference values: scheduled flights, one way, passengers with luggage, Economy Class, and originating passengers only.

2.3.2 Baggage handling system capacity

Attachment 2.3.2 includes the capacity values for the main sub-systems in the terminal's baggage handling system.

2.3.3 Airport Managing Company parameters

The Minimum Connecting Time (MCT) is the minimum time, in minutes, for transit passengers to disembark from an arriving flight and embark on a connecting flight.

These levels are the safety levels which, if not carried out in the conditions set for the specific activity, mean the Airport Managing Company has to take corrective measures.

They are the result of feasibility studies based on the single stages of the transit passenger and baggage handling process.

Without prejudice to any specific cases disciplined by agreements in force, if there should be any Operator default (Airlines selling transit times that are lower than Minimum Connecting Time), the Airport Managing Company reserves the right to carry out periodic controls to safeguard users, informing the ENAC on the matter.

Attachment 2.3.3 includes details of the Minimum Connecting Time for Linate.

2.3.4 Parameters for the Operator

Turnaround time is the time lapse, in minutes, needed to carry out the full handling operations cycle.

Attachment 2.3.4 includes details of the Linate Airport transit times for aircraft in the different categories.


2.4 Airport operations and general rules

Airport handling services are the result of the integrated airport process on the basis of operational programmes published by the Airport Managing Company and communicated to the State Authorities for them to organise their institutional activities in line with these programmes. In this process, the respective duties are divided as follows:

- the Airport Managing Company, in line with the Airline Operational Programmes, makes available infrastructural and instrumental resources, conveys information exchanges aimed at coordinating activities, monitors the process in order to adopt any corrective actions within its competence to optimise the resolution of possible anomalies or alterations to the operational programme;
- the Airline, directly or represented by a service provider, defines an operating programme coherent with capacity parameters defined for the airport, plans resources for services provided, requests and agrees on availability of what the Airport Managing Company must supply and supplies airport assistance services fully meeting Airport parameters defined by the Service Charter and fulfilling obligations established by the Passenger Rights Charter;

In the specific service:

- Airport Managing Company defines control reference parameters according to which it undertakes to carry out opportune corrective action where performance does not meet the operating limits declared as correct. The economic aspect of said parameters in the relationship between the Airport Managing Company and the Carriers is the subject of the Planning Agreement;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 22

- Airport Managing Company sets the conditions (performance levels, operating methods) that must be guaranteed by Operators so that Airport Managing Company control parameters can be guaranteed and, more generally, the airport operates according to expected performance levels;
- Operators that carry out institutional activities are required to guarantee the service levels set out in the Service Charter to the extent of their competence. The Airport Managing Company, should there be serious and/or systematic non-conformities versus said levels, can intervene taking, where necessary and urgent, corrective/prohibitory measures communicated to ENAC. In the event of persistent non-compliance, the Manager shall report the non-compliance with these standards to ENAC.

For the different infrastructural and technical resources offered by the Airport Managing Company, allocation is carried out based on fair, transparent principles, starting from total demand stated and from guaranteeing respect for minimum service levels laid out by the Service Charter. Operations assigned to an Airport Operator (whether Airline or its service provider) consider resource availability, its logical positioning, its technical supply, limits set by security needs.

AOCC defines a seasonal resource allocation plan on the basis of the above elements, planned traffic and typical demand curves for the sub-processes (typically passengers, baggage and freight) in percentages per Airline and per time slot.

2.4.1 Allocation and use of airport infrastructures and plants

Each Operator (commercial or non-commercial) is responsible for laws, regulations, ordinances and procedures in force in the airport being observed by its employees and/or collaborators or people in charge.

The user, also in reference to labour safety laws, is the responsible for improper management and/or incorrect use of said resources, which the user must constantly verify are in compliance with the laws in force and keep in a good state of maintenance before and after use. The user is also responsible for any damage caused to anyone and to any problems arising during improper resource use/management, of which Airport Operation Control Centre (AOCC) must be informed immediately.

The user must comply with the regulations in force, as well as with the contractual conditions agreed with the Airport Managing Company concerning the correct use of resources, in terms of operating methods, in order to avoid the occurrence of inefficiencies caused by the resource itself or by others connected to it.

Unless otherwise agreed with SEA, Operators may not place installations outside the allocated spaces. In any case, activity must be carried out in such a way that it does not create hindrances, obstacles or impediments to the regular conduct of activities in the area outside the operation/premises or diminish visibility for passengers of adjacent operations. The Operator must arrange for the immediate removal of even temporary unauthorised installations.


2.4.1.1 Airport resources

“Airport resources” are considered to be the infrastructures, plants and facilities owned by or under the direct responsibility of SEA that are necessary to carry out operational activities. These resources can be, for collocation or number, allocated to the Operator supplying the service in either a fixed or revolving way or, if they cannot be divided or duplicated, due to complexity, cost or environmental impact, managed exclusively by SEA directly.

List of resources, allocation method and service levels are revised periodically, based on how general airport characteristics evolve. Resource availability and efficiency levels are part of defining the airport’s absolute capacity.

2.4.1.2 Allocation of rotating resources

The planning of resources to be allocated on a "rotating" basis, i.e. assigned alternately to different Operators, takes place in three stages as described below:

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 23

a. Pre-assignment

Each season, a preliminary resource allocation plan is drawn up based on scheduled traffic. This plan must be coherent with existing contract and infrastructural conditions and be aimed at supporting daily allocation of said resources.

For those resources where punctual pre-allocation is not possible (e.g. when all necessary information is not available) reference to homogeneous areas from an operating process point of view is guaranteed (pre-allocation per area).

Notification of flight operations for each airline must take place within 30 days of the start of the new season, with a change and confirmation margin of 15 days.

Work results are made known to Operators involved through information tools used by AOCC.

b. Daily assignment

Daily allocation of resources carried out the day before, is based on the pre-allocation defined and considering:

- real resource availability (which can be modified, e.g. in the presence of breakdowns or interruptions for scheduled maintenance),
- any variations in standards emerging after the pre-allocation stage;
- the presence of understandings between the Operator and SEA not included in the agreement;
- Force majeure occurrences.

If changes are required to what was foreseen in the pre-allocation stage, existing contractual conditions are, however, considered.

Allocation to Operators involved is confirmed through information tools used by AOCC.

c. Operational management

Operational allocation of resources, carried out the same day, is based on the daily allocation defined and considers:

- any non releasing of the resource by the previous user;
- non availability of resource (e.g. breakdowns);
- Operator variations (e.g. change of aircraft type);
- variation request by Operator (if they do not penalise other Operators);
- variations to flight arrival and departure times;
- force majeure motives.

If changes are required to what was foreseen in the allocation stage, existing contractual conditions are, however, considered.

Allocation to Operators involved is confirmed through information tools used by AOCC.


All companies operating in the airport, in any capacity whatsoever, are forbidden to use any vehicle, equipment and/or structure that has not been formally authorised by the Airport Managing Company and by ENAC and ENAV, within the scope of their respective competences, and that could, due to its size, bulk and/or height, prove a hazard to aerial vehicles (e.g., cranes). Such companies are also responsible for ascertaining the appropriate authorisations obtained also from external companies mandated by them.

2.4.1.3 Allocation times

a. Resource rotation

Compatibly with airport needs, the resource is allocated to the user in time for it to prepare staff and equipment needed to supply the service.

During use of resources, the owner and/or user must always be identifiable and, if necessary, opportune use recordings for the resource allocated must be carried out.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 24

The resource must be left by the user when the service provided has finished and replaced in the space indicated or allocated by SEA, so as not to create any security danger or hinder airport operations. If, for operational reasons, the Operator cannot free the resource, AOCC must be informed immediately and the Operator must collaborate to make said resource available as soon as possible.

Attachment 2.4.1.4 includes allocation times and commitment of flight resources.

b. Fixed resource allocation times

Scheduling for allocation of fixed resources, where allocated exclusively to an Operator based on existing contractual terms, can take place seasonally, at the same time as the IATA seasonal timetable change or for a duration set in the agreement in force.

2.4.2 Resource use regulations

2.4.2.1 Resources managed directly by SEA

Infrastructural resources, which cannot be separated due to complexity or environmental impact (e.g. water chlorination plant, aircraft waste treatment plant, waste collection equipment, etc.) necessary to carry out airport activities, are directly managed by SEA, which adopts precise behaviours for their use in compliance with the environmental regulations in force, as well as the responsibilities deriving from the SEA-ENAC concession. Exploiting said resources, occurring related to real need with continuative allocation times, is continually controlled by SEA re procedures adopted, methods used, recordings and suitability of vehicles and/or Operators.

2.4.2.2 Cargo area resources

SEA makes operating areas and infrastructure available for Cargo Operators to carry out goods movement and storage activities.

The resources made available are managed directly by the cargo service providers.

Relations between SEA and Operators are governed by specific contracts which clearly define their responsibilities both for the interface activities with ramp service providers and for management of resources allocated.


The Airport Managing Company SEA carries out surveillance and patrols outside the Operators' warehouses, in compliance with the provisions of the National Civil Aviation Security Programme and the Airport Security Programme (PSA) drawn up by the Airport Managing Company.

2.4.2.3 Resources allocated to State Authorities

In compliance with the provisions of the Convention signed on 4 September 2001 between ENAC and SEA S.p.A., and subsequent amendments and additions, the Managing Company, upon ENAC's instruction, makes available, free of charge, the use of the premises and areas by ENAC, Administrations and State Bodies to be considered instrumental with respect to the institutional tasks to be ensured within the airport, insofar as they are related to the performance of the functions connected to the movement of aircrafts, passengers and goods and to the operation of the airport.

On such areas, SEA is responsible for extraordinary maintenance, charges for the provision of services (electricity, heating, air conditioning, telephony within the airport, cleaning) as well as ordinary maintenance work which, except in urgent cases, must be requested by the Administrations and State Authorities concerned with at least three months' notice. These spaces are subject to the standards and regulations in force regarding the sizing of premises.

Requests for intervention aimed at improving institutional tasks and airport service levels, which entail particularly burdensome investments for SEA, can be regulated through specific agreements between SEA, ENAC and the State Administrations and Bodies in which, in particular, the technical, economic and financial feasibility and consistency with airport standards and planning must be assessed.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 25

For the performance of institutional tasks not instrumental to airport activities nor attributable to the above category, Administrations and State Authorities are allocated spaces, areas and premises to be identified through agreements with SEA. In this case, the costs of extraordinary maintenance are borne by SEA, as are the costs of ordinary maintenance and the provision of services (electricity, heating, air conditioning, airport telephony and cleaning).

2.4.3 Spaces and facilities exclusively used for the provision of direct aviation services

The Airport Managing Company allocates said spaces based on adequate, transparent, objective and non discriminatory criteria, with no prejudice to the investment profitability principles needed to create, manage and develop them.

Specifically, allocation will be in line with the Operator's activity volumes, functional to optimising operating resources involved and the total period economy for said activity.

2.4.3.1 Delivery and return of the area

Delivery of the area and relative plants must be formalised by a specific delivery report together with the receiving party: said report must state their good condition and suitability for Operator needs and to carry out the activity and describes all equipment and plants.

The Operator undertakes to use said spaces and plants with the maximum care and to return them in good state of repair related to their normal use.

SEA reserves the right to charge the Operator for any damage deriving from bad use or maintenance.

The Operator is forbidden to create blockages, interferences and masking that good compromise the good operations of all plants or hinder access to plants and spaces or prejudice, in any case, their use.

A specific joint report will be drawn up for when they are returned

Any damage to spaces/plants allocated, found at the time they are returned, or as soon as SEA gets to know about it, for damage not noticeable immediately, will be charged to the Operator who will be invoiced for relative repairs.

Re-delivery of spaces, empty and free of all Operator property and of relative plants must take place within contractual expiry date or, in the case of early termination, by the term indicated by in its termination communication.

2.4.3.2 Installation, maintenance and changes

The Airport Managing Company SEA is equipped with a Maintenance Control Room for the management of all technological installations and airport maintenance issues.


Any anomaly detected by the operators in relation to the installations listed below can be reported to the SEA Maintenance Control Room:

- Building infrastructure (doors, floors, walls, ceilings, carpets, etc.).
- Thermal-conditioning systems
- Water and sanitation systems
- Electrical systems
- Centralised installations (PCA, 400 Hz, boarding docks)
- Passenger transport systems (lifts, escalators, moving walkways)

Maintenance Control Room contacts:

- the online form at SEAnet (<https://seanet.seamilano.eu/vivere-sea/segnalazioni-manutenzione-scalo/pagine/segnalazione.aspx>)
- the single telephone number 02 748 63450
- e-mail cr.man@seamilano.eu.

Facilities and infrastructure built and/or maintained by third parties are excluded from the above management method.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 26

Such work, agreed in advance with SEA, shall be carried out by a company authorised by SEA, under its supervision.

Special maintenance costs, subject to a timely request to the Airport Managing Company, shall be borne by the latter, with the exception of those relating to the excluded operations, as indicated above, which shall remain the Operator's responsibility.

If the Operator, within the term of 15 days from SEA's notice, does not carry out the maintenance interventions foreseen at its charge, as well as those due to carelessness or improper use by the Operator's personnel and to the maintenance of the fire-fighting system, set up as basic or standard equipment, in accordance with the regulations in force and in compliance with the airport quality levels, any expenses incurred by SEA for such interventions shall be borne by the Operator itself.

The Operator undertakes to assist and consent said intervention during normal working hours. No changes, new works or extensions of spaces and facilities may be carried out without SEA's prior consent, after having obtained ENAC's favourable opinion, on the basis of the project presented by the Operator and, in any case, at the Operator's expense. Works will be carried out by the Operator based on a work plan agreed on with SEA.

For what concerns plants, reference must be made to laws in force.

The installation by the operator of equipment without the written consent of SEA is prohibited.

In the event of non-compliance with this prohibition, SEA shall take measures to terminate any interference caused by the aforementioned devices.

Following the possible granting of consent by SEA, the Operator is obliged to bear the costs and charges arising from the compatibility check carried out on the equipment in question.

2.4.3.3 Furnishings and equipment

The Operator must supply all mobile furnishings, internal furnishings and equipment needed to carry out its activities at its own expense.

The Operator must handle, for the kind of activity carried out in the allocated spaces, all fulfilments required by law on furnishings, equipment and setting up exonerating SEA of all responsibility.

In particular, all materials used for furnishings and setting up, their assembly and implementation systems, components and the implementation and/or any preparation of plants used, must be with material classified and homologated class 1 for its reaction to fire, conform to laws and standards in force or those issued while works is in progress, even though not specifically indicated in this document.

Furnishings must be maintained in such a way as to permanently guarantee the décor of said spaces and equipment must be kept efficient to guarantee correct service management; the Operator shall carry out ordinary and extraordinary maintenance on said furnishings and equipment.

Any changes or renewal to furnishings and fittings must be submitted in advance for SEA approval and also be made with class 1 classified and certified materials for their reaction to fire.

Prior approval by SEA will also apply to activities involving the construction of facilities and furnishings exposed to the public, but not for places of exclusive use by third parties.

2.4.3.4 Fire prevention

All fulfilments foreseen by the laws in force on fire safety, prevention and protection are Operator responsibility, with regard to the handling of its specific activities in the spaces allocated.


The Operator is solely responsible, in civil and criminal law, for fulfilling these obligations.

All fire-fighting vehicles, plants and devices needed to carry out said activities must be approved in advance by Authorities competent for issuing certification conforming to laws in force.

The Operator is responsible for all fulfilment concerning the safety of new plants and adaptation of existing ones and for obtaining relative certification.

Any changes must be communicated for prior approval by SEA.

Costs for organising fire emergency measures, including coordination ones, are the responsibility of the Operator carrying out the activity in said airport spaces belonging to that Operator (or

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 27

exclusively managed by it) and/or in spaces where the Operator, for number of employees and/or surface occupied is prevalent over other operators.

The Operator and SEA undertake, with no prejudice to mutual confidentiality needs, to guarantee an adequate exchange of information, aimed at optimising mutual risk assessment and emergency organisation activities and, to promote the most opportune action for coordination/alignment with what SEA does on fire protection and prevention in the airport.

Therefore, SEA will ask the Operator for all information concerning emergency and evacuation plans prepared for its sphere of competence.

2.4.4 Construction and maintenance works within the airport

As provided for in Reg. (EU) 139/2014, paragraph ADR.OPS.B.070, the Airport Managing Company must establish procedures to ensure that the safety of aircraft and the normal operation of the airport are in no way affected by related activities carried out on the premises.

In this context, construction and maintenance work on the infrastructure present must also be carried out in complete safety and by agreement with the Airport Managing Company.

Therefore, any party that intends to proceed with works with the presence of a worksite within the airport must first request authorisation from the Airport Managing Company, giving written notice of the type and timing of the work to be carried out, along with the following basic information: worksite location, work description, height of the works, means used.

The request must be submitted in advance to: cr.man@seamilano.eu.

2.4.5 Traffic in regulated areas

The traffic in the regulated areas is regulated by the ENAC Ordinance on "Regulations for the circulation of people and vehicles in the regulated areas of Milan Linate airport", in its currently valid content.

2.4.6 Vehicle circulation in terminals

"Bicycles" are defined as all vehicles with two or more wheels propelled exclusively by muscle power, by means of pedals or similar devices operated by the persons on the vehicle.

All types of scooters are also included in this category.

Pedal-assisted bicycles equipped with an auxiliary electric motor are also considered to be bicycles.

All the following mobility aids equipped with an electric motor also fall into this category:

- electric scooters,
- hoverboards and hoverboards with handlebars (vehicles with two parallel wheels which, by means of gyroscopic sensors and appropriate on-board electronics, manage to keep themselves balanced horizontally),
- Segways (smart scooter),
- monowheels (single-wheel motorbikes used to transport the driver alone)


Use of these vehicles is prohibited in all areas of the terminal.

The ban does not apply to service vehicles, the use of which must be authorised by SEA.

2.4.7 Regulations for access to the fuel station for private use in the airport area

2.4.7.1 Background information

At Linate airport there are fuel distributors for private use intended for refuelling vehicles and vehicles circulating within the customs area for purposes related to airport operations. The authorisation issued to SEA, Airport Managing Company of the Linate and Malpensa airports,

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 28

allows refuelling of vehicles owned by SEA or by companies operating exclusively within the airport, which due to their size and bulk are unable to go outside the airport.

The authorisation complies with regulatory requirements, and in particular with the provisions of Regional Law no. 6 of 2 February 2010 on the “Consolidated text of regional laws on trade and fairs”, which qualifies as a motor vehicle fuel distribution plant for private use “... *all fixed or mobile equipment consisting of a dispenser connected to an underground tank, or above-ground container-distributors complete with dispenser, of an approved type in accordance with the regulations in force, located in spaces within facilities, construction sites, warehouses and the like, owned or in exclusive use, intended for refuelling motor vehicles, or vehicles with or without number plates, owned by or leased to the holder of the authorisation, with the exclusion of fixed or mobile equipment intended for subsidised fuels for agricultural use.*

Motor vehicles owned by or in exclusive use of airlines and all those used exclusively for operational activities within the airport may refuel, by way of derogation from the prohibition set forth in paragraph 1, at facilities for private use located within international airports by agreement with the entities that manage the same airports located within the regional territory.”

The following are the rules to which all users must adhere for proper access to the system.

2.4.7.2 Scope of regulations

Access to the system is restricted to vehicles owned by or in use by the operating company, which holds the authorisation, and to special vehicles owned by or in exclusive use by companies providing airport services.

2.4.7.3 General principles

Operators authorised to access the aforementioned systems are obliged to comply with these regulations, as well as with the rules of conduct in force at airports, and with the legal provisions in force.

The circulation of vehicles within the customs area and in the refuelling area must take place in such a way that it never constitutes a danger or hindrance to other vehicles, to the infrastructure present and to airport activity. In any case, road safety must always be ensured.

Both in transiting and stopping, taxi drivers must make sure that the traffic ways and spaces in the proximity of entrances to the facilities are left free for use in case of emergency or need.

Parking of vehicles is not permitted except for the time strictly necessary for refuelling.

In any case, by accessing the facilities, the Operators accept the conditions established by SEA, undertaking to use the areas and facilities with due diligence. They are solely responsible for all damage due to causes and/or actions attributable to them, incurred by other vehicles and persons, as well as by properties, facilities, appurtenances and equipment owned by SEA and/or third parties, and they agree to compensate any damage caused and to indemnify and hold SEA harmless against any claims by other users or third parties in general.

2.4.7.4 Refuelling methods

Each Operator accredited for the Refuelling Service is required to communicate vehicle data and is provided with a refuelling card.


SEA charges the cost of the service to the accredited Operators. In the event of non-payment, SEA reserves the right to deny access to the service.

2.4.7.5 Prohibitions and obligations

All operators are prohibited from:

- transferring fuel to third parties free of charge or against payment;
- refuelling privately used vehicles.

All Operators ensure that their personnel scrupulously comply with the provisions of these regulations, and refuelling may be carried out only for service vehicles used for operational activities at the airport.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 29

2.4.7.6 Environmental matrices

Operators undertake to pursue behaviour to protect environmental matrices in order to prevent any damage to such matrices in compliance with the environmental regulations in force, also in consideration of the ISO 14001 certification held by SEA.

If, due to the activity performed, the condition of the soil, subsoil or another environmental matrix is altered due to, for example, the spillage of fuel or any other cause, the Operator undertakes to notify SEA of the event for the performance of the restoration activities on the environmental matrices, at its expense, without prejudice to the Operator's exclusive liability, pursuant to law, towards SEA and third parties.

It is strictly forbidden to abandon equipment, materials in general and special waste in the plant area, side areas, aircraft parking areas and manoeuvring area.

2.4.8 Airport security

For security aspects concerning passenger and hand baggage control, hold baggage control, control of airport operators and crew members, control of on-board and airport supplies, patrolling and surveillance activities and management of the airport's active and passive security systems, please refer to the Airport Security Programme (Part A), updated by the Airport Managing Company, in line with the National Civil Aviation Safety Programme.

It should be noted that ENAC has entrusted the Airport Managing Company with the security control service at the staff and vehicle gates. This process of entrusting the Airport Managing Company does not require any further implementing provisions on the part of ENAC's central structures, since the entrusting of such services constitutes the implementation of explicit regulatory provisions addressed to parties that already hold a full concession for the airport in question, but rather a conclusion at territorial level with an order by the airport manager.

Within the airport, there are alarmed doors and entrances, the use of which is restricted to the purposes for which they are intended and to authorised persons. These accesses are identified by the Airport Managing Company through the display of appropriate signs, also providing the procedures for use in the event of an emergency.

Anyone detecting anomalies of any kind on alarmed doors must immediately notify the Border Police Office (Operations Room).

In cases of necessity and urgency, the doors in question may be opened, subject to a request and subsequent authorisation by the Border Police Operations Room.

It is expressly forbidden for anyone to make improper use of doors and entrances. Violation of this requirement is punishable pursuant to Article 1174(2) of the Code of Navigation.


2.5 Management of airport operations information

2.5.1 The airport information system

The airport information system, called M-AIS (Milan Airport Information System), permits management of the flight timetable database and operational monitoring. This system has to manage generation stages, updating and circulation of airport operating information in a centralised manner.

The main information, grouped together and organised based on flight entity, is basically identified by the following data:

- airport of origin (ICAO/IATA);
- arrival times (SIBT/EIBT/AIBT);
- incoming flight number (ICAO/IATA);
- aircraft type (ICAO/IATA);
- departing flight number (ICAO/IATA);
- departure times (SOBT/EOBT/AOBT);
- destination airport (ICAO/IATA).

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 30

Main functions of the M-AIS system:

- keeps memorised seasonal timetables of Airlines operating in the airport, making them available to be read and for periodical upgrading;
- produces, starting from preceding ones, operating daily timetables organised by rotation, also including any unknown changes to season timetables and coming directly from the Airlines (flights cancelled, charter flights, replacement flights) and makes these timetables available to be read by any system needing them;
- acquires, during an operating day, updated information on movement making it available to be read by any system that needs it;
- keeps operational monitoring data coming from the different systems updated permitting its filing in a specific historical database.

The airport information system makes sub-systems and data available for all Operators, to guarantee correct exchange of information on airport operating activities.

The airport manages/distributes the following data categories in standard mode through its M-AIS system:

- flight identifiers (rotated movement) and operating timetable data;
- movement identifiers, scheduled timetable and operating data;
- flight's operational state;
- airport resources associated to flight;
- load data to calculate airport duties;

The airport manages and distributes on request the following data categories through its M-AIS system:

- loading data for flight handling;
- service specifications;
- handling resources associated to flight;
- airport parameters.

Further requests regarding data related to the Airlines must be sent to the Airlines themselves or to Assocclearance.

Airlines must strive to plan their own operations in line with the routing and the arrival/departure times assigned to them, in compliance with the safety regulations and instructions, thus permitting the Airport Managing Company to correctly assign resources and as a result apply the regulations on airport fees.

2.5.2 Seasonal scheduling

By seasonal scheduling we mean the defining of operating flight timetables which each airline declares operate from the airport.

Scheduling data received directly from the airlines must be in production (acquired in M-AIS through SCR messages) only after approval by the coordinator (Assocclearance), to be issued on the basis of indications from AOCC Linate.


AOCC Linate receives the SCR message and processes and checks the data containing movement identifiers, scheduled time and operation data, as well as the correct processing of automatic procedures or the entry of data necessary for the correct operation of the systems.

The receipt of scheduling data from the Airlines must take place at set times, in agreement with Assocclearance, to allow AOCC Linate to provide the airport with complete and consistent M-AIS data.

2.5.3 Daily scheduling

By daily scheduling we mean the defining of updated operating flight timetables, compared to seasonal scheduling, based on the most recent date made available by the Airlines.

Daily timetable data is supplied through a coordinator (Assocclearance), which collects changes to seasonal scheduling supplied through an SCR message and authorised by AOCC Linate.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 31

AOCC Linate receives the SCR message re the change to one or more flights and processes and checks data containing:

- flight identifiers (rotated movement) and operating timetable data;
- any updating to resource scheduling data.

2.5.4 Operational management

Management and monitoring of data on flight operations supplied per competence by Operators concerns:

- flight identifiers (rotated movement) and flight timetable data: for this type of data, AOCC Linate ensures that flight information is present, timely and correct; it is also responsible for updating/completing arrival/departure data and for managing and planning airport resources;
- movement identifiers, planned timetable and operations data: AOCC Linate makes changes linked to operational variations (CLD, DVT, machine replacements);
- flight-related airport resources: data are generated and managed by AOCC Linate by allocating airport resources;
- Loading data to calculate airport duties: this data is checked by AOCC Linate and, if necessary, completed for production purposes by the Airport Journal;
- Loading data for flight handling: this data is only distributed and not checked;
- service specifications: the pertinent data normally managed is data concerning centralised services (e.g. disabled people, VIP, etc.);
- Handling resources associated to flight: data normally distributed and not checked.

Operating information distributed by AOCC Linate is checked when acquired and offers reference data for the airport and all Operators at the airport. The Airport Managing Company and the operators, as those responsible for data collection and transmission, guarantee the timeliness and certainty of the data.

2.5.5 Summing up and Airport Journal

Summing up of air traffic data, for invoicing purposes, is through the Airport Journal function (AJ). The AJ contains the data needed by administration for services supplied by SEA to Airlines (invoicing).

The flow of messages containing AJ data is ensured on a daily basis through a set of actions (corrections and/or additions), using the specific functions installed within the M-AIS system.

The day after the operating reference day, AOCC Linate checks availability of information needed to draft the AJ, making the opportune changes and/or integration through documents in its possession (standard IATA and DUV messages).

The correct AJ is then made available to the company departments interested for bookkeeping and/or statistical purposes.


A copy of the monthly AJ is transmitted the following month through a computer format to ENAC's Territorial Division. Furthermore, based on an agreed on frequency, the Airport Managing Company sends the Territorial Division statistical ad hoc reports on cancellations and delays.

2.5.6 DCS data transmission within the M-AIS system

In order to ensure operations at Linate, the M-AIS (Milan Airport Information System), must receive data from airline DCS (Departure Control Systems) according to a standardised procedure, as follows:

- automatic feeding of airport systems;
- information is requested through messages in the IATA standard format, for which SEA has prepared an automatic interpretation program, except for administrative and bookkeeping data for which SEA has to be sent the DUA and DUV documentation required by Italian law.

SEA makes an interface platform available for access to airline DCS.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 32

2.5.7 IATA messages

Airlines make available the messages required by the IATA regulations described in the latest editions of the Airport Handling Manual, Passenger Service Conference Resolution Manual and Cargo Interchange Message Procedures Manual and listed below. Messages must be sent in the complete format, including optional parts, foreseen by the IATA standard, early enough to be processed.

Information is available as soon as it is generated, in accordance with IATA standards, for both arrival and departure flights.

a. IATA messages for arriving flights

CODE	CODE IATA	MESSAGE	SITA ADDRESS
BTM		Baggage Transfer Message	
CPM	AHM 587	Container / Pallet Distribution Message	LINLAXH
DIV	AHM 781	Aircraft Diversion Message	LINLAXH
FFM	CIMP	Freight Flight Manifest / Airline Flight Manifest	LINLAXH
LDM	AHM 583	Load Message	LINLAXH
MVT	AHM 780	Aircraft Movement Message	LINLAXH
PSM	RP 1715	Passenger Service Message	LINLAXH
PTM	RP 1718	Passenger Transfer Message	LINLAXH
UCM	AHM 424	ULD Control Message	LINLAXH

b. List of IATA messages for departing flights


IATA messages for flights departing from SEA airports must also be sent to the airport of origin.

CODE	CODE IATA	MESSAGE	SITA ADDRESS
BSM	RP 1745	Baggage Source Message	LINLAXH
BUM	RP 1745	Baggage Unload Message	LINLAXH
CPM	AHM 587	Container / Pallet Distribution Message	LINLAXH
DIV	AHM 781	Aircraft Diversion Message	LINLAXH
FFM	CIMP	Freight Flight Manifest / Airline Flight Manifest	LINLAXH
LDM	AHM 583	Load Message	LINLAXH
MVT	AHM 780	Aircraft Movement Message	LINLAXH
UCM	AHM 424	ULD Control Message	LINLAXH
PAL	RP 1708	Passenger Assistance List	LINLAXH LINKAXH
PNL		Passenger Name List	To be agreed with the service provider
PSM	RP 1715	Passenger Service Message	LINLAXH
PTM	RP 1718	Passenger Transfer Message	LINLAXH

Please refer to Annex 2.5.7 for some general notes on the main IATA standard messages provided.

2.5.8 Single Carrier Declaration (DUA-DUV); load and centring sheets

The ramp agent or other personnel formally appointed by the Airline is responsible for ensuring that the load-sheet is actually completed and approved by the captain of the flight.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 33

Airlines and service providers are obliged to keep and make available, in a computerised system and for at least three months, the cargo documents relating to the flights operated and/or serviced at the airport. They are also required to notify the Airport Managing Company of the place or electronic archive where these documents can be found.

The Single Carrier Declaration must be sent to the address LINLAXH for both arriving (DUA) and for departing flights (DUV).

The DUA must be sent when the aircraft block-on operation is performed; the DUV must be sent during the take-off phase.

Failure to send this information, or sending of the information in a manner that does not comply with the technical specification and/or the format required by SEA, is considered non-fulfilment of the Regulations.

An example of a standard layout of the Single Carrier Declaration, complete with the required information, is shown below.


Sample DUA:

```


1.....10.....20.....30.....40.....50.....60..
1      *** DICHIARAZIONE UNICA DEL VETTORE ***
2 AEROPORTO      XXX      SCHEDULATO      XXX      ARRIVO
3                                     (TRANSITO)
4 TIPO DI TRAFFICO XX
5 VETTORE ESERCENTE XXX      VOLO N.      0000      DATA      GGMMAA
6 TIPO AEROMOBILE XXX      CPT      XXXXXXXXXXXXXXXX PLUS 00
7 MARCHE      XXXXX      QUAL. VOLO      00
8 PESO MAX DECOLLO 000      CONFIG. PAX      000
9                                     SPEDIZ. INF. KG11      N. COLLI      000
10                                    SPEDIZ. SUP. KG11      KG      0000
11 AEROPORTI *      PAX      * POSTA *      MERCI      *
12 *      SBA TRA TOT *      SBA *      SBA      TRA      TOT *
13 X XXX * 000 000 000 * 000 * 0000 0000 0000 *
14 X XXX * 000 000 000 * 000 * 0000 0000 0000 *
15 X XXX * 000 000 000 * 000 * 0000 0000 0000 *
16 X TOTALI * 000 000 000 * 000 * 0000 0000 0000 *
17 TRANSITI DIRETTI 000      INFANTS      00
18 ATA HHMM      STA HHMM      RIT 000
19 IL VETTORE O L*AGENTE XXXXXXXXXXXXXXXXXXXX

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Sample DUV:

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 34

```
1.....10.....20.....30.....40.....50.....60..
1      *** DICHIARAZIONE UNICA DEL VETTORE ***
2 AEROPORTO      XXX      SCHEDULATO      XXX
3
4 TIPO DI TRAFFICO XX                                     (TRANSITO)
5 VETTORE ESERCENTE XXX      VOLO N.      0000      DATA      GMMMAA
6 TIPO AEROMOBILE XXX      CPT      XXXXXXXXXXXXXXXX PLUS 00
7 MARCHE      XXXXX      QUAL. VOLO      00
8 PESO MAX DECOLLO 000      CONFIG. PAX      000
9 PAX ADULTI PAGANTI 000 SPEDIZ. INF. KG11      N.COLLI      000
10 PAX RIDOTTI      000 SPEDIZ. SUP. KG11      KG      0000
11 AEROPORTI *      PAX      *      POSTA      *      MERCI      *
12      *      IMB TRA TOT *      IMB      *      IMB      TRA      TOT      *
13 X XXX * 000 000 000 * 000 * 0000 0000 0000 *
14 X XXX * 000 000 000 * 000 * 0000 0000 0000 *
15 X XXX * 000 000 000 * 000 * 0000 0000 0000 *
16 X TOTALI * 000 000 000 * 000 * 0000 0000 0000 *
17
18 ATD HHMM      STD HHMM      RIT 000
19 IL VETTORE O L*AGENTE XXXXXXXXXXXXXXXXXXXX
      INFANTS      00
```


	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 35

2.5.9 Cybersecurity requirements

Every entity operating at the airport must have a cybersecurity system in place, which feeds into its own security programme, without prejudice to the Airport Managing Company's guarantee.

2.6 Airport and vehicle access

All those who operate in the airport must carry out their activities in compliance with the national and supranational regulations in force, as well as with the provisions issued by the ENAC Territorial Division and the competent bodies for their respective competences.

It is mandatory to undertake the training courses provided by the Airport Managing Company, both initial training and recurrent training. Personnel without the above-mentioned compulsory training are expressly forbidden to enter the movement area, except for escorted access.

The Operators, in accordance with the regulations in force, must take out appropriate insurance policies with the minimum requirements for the performance of the activities as set out by SEA.

All airport operators must ensure compliance with current legislative provisions on health and safety in the workplace, with particular reference to the requirements of Legislative Decree 81/2008 and in accordance with the risk and evacuation plan adopted by the Airport Managing Company.

All equipment, static and dynamic, present and used within the airport must comply with the requirements of the law and the manufacturer's instructions.

All persons working in the airside (movement and manoeuvring area), irrespective of the task performed, the time of day, the weather and light conditions, must wear high-visibility clothing (e.g. waistcoats) with the minimum requirements for class 2 in accordance with UNI EN ISO 20471. Each employer, on the basis of the risk assessment, must equip their personnel with high-visibility clothing of class 2 and above, and never below. The aforementioned garments, bearing the logo of the employer of the worker, must be correctly worn and fastened.

On the apron, the obligation to wear a high-visibility vest applies after passing the "customs checkpoints", with the sole exception of pedestrian paths leading to buildings (changing rooms, offices, maintenance areas and hangars).

High-visibility clothing need not be worn in cars and closed-cab vehicles.

All employers must fulfil their training and instruction obligations in accordance with the provisions of Title III of Legislative Decree No. 81/2008.

The Occupational Health and Safety Management System (OSHMS) implemented by SEA SpA is certified in accordance with UNI ISO 45001:2018; the certification was issued by an accredited Certification Body and is kept active through periodic surveillance and renewal audits. The certificate is available on SEA's corporate website www.milanairports.com.


2.6.1 Obligation to install a vehicle geolocation device

For motor-powered vehicles only, following the issuing of the pass (ENAC badge), before the first entry into the airside, the persons entitled to use the vehicles or holders of the pass must compulsorily install a satellite tracking device. This device must record and transmit in real time to the Airport Managing Company the data relating to the movement of the vehicle in the airside, otherwise the pass will be forfeited.

The minimum data that must be recorded and transmitted by the device are:

- Speed of the vehicle
- Localisation
- Abrupt braking or sudden acceleration
- Prolonged idling

Organisations are required to monitor the activity and performance of their vehicles and drivers while on the airside, managing negative trends and subsequently sharing their findings with the Airport Managing Company.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 36

SEA will carry out analyses on the use of vehicles to improve safety and verify behaviour that could harm operations.

The procedure is regulated in the Airport Manual Chapter 16 *“Procedures for the control of vehicles operating in or near the movement area, including traffic rules, right of way, speed limits, driver licence issuing methods and means of enforcement”* § 16. B *“Vehicle markings and characteristics”*.

2.6.2 Registration and access card procedure

All personnel working within the airport, in order to comply with security regulations, must be provided with a special pass for access to this area.

Please refer to the PSA drawn up by the Airport Managing Company for the card and pass procedure.

2.6.3 Procedures for accessing the movement area

The procedures for accessing the movement area can be found in the Linate Airport Manual in Chapter 8: *“Movement area access procedures”*.

2.6.4 Procedures for checking vehicles operating in the movement area and airport and drone licensing regulations.

The procedures for checking vehicles operating in the movement area and regulations for issuing airport licences can be found in the Linate Airport Manual in Chapter 16: *“Control of vehicles operating in the movement area, traffic rules and issuing of airport licences”* and its annexes.

The procedure for drones is described in the Airport Manual – Chapter 18.3 *“Remotely-piloted aircraft system (RPAS) activity monitoring”* or *“Unmanned Aircraft System (UAS)”*.

2.7 Environmental management

SEA S.p.A., as the Airport Managing Company, is responsible for the environmental management of the Milan Airports. Since 2006, the Company has adopted the UNI EN ISO14001 Environmental Certification System, to which all operators, based on their capacities, are required to comply with a specific agreement with the Airport Managing Company. All parties operating within the airport are responsible, in civil and criminal law, for the implementation of current national, EU and international regulations on environmental protection and anti-pollution, undertaking to obtain any authorisations necessary to carry out their activities.


Airport operators are also liable for any pollution deriving from their activities, from third-party activities coordinated by them, or from the management of allocated spaces and appurtenances, for which they shall carry out all necessary clean-up and recovery operations. These are agreed in advance with SEA and with any other competent control Bodies.

SEA makes available for all operators, on its website, the “Environmental Report” which, published annually, gives elements of collective interest on all environmental factors.

Monitoring activities are carried out by SEA in compliance with current regulations.

Third parties operating within the airport must abide by the regulations and related principles sanctioned by national law – in particular by Legislative Decree no. 152 of 3 April 2006, containing “Environmental Regulations” – EU and international law to which express reference is made:

- a) Principle of preventive action and principle of corrective action;
- b) Principle of precaution;
- c) Principle of balance: graduality and dynamism of environmental protection;
- d) Principle of environmental information;
- e) Principle of shared responsibility and principle of cooperation;
- f) Cost-effectiveness principle and the “polluter pays” principle;
- g) Environmental damage criterion;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 37

In light of the aforementioned principles, it is worth noting the provisions of Article 311(2) of Legislative Decree No. 152 of 3 April 2006, pursuant to which "In the event of environmental damage caused by operators whose activities are listed in Attachment 5 to this part six, the same are obliged to adopt the remedial measures referred to in Attachment 3 to the same part six according to the criteria foreseen therein, to be carried out within the appropriate period referred to in article 314, paragraph 2, of this Decree. The same obligations apply to anyone else causing environmental damage with intent or gross negligence. Only when adoption of the abovementioned remedial measures is totally or partially omitted or implemented incompletely or different from the prescribed terms and procedures, the Minister of the Environment and Protection of Land and Sea determines the cost of activities necessary for full and correct implementation and takes action against the obliged person to obtain payment of the corresponding amounts".

It is expressly forbidden to abandon and deposit uncontrolled waste on and in the soil as well as to discharge waste of any kind, in solid or liquid form, into surface and groundwater.

Therefore, those responsible for the polluting event must implement all measures to eliminate the pollutant sources or reduce their concentrations to a level equal to or below the concentration values identified by the risk analysis.

The polluter must immediately implement an emergency safety response in the event of serious risks, such as contamination, fire or explosion, and subsequently adopt operating and lasting safety measures to contain the sources of pollution permanently. In the event of potential pollution, the person in charge must implement prevention and emergency safety measures within 24 hours, and in the event of values being exceeded, promptly notify the competent authorities and prepare a remediation plan ("characterisation plan").

All subjects operating in various capacities at Milan Linate airport undertake to guarantee maximum attention to all possible aspects (design, maintenance, management, etc.) that may directly or indirectly relate to rational energy management.

In compliance with the environmental management system mentioned above, without prejudice to the observance of all legal obligations relating to environmental management and any pollution of the airport site linked to their activities, each operator shall undertake to identify all activities that may have a significant impact on the environment, causing effects such as: territorial pollution, use of water resources, sewage discharge, atmospheric emissions, waste production and management, production and management of toxic, harmful waste, noise, ionising effects and radiation.


In all the cases listed above, in agreement with SEA, operators must observe the maximum acceptable values and reference goals, drawing up operating procedures to minimise ecological damage caused by its activities, for which in any case they may be required to adopt methods consistent with SEA's general Environmental Management System.

A copy of this list of activities and relevant environmental quality indicators, limited to those considered critical from a territorial protection point of view, must be transmitted to SEA.

The Operator must also provide SEA on a periodic basis (at intervals to be determined case by case) with data relating to the critical elements of its environmental management including but not limited to air emission measurements; quantity, quality and type of discharge; quantity and quality and type of waste disposal (normal, special, toxic); management of primary resources.

The Operator must also be transparent about its environmental management activities and these aspects shall be subject to checks as agreed case by case.

The Operator shall transmit to SEA, together with a copy of the above-mentioned periodic report, a summary of events causing possible or potential pollution and the consequent measures adopted. The Managing Company, upon acquiring any reports showing profiles of non-compliance with environmental management, at any time, even without prior notice, may carry out inspections and consequently suggest the most appropriate corrective actions, reporting them to the competent territorial Authorities.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 38

2.7.1 Disposal of solid urban waste and special waste

All airport operators are required to provide, in compliance with and in the manner provided for by the regulations in force, for the cleaning of the assigned areas and the daily disposal (according to the methods agreed upon with SEA) of solid urban waste at the facilities indicated by SEA.

If SEA requests it, the Operator shall select and dispose of its urban waste separately in accordance with applicable separate waste collection regulations or with the specifications provided in a specific notice, whether resulting from the cleaning of assigned spaces or from waste on board aircraft (e.g.: collection of newspapers/magazines in aircraft).

Special waste, as defined in Legislative Decree 152/2006, as amended and supplemented, must be handled directly by the producing party in accordance with industry regulations; the operator and producer of special waste undertakes to adjust its waste management procedures in accordance with any new provisions or updates to existing ones which should be issued from time to time.

2.7.2 Water protection

SEA guarantees, through its aqueduct, the supply and distribution of high quality water for uses within the airport.

Based on applicable provisions, and in collaboration with supervisory Authorities, SEA shall carry out a scheduled monitoring programme of primary and effluent waters, and check the underground water table. In light of the growing importance of said basic collective property, saving actions and initiatives shall be taken which all Operators are required to adhere to.

2.7.2.1 Sewage wastewater

The Airport Managing Company provides directly or indirectly for the removal and subsequent purification of "domestic" or similar wastewater in accordance with industry environmental regulations, as well as the removal of meteoric waters through airport sewer networks.

An agreement is in place between SEA and the sewage treatment plant operator, for the permission to connect to the consortium collector into which the sewage network flows (Permit of connection to the CAP Consortium Collector of 20 February 1985, with additional deed of 24 July 1992).

This water is classified "civil wastewater". Accordingly, all users discharging into the airport sewage system must comply with the analytical limits of Table 3, Annex 5, of Legislative Decree No. 152 of 3 April 2006.

The SEA Company is entitled to perform analytical controls on such discharges. Every six months, it also reads the volume meters installed at the terminal discharge of the airport sewer network into the public sewer.

Every six months, according to a schedule, SEA sends quantitative data of discharged wastewater to the public sewer manager for the appropriate checks and charging of treatment and sewage fees.

All Operators are required to pay to SEA, pro rata, fees for the removal and treatment of discharged wastewater.


Periodic chemical analyses are conducted at least once a year to assess the quality of discharged waters.

It is strictly forbidden to discharge into the airport sewer network any wastewater other than "domestic" and similar wastewater, as well as waste of any nature (liquid or solid).

It is expressly forbidden to introduce into the sewer system waste of any kind (liquids and solids).

2.7.2.2 Drinking water distribution network

SEA manages the network for the distribution of drinking water to the various users, which comes from potable wells operated by the Airport Managing Company itself. It carries out periodic

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	AIRPORT DESCRIPTION	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 39


analytical checks on both chemical and microbiological parameters in accordance with current legislation (Legislative Decree No. 18 of 23 February 2023).

User must comply with these parameters for water distributed to the public.

SEA guarantees checks on the drinking water supply chain up to the delivery points as per letter cc), paragraph 1, Art. 2 of Legislative Decree No. 18/2023. From the point of delivery, individual commercial utilities supplying water must ensure that they meet the necessary requirements for supplying it to the public (e.g. HACCP) and are subject to checks by the Health Protection Agency (ATS)SEA may carry out spot checks.

Each utility must be equipped with a meter to verify its consumption in accordance with the conditions agreed with the Managing Company.

SEA will implement the necessary corrective measures to restore the quality of the water supplied.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 40

3 ACCESS AND OPERATIONS OF GROUND SERVICE PROVIDERS

The Airport Regulations govern the requirements, rules, and procedures that Operators and Airlines must observe in order to carry out activities at the airport and retain their right to perform activities, as well as the mechanisms used by the Airport Managing Company to carry out coordination and control.

SEA and Third Party Operators - ref. Regulation EU 139/2014 - AMC1 ADR.OR.B.015 (b)(4)

This chapter deals with aspects of aeronautical/airport safety, already referred to in the Airport Manual Chapter. It also focus on each party's responsibility for compliance, as well as the commitment to help achieve the highest safety objectives, including by participating and collaborating in the initiatives promoted by the Airport Managing Company (*Safety Committee, Local Runway Safety Team, FOD Prevention, etc.*).

For the purposes of this paragraph, the Airport Managing Company may carry out any type of control, documentary or operational, if it finds that the operator's conduct does not comply with these ARs or with the regulations referred herein (with particular reference to Reg. 139/14 and Legislative Decree 18/99), especially if related to airport safety and/or security.

The aforementioned controls may in any case be carried out by the Airport Managing Company even in the absence of cases and/or situations of potential violation, but in order to verify, on a sample basis, the standards and requirements of the operators at the airport with regard to safety and security.

Operators will in any case be required to provide all information, data and in any case must immediately stop any action, even if only potentially detrimental to safety and/or security, that is found at the simple request of the Airport Managing Company, which, in the event of violations or irregularities, including the refusal to provide the requested information, will promptly notify ENAC for the consequent penalties pursuant to these ARs.

3.1 Procedures for choosing a service provider

APT 19 requires the Airport Regulations to "refer to the procedure in use at the airport for selecting service providers if the Airline has not previously selected a service provider".

For this purpose, and on request of the Airline or when a request for clearance is made, the Airport Managing Company will provide a list of authorised/certified service providers.

Any Airline operating at Linate airport must notify the Airport Managing Company (cosis.lin@seamilano.eu) of the list of groundhandling service providers (operators) which operate on its behalf and the list of services used.


The list shall be complete indicating all types of assistance, starting dates and operating references of the handling company according to the format indicated in the "*Statement of commitment of the Airline*".

The Airline shall check that the Operator is certified in conformity to the Regulations "*Certificate of the groundhandling service provider*" and that it has observed access procedures as indicated in the Airport Regulations (ref. section on Access Report and operability).

The Airline shall notify the list of Service Providers it intends using, in advance, and thus within 30 days from the start of operations at the airport, sending a copy signed by Service Providers to the Airport Managing Company and ENAC. The Airline is also responsible for informing the Airport Managing Company in advance, and therefore at least 30 days before the new date - with a copy sent to Airport Management - of all changes concerning the Service Providers it intends using.

The Airline is not permitted to operate at the airport if it does not send the list of operators within the above times.

Due to incidental and unforeseeable reasons, circumstances may occur where the Airline has not reached an agreement with the Service Provider for the provision of one or more groundhandling services in particular situations. By way of example, these include:

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 41

1. Arrival/departure delay

If the Service Provider, for incidental reasons, is not at the airport or in any case cannot provide services for the Client Airline, the Airline will inform the Airport Managing Company of the Service Provider it intends using; if it does not inform the Airport Managing Company, it accepts that the Airport Managing Company will guarantee *handling* services through available Service Providers, sending a copy of the relative list to the Airline.

2. Diversion/Emergency

If the service provider selected by the Airline operating at the original arrival/departure airport is present at the arrival/departure airport, the service provider will be required to provide an adequate service.

3. Any other contingent situations due to Airline or service provider choices in the provision of services.

If the Airline's reference service provider is not at the airport, the Airline may inform the Airport Managing Company in a timely manner of the Operator selected based on agreements made in the meantime.

If the Operator indicated by the Airline is not available, or the Airline does not indicate any Service Provider, the Airport Managing Company will contact operators at the airport. After an Operator has been selected, it will provide equipment and resources that are adequate for the request.

In keeping with the situation, the Operator will be allowed to give priority to ongoing services and services for its own clients.

The above does not affect the responsibility of the service provider that is not present for defaulting and to whom suitable measures will apply.

The Carrier also remains responsible for fulfilling its obligations to service providers and passengers.

The Airport Managing Company is required to:

- guarantee information flows with the Airline and in particular check whether the Airline has indicated one or more reference service providers;
- contact service providers present, if the Airline has not indicated a reference service provider, to request - on behalf the Airline - availability to perform services;
- inform the service provider that essential services, such as passenger disembarkation need to be provided in reasonable time, to avoid jeopardising passenger rights;
- monitor the effective fulfilment of essential obligations by service providers;
- report any cases of poor service to ENAC.

3.1.1 Restrictions


Pursuant to the Provision limiting the access of ground assistance service providers, as per prot.

ENAC-DG-31/10/2018-0119504-P, as amended and supplemented, at Milan Linate Airport, ground handling services for the categories subject to limitation are performed by two ground handling service providers for class 1, four ground handling service providers for class 2 and two self-handling users for service categories 3, 4 and 5 - excluding cat. 5.4, for the sole transport of crews between the air terminal and the aircraft and vice versa, and 5.7 - as per Annex A to Legislative Decree No. 18/1999.

3.1.2 Access procedure for groundhandling service providers

3.1.2.1 Access for groundhandling service providers

Articles 4, 5 and 6 of Legislative Decree 18/1999 establish the traffic limits to allow for groundhandling activities to be carried out in free market conditions by "Service providers" and "Self-handlers".

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 42

To carry out one or more of the ground assistance services indicated in Annex A to Legislative Decree 18/99, the party concerned shall have a certificate issued by ENAC, valid for the service or services it intends to provide.

The certificate, issued in compliance with the provisions of the current ENAC Regulation “*Certification of airport ground assistance service providers*”, shall be valid for the airport for which it was issued, for the provision of groundhandling services set out in the regulation and for the performance of the same by the certified party.

3.1.2.2 Access procedure

Given the ENAC restriction order on ground handling services cited in paragraph 3.1.1, the Operator that intends to carry out activities at the airport shall make a written application to the CCA and Airport Managing Company, indicating the services it intends providing as well as the type of areas/equipment it requires.

For the purposes of proper performance of the role of coordinating handling activities and guaranteeing the safety and quality of services, all ground assistance service providers, with particular reference to those limited pursuant to the above-mentioned ENAC measure cited in section 3.1.1 “Restrictions” of these Regulations, must sign, within six months of the request from the Airport Managing Company, a standard contract governing the performance of activities carried out in compliance with the quality and safety parameters established at the airport.

The contract to be concluded between the ground assistance service provider and the Airport Managing Company must include at least the following elements:

- a) the list of activities governed;
- b) a term not exceeding the above-mentioned restriction measure;
- c) environmental management policies;
- d) planning of use of resources and means;
- e) indication of rules and behaviours for the purpose of compliance with airport safety and security;
- f) guarantees to be submitted to meet contractual obligations;
- g) a third-party liability insurance policy covering the risks;
- h) the service quality standard indicators inherent to the activities to be performed and the quality levels to be maintained, consistent with the parameters in place at the airport;
- i) penalties and sanctions for violations of the regulations in force, the ARs and the quality standards set out in the contract;
- j) the termination clauses of the contract;
- k) the prohibition of assignment of the contract;

The subject-matter of the contract, the guarantees and the limit of the third-party liability policy will be subject to change according to the categories certified by ENAC. In the event of termination of the contract with the Airport Managing Company, the latter will promptly notify ENAC for the fulfilment of its obligations.

Failure to sign the aforementioned contract constitutes a breach of the obligations set out in these ARs with the consequent application of the relevant sanctions.


The Service Provider undertakes:

1. qualification for access

- a. to refrain from using the certificate after the period when it is valid, unless activities continue and certification is renewed by ENAC;
- b. to refrain from transferring certification to another Service provider;
- c. to refrain from using the certificate exceeding the limits authorised, relative to categories of groundhandling services expressly indicated in the certification specification;
- d. to refrain from performing additional activities not indicated in the certificate specification, unless ENAC has previously authorised an extension of or change to activities.

2. service categories

- a. to carry out services in conformity to operating and quality standards in force at the airport;


	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 43

- b. to guarantee, within the framework of the chosen category(ies), the services of said category(ies) for which certification has been obtained; reference is made to Annex A to Legislative Decree 18/1999 for a list of services.

3. carrying out activities

Without prejudice to the certification and monitoring duties of ENAC, the Service provider/self-handler, in order to allow SEA, as Airport Managing Company and in the remit of its company functions, to coordinate and control the activities of all operators present, so as to organise the airport service and guarantee the efficient use of resources and areas, undertakes:

- a. as regards operations, particularly air side operations:
 - to disclose the list of client users already using the service or for which it intends providing services at the airport, based on stipulated contracts, with particular reference to the type of aircraft used by clients, as well as all other variations;
 - to provide a detailed list of equipment made available to it, indicating if equipment is owned or held in another form;
 - to update the list, in the event of changes;
 - to keep the amount resources (people and equipment) constantly adequate to the number and type of client airlines and type of airport traffic;
 - to promptly inform the Airport Managing Company of all critical situations limiting or preventing the normal supply of groundhandling services, indicating the times and procedures for remedying said situations;
 - to guarantee the service not only for its own client Airlines, but on request, for all airlines that occasionally operate at the airport;
 - to guarantee operations directly or through agreements with eligible operators at the airport, informing the Airport Managing Company and also promptly informing the Airport Managing Company, ATC and the CCA of any possible service interruptions;
- b. as regards the maintenance of equipment:
 - to promptly remove equipment not in use or not working, so as to clear areas where operations have to take place;
 - to ensure, through duly certified constant maintenance activities, the proper functioning of equipment;
 - for further specifications, please refer to Chapter 16 of the Airport Manual.
- c. as regards personnel requirements:
 - to ensure that personnel used for apron driving operations have a specific airport licence ("Licence qualification") and are familiar with regulations on the transit of equipment and personnel in the entire movement area;
 - to ensure that personnel have airport access badges and have attended safety courses and in any case meet all requirements to access areas indicated in airport regulations in force;
 - to ensure, at its own care and expense, that personnel whose activities are carried out in contact with the travelling public, including passengers with disabilities or reduced mobility, undergo adequate training in PRM assistance, as expressly indicated in Regulation (EC) No 1107/2006 and ENAC Circular GEN 02B;
 - to ensure that all its operational, administrative, staff and managerial personnel are familiar with the Italian language, in order to allow the timely coordination of activities by SEA and the airport authorities;
- d. as regards safety and accident prevention:
 - to carry out activities in conformity to the Operations Manual, indicating services carried out, airport infrastructure required and describing operating procedures for its use, which must be coordinated with operating procedures in force at the airport and on airport grounds, in the Operations Manual;
 - to ensure its safety and accident prevention programme is put in place, in compliance with (i) provisions regulating underboard and apron operations, with particular regard to the arrangement of equipment and procedures for handling baggage and goods, and (ii) for notifying events for which a report is mandatory;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 44

- e. as regards quality levels:
 - to have a Service Charter describing the quality levels of the services provided, which must be consistent with the levels in force at the entire airport; failing this, the quality levels indicated in the Airport Managing Company's Service Charter must be ensured;
- f. as regards security:
 - to not leave goods or baggage which cannot be stored on board or in the hold unattended;
 - to inform the Airport Managing Company of persons with responsibility and their relative functions;
 - to fulfil obligations required by the National Security Programme.

4. Outsourcing of services to third parties

In accordance with ENAC Regulation no. 8 dated 8 May 2023, the awarding of services is permitted between certified service providers.

Pursuant to Article 10 of the aforementioned Regulation, the awarding of services subject to certification at airports above the thresholds identified pursuant to Legislative Decree 18/99 is permitted between certified service providers at the same airport and only for the same categories of services for which they are certified. Each of the categories of groundhandling services listed in Annex "A" to Legislative Decree 18/99 may be entrusted in their entirety, provided that at least two actual handlers operate at the same airport.

Please note that outsourcing to third parties is permitted subject to authorisation by ENAC and notification of the Airport Managing Company. Parties already in possession of a certificate of technical competence, authorised to subcontract under the previous Editions of the Regulations, may only continue their activity until the natural expiry of the contract.

5. spaces/plants

The Service Provider enters into agreements with SEA for the assignment of areas and spaces, where available, that are suitable for the activity carried out, and undertakes to use them according to the procedures indicated in agreements with the Airport Managing Company and in these Airport Regulations¹.

The Provider declares that the spaces conform to requirements of regulations for the purpose of carrying out activities at the airport. The Provider also undertakes to maintain plants with due diligence and return them to the Airport Managing Company in good condition.


If certification issued by ENAC is withdrawn, the Operator undertakes to stop activities at the airport and to hand over the spaces within the contract deadline or deadline notified by the Airport Managing Company.

The Operator shall also return badges and airport qualifications to competent authorities within the above deadline, as provided for by regulations in force.

3.1.2.3 Controls by the Airport Managing Company

Within 30 days from receipt of the request to operate and the necessary documentation (including a copy of the service provider certification if the operator already has it), the Airport Managing Company transmits to ENAC its competent opinion on the Service Provider Operations Manual and agrees with the Operator or the Self-Producer on the logistic conditions preliminary to the start-up of operations. If an agreement is not reached, the Airport Managing Company must give notice thereof, citing reasons, to the Territorial Division for matters in its remit.

In the event of agreement, it draws up the access report in agreement with the Territorial Division.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 45

3.1.2.4 Access report

Pursuant to Art. 15 of the ENAC Regulation “*Certification of airport groundhandling service providers*”, Ed. 8 of 05 May 2023, in accordance with the provisions of APT19, within thirty days of the issue of the certificate or its extension or of the self-handling authorisation, the Airport Managing Company guarantees the provider/self-handler access to the airport facilities, making space and premises available for the performance of groundhandling services. A representative of the Airport Managing Company and one of the provider/self-handler, duly empowered, sign the “*Access and Start of Activities Report*” (Annex 3.1.2.4).

The Service Provider declares in the report that it is familiar with and accepts the Airport Regulations in force at the airport, undertaking to bring its activities in line with requirements; it also declares it will guarantee the safety and quality of operations at the airport and provide a valid service.

3.1.3 Organisation and responsibilities of the service provider

3.1.3.1 Operations Manual

The Operations Manual of each service provider shall include a management system containing:

1. the safety policies adopted and how they are applied;
2. a description of the organisational structure adopted for the application and management of safety policies;
3. the definition, through specific management procedures, of processes, governance and control systems, all ground operations and training programmes;
4. certification of compliance of ground operations with applicable regulations, and the requirements of the Airline.

The Operations Manual must provide a full description of the scope, structure and functionality of the management system and depict the lines of responsibility throughout the organisation. The competences, tasks, responsibilities and interrelation of functions and activities within the system must also be indicated. The documentation must include organisational charts and job descriptions for the organisation itself and any other appropriate documentation to clearly define and outline the management system.

The management policy must reflect management's commitment to fostering a strong, continuous operational safety culture.


The Operations Manual must clearly set out the actions, processes and tools to support safety management, including:

- the specification of internal security reporting processes (including a database to be used by the organisation to track and archive reports);
- the procedures implemented for the collection of safety instructions useful for internal safety investigations;
- an internal control system to ensure safety audits;
- safety communication processes and methods of circulating safety-related information, including to the airlines served and their suppliers;
- training and education modules including the logic set out in the SMS.

In the Operations Manual, the person designated by the organisation as holding spending power to ensure suitable resources to maintain an adequate system must indicate that a manager has been placed in charge of compliance monitoring and safety management (SMS). The implementation of the SMS system must be ensured in accordance with ICAO Document 9859. The SMS documentation must be proportionate to the size and complexity of the organisation.

The service provider must also clearly indicate how it intends to ensure the control, measurement and evaluation of its procedures on an ongoing basis.

The communication system for operational information between managers and frontline staff must also be described. To be fully effective, the communication system must also include client airlines, as well as external organisations working alongside the provider or performing outsourced operational functions for the provider.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 46

3.1.3.2 SMS Strategic Management Plan

Each service provider's organisation must develop a strategic management plan for the SMS, which will include safety-related objectives, targets and performance measures, and set subsequent priorities for the organisation. The safety objectives are to be discussed with the Airport Managing Company within the envisaged Safety Committees.

The service provider must include in its Operations Manual references to the obligations of interaction with airport safety structures.

The service provider must implement appropriate actions to enable personnel to report hazards to ground operations, ensuring the confidentiality of information, in accordance with applicable regulations.

If subcontracting is used, the service provider must in any case ensure that the processes relating to the subcontracted activities comply with its own operating manuals, including all applicable manuals of the client airline. The service provider must also ensure its direct involvement in these activities, as well as that the subcontractor's personnel receive adequate training and qualification in accordance with its procedures.

In summary, in the SMS system, the service provider must indicate:

- its security policy and objectives;
- its management commitment and responsibility;
- its safety responsibilities;
- safety management personnel;
- coordination of emergency response planning;
- risk management;
- hazard identification;
- risk assessment and mitigation;
- safety assurance (internal audit plans);
- monitoring and measurement of safety performance;
- change management;
- continuous improvement of the SMS;
- promotion of safety;
- training and education;
- safety communication.

The service provider, through its organisation, must draw up a study containing the criteria and the number of resources used during the services covered by its certification in order to ensure the implementation of its safety policy. A copy of this study and its updates must be forwarded to the Airport Managing Company.


The service provider must develop a safety risk assessment for its operations and a mitigation programme that includes processes implemented and integrated throughout the organisation to ensure:

- the analysis of hazards and the corresponding safety risks of ground operations;
- the consequent mitigation activities in relation to the risks assessed;
- risk mitigation actions must be integrated into operational procedures.

The entire process must be periodically audited by the Airport Managing Company. The service provider must therefore certify, in its documentation, compliance with the provisions described above by supporting such documentation with an appropriate internal audit plan, aimed at verifying and controlling its processes.

Internal auditors, identified by the service provider, must be trained and qualified in a number appropriate to the scope of the processes to be audited; they must also guarantee functional independence from the operational areas to be audited.

The service provider must set goals for the improvement of its Safety. They must be measurable. Key performance indicators should also be set for airport safety activities, offering a qualitative and quantitative view of the progress of activities. In a positive sense, through the reduction of events, in a negative sense, through the deviation of activities from expected levels of performance.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 47

Key elements of any organisation's security culture are formulating measurable security objectives, verifying effectiveness and compliance with the requirements of European legislation. Each service provider must identify, after substantial infrastructural, operational, procedural changes, new and/or different equipment or facilities and new hazards, conducting the consequent prospective risk assessments.

Change management is considered a proactive approach to hazard identification

3.1.3.3 Emergency Response Plan

The service provider must have a company *Emergency Response Plan*, which contains the necessary provisions for the coordination of all its activities with the Airport Managing Company, in all cases in which it is involved or must respond or react to an aircraft accident or other adverse event, which could result in fatalities, serious injuries, considerable damage and/or a significant misalignment of operations.

Such events include, but are not limited to:

- damage to infrastructure;
- damage aircraft;
- fire vehicles;
- emergencies involving hazardous goods (where handled);
- aerodrome/apron emergency and evacuation;
- refuelling with or without passengers on board.

Coordination should be consistent with the Emergency Response Plans of the other organisations involved.

The service provider will ensure regular emergency drills, the analysis and reporting for which will be provided annually to the Airport Managing Company, with a view to continuous improvement. The manual must also contain the instructions for contacting and alerting the Airport Managing Company.

Reference must be made to the specific requirements of APT 22A and the contribution obligations, specific to each organisation, for the management and implementation of operational safety (Safety Committee, Working Group, etc.).

3.1.4 Staff qualification and training


3.1.4.1 Training Management System and training obligations

Regulation EU 139/14, as amended, defines the role of the Airport Managing Company in the area of training obligations, including as they regard all third-party operators/companies/authorities operating at the airport. Training must include the following aspects:

- Initial theoretical and practical training (**Initial training**)
- **Recurrent training**: every 24 months
- **Refresher training**: training to be carried out after returning from a long absence (3 months)
- **Continuation training**: when changing job/company, the operator completes the courses required by the new job, while maintaining the validity of the previous training.
- **Proficiency check**: every 24 months, through verification of the maintenance of acquired competences in the performance of assigned tasks

The content must be appropriate to the task being performed and must include the procedures and requirements requested by the Airport Managing Company

Each company operating in the airport environment must ensure that its personnel are prepared and trained in compliance with national and international reference regulations with respect to the specific risks of its activities/areas and the procedures of the Airport Managing Company in accordance with the assigned activity.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 48

Each operator – in line with EASA (European Aviation Safety Agency) Reg. EU 139/14 - AMC1.ADR.OR.D.17 – must adopt its own training programme containing the process of carrying out initial, periodic, refresher, continuation and proficiency check training for its own activities and operational procedures. This applies to all professional figures, to the extent of the responsibilities of each, including instructor and assessor roles. ENAC and SEA may at any time request evidence of the completeness and validity of the training process for each individual.

With regard to the users of the centralised infrastructures, each Company/Third Party Operator must send the Airport Managing Company SEA evidence of the training, instruction and proficiency checks carried out on the Airport Managing Company's behalf in relation to the Airport Managing Company's procedures.

The Airport Managing Company must ensure that unescorted persons working in the movement area or other operational areas of the airport are properly trained and instructed in safety procedures and aspects in order to ensure a high standard of operational safety.

The Airport Managing Company must also ensure that the aforementioned persons have demonstrated their abilities in the performance of the duties assigned to them by means of proficiency checks at appropriate intervals to ensure that competence is maintained.

The Airport Managing Company, through its Training Shared Services function, provides airport operators with mandatory safety-related courses as provided for in EU 139/14.

Per the ENAC National Security Programme, Security courses (cat. A13 and A15) may also be applied for to obtain an airport pass.

The issuance of an airport pass allowing access to the apron is subject to verification of the fulfilment of the required training obligations. Accordingly, access to the airside is controlled and prevented in the event of missing or expired training.

The following courses are mandatory and essential to access and operate in the airside:

- **Security Programme cat.A13 or cat.A13+A15**; recurrent every 60 months
- **Airside Safety**; recurrent every 24 months

Some specific courses are compulsory for personnel *working predominantly on the airside* and for firefighters, which for ease of use have been made available by the Airport Managing Company in a specific **training/educational package** called **Airside Safety Plus** which includes, in addition to the Airside Safety standard:

- **Safety Net**
- **AEP – Aircraft Emergency Plan**
- **FOD - Foreign Object Debris**
- **Hand Signals**

For initial training only, the above theoretical training package is followed by a practical module; the course is completed by an in-person assessment. SEA's Training Shared Services department provides special Airside Safety Plus assessment sessions that can be booked from the relevant page on <https://milanairports.com>.

Recurrent courses only include the theoretical section and do not include the practical section.


Personnel who must go planeside, even occasionally, without an Airside Safety Plus certificate, even if they have a pass authorising their access, must be accompanied during their presence in and nearby the aircraft area (ERA) by personnel holding an Airside Safety Plus certificate.

In no other case may personnel without the required authorisations on their passes go planeside, unless they are escorted or have Visitor Passes and need to go to areas consistent with the pass of the accompanying person, or in the case of emergencies, in which, if accompanied, they may access areas not corresponding to those indicated on their pass.

For each type of course, there is recurrent training every 24 months, considered mandatory for maintaining the qualification.

In further compliance with the provisions of the EASA Regulation, every 24 months the activity known as a "proficiency check", i.e. a compulsory evaluation based on role profiles to verify the maintenance of competences, is also planned as an alternative to recurrent training.

If the operator's activity involves driving a special vehicle or equipment, an **Airport Licence** must also be obtained (see Chapter 16, Airport Manual for issuing, training and maintenance procedures).

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 49

The validity of the Airport Licence is 4 years for both types: Green Licence for driving on the apron and Red Licence for driving in the manoeuvring area. The Airport Licence also includes specific recurrent training every 24 months, alternating with the proficiency check.

On the basis of the principle that training is considered completed for Airport Licences issued by other airports (only Italian airports, and not foreign airports), recurrent training is to be carried out at the airport where the licence was issued.

When the original licence expires, familiarisation must be applied for from the Airport Managing Company, SEA.

Personnel interrupting their airport activity for a continuous period of more than 3 months must take the **Long Absence Refresher Training** course before returning to duty. The course is delivered by SEA Training Shared Services. The company of an operator returning from a long absence must ensure refresher training with an additional practical focus on any updates to internal procedures. Airport operators are required to report long absence data to SEA Training Shared Services for tracking in the system. For absences of more than 12 months, it is mandatory to repeat the entire initial training, either as provided by the Airport Managing Company SEA or as provided by the procedural provisions of each individual third-party operator.

Airport operators that use the centralised infrastructures (loading bridge, visual docking guidance system, 400hz, fixed air conditioner, chlorinator) must complete the initial and periodic courses in addition to the assessments (proficiency checks) provided by the Airport Managing Company in accordance with the Airport Manual (Chapter 3 - Qualification and training of personnel operating at the airport) through the activities of internal instructors and assessors appointed by the Airport Managing Company.

With regard to ENAC regulations - Circular GEN02B and European regulations - EU 1107/06, training in the area of **passengers with reduced mobility** is compulsory for all those who may come into contact with passengers in the landside and airside, including all persons working in commercial establishments. For all operators who interface with the travelling public, the regulations require a recurrent course every 24 months. Periodic audits by the relevant bodies are planned for this purpose.


All the elements of training described above are, it bears reiterating, mandatory. If they are not completed, the qualification to work in these areas lapses.

Summary of contents of the Airside Safety course:

- Definition of airport areas;
- Aerodrome Safety reference regulations;
- Airside risks - general rules of conduct;
- The concept of the Safety Management System and Safety Policy;
- Monitoring and promotion: safety observers;
- Definition and details of the terms "hazard", "risk", "incident" and "accident";
- Importance of safety reporting - Completion of the Ground Safety Report - GSR;
- The importance and significance of the human factor on the airside;
- Possible impacts and consequences of non-safety oriented behaviour.

Summary of contents of the Aeronautical Emergency Plan course:

- Reference legislation;
- Airport emergencies - SEA's Aeronautical Emergency Plan;
- TAM TAM - Multimedia Tele-Alarm, Multimedia Tele-Alert;
- EOC - Emergency Operations Centre;
- ACP - Advanced Command Post (ACP);
- EPIC - Emergency Procedures Information Centre;
- Alarm, emergency or accident status;
- Roles and responsibilities of the actors and entities involved;
- Planned events;
- Communications;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 50

- Rally point;
- Accident / rescue and victim assistance;
- AEC - Aerodrome Emergency Committee;
- OCT - Observer Critique Team.

Summary of contents of the Safety Net course:

- Definition of Safety Net;
- Dangerous zones during refuelling;
- Roles and responsibilities during refuelling operations;
- Refuelling with passengers on board or undergoing embarkation/disembarkation;
- Emergency procedure during refuelling;
- Recommendations and prohibitions on the apron;
- Fire-fighting - description of and introduction to the use of fire-extinguishers.

Summary of contents of the FOD course:

- Definitions;
- FOD prevention;
- FOD detection and removal;
- The human factor.

Summary of contents of the Hand Signal course:

- Standard manual emergency signals:
 - Recommend evacuation;
 - Recommend stop;
 - Emergency contained;
 - Fire.

For information on how to activate courses made available to the airport community by SEA, please visit <https://milanairports.com>, Training Shared Services page.


3.1.4.2 Staff qualification

In order to identify the professional figures who are the focus of specific training, a classification of such personnel is proposed below, according to the specific operational functions performed by each:

1. personnel whose duties require access to the airside;
2. personnel whose duties include the use of "simple" ground service equipment (GSE) (e.g. towing vehicles, belt loaders);
3. personnel whose tasks include the use of "complex" GSE (e.g. loaders, de-icing vehicles, catering vehicles, transporters, etc.);
4. personnel with control and coordination tasks during aircraft handling operations;
5. managers/executives with supervisory and control tasks over personnel, equipment and operations;
6. managers/executives with responsibility for resources, safety, health and safety at work and possible expenditure control;
7. staff with ticketing, check-in and boarding duties;
8. staff working inside the cargo warehouse.

Each operator, before being entrusted with specific operational tasks, must receive basic training that includes:

- general training;
- training in operational subject areas applicable to the assigned functions;
- dangerous goods training, appropriate to the assigned operational function;
- a security training programme to prevent acts of unlawful interference;
- safety - ramp safety training;


	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 51

- for airside operators with duties requiring the use of GSE, specific training for each type of vehicle, according to the operational functions assigned; the training will also refer to the procedures for opening the air terminal doors, the operation of the loading bridges and the opening of the aircraft access doors;
- specific driving licence for driving in the movement area.

For courses concerning centralised infrastructures, the training obligation must have a predefined frequency of 24 months.

Below is a list of the contents that must be included in the general training courses of each service provider:

- ✓ company's safety policy and Safety Management System (all professionals);
- ✓ safety at work (Legislative Decree 81/08) (all professionals);
- ✓ international aviation safety regulations (all professionals);
- ✓ ENAC regulations (all professionals);
- ✓ Airport Regulations (all professionals);
- ✓ identification of hazards (dangers) (all professions):
 - vehicle handling (not for category 6);
 - movement of personnel;
 - aircraft handling (not for category 6);
 - propulsion system (jet blast, intake area, propeller or blade aircraft) (not for category 6);
 - aircraft antennas and other protrusions (not for category 6);
 - GSE functions (not for category 6);
 - oil and fuel spills (not for category 6);
 - ergonomics;
 - effects of psychoactive substances (drugs and alcohol);
 - fatigue, shifts, airport syndrome;
 - situational awareness;
 - teamwork;
- ✓ airport signs (not for category 6);
- ✓ safety reports - Ground Safety Report (all professionals):
 - aircraft stand emergencies (not for category 6);
 - damage to aircraft, GSE, airport facilities (not for category 6);
 - injuries;
 - security threats (Security, PNS);
 - spills (not for category 6);
 - alarms and emergency buttons;
 - fuel (not for category 6);
 - emergency ground cockpit hand signals (not for category 6);
 - fires;
 - bad weather conditions (wind, snow, lightning, etc.) (not for category 6);
 - near-misses (not for category 6);
- ✓ operations in adverse weather and seasonal conditions (not for category 6);
- ✓ night operations (not for category 6);
- ✓ working at height (not for category 6);
- ✓ fall hazards (all professions);
- ✓ noise (all professionals);
- ✓ load handling (not for category 6);
- ✓ office work (all professionals);
- ✓ video terminals (all professionals);
- ✓ violence (physical and verbal attack and public disorder) (all professions);
- ✓ solitary work (all professionals);
- ✓ human factor (all professional figures):
 - motivation and attitude;
 - human behaviour;
 - communication skills;
 - stress;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 52

- ✓ FOD - prevention and procedures (not for category 6);

As part of their training programme, professionals in categories 4 and 5 must also receive in-depth training on the subjects of:

- ✓ investigation functions [SMS/81-08];
- ✓ prevention [SMS/81-08];
- ✓ cost of injuries, accidents [SMS/81-08];
- ✓ risk assessment [SMS/81-08].

Every 24 months after the completion of the initial training, a proficiency check must be scheduled to assess the competency and professionalism of personnel, in accordance with the applicable requirements and the content of the Operations Manual and the Airport Regulations.

ENAC and the Airport Managing Company, each within its own sphere of competence, may at any time request documentation proving that training and periodic refresher courses have been held for the personnel present at the airport as part of a control activity on the services provided for ground assistance.


3.1.4.3 Training for operational subject areas applicable to assigned functions

In addition to the planned general training, detailed in the previous section, operational professionals must supplement their training programmes according to the specifications dictated by their area of competence.

Aircraft Handling and Loading Training Programme

Training programmes for personnel with duties and/or responsibilities in aircraft handling and loading/unloading operations shall, in addition to the above, also include:

- ✓ notions of aircraft balancing, load distribution, incorrect load and possible consequences, last-minute load change procedures;
- ✓ IATA identification codes, operational codes and abbreviations;
- ✓ loading instructions, LIR;
- ✓ aircraft structural load limits, bulk;
- ✓ limitations on the weight distribution in the aircraft load in relation to the structure of the hold (running load and spreader floors);
- ✓ unit load device (ULD), limitation per compartment/section/location/labelling;
- ✓ ULD set-up and limitations determined by the type of aircraft;
- ✓ load limitation and constraints;
- ✓ messaging: compilation systems (electronic and manual), issuing, control of load sheets;
- ✓ specific Airline procedures by type of aircraft fleet;
- ✓ accident/injury reporting procedures;
- ✓ manual loads handling;
- ✓ safety during aircraft refuelling;
- ✓ principles of aircraft loading, handling of special loads;
- ✓ load incompatibility;
- ✓ loading and handling of ULDs;
- ✓ operation of ULDs;
- ✓ identification/consequences of malfunctions in plane loading systems;
- ✓ consequences, damage to cargo and spills of liquids inside cargo holds;
- ✓ positioning and operation of loading equipment (loaders);
- ✓ reporting of cargo to the captain;
- ✓ passenger embarkation/disembarkation procedures;
- ✓ standard of aircraft cleanliness, bathroom and drinking water service;
- ✓ aircraft movement operations;
- ✓ standard operating procedures:
 - boarding bridge control system, including emergency switches, cut-offs and buttons and usage limits;
 - back-off procedures;
 - reporting procedures (Airport Managing Company, Airline);

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 53

- bridge and aircraft-related fire-fighting measures.

Initial and recurrent training must include the assessment of learning by means of written/oral and practical tests. Periodic training should have a specific frequency. In order to ensure that all personnel maintain the appropriate qualification to perform operational tasks, the courses must be repeated every 24 months, unless otherwise specified by law.

Aircraft ground movement functional training specifications


Training for operators with duties and/or responsibilities in aircraft ground movement operations should supplement their training courses with the following topics:

- ✓ aircraft ground movement operations;
 - specifications related to operations;
 - responsibilities;
 - procedures;
 - hazards linked to the function;
 - risk assessment and safety measures;
- ✓ operation and characteristics of the equipment used:
 - nose gear towbar tractor;
 - nose gear towbarless tractor;
 - main gear tractor;
 - tow bars and tow hooks;
 - procedures for the coupling and uncoupling of equipment;
- ✓ standard ground-flight verbal communications, deck-ground movement standard hand signals (ground-flight deck, ground-ground):
 - push-back operations (coupling to nose gear or main gear)
 - powerback operations;
 - engine ignition;
- ✓ aircraft marshalling;
 - responsibilities;
 - procedures;
 - standard hand signals;
 - Docking Guidance System (DGS);
- ✓ aircraft ground handling assistance:
 - responsibilities;
 - procedures;
 - standard hand signals;
- ✓ specific Airline procedures.

Passenger handling functional training specifications

Personnel with operational duties and/or responsibilities in passenger handling should supplement their basic training with the following topics:

- ✓ passenger check-in policies and procedures:
 - aircraft cabin configuration and seating assignment (emergency exits and special passengers);
- ✓ baggage check-in policies and procedures:
 - dangerous goods accompanying the passenger;
 - weapons and ammunition;
 - live animals (AVIH and PETC);
- ✓ passenger boarding policies and procedures:
 - loading bridge or remote boarding;
 - aircraft door opening procedure, if applicable;
 - safety rules and procedures;
 - passenger boarding control;
 - passengers requiring special treatment;
 - communication coordination with the ground;
- ✓ Airline procedures;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 54

- ✓ health and safety specific to the professional figure;
- ✓ protection and security of data and documents;
- ✓ emergency procedures.

Baggage handling functional training specifications

Staff with operational duties and/or responsibilities in baggage handling must supplement their basic training with the following topics:

- ✓ baggage handling procedures (identification, selection, ULD loading);
- ✓ baggage handling procedures manual;
- ✓ ULD (designation codes, inspection, loading, tagging, out-of-service);
- ✓ dangerous goods (regulations, classifications, procedures);
- ✓ security (regulations, procedures);
- ✓ load control (consequences, coordination, procedures);
- ✓ communication procedures (Airline, authorities, others);
- ✓ document protection and security;
- ✓ emergency procedures (fire, dangerous goods, other);
- ✓ health and safety (Legislative Decree No. 81/08);
- ✓ specific Airline procedures.

Dangerous goods training specifications

All operators must receive dangerous goods training, appropriate to their assigned job function, to be repeated every 24 months.

Training for personnel with duties and/or responsibilities in operational cargo control functions in all operational functions must cover dangerous goods topics that necessarily include:

- ✓ general philosophy;
- ✓ limitations (load restrictions, compatibility rules);
- ✓ list of dangerous goods;
- ✓ labelling and marking (ULDs and parcels);
- ✓ recognition of undeclared dangerous goods;
- ✓ storage and loading procedures;
- ✓ notification to captain (NOTOC);
- ✓ provisions for passengers and crew;
- ✓ emergency procedures;
- ✓ specific procedures by type of aircraft.


For all cargo operators, in various capacities of responsibility, the training programme, in addition to the above, must include:

- ✓ general requirements of the forwarder;
- ✓ general packaging requirements;
- ✓ packaging instructions;
- ✓ sender's declaration and other relevant documentation;
- ✓ acceptance procedures;
- ✓ storage and loading procedures.

3.2 Centralised infrastructure and airport assets

At Linate airport, the centralised infrastructures are as follows:

- a) baggage handling and delivery (not including loading and unloading onto/from aircraft and onto/from the handling system);
- b) passenger loading bridges and centralised aircraft power supply systems connected to said;
- c) centralised systems for electric power supplies to aircraft at equipped remote stands of the infrastructure;
- d) aircraft de-icing systems (excluding de-icing carried out using mobile equipment);
- e) IT systems such as information to the public and to passengers;
- f) airport information and related services;
- g) CUTE system.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 55

For some services (sorting and delivery, aircraft supply system, fuel storage and distribution, information systems, airport information and related services) no request is necessary and use is consequent to airport operation itself; for other services (de-icing, loading bridges, use of warehouse/treatment of live animals) use depends on special conditions or Carrier policies; in this case request for use must necessarily be addressed to the Airport Managing Company; use terms and conditions are regulated in the first part of these Airport Regulations.

In compliance with the National Security Programme, the Airline undertakes to reach agreements with the Airport Managing Company to guarantee the reconciliation of baggage based on suitable procedures, to prevent affecting airport operations.

As Airport Managing Company, SEA directly manages the aeronautical infrastructure classified as "centralised" as defined in Legislative Decree no. 18/99.

Service charter

The Managing Company, SEA S.p.A., in compliance with ENAC Circular GEN 06 of 31 October 2014, draws up its Service Charter on the basis of the standards identified by a series of parameters established and approved by ENAC. The Airport Managing Company has a certified ISO 9001 Quality System which, besides defining how the service supply process is governed and controlled, refers to the Service Charter drafted by SEA to give airport users proof of the service levels that SEA together with the Operators undertake to observe.

The Service Charter is published annually by SEA on its institutional website; it can be freely consulted by anyone.

The Airport Regulations, adopted by order of the Territorial Division, bind all subjects carrying out activities at the airport to comply with the minimum airport requirements and the implementation of the Airport Managing Company's Service Charter.

The Quality system is subjected to periodical control certifying maintenance of requirements needed to keep the certification issued to SEA for the airport operating processes it is competent for.

On the basis of the Airport Managing Company's commitment to ENAC and to all parties operating at the airport, the various Operators present at the airport as direct and indirect aeronautical service providers are also required to govern their similar activities through a quality plan. This is to ensure adequate stability in the operation of the airport system and to allow the Airport Managing Company to perform its role of overall supervision of the services provided at the airport under its responsibility as required by law.

On the basis of the above, the service providers, commercial operators and airlines undertake to comply with the operating standards required by SEA and set out in the Airport Regulations (see the Airport Service and Minimum Standards Charter), also through audits of their activities.

The Operator undertakes to guarantee high quality standards, based on the perception of airport clientele. For this, it accepts that its customers be interviewed by a SEA or by a surveying company specifically assigned to do so and results will be duly transmitted to SEA, in order to carry out any Customer Satisfaction surveys that SEA considers opportune.

To improve customer satisfaction, throughout the passenger experience SEA has installed instant feedback collectors to solicit evaluations of the services provided.


In order to ensure a consistent passenger experience, an operator who intends to install such a tool in terminals on its own account must inform and request authorisation from SEA.

Non recovery of the quality level, based on the above mentioned standards, will constitute breach of contract.

3.3 Liability for damage and insurance policies

The Operator, in carrying out its activities, shall comply with all the provisions issued by ENAC, the Customs and Monopolies Agency, the Public Security Authorities and any other competent Authority, as well as by SEA itself for what pertains to the management of the Airport.

The Operator must also guarantee that all activities are carried out in compliance with laws in force.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 56

The Operators, in accordance with the legislation in force, take out appropriate policies with leading insurance companies in relation to their activities.

3.4 Minimum airport service levels, parameters and operational requirements

Procedures for carrying out some airport activities may have a significant impact on the performance and general quality of the airport and interfere with the quality of each operator's service levels and scheduled flight times. It is therefore necessary to establish service operating standards to guarantee that service providers/self-providers make the best use possible of the airport's technical equipment and instruments.

The service standards represented by the Service Charter, published on the Airport Managing Company's institutional website in application of paragraph 1 of Article 32 of Legislative Decree 33/2013, as amended and supplemented, constitute the quality objective that the Airport Managing Company intends to guarantee to customers for the reference year of the Service Charter and must therefore be complied with by all operators at the airport.

The contracts or undertakings governing the mutual relations between the Airport Managing Company and the various operators at the airport and between the operators must comply with the provisions of the Service Charter, make explicit reference to the indicators and related standards defined therein annually, and provide for an appropriate system of penalties for cases of non-compliance with quality levels so as to encourage compliance and, where possible, the improvement of the services offered to the airport's customers.

Each Service Provider/Self-Provider undertakes to:

- a) provide for, in contractual relations with counterparties (and in particular with client Airline), clauses and mechanisms suitable to ensure compliance with the Service Charter and with the quality requirements and other obligations assumed by the service provider towards the managing authority as a result of entering into the contract for the regulation of handling services;
- b) to provide the Airport Managing Company, in the manner and within the time limits set out in the template of the handling agreement, with adequate disclosure of the clauses and mechanisms referred to in point (a) above, without prejudice to observance of the right to confidentiality of data and sensitive information relating to the contractual relationship between the Provider and its counterparties.

The minimum airport parameters/requirements in these Regulations are mandatory and binding for all Operators. The parameters and mandatory standards are identified and updated by the Airport Managing Company, subject to consultation with the User Committee in a session which service providers may attend.

The values of minimum airport parameters differ from those in the Service Charter, which must be considered as a target for service quality.


Results of controls carried out by the Airport Managing Company on airport requirements may lead to the following actions:

- a) the User Committee is convened, which may be attended by service providers and, if applicable, by bodies concerned, in the event it is necessary to review procedures for carrying out services concerned, because of the extent and recurrence of inefficiencies;
- b) inspections of the organisational and technical structure of the defaulting service provider;
- c) a proposal for sanctions against the defaulting service provider is defined.

3.4.1 Parameters

A list has been drawn up for qualifying quality parameters which have to be monitored in relation to airport operations. The list, below, includes parameters concerning the passenger process and parameters concerning the appraisal of the performance of providers of works or services at the airport:

PARAMETER	SAMPLING METHOD
Queuing time at check-in desks	Random sampling

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 57

Queuing time at hand baggage security	Random sampling
Baggage delivery times	Touch Screen
Misdirected luggage (due to service provider);	Worldtracer
Waiting time on board for first passenger disembarkation	Random sampling

As regards monitoring by the Airport Managing Company, the reference sample is selected based on the criterion defined in UNI 4842-25 and in MIL STD 105 and explained in the ENAC Circular GEN 06 series of 31/10/2014 on Quality and Service Charters; procedures and results are certified annually by an independent body.

A detailed table with the current parameter values is given below.

INDICATOR	
Queuing time at check-in desks	25'
Queuing time at hand baggage security	22'
Last baggage delivery time	45'
Misdirected luggage (due to service provider)	2 ‰
Waiting time on board for first passenger disembarkation	6'

Airport minimum values may be subject to revision, including as a result of changed conditions of applicability, due to unforeseen and unforeseeable exceptional events. Requests for revisions, which shall be adequately documented and may be made by any operator, must be sent to ENAC, which assesses the suitability of proceeding with the revision, activating the Airport Managing Company and User Committee.

3.4.2 Application of minimum airport requirements

Compliance with the minimum airport requirements is mandatory.


Exceptional conditions, such as highly adverse weather events, particularly significant and unforeseeable delays in departure and arrival, strikes, significant anomalies in the operation of information systems or centralised infrastructures, which have objectively prevented compliance with the minimum requirements, may be reported to the operator, which will assess them for the purposes of its own actions.

In particular, on the basis of the assessments carried out, these conditions may be reported to ENAC by the operator as part of the due communication of the detected exceedances.

3.5 Passenger services

3.5.1 Allocation and use of terminal resources

The main terminal resources at Milan Linate Airport are:

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 58

Check-in desks with baggage

Linate check-in desks all have a workstation interfacing with the airline DCS (Departure Control System) and Automated Ticket and Boarding pass (ATB) peripherals to print boarding pass, as well as Bag Tag Printers (BTP).

Attachment 3.6.1.a includes detailed tables and maps of baggage check-in desks.

Waiting list counter

The terminal has 1 waiting list counter, corresponding to Gate A10, equipped with a Work Station to ensure interface with the company's DCS (Departure Control System) and ATB peripherals for printing boarding passes.

Information desks

Attachment 3.6.1.b includes detailed tables of the Terminal's information desks.

Security filters (body checks)

Attachment 3.6.1.c includes detailed tables of the Terminal's body checks.

Boarding gates

All boarding gates are equipped with workstations interfacing with airline DCS (Departure Control Systems) and ATB peripherals to print boarding passes and Bag Tag Printers (BTPs) for printing baggage tags, automated boarding pass reading through 2D barcode scanners, and DPT to print flight documentation.

Attachment 3.6.1.d includes detailed tables and maps of the Terminal's gates.

Fingers

Attachment 3.6.1.e contains detailed tables on the Terminal's fingers and the type of aircraft allowed.

3.5.1.1 Assignment and use of check-in desks

Check-in desk assignment

Allocation is based on transparency and fairness, starting from total demand, also depending on the type of traffic and seasonality, and guaranteeing respect for minimum service levels established by the Service Charter. Operational allocation to an airport Operator (Airline or its service provider) will consider total number of desks, their distribution and equipment present for each desk (workstation, printing peripherals, belts, etc.), limits imposed by security needs (e.g. areas dedicated to "high risk" flights and passenger profiling) and/or by special baggage handling methods (e.g. x-ray baggage control).


Based on all these elements, Terminal Management will draw up a seasonal check-in desk distribution plan, based on traffic scheduled and passenger presence curve in percentage per Airline and time bracket, coherent with contractual and infrastructural conditions in force. Where remaining resources permit it, additional commercial requests will be handled as such by Airport Managing Company, observing contractual obligations in force.

Pre-allocation data is distributed to Operators involved (service provider, Airline, other Operators on request).

AOCC confirms, on the day before the operating day, the daily allocation schedule, based on the following:

- flight timetable,
- variations to scheduled times or flight cancellations;
- any critical situations causing delays in leaving allocated desks,
- requests for supplementary desks.

If the remaining resources availability so permits, additional requests of a commercial nature will be treated as such by the Airport Managing Company, in compliance with the contractual obligations in place. If the final utilisation is found to be lower than the declared needs on a

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 59

seasonal basis, the Airport Managing Company will exercise the right to charge for the requested but unused desks or to reduce the resources allocated at the planning stage to an appropriate extent.

Terminal Management and AOCC supervise the occupation of desks by Airlines or service providers representing them.

In particular, the monitoring of desk utilisation is also ensured through the SITA ABI (Airport Business Intelligence) system, used for billing according to the pay-per-use logic currently in force.

This system records the actual usage data of the desks on an hourly basis, observed locally during the use of DCSs at CUTE workstations. The system is integrated with the badge readers positioned at all desks, so as to ensure the identification of the operator and thus the correct attribution of the events recorded.

The final data is processed by SEA and used for invoicing based on the total hours recorded per customer (service provider or airline). Customers may request any details related to invoices received, which will only be provided by SEA to the customers to whom the invoices are addressed.

If a change to daily allocation should be needed, due to operating changes such as:

- emergency situations (e.g. fog) that could disturb normal activities;
- desk saturation.

Where possible, contractual conditions in force will be considered and limits due to where desks are located. If supplementary desks are granted, written evidence is required.

If there are variations, the final allocation is communicated to Operators involved (service provider, passengers, Airlines for flights with specific boarding procedure needs).

There must be exchange of information between Terminal Management, AOCC and Operators involved on critical or abnormal situations arising from:

- specific busy desk situations;
- flight cancellation for unforeseeable events;
- malfunctioning or breakdown of infrastructures or equipment compromising the desk allocation program.

Use of check-in desks

Use of check-in desks must comply with all standards and laws in force.

The check-in system used must be able to generate IATA standard bag tags. The tag barcode must preferably be 'T' shaped and placed at the end of the tag itself.


The check-in desk user must guarantee the desk is left for the next user in the best possible conditions; all unused paper must be removed (tag, sticker, boxes etc.) and the specific rubbish bin used for all paper removed from the tags.

Collection of baggage excess payments is a separate activity from passenger check-in.

At the request of the carriers, SEA is willing to allow the installation of POS payment systems, subject to specific agreements with duly authorised airlines or Operators. The foregoing on condition that payment collections are automated and ensure full transparency, traceability and speed, without hindering or compromising check-in operations or flight departure operations in general. The above provisions are intended to safeguard passengers, Carriers, and the image of the airport itself.

The utilization of cash payment is allowed only at ticketing desks, included the remote positions in gate area equipped for collection of excess baggage fees, to not create inefficiencies to passengers and guarantee the regular execution of boarding procedures, without compromise airport punctuality.

SEA has entered into an exclusive contract with an advertising agency; the setting of advertising guidelines is SEA's responsibility. SEA assures its willingness to evaluate, share and – where deemed appropriate – incorporate all relevant observations, particularly if the Operators consider that the advertising communication may be detrimental to or in contrast with their commercial image.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 60

3.5.1.2 Assignment and use of gates

Assignment of gates

Based on the total number of gates, their position and equipment present at each gate, rules attributed for customs and security limits, AOCC draws up a seasonal gate distribution plan, based on scheduled traffic, for both remote gates and those with a loading bridge. Where remaining resources permit it, additional commercial requests will be handled as such by Airport Managing Company, observing contractual obligations in force.

Pre-allocation data is distributed to the Operators involved, Airlines and/or service providers.

Scheduling depends logically on stand/finger scheduling.

AOCC draws up, on the day before the operating day, a daily allocation plan, based on the following:

- scheduled departure times;
- number of passengers departing on flights, when available;
- variations to scheduled times or flight cancellations;
- any critical operating factors that could cause delays in the issuing of gates allocated;
- standards or commercial/operating agreements for commitment times and position.

If a change to daily allocation should be needed, due to operating changes such as:

- emergency situations (e.g. fog) that could disturb normal activities,
- gate saturation (specific or general situations of delays on departing flights)

where possible, contractual conditions in force will be considered and limits due to where gates are located.

If there are changes, final allocation is communicated to Operators involved (Handling Agent, passengers, Airlines for flights with special boarding needs: e.g. transit).

The units coordinating airport activities and Operators must exchange information on critical and problem situations due to:

- ground activities,
- changes to flight arrival times,
- cancellations or diversion communicated during the day,
- plant or system malfunctioning or breakdowns that can disturb normal airport operations.

Use of gates

Use of passenger boarding gates must comply with all standards and laws in force, and particularly minimum and maximum occupation times foreseen per type of flight handled.

Boarding gate allocation is displayed through the public information system whose data are supplied by M-AIS.

Any specific gate allocation requests for special flights, in daily operations, must be addressed the AOCC Linate Duty Manager.

Boarding gate availability stops 10 minutes after SOBT or the last EOBT known at the time boarding starts; as soon as any additional engagement is known, it must be communicated to AOCC, which will reserve the right to intervene for the proper overall functioning of boarding operations.

Where present, the pre-boarding area must be used, in order to maintain the usual standards of service delivery and comfort.


Boarding gates must be left empty of materials of any kind after use.

Boarding gate opening and closing must be done by the Operator involved using existing systems (personal badge or other).

3.5.2 Public information and assistance systems and services

3.5.2.1 Speakers

The information service, available at Linate and Malpensa airports, is through centralised speakers. It is the responsibility of the Airport Managing Company to ensure the correct operation of the speaker system so that the information transmitted is clear to all users.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 61

Requests for announcements to provide adequate information to the public must be made by telephone or other means of communication by authorised parties (AOCC, Airlines or service providers representing them, State Authorities).

The staff available makes the announcement, standardised or not, through an audio system, observing foreseen times and methods.

Non-standard requests, repeated, or requested by unauthorised bodies, must be authorised by the Duty Manager.

In foreseen cases, announcements are made in Italian and English; in special cases they can be made in other languages.

3.5.2.2 Information desks

The operator at the information desk provides passengers and/or airport users with information on flight operations, general indications on commercial activities, available airport services (e.g. parking, fast-track) and connections to the airport, using the information tools available (in particular a CRM Customer Relationship Management system), and also with the possible support of printed material.

Assistance and information service for passengers and/or airport users is provided in various ways: fixed information desks and/or corners in dedicated areas, totems with a videoconferencing system, with a large monitor that is remotely connected, on call, to an attendant, and itinerant operators in the air terminal.

3.5.2.3 General information to passengers

In the Linate terminal, through the monitors of the check-in desks and baggage reclaim belts, at the head of the island and through physical totems, information is widely distributed to passengers, by the Airport Managing Company, concerning:

- items that cannot be transported in hand baggage, as per Regulation EU 1998/2015;
- passenger rights charter, drafted by the ENAC, guaranteeing quality of services supplied to the user;
- service information, including that on health, security or customs measures.

On each check-in desk, passengers can find the notice specified in Article 14 item I of Community Regulation no. 261/04, foreseeing that the Airline, also through its service provider, inform passengers of their rights, in particular on monetary compensation and assistance, if embarking should be refused or the flight cancelled or delayed by at least two hours.

To uniform and make information circulation criteria effective, each request to display additional information must be presented to SEA – Operations – Terminal Management, which will assess it together with ENAC, to rationalise display methods.

3.5.2.4 Call Centre

The telephone assistance and information service, available at the airports of the Milan airport system, is centralised.


The Call Centre is active 365 days a year, from 6 a.m. to 11 p.m. at the number: (+39) 02 232323. Call Centre operators provide passengers and/or airport users with assistance and information on flight operations, general indications on available airport services (e.g. parking, lost property), connections to the airport, and assistance in the sale of SEA e-commerce products, using the information tools available (in particular a CRM Customer Relationship Management system), and also with the possible support of printed material.

The automatic greeting message sorts and forwards calls, directing them to the selected operator (Italian or English language, SEA internal switchboard, automatic flight info system, etc.).

3.5.2.5 Social media channels

The airport public information and assistance service is also available through social media channels (Twitter, Facebook chatBOT, etc.), which are accessed:

- a) online at <http://www.milanolinate-airport.com/it> for Linate,

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 62

b) via the Milan Airports app.
Operators respond to requests for help and questions from passengers and/or airport users every day from 8 a.m. to 10 p.m.

3.5.3 General aviation - Terminal

3.5.3.1 Access to the general aviation terminal

Access to the General Aviation Terminal (landside and airside) is reserved exclusively for passengers, State Authority personnel, SEA Prime S.p.A. and SEA S.p.A. personnel, airport operators of handling companies that provide assistance services to general aviation flights and that are certified by ENAC at Milan Linate airport. Sub-concessionaires of premises and service providers with contracts with SEA Prime are also allowed access.

The use of the SEA Prime VIP lounge in the departures area inside the General Aviation Terminal is allowed only to passengers of flights serviced by ENAC-certified service providers.

There are lounges operated by service providers on the landside portion of the terminal.

3.5.3.2 Assistance operations

ENAC-certified service providers using airport infrastructure must:

- know and accept the contents of these Airport Regulations;
- carry out their activities in accordance with the provisions of the Regulations;
- inform and train their staff regarding the contents of the Regulations.

Baggage handling is the sole responsibility of the service provider that provides passenger assistance.

The clothing used must permit the immediate identification of the relevant company, be clean and be worn in a manner that complies with the company's instructions.

Operators must always display the identification badge authorising access and ensure that everyone complies with this airport security rule. Operators are expected interact with passengers competently and cordially, avoiding any kind of unpleasantness. Baggage handling is the sole responsibility of the service provider that provides passenger assistance.

3.5.3.3 Equipment

SEA Prime is obliged to check that all equipment made available by ground-handling service providers is constantly maintained in good condition to ensure its proper use. To this end, periodic checks are carried out on them, at the outcome of which, if it emerges that they are unsuitable, the Airport Managing Company is obliged to order their withdrawal due to unsuitability at the expense of the service provider.

All Operators are required, when using the aforementioned equipment and means, to respect traffic, so that their use does not constitute an obstacle to the smooth running of the airport activities as a whole.


Baggage trolleys in the landside area may only remain for the time necessary to carry out passenger and baggage reception activities.

Luggage trolleys must be stored exclusively in the airside area, within the dedicated space alongside of hangar 1.

Without prejudice to the criterion of minimum initial allocation of vehicles according to the certified categories, Operators' operational vehicle fleet shall be constantly sized on the basis of their market share and adjusted in the event of changes (increases or decreases) exceeding [5%].

SEA Prime carries out checks on correct sizing and applies appropriate countermeasures in the event of non-compliance.

All Operators are required, when using the aforementioned equipment and means, to respect traffic, so that their use does not constitute an obstacle to the smooth running of the airport activities as a whole.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 63

3.5.3.4 Operating spaces and Business Centre

Within the General Aviation Terminal, there are spaces identified by SEA Prime and assigned to the service provider. This operator is responsible for the maintenance, functionality and decorum of the activity carried out, and is obliged to promptly report any anomalies detected both in the infrastructure and on the facilities.

There is also a Business Centre in the Terminal, whose internal rooms can be accessed by prior booking, requested from the SEA Prime Sales Department via the following e-mail address: conciERGE@seaprime.it.

3.5.4 Special assistance

3.5.4.1 Reduced mobility passengers

The regulation of the assistance service to passengers with disabilities or reduced mobility, which category of passengers is defined by the acronym PRM, is made up of EU Regulation 1107/2006, ECAC document No. 30 and the latest ENAC Circular Gen-02 B of 13/05/2021 on the quality of services provided to disabled persons and persons with reduced mobility in air transport, the so-called "PRM". This legislation stipulates that this service is provided by the Airport Managing Company

The Sala Amica in Linate can be reached on the direct telephone number 02 74853966, or on 0274853970, as well as at the email address salaamica.lin@seamilano.eu.

The Sala Amica assumes responsibility for accompanying PRM from 05.00 hrs, 365 days a year, until 24.00 hrs, i.e. in keeping with the planned commercial aviation traffic at the airport. During night hours, from 24.00 to 05.00, the spaces of the Sala Amica will remain available to receive PRMs only and exclusively under the responsibility and physical presence of the Airline through a representative.

The Airport Managing Company is responsible for the proper implementation of the procedure in question, as well as for the infrastructure, means and tools that contribute to the provision of the service.

The Airport Managing Company is committed to the training of personnel working in contact with the public, in particular PRM passengers, as governed by Regulation (EC) No. 1107/2006 and ENAC Circular GEN 02B. In order to be able to use these services, the passenger must inform the Airline at the time of booking at least 48 hours in advance of the scheduled departure. The Airline Company will inform the Airport Managing Company at least 36 hours' in advance, so it may arrange for necessary assistance.

The types of messages to be used to comply with the 36-hour notice period are PAL and CAL sent to SITA addresses LINKAXH and LINLAXH. A standard format IATA message (salaamica.lin@seamilano.eu) will be accepted in the event of emergencies or if the SITA network is down. PAL and CAL format messages are the first choice for notices.

For notifying assistance services actually recorded on each flight, PSM messages remain the tool to be used.


Service provision operating procedures

While check-in and gate services remain the responsibility of the Carrier/service provider, PRM services ensure full assistance to departing, arriving and in-transit PRMs.

The Carrier shall notify the presence of PRM passengers in advance; assistance services that are not notified shall be managed as provided for in regulations, in accordance with stated quality standards.

PRMs included in the assistance service are identified with the following IATA codes:

- **Wheelchair ramp (WCHR)** (passengers that require a wheelchair for long distances. They can climb up/down the aircraft steps and reach their seat without using the wheelchair.)
- **Wheelchair steps (WCHS)** (passengers that cannot climb up/down the aircraft steps, but can reach their seat on board, albeit with difficulty.)

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 64

- **Wheelchair cabin (WCHC)** (passengers that are practically immobile and require a wheelchair during embarkation/disembarkation and to reach their seat in the aircraft.
- Passengers who are **blind and/or deaf (BLND or DEAF)**;
- **Disabled Passenger Needing Assistance (DPNA)**: passengers with intellectual or psychic problems requiring special attention, particularly elderly passengers or passengers with disabilities such as learning difficulties, dementia, Alzheimer's or Down's syndrome who travel alone.

Under the European Regulation, assistance does not have to be provided for unaccompanied minors (UNMR) and some types of passengers classified as MAAS: persons with language problems (who do not speak Italian or English) families with children.

The operational aspects of Reduced Mobility Passengers assistance services with are governed by operating instructions/service notices indicated in the quality procedure.

The points designated as "*Sala Amica call points*" are located at: floor 2 multi-storey car park P1, arrivals floor between door 7, door 8 and door 9 (inside air terminal), departures floor doors 1-2-3-4.

The Sala Amica is located on the first floor near the ARE ticket office (check-in area 1). Linate Airport is equipped with lifts with visual and acoustic indications, telephones with Braille keypads and parking spaces for disabled persons/persons with reduced mobility.

The assistance service consists of the following stages:

A) Departing passengers

1. Passengers are met at the car park/air terminal/lounge/check-in desk
2. They are accompanied and their baggage is taken to the check-in desk;
3. They are accompanied through security checks to the gate;
4. They are accompanied their seat on the aircraft

Passengers who have requested assistance may contact the Sala Amica lounge at the "SALA AMICA PICK CALL POINTS". They will be accompanied from the pick-up point by check-in staff for registration. Alternatively, passengers may directly go to check-in and request registration staff to contact the Sala Amica lounge. For registration procedures, reference is made to specific procedures certified by service providers and time limits indicated by individual Airlines.

Staff will then accompany passengers through security and passport controls, until they board the aircraft. Staff will then accompany passengers through security and passport controls, until they board the aircraft. If embarkation is by bus (remote boarding), an ambulift is provided for PRMs classified as WCH S and C to take them to the aircraft and to board the aircraft.

If a passenger wishes to embark with a guide dog, the airline company, its agent or tour operator must be notified and transport will take place in compliance with any national regulations applicable to the transport of guide dogs on board aircraft.


If special medical equipment is also required (oxygen therapy/MEDA), the PRM must observe indications from the Airline Company when booking, to obtain authorisation and have assistance arranged. STRC passengers embark by ambulance (MEDA passengers are priority transported by ambulift) accompanied by specialist staff, subject to the Health Authorities of the Airport Managing Company being notified.

B) Arriving passengers

1. Passengers are met at the aircraft or in the arrivals hall.
2. They are accompanied to the baggage pick-up point.
3. They are accompanied and their baggage is taken to the car park/taxi rank/bus stop/train station.

An assistant waits for the passenger at the aircraft and accompanies him through passport control (where applicable) to arrivals, to collect baggage and then outside the building. If disembarkation is by bus (remote disembarkation), an ambulift is provided for PRMs classified as WCH S and C to take them from the aircraft to the air terminal.

If special medical equipment is also required (oxygen therapy/MEDA), the Airline is responsible for taking action to ensure suitable assistance for the needs of the PRM. STCR passengers disembark by ambulance (MEDA passengers are priority transported by ambulift) accompanied

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 65

by specialist staff, subject to the Health Authorities of the Airport Managing Company being notified. All necessary assistance shall be provided to passengers travelling with a guide dog. The operational aspects of Passengers with Reduced Mobility assistance services with are governed by operating instructions/service notices indicated in the relevant Airport Managing Company quality procedure.

C) Stretcher assistance

The Airline, or its representative, must inform the Authorities involved (Police, Customs, Security) of the provision of assistance to a stretchered passenger as far in advance as possible, and in any case at least 24 hours before the arrival or departure of the flight, providing all the information necessary for authorisation of the ambulance to enter the aircraft apron:

- first name and surname of the passenger and any accompanying persons;
- ambulance licence plate and company;
- name, surname and date of birth of all ambulance crew members.

The Airline, or its representative, must also inform Sala Amica by means of a SITA message to LINKAXH or LINLAXH, or by e-mail to salaamica.lin@seamilano.eu, of the expectation of stretcher assistance as far in advance as possible, and in any case at least 24 hours before the flight's arrival or departure, in order to prepare the ambulift equipment necessary for the passenger's disembarkation from the aircraft.

In the event of an incoming stretcher, on the day of assistance, the Airline or its representative shall:

- reconfirm the actual presence of the stretchered passenger on board the arriving flight to the Authorities involved (Police, Customs, Security) and Sala Amica;
- arrange with AOCC Linate for the follow-me car to escort the ambulance to the apron;
- send a representative with ID document to the relevant checkpoint to assist the passengers and perform the necessary controls (security, documents).

Upon receipt of the PSM, Sala Amica will automatically send the ambulift vehicle to meet the aircraft as it is approaching.

In the event of a departing stretcher, on the day of assistance, the Airline or its representative shall:

- confirm for the Authorities concerned (Police, Customs, Security) the actual presence of a passenger on a stretcher, and arrange for security controls and passport control if applicable;
- inform Sala Amica of the actual presence of the stretcher for the subsequent dispatch of the ambulift vehicle alongside the aircraft;
- arrange with AOCC Linate for the follow-me car to escort the ambulance to the apron;
- send a representative with ID document to the relevant checkpoint to assist the passengers and perform the necessary controls (security, documents);
- notify the follow-me car and Sala Amica of the OK to embark.

D) Assistance in case of alarm activation in PRM toilets


All disabled toilets in the terminal are equipped with an alarm bell that users can operate in the event of an emergency.

The Airport Managing Company also sets up and manages the connection of alarms with its Security Operations Centre in order to guarantee the necessary support intervention in emergency situations.

If the alarm is triggered, the required actions are as follows:

- in the event of a false alarm (triggered by mistake or user not present), switch it off via the reset button;
- in the event of a need for intervention, call the Security Operations Centre, tel. +390274852280, which will send the authorised personnel.

Pending the completion of this activity and, in any case, in order to ensure timeliness at least in the first contact with any users in distress, all personnel working in the terminal must be made aware that they should take action if they hear an alarm coming from the toilets.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 66

All operators are obliged to disseminate the above information to their employees and, each within their respective area of responsibility, to external companies operating at the terminal.

E) Service level metrics

As provided for in ENAC Circular GEN 06 (Guidelines, Paragraph 3), for service-related parameters reference is made to compliance with the quality standards set out in the Airport Managing Company's Service Charter.

For enquiries, the e-mail address prm@seamilano.eu and the call centre with an operator on +3902232323 are available.

To report inefficiencies, complaints or suggestions concerning PRM service, you can use the following contacts:

- via website:
<https://www.milanolate-airport.com/it/assistenza/scrivici>;
<https://www.milanolate-airport.com/it/guida-per-il-passeggero/assistenze-speciali>, in the "Contacts" section;
- by letter:
Customer Relationship Management
SEA Aeroporti di Milano
Milan Linate Airport
20054 Segrate (MI), Italy.

A Customer Satisfaction questionnaire is also available on the website <https://www.milanomalpensa-airport.com/it/guida-per-il-passeggero/assistenze-speciali> in the section dedicated to passengers with reduced mobility.

3.5.4.2 Unaccompanied minors

Arriving, departing and transiting passengers aged between 5 and 12 are assisted under the direct responsibility and expense of the Operator they bought their ticket from.

Italian citizens under the age of 14 unaccompanied by their parents must be entrusted to an individual, an entity or an Airline and a signed statement of consent to have the minor accompanied must be initialled by the passport issuing authority (Questura or authorised Police Stations.)

In case of assistance to in-transit unaccompanied minors, the applicable regulation is the Recommended Practice 1753 of the IATA Passenger Services Conference Resolutions Manual, which assigns responsibility to the Carrier handing over the minor up to the time of boarding the receiving flight.


The operating procedure for this type of assistance service in the case of responsibility for the minor being handed over from one service provider to another is described below:

A. minor debarking from a flight managed by one service provider, in transit to a flight of an Airline managed by another service provider

1. the transferring service provider will coordinate with the receiving service provider for boarding on the onward flight;
2. the transferring service provider must ensure custody of the minor until the arrival of the receiving service provider's personnel, and in any case no longer than 15/20 minutes before boarding starts;
3. the receiving service provider handles boarding.

B. in-transit minor not yet registered, including baggage claim

1. the transferring service provider will accompany the minor to collect his/her baggage;
2. once the baggage is collected, the transferring service provider will coordinate with the receiving service provider for check-in on the onward flight;
3. in case of immediate check-in, the minor shall be accompanied directly to the departing flight check-in desk;
4. the receiving service provider will take charge of the minor at the check-in desk and assist him/her during check-in;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 67

5. the transferring service provider will ensure custody of the minor at least until 10 minutes prior to the opening of the receiving service provider's check-in desk;
6. the receiving service provider will assist the minor during check-in and boarding.

C. in-transit minor not yet checked in, without baggage claim

1. the transferring service provider will coordinate with the receiving service provider for boarding on the onward flight;
2. the transferring service provider will ensure custody of the minor at least until 10 minutes prior to the opening of the receiving service provider's check-in/transit desk;
3. the receiving service provider will take charge of the minor and accompany him/her to the check-in/transit desk;
4. the receiving service provider will assist the minor during check-in and boarding.

Timely and mutual information must be exchanged for both types of passengers to ensure effective coordination between the two service providers.

3.5.4.3 Organ transport

Service providers operating at Linate airport are obliged to include in their operations manual the operational procedure for transporting organs arriving at and departing from the airport.

The aforementioned procedures, subject to prior coordination requirements with the airlines and State Authorities involved, have been submitted to the Airport Managing Company and included in these Airport Regulations taking into account the indications provided.

In particular, as far as the handling of organs departing from the airport is concerned, all airlines/service providers provide the service free of charge. Since the package containing the transported organ cannot be X-rayed, it must be escorted from the entrance to the security-restricted area until it boards the aircraft. Normally, this escort is provided out by the State Police, notified in advance by the airline/service provider of the organised transport departing from Linate. Only when providing an escort is made impossible by the concurrence of other services, SEA Security Operations undertakes to ensure the service by employing its own personnel.

Organs arriving at Linate airport are also to be escorted according to the above procedure.

3.5.5 Health services

3.5.5.1 USMAF SASN

USMAF SASN is the State peripheral body which carries out, in its territorial district, international disease prevention and health policing for air navigation.

The structure is specialised in cross-border health, with a series of competences found in the following regulations:

- Air navigation health police regulations;
- international health regulations.

The office manager has ordinance powers in compliance with Article 4 of the health police regulations.


3.5.5.2 Medical service

The Airport First Aid service, managed by SEA, is guaranteed for the 24 period and has an emergency first-aid unit.

The request for medical assistance at planeside for an arriving passenger must be sent by the flight's captain to the Control Tower which will then transmit it to SEA (Airport Duty Manager); the latter will inform the Doctor on Duty in the Airport First Aid Service.

If the Captain should request, through the control tower, the presence of a doctor on board, the latter will board the plane, before passengers start to disembark.

Flight assistants will make sure medical personnel can reach the passenger needing assistance immediately, keeping the corridors free of all obstacles, until the passenger assisted is disembarked.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 68

3.5.5.3 Ambulance service

SEA has specific emergency assistance vehicles in the airport, suitably placed and operating 24 hours a day.

For any emergency transport need to outside hospitals, the Health Service will call in outside ambulances, calling 112, the national emergency number.

3.5.6 Other passenger services

3.5.6.1 Trolleys available to passengers

SEA provides baggage trolleys for passengers at its airports, in the departure area (duty free zone) and in the arrival area (near the baggage claim carousels).

Below are the general conditions for the use of baggage trolleys:

1. Baggage trolleys are the property of SEA and, when trolleys are taken out of the rack, are provided to passengers for the exclusive purpose of temporary use in the areas open to the public of Linate airport.
2. The temporary use of trolleys is only allowed to passengers (hereinafter also referred to as users) departing from or arriving at the airport, exclusively for baggage transport.
3. After using the trolleys, users are required to place them in any of the racks located within the airport.
4. It is expressly prohibited to take trolleys outside the airport or inside the sterile area.
5. Any abandoned trolleys in the airport may only be moved and replaced into the racks by SEA personnel.
6. The terms and conditions for taking a trolley and the contacts in case of damage or defective operation are displayed on the side of the dispensing machine.
7. Users are solely responsible for any consequences arising from improper use of the trolleys.
8. Operators and users and anyone present in the airport are expressly forbidden to interfere with the management of the service, take possession of trolleys, use them for purposes other than those mentioned above, or gain undue profit from them.
9. For safety reasons, the area may be monitored to ensure the proper use of the trolleys.

3.5.6.2 Unattended and found objects

It is expressly forbidden for anyone to leave unattended luggage, parcels, work tools and any other property that by its size, nature and species may result in obstruction of pedestrian and/or vehicle traffic, as well as any other kind of movable property that could potentially pose a threat. The ban applies to the entire airport.


Each airport operator is required to report the presence of unattended items found in airport areas by proceeding as follows.

A) Items found on board an aircraft

For the first twenty days after finding, custody and handling of objects lost on board aircraft is the liability of the specific airline. The airlines must inform Airport Managing Company and the ENAC of what is done to enable owners of the objects found to get in contact with them and check the presence of their personal lost baggage and get it back again.

Items found on board aircraft must be delivered directly by the person who found them (ramp agent, cleaning service, other passenger) to the L&F offices, which will initially handle them in the manner described below:

- 1 are available. Items (all and without distinction) must first undergo customs control. If the item found has tax relevance, the customs office will collect it, issuing a receipt containing a brief description of the goods, the estimated value, the origin and, if applicable, the weight (document to be kept in a special binder in the L&F Office).
- 2 are available. Once the customs control has been carried out, the staff member must enter the item in the World Tracer system (whether it remains in the L&F's possession or

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 69

is collected by Customs), inputting the item in Found Properties and consulting the CDD (contents display dictionary) for the correct entry of the item's category. The staff member must also enter the flight and place where the item was found or whether it was retained by Customs.

- 3 are available. The operator will fill in the lost-and-found logbook with the identification code assigned by WT, the finder's name and signature, the details of the flight/place, and sign for receipt.
4. the item must be placed in a special plastic bag with a numbered seal; a label must also be affixed (from the rolls in use) showing the date of discovery and the description of the item. It will all be kept in a special cabinet in the Back Office, which in turn must be locked.
- 5 are available. When an item is returned to its rightful owner or owner's representative, the person in question must sign for receipt in the appropriate register, indicating the document number. The owner may delegate an acquaintance or a forwarding agent to collect the item by means of a power of attorney to be stapled to the register. For items already collected by customs, the L&F staff member accompanies the passenger or his representative to customs to collect the goods.
- 6 are available. Found items should NEVER be sent as RUSH to another destination unless authorised by the airline itself and with the prior consent of Customs.
- 7 are available. For informational purposes, passengers claiming an item belonging to them once it has already been handed over to the Airport Managing Company should be directed to contact SEA via the website or by writing to lostproperty@seamilano.eu
- 8 are available. When a wallet is found, the L&F operator must reconcile the item with its owner by consulting, where necessary, the company DCS to obtain their contact details. If it is not claimed, it will be returned after 20 days to the Airport Managing Company with the other items.
- 9 are available. The items found are kept at the L&F for 20 days, after which they are handed over to the Airport Managing Company, filling in a form containing the following information: airline/flight number, origin, date found, description of the items, WT identifier, signature of the delivering service provider/airline, signature of the receiving SEA operator, possible indication where the item is retained in Customs. The same form, accompanied by the goods, must be presented to Travellers' Customs before leaving the restricted-security area. The customs office will endorse the form and retain a copy for further processing.

SEA contacts to be used to organise the transfer of said items are as follows:

- tel. 02.74852359; - mail: lost.property@seamilano.eu.

B) Items found in the airport and on airport grounds

SEA will collect and register the objects found in the airport area, which will be handed over by the airport State Authorities and/or SEA Security Operations at the collection point located on the second floor of the air terminal (corridor B); the office will keep the following hours:

- Monday to Friday 8 a.m. - noon and 1 p.m. - 4 p.m., excluding public holidays.

All item movements must be recorded and minuted, with each step adequately documented by those who send and receive an item, including internal transfers between SEA functions. The relevant documentation must be kept by the functions concerned for five years.


First receipt of items found at the airport

The modus operandi and parties involved in initial receipt differ according to the type of item and where it is found:

Type of items

1. trolleys, suitcases, bags and other containers

All items that can potentially contain other items. Such items must be kept closed, if so found, during the various stages of receipt, cataloguing and storage carried out by SEA personnel

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 70

2. personal documents and cash

All documents bearing data referring to the owner or the owner's property (including, but not limited to: driving licences, various cards, vehicle registration cards, residence permits, etc.) and money, including foreign currency.

3. common items.

All items that do not fall under types 1 and 2 and do not present a need for diversified handling on first receipt (e.g. electronic equipment, clothing, valuables, watches, etc.).

Places found

The presence of items and luggage left unattended or abandoned in an airport terminal must be considered suspicious and must therefore be immediately reported by all airport operators to the police for action and inspections within their jurisdiction.

1) Landside

This is the part of the airport open to the public.

2) Restricted-security area - Departure zone

This is part of the airport access to which is controlled and restricted to authorised persons (by means of a badge) and departing passengers with tickets.

3) Restricted-security area - Arrival zone

This is the part of the airport access to which is controlled and restricted to authorised persons and arriving passengers.

4) Airside

This is the part of the airport designated for the handling/manoeuvring of aircraft, access to which is controlled and restricted to authorised persons and passengers embarking/disembarking.

Items found in an airport area are handed over by the finder to the appropriate function, identified in the following chart:

Item type Place found	Type 3 items (common items)	Type 2 items (documents/money)	Type 1 items (trolleys, suitcases, etc.)
Restricted-security area - Departures	Security	State Authorities	Security
Restricted-security area - Arrivals	Security	State Authorities	Security
Landside (Unrestricted area)	Security	State Authorities	State Authorities in collaboration with Security for the performance of the planned controls
Airside	Security	State Authorities	Security


Items falling into category 2 (documents and money) are handed over, regardless of where found, to the State Authorities for appropriate checks and, in the case of documents, for forwarding their owners. Money is checked and accompanied by a certificate of inspection by the State Authorities and a copy of the recovery report. The certificate of inspection by the State Authorities states the serial numbers of the banknotes analysed.

The collection point is not open to the public, and therefore no items will be accepted from persons other than those mentioned.

The items are delivered to the owners or to their delegates at the aforesaid location by appointment.

Passengers and/or airport users may report lost items in the following ways:

- online at <http://www.milanolate-airport.com/en>: <http://www.milanolate-airport.com/en> Customer Service-> Lost Property

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 71

SEA, or a person designated to act on its behalf, will carry out the preliminary search to identify the owners, handle the reports of passengers and/or users requesting information on these items, arrange with them a method to hand over the property (collection by the owner or a designated person at the SEA office) following the required procedures.

SEA will provide a telephone number dedicated to this service to the Airport Authorities and Operators concerned (Police, Customs, Airlines).

All items for which SEA cannot trace the owner or for which it is not contacted by the owner within 30 days from finding will be kept for the time established by law with no further search for the owner being carried out.

After expiry of the time limits established by law, unclaimed items are sold by public auction; unsold items may be given for charity to a non-profit organisation.

3.5.6.3 Shop & Collect Service

Shop & Collect is a service that the Airport Managing Company offers as part of the ViaMilanoProgram initiative and in compliance with customs legislation, through its promotion by Commercial Operators present at the airport.

The service is addressed to originating or transit passengers, with the exception of passengers to a destination outside the EU, and provides the possibility to leave purchases made in airport shops at the Lost & Found Office until their return.

In order to make this opportunity as efficient as possible, the service envisages:

- at the time of purchase, subscription by the passenger to the ViaMilanoProgram (if not already a member);
- indication of the date and time of the return flight;
- issue an appropriate receipt containing all info useful for collection;
- collection path clearly identified;
- identification of an appropriate area inside Lost & Found dedicated to the Shop&Collect Service (Collection Point desk);
- dedicated Customer Care telephone number to contact in case of anomalies/changes.

The service cannot be provided in the case of purchases of perishable goods.

3.5.6.4 Passenger bus service

The centralised bus service is provided for all airlines operating at Linate airport to transport passengers and crews from the stand to the terminal and vice versa. For the performance and supervision of passenger transport, disembarkation and embarkation activities, please refer to Annex 3.6.6.4 of these Airport Regulations.

3.5.6.5 Crew transport

The transportation of crews between the aircraft and the air terminal is not restricted and is therefore deregulated.


3.6 BAGGAGE SERVICES

3.6.1 Allocation and use of BHS (Baggage Handling System) resources and baggage reclaim belts

3.6.1.1 Baggage Handling System (BHS)

The services strictly functional to the centralised "baggage handling and delivery system" infrastructure, with operating hours from 4:30 a.m. to 10:30 p.m. (local time), are centralised under the responsibility of the Airport Managing Company, as listed below:

- ensuring the sorting of departing baggage at the BHS facility, placing it on trolleys and in containers (ULDs), according to the instructions received from the Airlines/ground handling service providers, while guaranteeing separation of terminating luggage and luggage in transit to the destination airport;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 72

- performing automatic baggage reconciliation with the BRS (Baggage Reconciliation System), which permits automatic registration of passenger baggage being loaded onto containers/trolleys;
- manning the oversized baggage lift (counter 75) and sending it to the corresponding departure pier;
- overseeing the run-out pier, or the baggage rejected by the sorting system;
- handling at the rolling stock piers/carousels for the first flights of the day;
- internal co-ordination with service providers for procurement/sending of rolling stock to the aircraft.

Annexes 3.7.1.1.a to 3.7.1.1.f contain the Baggage Handling System (BHS) data for:

- check-in takeaway belts;
- outbound baggage piers;
- arrival belts and baggage claim carousels;
- scanner bridges; the Linate BHS has scanners able to read 10-digit barcode bag tags, in accordance with the specifications in IATA "resolution 740" ("Passenger Services Conference Resolutions Manual");
- manual coding;
- inbound and outbound oversize baggage.

Assignment of baggage handling piers

Allocation is based on transparency and fairness, starting from total demand and guaranteeing respect for minimum service levels established by the Service Charter.

Based on plant and infrastructure use possibility (e.g. saturation level, connection to desks, presence of x-ray control points), legal limits or special baggage handling requests from the airlines or Ministry of Transport, AOCC Linate defines a seasonal program, based on planned traffic, of pre-allocation baggage sorting piers considering any contractual conditions in force on plant and infrastructure use.

Scheduling considers check-in desk scheduling.

Pier allocation is based on aircraft size and (palletised/loose).

Pre-allocation data is circulated to interested Operators.

AOCC Linate defines, the day before operations, a daily schedule based on the following:

- scheduled departure times
- variations to scheduled times
- number of bags departing and continuing on flights, when available;
- real resource availability (e.g. planned bulk maintenance)
- any legal norm variations emerging after the scheduling stage.

If there is need for a change to be made during the daily allocation stage, due to operating situation changes, existing contractual conditions will be considered where possible.

In the case of variations, changes will be communicated to all internal (e.g. BHS Operators) and external (Airlines or the service providers representing them) operators involved.

The Airport Operators involved must exchange information concerning critical issues or anomalies arising from:


- any critical operating problems that could cause delays in baggage masses being released
- changes to flight times and aircraft types (e.g. palletised or loose)
- malfunctioning or breakdowns in infrastructures or instruments that can involve mass allocation programs.

Use of baggage handling piers

In coordination with the Airport Managing Company's BHS personnel, each operator shall remain in the area for retrieving baggage from the piers only for as long as strictly necessary to carry out the activities, in any case avoiding leaving trolleys in the area.

Any specific requests for special temporary operating needs for an allocation other than the one previously assigned must be addressed to the AOCC Linate Duty Manager.

In accordance with the provisions/coordination in place with the Airport Managing Company, each operator must collect the trolleys/containers ready to be sent to planeside promptly and regularly

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 73

in order to avoid saturation/congestion of the BHS spaces, with possible repercussions on the overall operations of accepting and sorting departing baggage.

The Airport Managing Company's personnel staffs the "pier" (hoist at desk 75) dedicated to the transport of items that do not meet baggage size requirements (oversize), or which cannot be transported using the automated sorting system (baggage with sharp points or whose contents could be damaged or could damage the system or whose weight exceeds the limits).

In the case of non-compliance, to protect the good functioning of baggage sorting operations as a whole, SEA reserves the right to remove uncollected baggage from the spaces in the BHS area and to take any other action, if necessary, up to blocking acceptance operations of the non-compliant operator, informing the operator in question and the Airline immediately.

Pier opening and closing times are established by AOCC Linate (based on flight SOBT/EOBT times) in agreement with Operators. Departing/in-transit baggage handled before the pier opens is carried out by AOCC Linate in agreement with the Operators.

If a part of the system is functioning poorly, malfunctioning or inoperative because it is out of order/damaged, a recovery procedure will be activated.

3.6.1.2 Inbound baggage delivery belts

Allocation

Based on the possible use of systems and infrastructure (e.g. saturation level), legal limits or special baggage handling requests from Airlines or State Authorities (e.g. Customs positioning request) contractual agreements with Airlines, AOCC Linate draws up a seasonal reference plan for arriving baggage delivery positions. This plan is the initial allocation layout for the airport operating system which automatically assigns flights to delivery carousels, based on actual flight arrival time.

Positioning of several flights arriving on the same belt is based on aircraft size and type (palletised/loose).

Flight distribution on delivery belts is visualised through the airport information system on indicators for users and Operators.

Use

Each Operator can occupy areas next to the delivery belts for the time strictly needed to carry out belt unloading operations, removing trolleys or empty baggage containers straight away.

If an Operator should find the area coming up to the belt assigned to it still occupied by the previous user, it must wait its turn in a position that does not block the normal trolley and tractor flow. If trolleys are not removed fast by the Operator who has finished unloading, SEA has the right to have the equipment removed to allow turnover of flights being delivered.

If a plant should be functioning badly or out of order/damaged a recovery service will be activated. Arriving baggage not collected by passengers from the delivery belts will be removed by the service provider if properly labelled.

3.6.2 Touchscreen system to determine baggage reclaim times


The procedure for the use of the touchscreen system, located at the baggage reclaim belts, for recording the first and last baggage reclaim times is specified below:

1. press the "First Baggage" button at the beginning of the unloading of the FIRST trip;
2. press the "Last Baggage" button at the end of the unloading of the LAST trip.

The system will display the words "First baggage delivery hh.mm" on the public monitors when the "First baggage" button is pressed and the words "Last baggage delivery" will appear when the "Last baggage" button is pressed.

It is the handling operator's responsibility to ensure that the "First Baggage" button is only pressed when a sufficient number (e.g. one trolley, not "priority" only) of bags are being checked in at the same time.

It is the handling operator's responsibility to ensure that the "Last Baggage" button is only pressed when the unloading of the flight is actually finished.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 74

3.6.3 Open or damaged unlabelled luggage

Open or damaged baggage

Any open or damaged bags found during handling must be inspected immediately by the service provider/Airline, to assess the damage and check whether the contents have been tampered with. If the baggage should not be seriously damaged, no signs of voluntary tampering have been found and no baggage content has been found to be missing, the baggage will be taped and delivered based on methods used or sent to be embarked, leaving a record of the incident in the service report and sending communication via electronic mail, to the Airline/Service Provider and Duty Manager.

However, if the baggage is seriously damaged and/or something could have been removed, the baggage will be taken to Lost & Found and given back to the passenger along with all the necessary information for the person, if needed, to report the matter to competent authorities if something is found to be missing.

If an open piece of luggage is found in the BHS area, the Airport Managing Company's operator will ensure that the luggage is sealed (by tape and/or bag) to prevent further loss of personal items. The Airport Managing Company's Operator shall compile the service report, recording all baggage data, and notify the Service Provider/Airline concerned, by e-mail, as well as the Duty Manager.

If there is no tag, the Airport Managing Company's operator will enter bag description in the form and it will then be sent to Lost & Found and handled like other tagless bags.

Tagless baggages

For unlabeled luggage on departure, the Airport Managing Company will notify the appropriate service provider.

Any untagged baggage found airside must be collected by the first service provider who finds it; after applying a note indicating the date, time and place where it was found, the baggage must be taken to the Airport Handling Lost&Found service for the required procedures.

Storage in this area is allowed for a period of 120 hours after arrival of the baggage; the procedures to locate and forward the baggage to the recipient shall be performed during this period (by the service provider in question if the Airline is identified) as provided under IATA Resolution no.743.

3.6.4 Transport of live animals (AVI) accompanying the passenger

3.6.4.1 Responsibilities of animal owners or keepers


The owner of the animal is responsible for its welfare, control and management, and is liable, both civilly and criminally, for damage or injury to persons, animals and property caused by the animal.

This liability automatically passes to anyone who, in whatever capacity, agrees to keep a dog not owned by him, for the relevant period.

The owner or keeper of the animal must:

- take all measures to prevent litter being left in the airport by their dogs;
- always use a leash no longer than 1.50 m while leading the animal in a place open to the public;
- carry a rigid or soft muzzle to be applied to the dog in the event of risk to the safety of persons or animals or at the request of the Police Authorities operating within the airport;
- carry documentation proving registration with the dog registry or import/export registry, depending on the country of origin, as well as the health booklet proving that vaccines have been properly administered, for immediate verification.
- also take appropriate action to prevent any damage to infrastructure.

The Airport Managing Company is required to inform all users and passengers of the requirements concerning the transport of animals by means of appropriate signs.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 75

3.6.4.2 Bringing pets into the airport

Every user who enters the airport (landside and airside) with an animal is obliged to equip the latter with appropriate safety devices in order to avoid risks to the safety of people and animals. Animals may only be brought into the sterile area if accompanied by a passenger holding a valid boarding and disembarkation permit.

To this end, travellers must obtain in advance the appropriate systems provided by the airline for the transport of animals by air.

The following are excluded from this provision:

- a) law enforcement dogs;
- b) seeing-eye dogs;
- c) dogs engaged in rescue operations or assisting specific activities in the public interest.

In addition, an area (PET Area) was created in the sterile area near the ambulance stands for animals accompanying passengers in the cabin. In these areas, passengers will be able to bring their pets, allowing them to walk and play in a specially designed area.

One passenger and one animal at a time is permitted in the area in question.

3.6.4.3 Additional prevention measures

The owner or keeper of the dog must muzzle the animal during check-in, security checks and boarding, unless the dog is transported in the containers provided by the airline. Please note that containers must meet the criteria set by the International Air Transport Association (IATA). In addition, checking that the container is properly closed is the responsibility of the animal's owner or keeper.

Airport operators in charge of check-in and embarkation/disembarkation operations shall ensure that they correctly apply the procedures laid down by the relevant service provider and in the airlines' GOM.

Furthermore, a muzzle must be applied to the dog whenever it comes into contact with or is in close proximity to people. A muzzle must also be applied at the request of the police officers present at the airport.

The Airport Managing Company will be responsible for placing signs in the airport areas providing information to the public.

3.6.4.4 Escape prevention

During transportation and loading/unloading of live animals it is extremely important to ensure that the animal cannot escape.


The escape of an animal in the cargo hold can have serious consequences and endanger the safety of the flight; escape during ground transport may impair airport operations causing temporary closure.

For the transport of cages containing live animals, a specific and suitably equipped cart must always be used.

Back-up procedure in case of unavailability of the animal transport cart

If the specific animal transport cart is not immediately available, the following must be complied with:

- the animals must be placed on open carts with waterproof sheet;
- only the AVI container(s) must be placed on the cart, no other loads must be placed along with the AVI containers;
- the AVI containers must be spaced to ensure ventilation for the animals;
- the AVI container must be anchored to the cart to avoid moving or falling during transport using rope;
- when possible, the AVI container must be tied to prevent accidental opening of the door during transportation.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 76

3.6.4.5 Precautions to be observed during AVI loading/unloading

In departure, transport of AVIs must be coordinated so that the container arrives alongside and is loaded without undue delay, respecting the estimated time of departure, avoiding unnecessary exposure to noise, extreme temperatures, bad weather conditions or conditions such as to affect the well-being of the animal.

In arrival, live animals must be unloaded and delivered with the highest priority.

3.7 CARGO AND MAIL SERVICES

Cargo and mail handling activities are subject to the provisions of the National Security Programme, with specific reference to Chapter 6. The Airport Managing Company must ensure that the facilities made available to the operators comply with the applicable laws and regulations. The compliance of the facilities with the regulatory criteria is also verified in the Airport Safety Committee (ASC).

3.7.1 Allocation and use of resources

3.7.1.1 Availability of cargo transport equipment

The availability of dollies and cargo carts must be requested by cargo service provider to the aircraft service provider for the flights under their respective responsibility. For this purpose, each cargo service provider shall send the following to each aircraft service provider concerned (by fax or email):

- at 8 p.m.: a request stating the expected use of equipment, including all expected needs for flights scheduled in the next 12 hours;
- at 8:00 a.m.: a request stating the expected use of equipment, including all expected needs for flights scheduled in the next 12 hours.

The requests should be drawn up on the basis of equipment that is actually necessary to prepare outgoing cargo, and shall take into account the quantity of equipment already present at the service provider's warehouses, which shall become available after the processing of imported goods.


The delivery times for the requested equipment shall allow the cargo service provider to prepare cargo for departing flights in adequate advance, so as to be able to perform all the necessary checks and controls.

CODE	PARAMETER DESCRIPTION	VALUE APPLICABLE TO PASSENGER FLIGHTS	REFERENCE EVENT
MA01	Delivery of empty equipment to the cargo service provider for preparation of outgoing cargo	At least 2 hours prior to placement in line	Time required for outgoing cargo to be available for collection by the aircraft service provider (placement in line)

Equipment delivery shall take place in accordance with the following indicators:

Any shortage of equipment previously requested as described above or delay in its delivery must be reported in writing (via telex, fax or email) to the Carrier involved and to the relevant aircraft service provider; if non-performance persists, the notice shall be repeated after one hour. If the aircraft service provider fails to deliver the equipment in time for cargo preparation in accordance with the indicators shown above, the cargo service provider may be held responsible for non-embarkation or delayed departure of the aircraft.

Each cargo service provider may request a number of units of equipment not exceeding what is required for the scheduled departing flights, taking into account the time limit, which must be

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 77

observed for the delivery of the equipment made available, following the processing of the imported flights.

3.7.1.2 Prescriptions for the use of cargo transport equipment

Under no circumstances shall transport equipment be used as tools for the storage of goods pending processing. As only correct turnover time allows the avoidance of critical issues with respect to the number of carts of all types in possession of aircraft service providers, cargo service providers shall:

- use carts with outgoing cargo for the minimum time required for the correct placement in line of cargo within the required time limits;
- promptly remove incoming cargo from the carts and transfer it to suitable areas (roller tables, mechanized system or similar systems), operating at all times in accordance with IATA regulations and workplace safety laws. It should be noted that, in any case, incoming loose or palletized cargo may not remain on a cart for longer than 4 hours after delivery to the cargo service provider.

During the preparation of cargo for a specific flight, cargo service providers may not use the equipment of an aircraft service provider different from the one that serves that flight, unless otherwise agreed between the parties (also on a temporary basis), and such agreements shall be notified in writing by the owner of the requested equipment to the cargo service provider concerned. In case of failure to comply with this prescription, the aircraft service providers may request the cargo service provider to release its equipment used for non-client Airlines immediately, and the cargo service provider shall be obliged to fulfil the request promptly.

The equipment shall be handled by the cargo service provider with great care and attention, avoiding impacts, collisions and other improper operations or uses which may damage them or compromise their operation, with potential loss of critical safety requirements.

Specifically, the following is strictly prohibited:

- handling equipment (even if empty) by lifting all or part of them (on a single axis) using a lift truck. Lifting causes damage to the vehicles' mechanical parts and compromises their operation;
- using equipment not suitable for transport due to visible previous (one or two wheels missing, damaged drawbar, missing clamps for blocking the ULDs, etc.).

The cargo service provider shall separate defective from properly operating equipment by placing it in an appropriately identified area under its control, pending collection by aircraft service provider technicians.

Any damage to the equipment must in any case be reported in writing by the cargo service provider to the aircraft service provider as soon as discovered or, as provided in the previous sections of this provision, at the time of entering the handler's spaces.


All damages occurring while the trucks are on the premises of a cargo service provider will be charged to that cargo service provider (which must reimburse the costs necessary for repair), unless it is established that they are due to obvious natural wear and tear of the vehicle.

3.7.2 Apron access management

In the cargo area of Linate airport there is a single gate which allows the passage of goods and authorised personnel between the restricted-security area and the regulated area (where the warehouses of the cargo service providers are located) and it is used for the delivery and collection of departing and arriving goods handled by all the Operators concerned.

The gate is opened upon request to the SEA Security Operations Centre (tel. 02 7485 2280).

3.7.3 Interface between ramp service providers and cargo service providers - reference standards and operating process

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 78

3.7.3.1 Purpose

To define the procedures and standards that need to be met by all parties operating within the scope of Linate cargo activities, for the following processes:

- delivery of incoming and in-transit cargo and mail and of the relevant documents at the interfacing point between cargo warehouses and aircraft apron;
- collection of outgoing cargo and mail and of the relevant documents from the interfacing point between cargo warehouses and aircraft apron;
- management of rolling stock (carts and dollies) owned by aircraft service providers and used for transport between aircraft and cargo warehouses;
- management of the gap between the restricted-security area and the regulated area.

3.7.3.2 Scope

This provision regulates the activities of all cargo service providers, and of all service providers who transport cargo on the apron (aircraft service providers), for all collection and delivery activities in connection with incoming and outgoing cargo, mail and documents to be transferred between cargo warehouses and aircraft at Linate Airport. The procedure is applicable in cases where the operator in charge of the transport (aircraft service provider) is different from the party who handles goods in the warehouse (cargo service provider).

The prescriptions contained in this procedure form an integral part of the Airport Regulations and incorporate both the obligations for compliance and the criteria and methods of control laid down therein.

3.7.4 Incoming cargo and related documents

3.7.4.1 Reference elements for the delivery of incoming cargo

Delivery of incoming cargo to the cargo service provider must be completed by the aircraft service provider for the entire flight for which the transport is carried out, within the time frames shown below:

CODE	PARAMETER DESCRIPTION	VALUE APPLICABLE TO PASSENGER FLIGHTS	REFERENCE EVENT
MI01	Cargo delivery time from aircraft service provider to cargo service provider (interface point)	GENERAL CARGO: AIBT + 60 minutes URGENT GOODS (*): AIBT + 30 minutes	AIBT – Actual Time of Arrival

(*) Urgent Goods: Live animals, perishable goods, human remains and radioactive materials. For express cargo, this treatment may be ensured if a specific agreement exists between the aircraft service provider and the Airline


The time frames shown above are applicable to flights with a delay at arrival of less than 30 minutes after the scheduled time, and must be met by aircraft service providers in at least 95% of the cases (with the exception of delays not falling under the responsibility of the latter).

Delivery must take place within the cargo service provider's spaces located inside the area assigned to the latter, and carts containing loose cargo or mail must be marked with a sign indicating the relevant flight and date. For the purposes of cargo delivery process management, the cargo service provider will identify a location adequately staffed by its personnel (interfacing point), who shall be responsible for managing the processes described below.

3.7.4.2 Recording of incoming cargo delivery process

For the purpose of certifying delivery, the aircraft service provider will, for each of the flights served by transport, prepare and complete a special form, which must indicate:

- flight;
- date;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 79

- origin;
- actual time of arrival (AIBT);
- details of units of goods to be delivered (cartloads, pallets, containers etc.).

Upon delivering the cargo, the form shall be handed over to the cargo service provider, who shall affix the time stamp and the signature of the person responsible for interfacing with the aircraft service provider.

The same form must be signed also by the person in charge of the transport, who will keep a copy and leave the original to the cargo service provider.

For flights with a high number of ULD or the simultaneous presence of general cargo and urgent goods, the transport may generate multiple deliveries by the aircraft service provider, the last one of which must in any case be made within the indicated time frame.

In this case, the form must be delivered to the cargo service provider's employee by the person in charge of the first delivery. The cargo handler's employee shall certify the first delivery by affixing the time stamp and recording in the appropriate box the amounts delivered at each trip (the first one and the following ones). When the last delivery is made, the time stamp shall be affixed on the form, followed by the signatures of the individuals who made and collected the last delivery.

The paper delivery form may be managed or replaced by computer-based procedures aimed at enabling electronic management of delivery data. In any case, the information content must be at least equivalent to that of the paper document.

3.7.4.3 Identification of irregularities in incoming loads and responsibilities for their management

Upon taking charge of the goods, it is the cargo service provider's responsibility to check them against the information in the delivery form and to visually inspect them, noting any reserves or anomalies in the appropriate space in the form (or in the electronic database, if a computerized procedure is used). No claims for anomalies found in the transported load at the time of delivery may be made against the aircraft service provider if such anomalies were not duly recorded.


In addition, in order to ensure the correct handling of Airline-owned material used for cargo transport, the Cargo service provider shall promptly report to the competent Airline any visually detectable anomalies on the arriving containers delivered by the aircraft service provider.

3.7.5 Outgoing cargo and related documents

3.7.5.1 Completion of cargo to be loaded and aircraft weight balancing information

Once load preparation operations have been completed, the cargo service provider must inform the entity responsible for preparing the aircraft weight and balance sheet of all data relating to the cargo to be loaded, according to the times and methods indicated in the following table:

	To the Operator in charge of weight & balance	To the Airline or its representative
Data to be transmitted	Distribution and final summary (UWS)	Determined according to direct agreements between the Airline and its service provider
Method of transmission	Fax/email or SITA message	Determined according to direct agreements between the Airline and its service provider

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 80

Time frame	PAX NB flights SOBT-60 minutes	Standard airport times, to be modified according to agreements between the Airline and the Operator in charge of Weight and Balance. The Airline must inform the cargo service provider of such agreements
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The cargo service provider is responsible for the correctness of the transmitted data and their consistency with the prepared cargo. The Operator in charge of Weight and Balance must promptly inform the cargo service provider of any problems preventing the correct balance of the aircraft on the basis of the transmitted data.

If the cargo service provider is unable to meet the data transmission time frame (even for reasons attributable to third parties, such as delayed delivery of goods to the warehouse), it shall promptly inform the Weight and Balance Operator by telephone. The same applies for flights not included in the list of scheduled flights (or flights expected to have no cargo).

3.7.5.2 In line availability and collection of outgoing cargo and mail

Outgoing cargo must be prepared by the cargo service provider according to the time frame shown below, and must be placed onto dollies or carts, properly loaded and packaged (nets, straps etc., in accordance with each Airline's prescriptions) and ready to be transported.

In particular, with the exception of the cases described below, at the time of exiting the cargo service provider's spaces, the carts used for loose goods containing "general cargo" and/or mail must be completely free of plastic sheets/stretch film not belonging to the cart structure. Whenever these items have been used to protect the cargo before transport, they must be removed by the cargo service provider before collection.

Cargo protection on carts may be allowed:

- at the express request of the aircraft service provider;
- in case of adverse weather conditions, if the carts are not equipped with adequate cargo protection devices;
- in the presence of oversize loads exceeding the size of the carts, and/or of hazardous materials or live animals, whose accidental fall off the cart may constitute a source of danger.


In all these cases the use of stretch film is not allowed (with no exceptions), and the cargo must be protected using polyethylene sheets secured with adhesive tape. The aircraft service provider will be responsible for removing the protections before cargo embarkation, and for disposing of the material avoiding the generation of FOD. Throughout airside operations, material must always be stored and transported only on trolleys equipped with restraining rails and locks to ensure that the material is secured.

If more than one cart/dolly is used for the same flight, the vehicles must be attached to each other taking care not to exceed trailer length limits set by applicable regulations, and to observe compatibility between the structural characteristics of rolling materials. Any trains of carts that do not meet these requirements shall not be collected by the aircraft service provider until the cargo service provider corrects them in compliance with these restrictions.

Each transport unit (cart or ULD) shall be marked with a sign indicating at least the following data:

- flight code (Carrier and flight number) and date of departure;
- list of shipments contained in the cart, container or pallet.

Carts containing outgoing cargo must be positioned as close as possible to the interfacing point.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 81

Carts containing outgoing cargo must be made available for collection in accordance with the above prescriptions and the following time frames:

CODE	PARAMETER DESCRIPTION	VALUE APPLICABLE TO PASSENGER FLIGHTS	REFERENCE EVENT
ME01	Time required for outgoing cargo to be available for collection by the aircraft service provider	GENERAL CARGO: SOBT – 40 minutes URGENT GOODS (**): SOBT – 30 minutes	SOBT – Scheduled time of departure

(*) With the exception of special flights carrying exceptionally large cargo

(**) Urgent goods: Live animals, human remains and radioactive materials. For express and/or perishable cargo, this treatment may be ensured if a specific agreement exists between the aircraft service provider and the Airline

For flights with a high number of ULD or the simultaneous presence of general cargo and urgent goods, the aircraft service provider may perform multiple collections, which must be completed in time for correct loading of the aircraft.

Under no circumstances may the aircraft service provider demand cargo availability in greater advance of flight departure than indicated in the table above.

In case of cargo unavailability within the prescribed time, due to delays by the cargo service provider in preparing the goods, the latter shall promptly inform the aircraft service provider in writing and as far in advance as possible to agree on a new collection time frame. In the absence of such notice, if the cargo is not available at the set time, the aircraft service provider shall collect it later, compatibly with its own availability of resources, informing the relevant Airline of the inconvenience.

In case of delayed collection by the aircraft service provider of goods prepared for embarkation within the time specified above (including in cases where one or more collections involving the same flight are delayed), the cargo service provider shall not be held responsible for failure to meet the departure times of the aircraft affected by the delayed cargo transport.

For the purpose of certifying the time of reporting of the aircraft service provider to the interfacing point with the cargo service provider and of goods collection, reference shall be made to the time stamps on the collection forms signed by the service providers.

At the time of cargo collection by the aircraft service provider, cargo service provider personnel staffing the interfacing point shall indicate to the person in charge of the transport the location of all the carts containing the cargo to be loaded onto the relevant flight and the total number of carts to be collected. In case of unforeseen difficulties, cargo service provider personnel shall cooperate with the driver of the collecting vehicles to attach the carts to the tractor and manoeuvre them, if required.


The aircraft service provider is responsible for cargo integrity and safety from the time the transport starts. Therefore, the person in charge of the transport shall make sure that loose goods are correctly loaded onto the carts, the ULDs are properly positioned on the dollies, and that the rolling material used for the transfer is suitable for this purpose.

3.7.5.3 Recording of the outgoing cargo collection process

For the purpose of certifying the delivery of outgoing cargoes to the aircraft service provider, the cargo service provider, for each of the flights to be transported, must prepare and complete an appropriate form certifying that the cargoes have been delivered. The form shall indicate:

- flight;
- date;
- destination;
- the scheduled departure time (SOBT, to be updated in case of rescheduling of flight departure time);
- the details of the cargo to be collected (loose goods carts, pallets, containers etc.).

When the cargo leaves the aircraft service provider's space, a time stamp shall be affixed on the form and the form must be signed by both service providers.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 82

The original form will be handed over to the person in charge of transport, and a copy left with the cargo service provider.

If more than one collection is performed for the same flight, the cargo service provider's employee will certify the first collection by affixing the time stamp and subsequently recording in the appropriate box the amounts delivered at each trip (the first one and the following ones). When the last collection is made, the time stamp shall be affixed on the form, followed by the signatures of the individuals who released the last collection.

The paper delivery form may be managed or replaced by computer-based procedures aimed at enabling electronic management of delivery data. In any case, the information content must be at least equivalent to that of the paper document.

3.7.5.4 Identification of irregularities in outgoing loads and responsibilities for their management

Upon taking charge of the goods, it is the aircraft service provider's responsibility to check them against the information in the delivery form with respect to the number and type of carts to be collected. The aircraft service provider is also required to verify whether the vehicles (dollies and carts) on which the cargo is loaded are suitable for transport and are not affected by anomalies that may compromise their proper use. Otherwise, the aircraft service provider may request, as a prerequisite for collection, the repositioning of the cargo onto other suitable equipment. Any delays resulting from these operations will be charged to the cargo service provider.

On the other hand, no claims for anomalies found in the transported load and on the carts at the time of delivery may be made against the cargo service provider if such anomalies were not duly recorded.

Furthermore, in order to ensure the proper handling of Airline-owned equipment used for the carriage of cargo, the aircraft service provider must promptly report to the competent Airline any visually detectable damage to the departing containers provided by the aircraft service provider. If the damage detected is such that the container cannot be loaded onto the aircraft in accordance with the necessary safety requirements, the aircraft service provider must also request that the cargo service provider promptly prepare a suitable container, transferring the contents of the damaged container to it, and inform the airline in due time.

3.7.5.5 Return of non-embarked cargo

The aircraft service provider assigned to the relevant flight will be responsible for transporting any non-embarked cargo and mail to the cargo service provider's warehouse and to notify the latter in writing of the reasons for non-embarkation.


Delivery of non-embarked cargo shall be notified to cargo service provider personnel staffing the interfacing point by communicating the event and returning the form used for collection, which shall be completed in the dedicated section ("Non-embarked cargo"). A time stamp certifying the time of return shall then be affixed on both copies of the form, which shall be signed by the aircraft service provider's and the cargo service provider's employees. The cargo handler's employee shall only do this after checking the cargo or mail against the return document and inspecting the external physical conditions of the returned cargo. Any irregularities (e.g. damage or tampering) found during such inspection shall be recorded in the form before the two employees sign it.

The cargo/mail shall be returned as soon as possible after occurrence of the event that caused its non-embarkation.

3.7.6 Special cargo transport services

Certain types of cargo require special treatment during transport to the aircraft, in order to ensure maintenance of the goods' safety characteristics and/or protect shipment contents. The cargo service provider will be responsible for notifying the aircraft service provider of the presence of such cargoes, according to the procedures and timetables provided.

In the case of radioactive cargo, to avoid potential accidents and contamination that may harm individuals and the environment, the procedures set forth in these Regulations concerning radioactive materials must be strictly observed.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 83

3.7.7 Management of dangerous and radioactive goods

The procedure is regulated in the Airport Manual Chapter 22: "Management and storage of fuel and dangerous goods" defines those indispensable elements to protect staff health during manual movement and transport of dangerous goods, in and outside aircraft holds and in warehouses in Malpensa airport.

3.8 AIRCRAFT SERVICES

3.8.1 Allocation and use of airside resources

3.8.1.1 Stand and loading bridge allocation and use

AOCC Linate, taking into account:

- the total number of stands and loading bridges;
- aircraft type;
- limits due to nature (passengers or goods) and nationality (Schengen, non-Schengen) of arriving and departing flights;
- contractual agreements with airlines;
- legislative limits;

draws up a seasonal schedule, based on scheduled traffic, pre-allocating aircraft stands.

Pre-allocation data is distributed to the operators involved through the airport and report systems, (service providers, airlines, other Operators on request).

Based on flight schedule characteristics available (detail, stability, completeness) the stand allocation plan comes under different forms:

- allocation for the entire season considered or periods of it;
- indication of preferential allocation zones (flight group –stand group);
- general operating criteria to be applied in the executive stage (flight-stand priority).

AOCC Linate defines, on the day before operations, the daily allocation schedule, based on real airport traffic conditions and the possibility to use infrastructures (e.g. out-of-order, scheduled maintenance).

In the operating stage, AOCC Linate (Control Room) allocates a stand to the arriving flight checking real stand availability.

If daily schedule changes are needed, because of operating situation changes, AOCC Linate will consider existing contractual conditions.


If a flight arrives off-schedule, a stand will be allocated so as not to penalise scheduled flights.

Flights are considered off-schedule when $EOBT = AIBT + \text{transit time} > SOBT + 15'$ unless EOBT does not hinder the next scheduled allocation for said resource.

It must be understood that occasional off-schedule is not important compared to assessment of correct slot use as such. The noting of systematic changes will lead to informing the ENAC so that it can intervene in compliance with the law.

Information that could interest airport operations must be exchanged between units allocating stands and Operators involved, concerning:

- changes in ground operational activity (updated by the service provider)
- flight schedule changes (updated by Airlines)
- infrastructure or instrumental malfunctioning or breakdowns: anyone finding a problem or technical malfunctioning must inform, for plants affecting aeronautical capacity directly, the plant/system/equipment owner then the AOCC Linate Control Room which will then inform maintenance departments; while for plants with no direct effect on operating capacity maintenance departments must be informed which will then inform the AOCC Linate Control Room.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 84

3.8.1.2 Stand use

The Operator must give AOCC Linate confirmation of stand use starting and ending time through standard MVT message.

As soon as the allocation of the apron is known, the Operator must ensure that the apron, in the delimited areas for manoeuvring the aircraft, and pier, where applicable, and near the equipment pits, is completely clear of vehicles and materials of any kind. The Operator must also ensure that the aircraft fuel flow stop buttons and fire extinguishers are accessible and usable.

It should be noted that any object abandoned on the apron represents a danger and can cause damage to an aircraft or injury to a person; prior to the arrival or departure of an aircraft it is compulsory for the Operator to inspect the stand and the surrounding roads, collecting any FOD. Any anomalies found by the Operator in connection with the use of the stands must be reported immediately to the Maintenance Control Room (tel. 02 74863450).

After use, each Operator must leave the stand, including the adjacent areas, completely clear of materials, equipment and vehicles of any kind, and in condition to be used immediately for the next flight. This is to protect the safety of persons, the integrity of aircraft and vehicles, and the smooth operation of the airport.

Should the operator's personnel be unable to comply for serious, justified reasons, they must immediately notify the AOCC - Airport Duty Manager (tel. 02 74853478/7).

3.8.1.3 Loading bridge use

To ensure planning and optimisation of the use of loading bridges, SEA has the exclusive right to assign to the Carriers fingers that are not being used, so as to maximise occupation levels and productivity, making their use by Carriers mandatory.

In any case, SEA ensures that transparency, objectivity and non-discrimination criteria are met, by assigning fingers on a rotation basis, taking into account the time period, flight and aircraft type.

Each Operator must train its staff to use the loading bridge safely, to avoid damage to people and things and disservice or damage to arriving and departing aircraft.

If it is necessary to connect the outside generator present on the loading bridge to the aircraft with anti-collision lights on and motors on idle, placing the loading bridge in safety can only occur after the aircraft has stopped, is parked and has brakes on.

Ramp staff moving in to attach the generator must only come from the aircraft's nose.

At the end of operations, the Operator must leave bridges with the stop position highlighted by the red rectangle where bridge wheels must stand.

Any technical information needed by the Operators to use centralised systems correctly is made available by SEA in agreement with AOCC Linate (rstlin@seamilano.eu) based on specific operating needs.

If the loading bridge is not working correctly, the Operator must inform the Maintenance Control Room straight away (tel. 0274863450).

3.8.2 Fixed generator

The five stands with loading bridges are equipped with a fixed 400 Hz electricity supply for aircraft.

The type of system may be a rotating machine or a static machine with cable reel.


Details of the 400 Hz plant use instructions are made available by SEA.

In the event of inefficiencies or malfunctions, the Operator must promptly notify the Maintenance Control Room (tel. 0274863450).

The APU (Auxiliary Power Unit) may only be switched on 30 minutes before departure and 15 minutes after arrival. In stands 1-5, the use of an APU is only permitted for a period not exceeding 15 minutes.

3.8.3 Fixed air conditioning system

All stands with a loading bridge are equipped with a fixed aircraft conditioning plant.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 85

Using the pipe means winding it up with the pipe winder using the specific command and connecting it to the aircraft inlet.

The pipe must be fully extended to avoid any bends that could block correct air flow and damage the pipe itself.

In the event of inefficiencies or malfunctions, the Operator must promptly notify the Maintenance Control Room (tel. 0274863450).

3.8.4 Equipment areas, vehicle parks, electric vehicle charging points

In the Milan airport system, there are areas available to park stand and operator equipment; these areas can be assigned to an Operator, or be available for common use. SEA allocates the areas to Operators based on the assisted traffic quota, the Operator's vehicle fleet and the available spaces. SEA reserves the right to vary said allocation, to be able to satisfy all Operator needs, in particular following the entry of new Operators or changes to the traffic quotas or existing ones. Each Operator must place its vehicles in the areas allocated exclusively or in common use, observing existing markings and without blocking movement.

Electric vehicle charging points may be assigned to an Operator, based on the Operator's contractual agreement, or be available for shared use.

In the case of assignment to an Operator, where technically possible, charging points have different connecting plugs to ensure their consistent use; each assignee Operator is responsible for installing customised plugs.

3.8.5 Use of ULD storage rollers


Below is information on potential hazards/risks and general safety instructions that must be observed when using ULD storage rollers.

Among the potential hazards/risks in the area should be considered:

- noise due aircraft overflight/taxiing, towing of ramp equipment (swivel-top carts with ULD containers);
- tripping over uneven terrain/holes, which can occur in the pavement;
- slipping, due to the presence of slippery substances of various kinds (ice, snow, sand, etc.);
- collision with manoeuvring vehicles/equipment;
- accidents between manoeuvring vehicles/equipment;
- impact against structural parts of roller conveyors and ramp equipment/vehicles in the area;
- abrasions/cuts from unprotected manual contact with any worn/damaged parts of the structures or locking/unlocking levers;
- impact/crushing due to the breaking of parts of the rollers when the maximum load capacity is exceeded or due to accidental breaking of the stop blocks;
- impact/abrasion of the hand operating the container release lever, by the container itself moving in an incorrect position;
- impact/injury caused by the moving container during loading/unloading of the container onto/from the roller conveyor;
- fall from the roller conveyor due to improper activities;
- impact/injury due to ULDs falling from the roller conveyor (not correctly positioned), caused by atmospheric factors (strong wind).

In view of the above, the following safety regulations apply:

- roads are one-way and the direction of travel is indicated by the specific road markings and vertical signs present;
- traffic rules and the horizontal and vertical signs present in the area of the rollers must be observed;
- safety signs on the roller conveyors (load-bearing capacity, danger of crushing/ shearing) must be observed;
- the maximum speed limit in the area of the storage rollers is set at 5 km/h (walking pace);
- a maximum number of four swivel-top carts may be towed;
- the utmost attention must be paid to people in the area, and more specifically to manoeuvring vehicles;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 86

- the roller conveyors present must be used exclusively for the storage of ULDs with a platform compatible with their guides and stops, and other equipment or materials may not be stored, not even temporarily; the roller conveyors are designed to accommodate ULDs with dimensions attributable to the basic models AKH, AKE, DQP;
- the ULDs placed on the roller conveyors must always be empty and locked with the appropriate latch; the loading/unloading operator must, when loading is complete, operate the locking lever;
- operations involving roller conveyors must only be carried out by personnel who are professionally instructed in the risks involved and the correct operating methods;
- operations involving direct contact with parts of the roller conveyors must be carried out using appropriate PPE (safety shoes, protective gloves); it should also be noted that the operator must have hearing protectors available, as the area in question is located in the airside;
- it is forbidden to stand between the rolling equipment and the ULD during ULD handling;
- when operating the release lever of the ULD, the operator must not have any part of his body within the movement area of the ULD;
- stacking ULDs on top of each other is prohibited;
- it is forbidden to stand or to enter between the roller conveyors;
- vehicles may not be left unattended in the roller conveyor area and on the tracks;
- it is forbidden to park equipment outside the permitted spaces;
- in order to avoid the formation/dispersion of FOD, any resulting material must be collected and placed in the appropriate bins on the aircraft apron.

The service providers using the areas are responsible for:

- informing their staff of the risks present and the measures to be taken;
- monitoring compliance with the defined rules;
- reporting to SEA AOCC Linate any criticality or damage (damage/malfunctioning of a roller conveyor, holes in the pavement, lack of night lighting, etc.) detected or caused.

3.8.6 Towing rolling stock

Art. 61 of the Traffic Code concerning size limits provides:

(c) total length, including towing devices, not exceeding 12 m, with the exclusion of semi-trailers, in the case of lone vehicles.

2 are available. Articulated vehicles may not exceed a total length, including towing devices, of 16.50 m.

The maximum towing of the following type combinations of rolling stock on the apron is as follows:

- 5 luggage trolleys
- 4 dollies/swivel-top carts
- 3 PLT transport trolleys


The possible combinations of towed rolling stock may in no case exceed the length of 16.50 m indicated in Art. 61 above.

3.8.7 FOD prevention, apron cleaning/sweeping

For procedures concerning FOD prevention and apron cleaning and littering, please refer to Chapter 15 of the Linate Airport Manual: *“Apron Safety Management”*.

3.8.8 Apron and parking management, marshalling and follow-me service, optical guides

For a detailed description of the activities related to apron and parking management, marshalling and follow-me service and optical guides, please refer to Chapter 14 of the Linate Airport Manual: *“Apron Management”*.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 87

3.8.9 Aircraft handling and servicing operations

3.8.9.1 Access to the aircraft

The service provider must have procedures in place to ensure the correct opening of all access doors, applicable according to the type of aircraft, in accordance with the procedures adopted by the airline assisted. (AHM 430).

The positioning of all equipment at the aircraft doors must reduce or eliminate, by means of specific indications, gaps in the contact or walking surfaces between the aircraft and the equipment.

Procedures must include methods for the operation and opening/closing of passenger cabin access doors and cargo bay doors. In accordance with Airline guidelines, they must provide for:

- ✓ external inspection for obstructions that could hinder the opening/closing of the door;
- ✓ timely communication of the existence of any obstacles to the crew in order to avoid damage to the door;
- ✓ the extension of side railings near the fuselage, where provided, to ensure the safety of personnel and passengers from accidental falls (loading bridges, passenger stairs, catering trucks or other lifting equipment, etc.);
- ✓ communication to crew/service provider for confirmation of GSE's final positioning and consent to open the door;
- ✓ the process of opening a door (if authorised by the Airline);
- ✓ confirmation of the complete closure of the door at the end of operations;
- ✓ the process of reopening a door and communicating with the crew;
- ✓ communication to the crew of any GSE removal (possible insertion of a fall prevention device in case of an open door);
- ✓ the opening and closing of cargo aircraft doors (via loader).


3.8.9.2 Ground support equipment (GSE)

The service provider must have procedures in place to ensure that the GSEs are properly parked, that they are checked before they are used, and how they are handled in close proximity to aircraft.

Under no circumstances may a GSE be left unattended with the engine running; equipment is considered unattended when the driver is not in the driving position or is in the immediate vicinity.

Procedures must be in place to ensure the following conditions:

- ✓ proper parking of equipment in the airside when not in use (parking brake, gear lever engaged, stabilisers lowered or blocks installed);
- ✓ the prohibition of obstructing fire-fighting systems or emergency fuel buttons;
- ✓ the use of wheel chocks on GSE;
- ✓ earthing (if applicable);
- ✓ approach to the aircraft with the anti-collision lights off;
- ✓ positioning of blocks according to aircraft type or Airline instructions;
- ✓ external inspection of the aircraft before positioning the equipment;
- ✓ positioning cones according to aircraft type or Airline regulations;
- ✓ the approach routes to the aircraft (viability, entry into the ERA, passenger boarding), including the approach to the aircraft on a path parallel to the side of the fuselage or turning radius on a curve;
- ✓ the correct handling of elevating GSEs (rubber protective bumpers must never be pressed against the fuselage);
- ✓ GSE is positioned with adequate space between the aircraft and the equipment to allow vertical movement of the aircraft during loading or unloading;
- ✓ GSE Guidance/Shutdown;
- ✓ the verification of the efficiency of GSE;
- ✓ identification of those responsible for operating GSE;
- ✓ regulation of the speed and direction of movement of GSE in the vicinity of aircraft;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 88

- ✓ once loading operations have been completed, the equipment is removed and parked outside the ERA;
- ✓ braking tests, before and during the approach to the aircraft (distance not less than 5 m from the fuselage);
- ✓ provisions for the proper towing of GSE, including the maximum number allowed at or near the aircraft (baggage carts, dollies, cargo carts, GPUs, ASUs, etc.);
- ✓ the exact location of the emergency controls and their use;
- ✓ safety equipment for elevating GSE (self-levelling, handrails);
- ✓ the proper positioning of GSE so as not to obstruct the evacuation of persons or equipment in an emergency or the movement of other equipment to and from the aircraft;
- ✓ the inspection of passenger boarding bridges and/or stairways to ensure that they are clean and free of substances that could lead to slipping, tripping or falling, and cause injury to passengers or ground assistance personnel (e.g. snow, ice, standing water, catering rubbish, oil, hydraulic fluid or de-icing fluid);
- ✓ the correct positioning of the boarding bridge (loading bridge fully retracted) prior to the arrival and departure of the aircraft;
- ✓ the correct handling of the loading bridges, the qualification of personnel to operate them (only one operator must have access to operate the boarding bridge);
- ✓ the speed of approach to the fuselage and the correct positioning of equipment, vehicles and persons prior to its movement;
- ✓ the contingency envisaged for the operation of loading bridges (limited vision, no video monitoring system, removal of boarding bridges with the aircraft door still open, etc.);
- ✓ the guarantee that the automatic levelling system will be engaged once the passenger boarding bridge is in position;
- ✓ the prevention of damage to aircraft in relation to parts protruding from the fuselage, such as antennas, sensors and probes located near the access door;
- ✓ the prevention of the use of the boarding bridge by unauthorised personnel by providing for appropriate control methods;
- ✓ a process of continuous training and updating in relation to the Airport Managing Company's instructions (change management);
- ✓ the correct reporting of faults (interface with the Airport Managing Company).

3.8.10 External aircraft washing

The request for external aircraft washing must be submitted directly by the Airline, or by a designated contractor on its behalf, using the "Request for external aircraft washing" form (Attachment 8.3) to the AOCC Linate Duty Manager or a person designated by the latter, who will authorise the washing.

All activities must be carried out without affecting other airport activities, fully observing regulations in force and in particular the ecological-environmental, health, aeronautical safety and work safety regulations.


The stands that may be used for aircraft washing, equipped with a watertight collection system for any liquid phases of the process causing accidental leaks are those from 6 to 19 of the main apron:

The need for towing of the aircraft in the assigned stand with follow-me assistance shall be notified in advance to the Airline. All liquid and solid waste produced during aircraft washing must be disposed of in accordance with environmental regulations, avoiding any direct or indirect release of such waste into sewage networks or in airport waste disposal facilities.

Any environmental recovery costs shall be charged.

The person in charge shall lay out waterproof sheets with corners designed to retain any liquid spilled during the operations. The aircraft is washed using own suitable cleaning materials that meet standard safety requirements with special attention to worker safety when working on heights and inhaling of atomised spray.

Once operations are completed the operator shall collect all liquid spilled on the sheets into a watertight container of adequate capacity. In case of accidental spill of liquid outside the collecting

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 89

sheets, the operator must notify AOCC Linate (Duty Manager), directly or through the Company, for clean-up and recovery of the operating area and involved sewage facilities, if necessary. Special waste produced during aircraft washing must be disposed of in accordance with environmental regulations, avoiding any direct or indirect release of such waste into the soil, sewage networks or in airport waste disposal facilities.

Only the products listed in the following table can be used for aircraft washing:

PRODUCT NAME	MANUFACTURER
ARDROX 1900D	CHEMETALL
ARDROX 6143	CHEMETALL
ARDROX 6023	CHEMETALL
AEROKLEEN A710	DASIC INTERNATIONAL
DEGREASER CONCENTRATE XE3	GRANITIZE
DETERGENT CONCENTRATE XG5	GRANITIZE
DETERGENT XC11	GRANITIZE

3.8.11 Waste management, waste water, drinking water

SEA manages the collection and disposal of waste and wastewater at the Linate airports in accordance with law provisions.

Each party involved in the performance of specific activities shall properly use the transport vehicles and equipment necessary for its activity depending on the nature of the latter.

3.8.11.1 Solid urban waste (SUW)

This includes waste produced by the various cleaning activities carried out within the airport as well as waste which, due to its type and quantity, can be considered solid urban waste (SUW).


SUW includes without exceptions both waste produced on aircraft belonging to Airlines during the operations performed on board and waste produced and directly unloaded by the Companies (if they perform handling themselves) or by one or more the Airport Service providers (pursuant to Legislative Decree 18/99) and disposed of by the Airport Managing Company (in some cases under agreements with Municipalities or companies appointed by them) by virtue of the obligations and independent powers deriving from the Agreement with the Italian state. Food waste produced on the aircraft, according to current health regulations, must be managed directly by the caterers who must guarantee handling and disposal.

The Airport Managing Company provides the Solid Urban Waste management service directly or indirectly.

All waste produced by Airlines, service providers, airport Operators and/or cleaning contractors must be disposed of in the appropriate containers provided directly or indirectly by SEA (waste bins, containers or press-containers); this does not apply to waste of animal origin from catering activities, which must be managed and disposed of by the caterers in accordance with applicable regulations.

The Airport Managing Company performs checks on how third parties within the airport dispose of their waste, notifying any cases where waste disposal by these parties may compromise the safety and hygiene of the premises, or arranging for urgent environmental or health recovery actions and charging the relevant costs to third-party operators.


It is strictly forbidden to leave waste of whatever nature in the airport, or in any case outside the dedicated containers, and to introduce in containers for undifferentiated waste (residual dry waste) any other type of waste, including those for which separate collection containers are

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 90

provided; waste currently collected in separate form include: bulky waste, wood, paper, glass, plastic packaging, cans and organic waste (Annex 3.8.11.1).

It should be noted that food waste from catering on board aircraft is not allowed to enter the SUW circuit.

Management of solid urban and similar waste		
Disposal of solid waste from aircraft cleaning	The Airport Managing Company	<p>PROVIDES operational guidelines to Airlines and Airport Operators on the procedures for disposal of SUW generated on board the during aircraft operation.</p> <p>PROVIDES operational guidelines on waste separation.</p>
	Airline	<p>MANAGES, on a self-handling basis or through cleaning service providers, the SUW produced during cleaning activities carried out on board aircraft (excluding food waste – residues of on board meals – managed by the catering firms).</p> <p>DISPOSES, independently or through a cleaning service provider, of the SUW in the specific facilities made available by SEA (skips or containers or press containers) at the Airport Waste Disposal Centre, or in the facilities in specific areas of the aircraft parking apron.</p> <p>Consignment takes place in accordance with separation instructions provided by the OU of the Airport Managing Company at the relevant airport.</p>
	Airport Operator	<p>DISPOSES of the SUW produced in cleaning activities carried out on board aircraft in the specific facilities directly or indirectly made available by SEA (skips or containers or press containers) at the Airport Waste Disposal Centre, or in the facilities in specific areas of the aircraft parking apron. Consignment takes place in accordance with separation instructions provided by the OU of the Airport Managing Company at the relevant airport.</p> <p>Food waste (residues of on board meals) is managed by the catering firms.</p>
Disposal of solid urban waste	The Airport Managing Company	<p>PROVIDES operational guidelines regarding the procedures for disposal of SUW produced by terminal and remote building users.</p> <p>PROVIDES operational guidelines on waste separation.</p>
	Airport Operator	<p>CONSIGNS the SUW produced in cleaning activities in the specific facilities made available by the Airport Managing Company in the specific areas of the terminals, remote buildings and airport (skips or containers or press containers) in accordance with separation instructions provided by the EO OU of the Airport Managing Company at the relevant airport.</p>

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 91

	External suppliers (<i>in charge of cleaning activities</i>)	DISPOSE of the SUW produced in cleaning activities in the specific facilities made available by the Manager in the specific areas of the terminal, buildings and airport (skips or containers or press containers) in accordance with separation instructions provided by the Airport Managing Company of the airport in question.
Controls on SUW management activities	The Airport Managing Company	Periodically CHECKS the distribution, quantity and proper use of equipment and its state of repair.
		ENSURES, on also verbal request, replacement of equipment (skips) no longer fit for use (for structural deformations or piercing).
		Visually VERIFIES that the disposal of waste in the "skips/press-containers" or in other appropriate equipment is carried out properly.
		CONTROLS the quantity of waste disposed of and the frequency of transport of waste contained in the "skips"/"press containers".
		CARRIES OUT appropriate controls on waste disposal activities carried out by third parties in the airport, making the necessary reports should such activities be contrary to company standards or affect environmental safety and hygiene, ORDERING, where necessary, standardisation actions to restore acceptable of environmental/hygiene conditions for improper or incorrect disposal or abandoning of waste.

3.8.11.2 Special waste

The term special waste refers to all waste produced within the airport that is not classified as solid urban waste.

They are subdivided into hazardous special waste (e.g. used oil, batteries, lamps, oil-absorbing material, emulsions with hydrocarbons, anti-freeze solutions, etc.) and non-hazardous special waste (e.g. perishable materials, non-hazardous computer equipment, etc.)


All special waste produced by SEA is handled at the airport Ecological Island in accordance with applicable regulations.

Operators who, for operational/maintenance needs, choose to stockpile their special waste temporarily in an identified space, must request prior authorisation from the Airport Managing Company, who will assess the location and related environmental and operational aspects through its competent functions.

Operators must provide for the management of all hazardous and non-hazardous special waste they produce.

SEA may verify at any time that waste management is conducted correctly also through inspections and administrative audits.

Special waste collection and management procedures must be compliant with applicable regulations, and must be adjusted to any regulatory updates or new provisions issued from time to time; waste handling equipment must be suitable to minimise the risk of accidental tips or spills. The existence of any dedicated waste management warehouses, as well as adopted management procedures, must be notified to the Airport Managing Company facilities.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 92


<i>Special and hazardous special waste management</i>		
Operational procedures	The Airport Managing Company	MANAGES waste at the "ecological island" in the manner prescribed by the provincial authorisation. Periodically VERIFIES that the volume of waste recorded in the registers does not exceed the maximum limit permitted by the storage authorisation.
Special waste storage procedures	The Airport Managing Company	ENSURES that the storage of special non-hazardous waste is carried out: - by homogeneous categories of waste; - without mixing waste with different EWC numbers; - in compliance with technical standards. -
		ENSURES that the temporary storage of special hazardous waste is carried out: - by homogeneous categories of waste - without mixing waste with different EWC numbers - in compliance with technical standards governing the storage of hazardous substances - in compliance with the standards governing the packaging and labelling of hazardous waste. - in mobile containers with: 1) suitable closures in order to prevent leakage of the contents; 2) accessories and devices to perform filling and emptying operations safely.
Consignment procedures	The Airport Managing Company	CONTROLS that consignment operations are carried out properly. CARRIES OUT, where necessary, the basic characterisation of each type of waste on first disposal and in any case whenever there is a significant change in the process originating the waste (in any case characterisation must be carried out at least once a year).
	Airport Operator	Autonomously MANAGES special waste, hazardous or not, produced.
	Airline	Autonomously MANAGES special waste, hazardous or not, produced.
Procedures for sending special waste for Disposal/recovery	The Airport Managing Company	REQUESTS when necessary the intervention of external suppliers authorised for waste transport and disposal.

3.8.11.3 Waste of aeronautical origin at potential biological risk

Medical waste at risk of infection must be disposed of by thermal destruction in authorised facilities, at the expense of the producing party. Any medical waste (special hazardous waste) abandoned on board the aircraft must be managed by the Airline.

This procedure applies to all processes for the **management of systems and materials potentially at risk of infection** at Linate airport, and defines:


- water system control procedures for the prevention of legionellosis;
- water system maintenance procedures for the prevention of legionellosis;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 93

- air-conditioning system control procedures for the prevention of legionellosis;
- air-conditioning system maintenance procedures for the prevention of legionellosis;
- procedures for the management of products of animal origin left by passengers, or confiscated by the customs authorities because transported by the airline in violation of the regulations laid down by Reg. (EC) 2017/625 of the European Parliament and of the Council of 15 March 2017;
- procedures for the management of products of animal origin contained in baggage deposited in the Lost & Found office;
- procedures for the management of materials managed by airport service providers in their cold rooms (for which service providers ensure assistance to the Border Inspection Post (BIP) which lays down the procedures to be adopted on a case-by-case basis).

Definitions and specifications


Materials managed in cold rooms	<p>The following materials are <u>handled by SEA</u> in a dedicated cold storage room:</p> <p>a. personal supplies of products of animal origin confiscated by customs authorities from passengers because transported by the airline in violation of the regulations laid down by Reg. (EC) 2017/625 of the European Parliament and of the Council of 15 March 2017, or voluntarily abandoned by the same;</p> <p>b. products of animal origin contained in baggage left by passengers, deposited at the Lost & Found office.</p> <p>The materials <u>handled by the service providers</u> in their cold rooms are:</p> <p>c. carcasses of animals which died during the journey. Airport service providers ensure assistance for the Border Inspection Post (BIP) which will establish the procedures to be adopted on a case-by-case basis.</p> <p>d. manure from the cleaning of stables and transport stalls.</p>
Animal and foodstuff waste from outside the European Union	<p>Category 1 materials:</p> <ul style="list-style-type: none"> - Foodstuff waste from means of transport operating extra-EU routes, excluding Switzerland and Norway; - Carcasses of pets, circus and zoo animals, guinea pigs and wild animals suspected of diseases transmittable to humans and animals, which died during the journey; - Animal products containing residues of substances and environmental contaminants (Regulation (EU) 2017/625 of the European Parliament and of the Council of 15 March 2017), where the limits exceed EU or national standards; - Any other material under Art. 8 Reg. EC 1069/2009, including mixtures of Cat. 1 materials with other materials; - Stocks of animal products for personal use confiscated because they were transported in violation of Commission Delegated Regulation (EU) 2019/2122 of 10 October 2019 supplementing Regulation (EU) 2017/625 of the European Parliament and of the Council; - On board food waste coming from Sardinia, except that derived from foodstuffs certified for the absence of materials of pig origin or that have come into contact with the same. <p>Category 2 materials:</p> <ul style="list-style-type: none"> - Products of animal origin other than category 1 materials, imported or introduced from a third country, which do not comply with the veterinary legislation applicable to their importation in EU territory, whose repatriation to the country of origin is impossible;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 94

	<ul style="list-style-type: none"> - Carcasses of animals from third countries, which died during the journey, excluding carcasses belonging to <i>category 1</i>; - Any other material under Art. 8 Reg. EC 1069/2009, including mixtures of Cat. 2 materials with Cat. 3 are available. <p>Category 3 materials:</p> <ul style="list-style-type: none"> - On-board waste from domestic or EU flights, waste from meals produced in domestic catering kitchens if such meals have been served on extra-EU routes both during the outward and return journey, without having been unloaded from the aircraft or manipulated in the third country.
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Management of perishable products of animal origin

Management of products and foodstuffs of animal origin confiscated or left	Customs	<p>RETURNS/CONFISCATES to passengers the perishable goods forbidden for import and contained in their baggage, and places them in the containers provided by SEA Spa, filling out a specific report that it SUBMITS in copy to the Airport Managing Company.</p> <p>In the case of foodstuffs spontaneously left by passengers: SIGNS the finding of perishable foodstuffs report.</p>
	The Airport Managing Company	<p>ACQUIRES a copy of the confiscation report issued by Customs and TRANSFERS the confiscated materials to its cold storage facility.</p> <p>In the case of foodstuffs spontaneously left by passengers: TRANSFERS the materials to the cold store of the Airport Managing Company, accompanied by a customs delivery report justifying the transport.</p>
	Service provider	TRANSFERS the materials, appropriately placed in a sealed cellophane bag, to the equipment available outside the arrivals area.
Products of animal origin contained in baggage deposited at the Lost & Found office	Service provider	<p>IDENTIFIES the foul-smelling luggage and alerts the Duty Manager.</p> <p>PLACES the foul-smelling luggage in a tightly sealed cellophane bag.</p> <p>FILLS OUT a special form entitled "Notification of discovery of foul-smelling luggage" and affixes a copy to the prepared bag.</p> <p>TRANSFERS the material to the equipment available outside the arrival area.</p> <p>SENDS the Airport Managing Company's EO OU the form entitled "Notification of the discovery of foul-smelling luggage".</p>
	The Airport Managing Company	TRANSFERS the materials to its cold storage.


	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 95

Management of animal products and food waste from outside the EU


<i>Category 1</i> waste from the airport catering service	Service providers	UNLOAD on-board waste classified as "category 1" from aircraft operating extra-EU routes (except CH and N), placing it in airtight containers on board. These containers, accompanied by "unloading memorandum" indicating the number, in addition to the name of the Airline and the number of the seal of the vehicle used for transport, are loaded onto sealed vehicles. Transport takes place ensuring the separation of foodstuffs from food waste, as well as the separation of by-products of different categories. For this purpose, it DRAWS UP procedures based on the hazard and critical control points (HACCP) principles and RECORDS the operations so as to ensure traceability of waste at each stage of handling/disposal.
	The airline	PERFORMS the survey, collection and storage of on-board waste of aircraft operating extra-EU routes (except CH and N), placing it in airtight containers on board. WASHES, through a contract with a service provider, the containers, sealed on board, used by Airlines for unloading on-board waste classified as "category 1" from aircraft operating extra-EU routes (except CH and N). ENSURES, through a service provider, transport of the on-board waste of category 1 and 3 using the commercial document referred to in Reg. EU No. 143/2011 (PO200 - Att. 5 and 5/A) or the waste form.
<i>Category 3</i> waste from the airport catering service	Service provider	UNLOADS on-board waste classified as "category 3" from aircraft, after having sealed it on board and placed it in specific containers. PERFORMS the survey, collection and storage of on-board waste of aircraft operating extra-EU routes (except CH and N), placing it in airtight containers on board. WASHES the containers, sealed on board, used by Airlines for unloading on-board waste classified as "category 3" from aircraft operating domestic and EU routes or from CH and N. ENSURES transport of the on-board waste of category 1 and 3 using the commercial document referred to in Reg. EU No. 143/2011(att. 5 and 5/A) or the waste form. DISPOSES of material classified as "kitchen and catering waste" pursuant to art. 10(p) of Re. EC 1069/2009, as provided for by Legislative Decree No. 205/10 for a list of services.

Disposal of animal carcasses and products and food waste

Animal carcasses	Service provider	REQUESTS the intervention of the Border Inspection Post/USMAF SASN, compiling the <i>Intervention Request</i> form. TRANSFERS the carcasses to its cold rooms.
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	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 96

Issue of incineration order	The Airport Managing Company	<p>DRAFTS a list of the material stored in the cold room and sends it for authorisation of incineration to:</p> <ul style="list-style-type: none"> Linate Customs Agency and USMAF SASN for personal stocks of products of animal origin confiscated by the customs authority from the passenger because they were transported by the carrier in violation of the rules established by Commission Delegated Regulation (EU) 2019/2122 of 10 October 2019 supplementing Regulation (EU) 2017/625 of the European Parliament and of the Council, or spontaneously abandoned by the same; Linate Customs Agency and USMAF SASN for animal products contained in luggage abandoned by the respective passengers deposited at the Lost & Found premises
Disposal of perishable materials	Guardia di Finanza and Customs Agency	ARE PRESENT at the loading of the materials onto the contracted company's vehicle for transport for incineration.
	Customs	ISSUES the incineration report, sending a copy to the Airport Managing Company.
	The Airport Managing Company	<p>PROVIDES for transport and disposal of the perishable materials at a suitable incineration plant in the manner prescribed by the environmental legislation in force (Legislative Decree 152/06) using specialised and authorised companies.</p> <p>NOTIFIES the Customs Agency, the service provider involved and USMAF SASN that the waste has been incinerated by sending a copy of the waste identification form.</p>
Payment interventions	The Airport Managing Company	<p>CHARGES only when it is in a position to do so, i.e. when it holds secure and clear information including passenger names, copies of identity documents/passports and photocopies of complete travel documents, relevant flight and complete quantity and material data, the costs of collecting, transporting and disposing of the waste to the Airline Companies responsible for the disposed materials. The amounts to be charged will be determined annually and formally transmitted with written notice to said Airlines.</p> <p><i>N.B.: charging will be possible only in the case of recognition of the material as coming from a specific Airline and only subject to a destruction order issued by the competent authority.</i></p>

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 97

Management of foul-smelling baggage


Management of foul-smelling luggage	Service provider - Lost & Found	IDENTIFIES the foul-smelling baggage. SENDS qualified personnel to pick it up. UPDATES the baggage file, indicating its exact location. DELIVERS the foul-smelling baggage in a specific container located in the airport.
		FILLS IN a specific form with all the data concerning the foul-smelling luggage.
		INFORMS the Airport Managing Company, who collects foul-smelling luggage placed in the dedicated container on a daily basis, and sends the relevant form.
	The Airport Managing Company	SEES to organising disposal operations by means of incineration of the luggage.
Payment interventions of	The Airport Managing Company	<p>CHARGES only when it is in a position to do so, i.e. when it holds secure and clear information including passenger names, copies of identity documents/passports and photocopies of complete travel documents, relevant flight and complete quantity and material data, the costs of collecting, transporting and disposing of the waste to the Airline Companies responsible for the disposed materials. The amounts to be charged will be determined annually and formally transmitted with written notice to said Airlines.</p> <p><i>N.B.: charging will be possible only in the case of recognition of the material as coming from a specific Airline and only subject to a destruction order issued by the competent authority.</i></p>

3.8.11.4 Onboard septic tanks - regulated centralised discharge areas

SEA has installed dedicated tanks for the collection of sewage from the drainage of aircraft toilets (effluent). On request, handlers may access the discharge tanks under the operating conditions set by the Airport Managing Company for septic tank emptying.

Emptying and replenishment of aircraft toilet tanks


Refilling of septic tanks	Service provider	<p>MUST USE the dedicated SEA water and disinfectant mixing system (the tank dip pump has a mechanical litre meter to ensure proper disinfectant dilution) for filling septic tanks.</p> <p>At the end of filling operations the operator INSERTS the disinfectant dispensing tube in the container for the collection of any leaks.</p>
Aircraft tank drainage	Service provider	<p>The driver/operator:</p> <ul style="list-style-type: none"> - POSITIONS the septic tank alongside the aircraft. - OPENS the aircraft hatch and attaches the drainage pipe.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 98

		<ul style="list-style-type: none"> - DRAINS the sewage. - CLOSSES the drainage valve. - LEAVES the drainage cap and the hatch open (unless otherwise indicated by the carrier) if the aircraft makes an overnight stop - REQUESTS, through the Duty Manager, intervention of the competent SEA function to clean the apron, in the event of significant leakage of liquid during tank emptying or filling or coupling of the pipe to the aircraft connector.
Aircraft tank replenishment	Service provider	The driver/operator: <ul style="list-style-type: none"> - ATTACHES the disinfected water inlet pipe to rinse the effluent tank. - PROCEEDS with rinsing. - DRAINS the rinse water. - REFILLS the tank with disinfected water if required by the type of aircraft (with recirculating hydraulic system).
Emptying of septic tanks	Service provider	The driver/operator: <ul style="list-style-type: none"> - MUST USE only the dedicated SEA systems for emptying septic tanks; - at the start of the shift, at the end of the shift and whenever necessary EMPTIES the septic tanks of effluent with the following procedures: <ol style="list-style-type: none"> 1) POSITIONS the vehicle in the area provided by SEA; 2) OPENS the drainage valve; 3) EMPTIES the effluent from the septic tank; 4) CLEANS the ground around the drainage tanks of any leakage using the water jet available on site. <p>Chlorinated tanks and septic tanks must never be parked in the same area.</p>

Unloading of on-board septic tanks

Unloading management	Service provider	The driver/operator: UNLOADS the septic tanks containing the "on-board effluent" at the specific unloading points in accordance with good hygiene and safety standards. after each unloading operation, CLEANS the area in question with the hose provided. in the event of anomalies or malfunctions, REPORTS these immediately to the Control Room for adoption of the appropriate measures.
Emergencies relating to unloading	The Airport Managing Company	If, within the scope of operational/maintenance activities, situations arise requiring the blockage of unloading operations, activates the emergency drain (if any) until reinstatement of normal conditions, to be notified by mail to the service providers involved.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 99

3.8.11.5 Distribution of aircraft drinking water - centralised chlorination service

The distribution of drinking water to all airport users is one of the Airport Managing Company's obligations under the Agreement with the Italian Government; this also includes the distribution of drinking water to aircraft.

For this purpose, several years ago SEA installed a dedicated system with automatic water disinfection devices, as required under health and aeronautical regulations; these systems are designed to feed all "chlorinated tanks" that supply drinking water to the aircraft.


On request, airport service providers may access the centralised supply of aircraft drinking water under the operating conditions set by the Airport Managing Company.

A scheduled monitoring programme (monthly or two-monthly) has been set up to check the functionality and quality of supplied potable water and maintain the required sanitation levels.


If any problems should be encountered during the activity, such that supply is difficult or impossible, the service provider must IMMEDIATELY report them to the SEA Duty Manager (tel. 02 74853478/7) so that the necessary recovery actions may be taken.

Linate airport supply system




	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 100


Activity	Responsible Party	Actions
Training of operators in charge of airport water supply	Service provider	<p>GUARANTEES that all personnel employed in the aircraft drinking water distribution operation are trained, instructed and periodically updated (ref. IATA AHM 440).</p>
Access to the supply system	ATS	<p>ISSUES, at the specific request of service providers, health authorisation for the operation of "chlorinated tanks" for resupply drinking water to aircraft by formally notifying the Airport Managing Company for the airport in question (Maintenance Field Operations – Buildings & Thermomech. Sys. Mxp/Lin and Environmental Operations Mxp/Lin).</p>
	Service providers	<p>SEND by e-mail the authorisations acquired from USMAF to the Airport Managing Company for the relevant airport (Maintenance Field Operations – Buildings & Thermomech. Sys. Mxp/Lin and Environmental Operations Mxp/Lin), requesting delivery of the keys to the pick-up point; without them the resupply service cannot be performed.</p> <p>USE for the supply of drinking water "chlorinated tanks" only and exclusively the Airport Managing Company's facilities used for this purpose in the operating methods indicated below.</p>
	Airport Managing Company (Maintenance Field Operations - Buildings & Thermomech. Sys. Mxp/Lin)	<p>PROVIDES the service providers with the access keys to the facility, subject to VERIFICATION of the health authorisations acquired by the service providers.</p>
Discharge of chlorinated water from aircraft	Service provider	<p>The operator DISCHARGES the aircraft's drinking water tank at the Airline's instruction by emptying its contents into the "tanks" provided for this purpose.</p> <p>EMPTIES the residual chlorinated water content from aircraft into the rainwater collectors in the immediate vicinity of the supply system.</p> <p>IT IS FORBIDDEN to empty chlorinated water from aircraft in any other manner than as indicated above.</p>

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 101

Discharge of chlorinated water from "chlorinated tanks"	Service provider	<p>The operator DISCHARGES the drinking water container of its "chlorinated tank" for its own logistical and/or sanitary needs (ref. IATA AHM 440) into the rainwater collectors near the supply system.</p> <p>IT IS FORBIDDEN to empty chlorinated water from "chlorinated tanks" in any other manner than as indicated above.</p>
Resupplying from the supply system	Service provider	<p>The operator VERIFIES that its "chlorinated tanks" are equipped with devices compatible with the hydraulic connectors of the resupply system and ENSURES that they are EMPTY before resupplying.</p> <p>IT IS FORBIDDEN to resupply with connection methods other than those in use with the system.</p> <p>VERIFIES the state of health of the "chlorinated tank" with particular attention to the connector, if necessary cleaning them with specific products provided by a superior in order to avoid possible contamination.</p> <p>Before resupplying from the automatic system, if the water supply operation with the automatic system is carried out by the same worker who carries out both toilet emptying and drinking water supply operations on the same shift, the operator is required to WEAR specific technical clothing (overalls, gloves and overshoes), which must be made available at the worker's department in order to avoid any contamination;</p> <p>ACCESSES the pick-up point with the keys provided by the Airport Managing Company, opening the pipe housing compartment of "POSITION No. 1".</p> <p>CONNECTS the dispensing hose to the "chlorinated tank" and ACTIVATES the system with the appropriate key, beginning resupply.</p> <p>IT IS FORBIDDEN for the operator to leave the operating vehicle during resupply activities.</p> <p>When filling is complete, DEACTIVATES the system and correctly REPLACES the filling tube in its housing, closing the access door to the filling point.</p> <p>IT IS FORBIDDEN to use the facility and related spaces for any other purpose than those for which they are authorised (e.g. no parking or washing of hygienic tanks).</p> <p>If operating methods not consistent with these indications are observed, unless specific initiatives are taken by the health or aeronautical authorities, will result in a formal warning and the possible recovery of the costs sustained by the Airport Managing</p>

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 102

		<p>Company to restore the normal functional and sanitary conditions of the facility.</p>
Supply system faults/criticalities	Service provider	<p>If, in the course of the activity, inconveniences should arise that hinder or prevent the regular supply from the supply system: REPORTS the anomaly/criticality directly to Maintenance Field Operations - Buildings & Thermomech. Sys. Mxp/Lin and Environmental Operations Mxp/Lin and Maintenance Control Room for the necessary restoration/repair work.</p> <p>In the event of anomalies/criticalities in the chlorination plant, which cannot be immediately remedied, the Airport Managing Company PLACES a sign on the winder door warning of the inoperability of the main line and activates the emergency line.</p> <p>The emergency line is accessed and used in the same manner as above and in the same supply system, with the exception of the pipe housing.</p> <p>The operator ENTERS the withdrawal point with the system keys provided by the Airport Managing Company, opening the compartment "POSITION N°2 - Emergency line".</p> <p>Once the necessary actions to resolve the anomaly/criticality have been completed, the Airport Managing Company INFORMS the Service Provider to resume normal operations by removing the warning sign.</p>
Supplying chlorinated water to aircraft from "chlorinated tanks"	Service provider	<p>The operator OPENS the hatch and the fill valve of the aircraft, lets a limited amount of water empty out (to prevent the formation of ice at low temperatures), starts filling according to the amount indicated by the Airline and CHECKS the level.</p> <p>Before carrying out the operation, CHECKS the state of health of the aircraft connector, if necessary, cleans it with specific products provided by a superior in order to avoid possible contamination.</p>
Maintenance of chlorinated tanks	Service provider	<p>GUARANTEES the full operational efficiency of its "chlorinated tanks" in compliance with health requirements by performing periodic checks and maintenance activities (ref. IATA AHM 440).</p>

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 103

Checks and controls on supply and distribution of drinking water to aircraft	Service providers	<p>They are subject to audits and controls of operational methods of water supply and distribution by the Airport Managing Company and any authorised third parties (Airline, IATA, USMAF SASN, etc).</p> <p>USMAF SASN CARRIES OUT, according to its own health protocols, the verifications and analytical controls on the “chlorinated tanks”, transmitting the results to the Airport Managing Company (Environmental Operations Mxp/Lin) and the interested parties.</p> <p>In the event of anomalies during inspections, USMAF SASN (or ATS?) REVOKES the sanitary authorisations of the “chlorinated tanks” from the service provider and notifies the Airport Managing Company (Maintenance Field Operations – Buildings & Thermomech. Sys. Mxp/Lin and Environmental Operations Mxp/Lin).</p>
Checks and controls of the supply system	Airport Managing Company (Maintenance Field Operations - Buildings & Thermomech. Sys. Mxp/Lin and Environmental Operations Mxp/Lin)	VERIFIES with periodic inspections the functional and health status of aeronautical supply facilities by making the relevant documentation available to authorised service providers, AOC, USMAF SASN and other interested authorities.

Telephone contacts

Environmental Operations Linate
3356629446

Maintenance Field Operations – Buildings & Thermomech. Sys. Linate
3316589606

Maintenance Control Room
02 748.63450


USMAF SASN - air health office c/o Milan Linate airport
06 59944779

3.8.12 De-icing / de-snowing

For de/anti-icing service methods, please refer to Chapter 24 of the Linate Airport Manual.

3.8.13 Spills in operating areas

In case of fuel or oil spills in the movement area, the Airport Managing Company shall coordinate the Fire Brigade's clean-up of the areas involved and recovery of their usability and safety, after a containment response is conducted if appropriate.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 104

The Fire Brigade's response shall include:

- providing firefighting assistance until recovery of normal conditions in the area involved in the spill;
- containment of the area involved in the spill by installing an adequate number of oil-absorbing panels, if deemed necessary by the Fire Brigade Team Leader.

The different activities shall be carried out in full compliance with environmental and workplace health and safety regulations.

3.8.14 Refuelling operations

The procedure is described in the Airport Manual Chapter 15.2 "Application of security measures during aircraft refuelling operations".

3.8.15 Fire-fighting services

The procedure is regulated in the Airport Manual Chapter 20 "Rescue and fire-fighting services"

The fire-fighting service and urgent technical assistance is guaranteed by the National Fire Brigade, with a 24 hour service.

3.8.16 Apron emergency and fire operating procedures

The procedure is regulated in the Airport Manual Chapter 29 "*Fire prevention in the movement area*".

3.8.17 Plan to reduce wild bird and animal impact hazard

The plan, described in the Airport Manual – Chapter 17, defines operating activities to prevent the access and sending away of wild birds and animals from the Linate manoeuvring area in reference to Circular ENAC APT 01B: "Procedures for the prevention of risks of impact with birds and other wildlife (wildlife strikes) at airports".

The same procedure highlights prevention and control activities and actions Airport Managing Company takes in the airport.

3.8.18 Removal of aircraft

The plan described in the Airport Manual Chapter 21: "Removal of crashed aircraft" aims to define the Airport Managing Company's responsibilities on how to remove crashed and/or damaged aircraft, prioritising the resumption of airport operations.

3.8.19 Obligatory airport assistance services (state flights, humanitarian flights, flights operating during a strike)

3.8.19.1 State flights


The Prime Minister's Decree of 23.9.2011 regulating State flights defines the following:

State flights: attributed to aviation activities with State, equivalent or private aircraft, ordered by the Prime Minister's Office and, exceptionally, by other State Administrations, in the case of specific technical, organisational or protocol-related requirements, or obstructions to normal aircraft or airport operations.

Competent body: the delegated Undersecretary of State, after consulting with the general secretary of the Prime Minister's Office, and following the proposal from the Office for state, government and humanitarian flights.

Types of aircraft:

- a) primarily aircraft mainly for this purpose, equipped and managed by the air force, also using relative structures;
- b) secondarily, aircraft belonging to military departments, according to specific agreements with the Department of Defence;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 105

- c) thirdly, other State aircraft, or equivalent aircraft pursuant to articles 744 and 746 of the Navigation Code, based on agreements between the Prime Minister's Office and the respective operators;
- d) exceptionally, aircraft of private aviation companies. Based on Arts.

3.8.19.2 Communications and indispensable airport services during staff strikes

All entities operating in the aeronautical and aviation sector that intend to make use of the right to strike enshrined in Art. 40 of the Constitution of the Italian Republic must comply with the prescriptions established by the regulations in force and in particular by Law No. 146 of 15 June 1990, Law No. 83 of 11 April 2000, ENAC Circular EAL 19 of 21 December 2012, as well as Resolutions No. 12/449 of 29 October 2012 and No. 14/387 of 13 October 2014 of the Commission for the implementation of the law on strikes in essential public services.

Notice periods

Those calling the strike are required to communicate in writing in accordance with the notice period (between 12 and 60 days) the duration, implementation procedures and reasons for the collective abstention from work to the competent authorities (ENAC, the Observatory on Union disputes at the Ministry of Infrastructures and Transport and the Guarantee Commission) and to the Airport Managing Company, in order to allow optimal management of the event and its impact on airport activities.

In the event of a local strike, notifications must reach the ENAC Milan Linate Territorial Division. If, on the other hand, the strike involves several airports and/or is of national significance, the parties concerned must provide timely notification to the dedicated email/fax address of the ENAC Air Transport Development Department.

Carrier requests

Before the strike and at least 8 days in advance, Carriers send to ENAC a list of flights they request to be guaranteed, using the specific form. In the absence of such request, ENAC will autonomously prepare a plan of guaranteed flights, according to detailed criteria established in ENAC Circular EAL series no. 19 of 21 December 2012.

19. ENAC obligations

ENAC assesses Carrier requests in relation to the criteria established by the applicable regulations and prepares the list of flights to be guaranteed; sends the list by e-mail and/or fax to the Carriers, to the Handling Companies concerned, to the Guarantee Commission, to the Ministry of Infrastructures and Transport, to Assaereo, Assaeroporti, Assohandler, Assocatering and IBAR at least 6 days prior to the date of the strike.

In the case of national strikes, ENAC also publishes the list of guaranteed flights on its web site.

ENAV strikes


In the case of ENAV strikes, Carriers must send their requests concerning flights to be guaranteed to the Air Transport Development Department of ENAC at least 9 days prior to the date of the strike.

The criteria for identifying flights to be guaranteed also envisage 50% of departing intercontinental flights.

Finally, ENAV also ensures all flights in, over and through Italian airspace.

Airport Managing Company - ENAC Communication

As provided for by Resolution No. 12/449 of 29 October 2012 of the Guarantee Commission, airport (Managers, handlers, etc.) and airline companies, on receipt of proclamation of a local strike, are required, on the same day of receipt, to inform ENAC (central and peripheral bodies, according to their respective responsibilities).

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 106

Indispensable airport services

As provided by Article 3 of Law No. 146 of 12 June 1990, on the regulation of indispensable services, amended by Law No. 83 of 11 April 2000 in the air transport sector, in the event of a strike, the regular performance of service operations must always be guaranteed for the following categories of flights:

- aircraft in danger in the national territory;
- national State flights, including military and similar, State flights and foreign country military flights;
- flights, national and international, directly linked to emergency, help, health and humanitarian needs, internal or external.

Pursuant to ENAC Circular EAL 19 of 21 December 2012, other domestic and international flights are guaranteed in accordance with the criteria and requirements established by law.

Also ensured, either by the flights included in the essential services or by cargo flights, is the transport of perishable goods, live animals, medicines, as well as goods qualified as basic necessities and goods needed to supply the population and for the continuity of production activities in essential public services, travel document control by Authorities, and the repatriation of expelled citizens, limited to the related essential services. These flights fall in by the list of guaranteed flights only if the Carrier presents detailed declarations demonstrating the type of flight and/or goods to be transported. In particular, cargo Carriers must notify the Airport Managing Company and their service providers of the type of goods carried and the list of flights to be guaranteed with sufficient notice. Should the notice period for communications not be complied with, such flights cannot be guaranteed.

Furthermore, in order to allow and ensure proper exercise of the right to strike and at the same time safeguard personal constitutional rights, such as the freedom and security of the individual, as well as the collective objectives of infrastructure safety, public order and aviation operations, among the "minimum" services to be ensured to arriving passengers - for any flight, even if not included among those guaranteed - the following services are also included:

- placement of chocks on aircraft parked in stands;
- passenger disembarkation and transport to the terminal, by stairs and bus or by loading bridge.

3.8.20 Aircraft handling with a higher letter code than the airport category

For the definition of procedures, please refer to Chapter 28 of the Airport Manual: "Operations of aircraft with a letter code above the airport reference code, including taxiways".

3.8.21 Operating coordination services


3.8.21.1 Airport coordination operations

All operators present in the airport must set up an operating coordination structure guaranteeing management and control of their operations.

This structure must operate in an integrated coherent manner with SEA Airport Managing Company control and coordination activities through its Airport Coordination function.

In particular, reference must be made to the Duty Manager for any problems affecting normal airport operations.

For what concerns direct aeronautical services, linked to an aircraft transiting and relative load of passengers, baggage and goods, Operators must guarantee services for the full 24h. It is the responsibility of an Operator involved in the single processes to guarantee immediate intervention to assist arrival movements even if not scheduled and intervention times guaranteed for departure movements even if off schedule. Contingency situation presence and control are regulated separately in the specific coordination and intervention procedures.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 107

All Operators operating temporarily or permanently in the airport must supply themselves with means and structures guaranteeing necessary operating assistance for scheduled and/or delayed flights, whether contractual agreements exist or not.

Airport pre-coordination operations

AOCC Linate must receive information from Operators and State Bodies concerning flight operations and operating capacity available to supply direct and indirect aeronautical services. Information provided is used by the Duty Manager to assess specific intervention, activate recovery procedures or generally assess expected airport operating levels. The Duty Manager uses statistical on-line analysis to evaluate and analyse the main parameters used to measure airport service levels (reports on punctuality, delays, etc.).

The Duty Manager transfers information acquired, duly processed, to bodies responsible for the different activities.

Coordination of airport operations

AOCC Linate monitors and controls the different operations it is competent for to guarantee maximum respect for management criteria defined for airport resources, highlighting any changes to regular operations, based on the professional figures involved, to re-align airport operations with their reference values.

In particular, the Duty Manager is responsible for control and maintenance of airport parameters, coordination of SEA activities in emergency situations, supervision and respect of airport regulations by internal and external Operators.

If any problems occur concerning security or reductions in airport capacity or in one of its sub-systems (BHS, apron, check-in, gates, etc) scheduling lines will be harmonised and re-calibrated. Through its units, AOCC Linate monitors and controls airport punctuality:

- to maximise respect for scheduled airport times;
- singling out possible punctuality level arrival and departure problems;
- to reduce delay causes and any resulting disservices;
- estimating necessary recovery of normal airport punctuality values.

Supervision of airport operations

AOCC Linate monitors, consulting the information system and/or single operating staff, the state of each single flight. It specifically monitors the important control stages for the main quality indexes for services supplied in the airport to guarantee the management process efficiency of infrastructural resources.

To this end, service providers are required to input data into the airport systems, through the use of mobile devices, to monitor flight status and activities on aircraft during turn-around and to verify the timely provision of services on departing flights.

AOCC Linate also checks that Operators at the airport observe the methods and times for using plants, vehicles and spaces made available to carry out activities.

Information on the airport's operational status


The AOCC Linate Duty Manager is responsible for the flow of information concerning potential operating limits so as to ensure fast transmission to ENAC and Operators/Airport entities of all information on the real state of airport operating capacity.

Such information should specify:

- facilities concerned;
- cause, type and execution time of any maintenance/inspections;
- limits to airport capacity, if any.

3.8.21.2 Airport Collaborative Decision Making (A-CDM)

Airport Collaborative Decision Making (A-CDM) is a Eurocontrol project for key European airports to standardise an integrated flight assistance management process. The project aims to recover airport punctuality and fast sharing of information between Operators supplying airport services,

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ACCESS AND OPERATIONS OF PROVIDERS	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 108

information on flight state, both in the active stage (from unblocking to blocking) and in the ground assistance one (between block and unblocking), creating protocols and operating systems aimed at highlighting any deviation from scheduled operating processes quickly.

The CDM process integrates with the provisions under the LSSIP Agreements (Local Single Sky ImPlementation) signed by ENAC, ENAV and SEA and under the SESAR Project (Single European Sky ATM Research) in which SEA takes part.


The Airport CDM is intended to enhance the airport's efficiency and punctuality by improving traffic flow and airport capacity management, reducing delays, increasing event predictability and optimising the use of resources.

A-CDM is first and foremost a change in operating methodology in Turnaround management: from "First come - First served " to "First ready - First Served".

One of the main objectives of the CDM is to evaluate "Target Take Off Time"(TTOT) as accurately as possible to help improve "en route" and "sector" planning by the European ATM; this can be achieved by implementing "DPI" (Departure Planning Information) and "EFD" (Flight Update Messages) exchanged with the CFMU. Therefore, the Airport CDM may be considered as a basis for airport connection to the ATM system.

The A-CDM requires better cooperation between the different parties to use increasingly updated data with better quality and univocal meaning; all communication procedures and policies are thus standardised to minimise all possible sources of error.

The technical specifications for the operational implementation of the A-CDM are contained in the Airport Manual, Chapter 14 – OL "Orderly movement of aircraft, vehicles and persons on aprons".

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	SAFETY MANAGEMENT SYSTEM	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 109

4 SAFETY MANAGEMENT SYSTEM

The system is described in Chapter 2.2 of the Airport Manual.

4.1 Introduction and purpose

The Safety Management System is a system guaranteeing that airport operations take place in the set safety conditions while assessing the effectiveness of the system itself to intervene and correct any problems.

SMS effectiveness is strictly linked to the periodical safety assessment carried out and to resulting airport system improvement actions, only obtainable with the full involvement of all players operating in proactive safety management.

For this, we would like to mention the need that all Bodies, Operators and Parties present in the airport, both for prevention purposes and to know when things happen, inform Airport Managing Company of all situations and/or risk factors and collaborate with it and each other to take the necessary action to prevent, reducing them, the number and seriousness of events causing problem situations.

Each Airport Operator and Body must identify within its own structure the professional who is the company contact person for SMS-related issues and formally communicate this, together with their contact details, to the Airport Managing Company's Airport Safety department (smsairportsafety@seamilano.eu).

All organisations are required to respond to enquiries from the Airport Managing Company's Airport Safety department within 20 days.


For procedures and obligations, please refer to the Airport Managing Company's SMS Manual and its annexes.

4.2 Risk Management

In addition to completing the ASCRA form (annex 4.2), solely in case of damage to the aircraft and/or the infrastructure or accidents between operating vehicles, the following information must be communicated for the correct processing of insurance related aspects:

- photographic documentation of the conditions of the vehicles involved;
- signed statements by identified third parties, as soon as possible after the accident, on the circumstances and any other detail required to understand how the accident occurred;
- indications of the vertical and horizontal markings present on site and their legibility/state of repair.

This information must be forwarded to the Finance and Insurance Department of SEA SpA, Insurance OU (stefano.spasciani@seamilano.eu).

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ASSISTANCE IN CASES OF OPERATIONAL IRREGULARITIES	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 110

5 ASSISTENCE SERVICES IN CASES OF OPERATIONAL IRREGULARITIES (REDUCED CAPACITY AND CONTINGENCIES)

The Airport Duty Manager maintains the information flow with Operators and State Bodies involved to decide jointly, for areas of competence, how to resolve operating problems and emergencies limiting airport capacity or the operations of different subjects operating in it.

Furthermore, the Airport Duty Manager coordinates the activities of each party observing the single functions to resolve critical problems as quickly as possible and creating as little disturbance as possible to Operators not directly involved.

Specific operating procedures can regulate operations if specific processes are functioning badly (e.g. BHS, operating information systems, strikes involving single Operators or specific activities). In particular, in application of EU Regulation 255/2010, the “*Critical Airport Event Management Procedure*” (SEA ENAV OL Agreement) has been defined, indicating how to ensure a fair balance between traffic demand at the airport and available capacity, in the event of a critical event and to restore normal operations, should conditions permit.

To resolve certain critical situations, AOCC Linate avails itself of the right to request certain assistance services from Operators present in the airport, even for flights they are not competent for. The Operator, compatible with available resources at the time, must guarantee assistance to those subjects, who, though not its customers, request it, applying the relative fees for the services provided. In particular, it must collaborate with help operations, in compliance with orders given by competent authorities.

5.1 Voluntary contingency activation criteria

The activation of volunteers arises to help/assist passengers, in case a “state of contingency” is declared.

Any call for volunteers is supplementary and is intended as support, and should therefore be read together with the contingency plans (e.g. Snowfall Emergency Management Procedure, Integrated Emergency Planning).

It applies to all contingency cases, i.e. the occurrence of extraordinary circumstances (e.g. natural disasters or exceptional snowfalls) which cause long-term significant reduction of the airport operating capacity, with consequent cancellations or delays of scheduled flights.

The “contingency state” is activated by the Crisis Response Committee (CRC), as defined in the existing specific corporate procedures. Only if it is deemed necessary by competent authorities (ENAC/AOCC Linate), it may also be implemented following events that do not trigger CRC activation, but still create significant inconveniences to passengers and airport users.

Activation rational should contemplate flexibility and adaptability, according to the seriousness of the event and to conditions that may change over time.

A list of types of contingencies includes but is not limited to the following:

EVENTS WITH EFFECTS THAT CAN BE PLANNED OR FORESEEN WITH > 48H NOTICE

l) snow/local weather emergencies;

EVENTS WITH EFFECTS THAT CAN BE PLANNED OR FORESEEN WITH ≤ 48H NOTICE


m) remote air disasters;

n) terrorist attacks in airports of origin;

o) diversions;

p) remote weather or geological event with deferred effects;

q) remote contamination or radiation with deferred effects;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ASSISTANCE IN CASES OF OPERATIONAL IRREGULARITIES	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 111

EVENTS WITH SUDDEN EFFECTS

- r) air disaster;
- s) local weather or geological event;
- t) violent local weather events;
- u) total or partial black-out (ATC or airport);
- v) terrorist attack;
- w) local contamination or radiation;
- x) disruption of air Carrier operations or sudden strikes of air transport operators;
- y) disruptive damage or breakdowns of strategic airport infrastructure (runways, BHS, ICT systems).

A group of specially trained SEA employees will be at the passengers' disposal at both terminals; assistance points called "Airport Help" will be installed, where personnel will provide updated information on flight operation, and may offer meal coupons, baby kits and toys for children as necessary.

5.2 Crisis Response Committee

The room called Operating Centre for Emergencies, base for the "Crisis Response Committee" is an adequately equipped place for the Crisis Response Committee meeting with all airport Bodies involved in the solution of any crisis involving Linate Airport.

As the type of problem to be handled can vary so can committee make-up; professionals present in the airport will be used based on contingent needs.

5.2.1 Activating the CRC

By crisis we mean any event that is foreseeable or not that causes or can cause a reduction of over 40% in airport capacity up till total blockage of activity.

Specifically, crises can be due to:

- Emergencies or air accidents in or outside the airport (EOC);
- Weather events;
- Health emergencies;
- Acts of terrorism;
- Difficulty in accessing structures due to demonstrations, strikes, accidents or weather events;
- Structural fires;
- Failure in back-up procedures in case of black-out of systems vital for airport operations;
- Lack of fuel;
- All non foreseeable crises or those that were foreseen but where effects differ to what was expected.


5.2.2 CRC make-up and calling

Minimum make-up allows the following Authorities/Operators to access:

- the Territorial Director of ENAC or his/her delegate;
- highest operator levels on service in State Bodies;
- the Airport Duty Manager - AOCC Linate SEA;
- an ENAV representative;
- the Airline's Station Manager or his/her representative;
- an AOC and/or User Committee representative.

The non-presence of one or more parties entitled to be there does not invalidate the centre's activities.

Committee meetings are convened by the Airport Managing Company and must be considered automatic upon receipt of the incident report.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ASSISTANCE IN CASES OF OPERATIONAL IRREGULARITIES	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 112

5.2.3 Sector procedures for taking part in the CRC

Each Body has to draw up an internal procedure to guarantee the presence of its representative who will be entitled to make the necessary decisions.

5.2.4 Purpose of the EOC

Committee purpose is to maintain the highest degree of airport operations possible, compatible with the type of crisis and observing safety conditions.

The CRC has advisory powers and enforces measures issued by ENAC concerning:

- closure of the airport or parts of it;
- reducing inconvenience for passengers.

It can also establish flows, penalise operations, give priority to the landing or take off of certain flights, and issue departure flight sequences.

The Committee can, always observing the law, take targeted measures also in derogation or in contrast to normal procedures.

5.2.5 CRC equipment

The room is equipped with:

- 8 telephones that can call outwards answering to numbers:
 - ENAC: 02 748 5 2983
 - SEA: 02 748 5 2985
 - AOC/Aircraft operator: 02 748 5 2982
 - First Aid/CC: 02 748 5 2976
 - Finance Police/Customs: 02 748 5 2984
 - ENAV: 02 748 5 2986
 - VVF: 02 748 5 2977
 - AREU/Airport First Aid Services Air Health Office (USMAF – SASN): 02 748 5 2978
- fax n. 02 7485 3055 (secretary)
- 1 printer;
- 1 radios;
- 3 PCs and 1 15" LCD monitor;
- 3 42" Sony LCD monitors with satellite connection;
- videoconferencing equipment.


5.2.6 h) Communications with the press

If there is a crisis serious enough to involve the press, official airport press releases will be issued by the Committee. SEA's *Corporate and Business Communication* department will adopt the statements provided.

5.3 Operations with operational limitations

5.3.1 Operations in conditions of reduced visibility (all weather operations)

The procedure, which is an integral part of the Airport Manual – Chapter 23 “Low-visibility operations”, applies to operations carried out at Milan Linate airport in conditions of reduced visibility, and prescribes safety parameters for ground operations mainly to minimise the risk of unauthorised runway incursions or ground collisions between aircraft and/or vehicles and/or infrastructure.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	ASSISTANCE IN CASES OF OPERATIONAL IRREGULARITIES	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 113

5.3.2 Winter operations

5.3.2.1 Airport Snow Committee

The Airport Snow Committee¹ meets in the Crisis Room, like the Crisis Response Committee, and is composed of the heads of:

- ENAC,
- ENAV,
- SEA,
- AOC,
- Service providers.

With reference to the Snow Emergency Plan, see Chapter 24 “Winter operations” of the Airport Manual.


5.3.3 Procedures in adverse weather conditions

The procedure is regulated in the Airport Manual Chapter 25 “Operations in Adverse Weather Conditions” (AWO)

5.3.4 Night operations

The procedure is regulated in the Airport Manual Chapter 26 “Night Operations Procedures”.

¹ Ref. letter ENAC 09/01/2001 Prot. No. 10-01/PRE

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	CHECKS AND PROHIBITORY MEASURES	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 114

6 Checks and prohibitory measures

6.1 Control of compliance with Airport Regulations and prohibitory measures

Airport operator personnel control compliance with Airport Regulations, as part of their normal functions and/or within the framework of specific random controls. If any infringements or conduct in breach of the Regulations, or of any other document connected to it or expressly referred therein, are identified during controls, the Airport Managing Company may take action against Operators concerned, based on one or more of the following procedures:

- :: applying prohibitory measures;
- :: putting in place corrective or remedial actions, charging costs;
- :: charging for compensation for any damage;
- :: applying penalties and/or other measures indicated in contracts in force;
- :: proposing to ENAC that sanctions and/or other measures are applied.

In order to verify any infringements of Regulations, Airport Managing Company personnel may request, where necessary, data and documentation available (including, where possible, the date and time, airport badge number of persons and companies involved, airport area, description or photographic documentation of the event) and then report to their coordination structure. In the case of serious infringements, the Airport Managing Company may report these to ENAC, proposing that sanctions and/or other measures are brought against the Operator or party concerned. ENAC will evaluate the request and inform the Airport Managing Company and Operator of its decision.

The severity of the infringement is established based on the area/subject matter governed by the Regulations. However by way of example only, infringements concerning the following are considered serious:


- health and safety of persons;
- safety;
- security;
- environmental protection;
- rules on the access and transit of persons and equipment;
- information;
- national and international regulatory provisions;
- procedures for using infrastructures.

Any infringement which occurs at the airport, on the airside is considered as serious, irrespective of the type of infringement.

In the case of serious infringements, the Airport Managing Company must report them to ENAC, proposing that sanctions and/or other measures are brought against the Operator or party concerned. ENAC will evaluate the request and inform the Airport Managing Company and Operator of its decision.

In the case of minor infringements, if recurrent, actions taken for serious infringements will apply. In all cases of infringement and/or failure to comply with prohibitory measures, the Airport Managing Company reserves the right, where possible and necessary, to take corrective measures using its own resources or appointed companies, charging the costs incurred and any damages suffered to the operators responsible.

Costs of remedial actions and compensation for any damage sustained by areas and plants used on a rotation basis by various operators (for example check-in desks, loading bridges, baggage systems, gates), are applied to the last Operator using the area or plant before the damage was reported or the anomaly detected by the Airport Managing Company. This measure is applied in relation to operators' obligations to use infrastructures properly, to report any damage and to check proper functioning before starting activities.

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	CHECKS AND PROHIBITORY MEASURES	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 115

6.2 Auditing of operators

Without prejudice to the auditing activities of the Compliance Monitoring Management, the Airport Managing Company shall, in addition, carry out auditing activities towards the Airport Operators for the purpose of verifying compliance with these Regulations and in particular on the processes governed by these Regulations.


Specifically, in order to check the correct handling of flights in terms of means and personnel, the Airport Managing Company will use checklists containing the items included in the following tables:

MINIMUM STAFF REQUIREMENT TABLE

	<i>number</i>	<i>FROM</i>	<i>TO</i>
Check-in agents	at least 1 per 50 pax (withhold luggage)	STD-150' flights code C STD-120' flights code B	STD-35' STD-35'
Boarding staff	2	STD/EOBT/TOBT-50'	TOBT -5'
Operators at the departing baggage conveyors	2	STD-150' flights code C STD-120' flights code B	STD-35' STD-35'
Ground operations coordinator	1	EIBT-5'	AOBT
Ramp agent	1	EIBT-10'	AOBT+5'
luggage/goods loaders/unloaders	3 if narrow body containerised 3 if narrow body bulk cargo	EIBT-5', TOBT -45' EIBT-5', TOBT -45'	AIBT+25', AOBT AIBT+25', AOBT
operators at baggage claim belt conveyors	1	AIBT + time from Service Charter 1st baggage - 5'	AIBT + time from Service Charter last bag

MINIMUM MEANS REQUIREMENT TABLE - NARROW-BODY

	<i>number</i>	<i>availability from</i>	<i>availability to</i>
Belt if bulk cargo	2	EIBT-5'	TOBT+5'
Tractor	2	EIBT-5'	TOBT+5'
Stairs if loading bridge	1	EIBT-10'	TOBT+10'
Stairs if remote stand	2	EIBT-10'	TOBT+10'
Ramp agent car	1	EIBT-10'	TOBT+10'
Container loader	2	EIBT-5'	TOBT+5'
Container transporter	2	EIBT-5'	TOBT+5'
Push-back	1	TOBT-10'	TOBT+10'
Lavatory service truck	1	EIBT+15'	EIBT+75'
Potable water truck	1	EIBT+15'	EIBT+75'

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	CHECKS AND PROHIBITORY MEASURES	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 116

The Airport Managing Company audits the operators at the airport for the purpose of verifying compliance with these Regulations and, in particular, the processes governed by these Regulations.

The Airport Managing Company, with regard to audit activities, annually draws up a Programme and ensures its transmission to the subjects and bodies concerned. Audits consist of a systematic, planned and shared examination of the processes and procedures relating to the section concerned, oriented mainly towards verifying compliance with the relevant regulatory requirements, and the correct implementation of the planned and regulated activities.

The Airport Managing Company may carry out audits in addition to those referred to in the previous point, subject to notification of the Operator concerned.

If non-conformities (or findings) emerge from the audits, these will be described and analysed in a final report that will be sent to the Operators. Depending on the nature of the findings, remediation plans for these cases of non-conformity may be identified.

Each audited company must provide the Airport Managing Company with the requested documentation and follow up on the corrective actions identified, according to the established timelines.

In the event of non-compliance with the above, the Airport Managing Company shall apply the remedies provided for in the contract and/or those permitted by law (application of penalties, contract termination, compensation for damages, etc.).

In the event of serious non-conformities, in particular violations of applicable regulations, they will also be reported to ENAC and to the client Airline as the customer of the provider.

6.3 Prohibitory measures

In compliance with the provisions of Art. 705 of the Navigation Code, in order to pursue the assigned tasks and ensure the safety and regularity of operations at the airport, the Airport Managing Company shall apply, in cases of necessity and urgency and subject to ratification by ENAC, the temporary prohibitory measures described in this paragraph. The Airport Managing Company therefore reserves the right to take direct action to remove situations that impact safety and the smooth operation of the airport after identifying, where possible, the person responsible for subsequently charging the costs incurred for this activity.

The SEA Duty Manager or other personnel designated to manage infrastructures, the area or activities concerned, may put these measures in place, if defaulting conduct or infringements of the Regulations are identified, which result in critical operating situations or that may jeopardise operating activities, or are a hazard for people or airport buildings and plants, or for safety and security.

Prohibitory measures are urgent and temporary, ordered by the Airport Managing Company with the aim of directly having an impact on the activities of individual subjects that operate at the airport in order to restore compliance with the Regulations.


Prohibitory measures are applied to Operators and to their individual employees.

Prohibitory measures are established by Airport Managing Company coordination personnel, when personnel of the defaulting party are present or absent. If personnel of the defaulting party are present, they and Airport Operator personnel must identify themselves, showing their airport badges, in order to take actions, make claims and/or appeals to ENAC. Failure by operator personnel to produce their badge constitutes a serious infringement of the Regulations for which the Operator is jointly and severally held liable.

Prohibitory measures may also be notified only verbally in situations where a hazard is imminent or operation activities are jeopardised or other situations that are urgent.

Prohibitory measures ordered by the Airport Managing Company shall be immediately put in place by the Operator and/or staff concerned. Failure to comply shall constitute a serious infringement of the Regulations by the Operator and in urgent cases, also by individual employees.

The Airport Managing Company may not in any way be held liable for any consequence arising from the application of prohibitory measures for infringements of the Regulations vis-à-vis any party. Any consequences of any nature arising from the application of prohibitory measures may

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	CHECKS AND PROHIBITORY MEASURES	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 117

not therefore constitute grounds for claims for compensation for the interruption of activities, the unavailability of plants, infrastructures, airport assets and services and relative operating consequences. If an Operator's infringement of Airport Regulations interrupts operating activities, the Airport Managing Company may request other Operators at the airport to intervene (based on indications in the procedure for selecting service providers) informing the Airline and ENAC. In the case of unfavourable prohibitory measures, the Operator may appeal to ENAC's Milan Linate Territorial Division, giving due reasons and informing the Airport Managing Company. ENAC will give an opinion on the fairness of the prohibitory measures taken by the Airport Managing Company in relation to provisions in the Regulations.

Prohibitory measures are defined in relation to the specific ongoing situation and by way of example only, may include:

- a) the defaulting party immediately stopping a specific activity, and starting the activity again only with proper procedures;
- b) a request to promptly comply with specific aspects of the Regulations;
- c) temporarily withdrawing authorisations to use and/or access structures/plants granted by the Airport Managing Company and issued to Operator staff until measures are withdrawn;
- d) notice to not use unsuitable equipment, with a proposal to ENAC to immediately withdraw the relative driver's licence;
- e) the removal of equipment and/or other assets or materials and temporary storage in an indicated area;
- f) a ban on the use of areas and/or buildings and plants which are damaged or have been used incorrectly, until they have been repaired/restored.

The Airport Managing Company, where necessary, shall apply the measures specified below:

Infringement of provisions on air-side transit by individual Operator employees

- ongoing activities are stopped and specific drivers' licences are checked;
- if the person does not have a licence, a ban is placed on continuing activities and the event is reported to ENAC and notice served to the Operator;
- if the person does have a licence, activities may start up again with the correct procedures.

Identification of equipment in a hazardous position

- the Operator is requested to immediately remove equipment;
- if the Operator does not comply, equipment is towed away according to relative procedures.

Identification of equipment with serious, evident nonconformities

- notice is served to the Operator to not use equipment until it is restored;
- proposal to ENAC to immediately withdraw the equipment licence.


Inadequate or negligent use of plants:

- by individual officers

- ongoing activities are stopped and may start up again with correct procedures;
- in serious cases, authorisations to use plants may be limited or immediately withdrawn (e.g. stopping authorisation to manoeuvre bridges, open gates and/or access regulated areas);
- the Operator may be requested to present documentation proving that the person(s) responsible for infringements have been trained in the use of plants or infrastructures and indicating planned corrective measures;
- activities are stopped until measures are withdrawn.

- by an Operator

- ongoing operations are stopped (e.g. passenger acceptance is stopped) or the operator is requested to comply (e.g. baggage handling belts unloaded);
- the circumstance may be specifically reported to the Airline(s) concerned;

	AIRPORT REGULATIONS MILAN LINATE AIRPORT	CHECKS AND PROHIBITORY MEASURES	Edition: RS/LIN/5.0
		Effective date: December 2024	Page 118

- in the case of baggage systems, the Airport Managing Company may arrange for the removal of baggage (even indiscriminately) and its transfer to areas where the Operator shall be responsible for removing the baggage at its own expense.

Failure to send information

- request to correct and/or immediately send information;
- in the case of failure to comply with the above, addition and/or correction of minimum operating computer data available in order to provide correct passenger information;
- the circumstance may be specifically reported to the Airline(s) concerned.

Damage to buildings and/or plants

- areas, buildings and/or plants shall be kept separate with access prohibited, until restored.

Waste and FOD not disposed of properly

- request to immediately remove waste and clean the area concerned;
- in the absence of the above, removal by SEA, after identification of the Airline concerned, where possible, or subordinately the Service Provider, to subsequently charge costs to.

Performance evaluation of providers

Periodically, the Airport Managing Company shall publish an evaluation of the performance of the Providers based on the following aspects:

- safety compliance;
- quality indicator compliance;
- environmental protection compliance;
- Airport Regulations compliance

through the calculation of a set of key performance indicators defined with ENAC and communicated to the User Committee.

ENAC, in the event of non-compliance, assesses the opportunity to suspend or revoke the Ground-Handling Service Provider Certification.

6.4 Sanctions

Pursuant to Article 705, paragraph 2(e) of the Navigation Code, the Airport Managing Company is responsible for verifying “compliance with the requirements of the Airport Regulations by private operators providing airport services, in order to issue the sanctions provided for in the Regulations”.

The obligation to comply with requirements in the Regulation shall be understood as referring to procedures in the regulations but also to procedures referred to therein.

Failure to comply with the procedures, quality standards and parameters indicated in the Airport Regulations and Service Charter will result in administrative sanctions being brought against the Operator pursuant to article 1174 of the C.d.N. (“*failure to comply with police regulations*”). The Airport Managing Company, as part of its responsibilities, shall report any nonconformities that may have an effect on safety and security or in any case on airport operations to ENAC.

The verification of compliance with the Regulations by public operators operating at the airport is entrusted to ENAC, which also imposes sanctions.

7 are available. Safeguard clause

For anything not expressly provided for in these Airport Regulations and for their correct application, please refer to the regulations in force.