AIRPORT REGULATIONS

for Milan Malpensa Airport

TECHNICAL ANNEXES

EDITION 5.1

Edition 5

Revision 1

Reference Document RS-MXP ALL 5.1

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.

CONTENTS

ANNEX 4.2.1
Table of Minimum Connecting Time - Malpensa Airport

Terminal	Schengen Schengen	Schengen/Non-Schengen Non Schengen/ Schengen	Non-Schengen Non-Schengen
Terminal 1	45'	50'	45'

Transits on the same terminal to flights considered high risk (indicated by ENAC on the basis of existing safety regulations) must assume an MCT figure of 90'.
(*) N.B. The figure is indicative of land-side transfer times between terminals. There are no airside transits between the two terminals.

ANNEX 4.2.2 Table detailing Malpensa Airport transit times for aircraft in the different categories

AVERAGE TRANSIT TIME	AIRCRAFT TYPE
30	ATR 42 ATR 72 CANADAIR CRJ CANADAIR CRJ700 (CR7) EMBRAER ERJ 170 EMBRAER ERJ 175 FOKKER 50 LET L410 SAAB 2000 SAAB SF 340
35	FOKKER 70 EMBRAER ERJ 190 EMBRAER ERJ 195 EMBRAER ERJ 190-E2 EMBRAER ERJ 195-E2 AVRO RJ AVROLINER 100 CANADAIR CRJ900 (CR9) CANADAIR CRJ1000 (CRK)
40	BOEING 717-200 FOKKER 100
45	AIRBUS 318 AIRBUS 319 ANTONOV AN 72/74 BOEING 737 FREIGHTER BOEING 737-300 BOEING 737-400 BOEING 737-500 BOEING 737-600 BOEING 737-700 AIRBUS A220-100 SU9 - SUKHOI SUPERJET 100-95
50	AIRBUS 320 AIRBUS 321 BOEING 737-800 BOEING 737-900 BOEING 737-8 (MAX) BOEING 737-9 (MAX) AIRBUS A220-300

AVERAGE TRANSIT TIME	AIRCRAFT TYPE
60	AIRBUS A300 AIRBUS A310 BOEING 757 TUPOLEV TU 204 TUPOLEV TU 204 FREIGHTER
90	AIRBUS A300 INTERC. AIRBUS A310 INTERC. BOEING 757 FREIGHTER BOEING 767 BOEING 787-8 DOUGLAS MD11
120	AIRBUS A300 FREIGHTER AIRBUS A310 FREIGHTER AIRBUS A330 AIRBUS A340 AIRBUS A350 ANTONOV AN-22 BOEING 747 BOEING 747 COMBI BOEING 767 FREIGHTER BOEING 777 BOEING 787-9 BOEING 787-10
150	BOEING 777 FREIGHTER
180	ANTONOV AN124 BOEING 74F FREIGHTER
210	AIRBUS A380

The times indicated are to be considered as a reference for determining the scope of operational needs. In the case of aircraft with cargo holds equipped for loading by ULDs, the times indicated refer to such configurations.
The times indicated may be reduced on the basis of specific agreements between an Airline and its handler, but their application is subject to notification to the Operator, which reserves the right to assess their operational suitability or to reject their application if they are found to jeopardise the proper performance of airport assistance operations at the airport.

ANNEX 7.1.1.a Detail of the UHS Storage ULD System Configuration

NORTH Building (Mezzanine Floor)

The storage system is capable of holding 78 ULDs divided as follows:

23 20-foot ULDs with a maximum height of 3 metres
7 20-foot ULDs with a maximum height of 1.64 metres
5 15-foot ULDs with a maximum height of 3 metres
1 15-foot ULDs with a maximum height of 2.4 metres
23 15-foot ULDs with a maximum height of 1.64 metres
8 13-foot ULDs with a maximum height of 3 metres
2 13-foot ULDs with a maximum height of 2.4 metres
9 13-foot ULDs with a maximum height of 1.64 metres

Central Building (Mezzanine Floor)
The storage system is capable of holding 24 ULDs of 20 feet, with a maximum height of 3 metres.

SOUTH Building (Mezzanine Floor)
The storage system is capable of holding 193 ULDs divided as follows:

54 20-foot ULDs with a maximum height of 3 metres
8 20-foot ULDs with a maximum height of 1.64 metres
11 15-foot ULDs with a maximum height of 3 metres
1 15-foot ULDs with a maximum height of 2.4 metres
54 15-foot ULDs with a maximum height of 1.64 metres
27 13-foot ULDs with a maximum height of 3 metres
6 13-foot ULDs with a maximum height of 2.4 metres
32 13-foot ULDs with a maximum height of 1.64 metres

In order to enable the transfer and storage of ULDs in the mezzanine, there are 3 elevating transfer vehicles (ETV).
The vehicles automatically pick up, transfer and store the ULDs.
Each ETV can carry:
1 ULD with a maximum length of 13 feet
2 ULDs simultaneously of type LD 3 equal to 10 feet

Central building
Land-side ULD receiving and delivery truck interface area
The unitized goods transported by the trucks are received or delivered via 12 lines for interfacing with the trucks, located along the ground side front of the central building.
The lines are dimensioned to accumulate, after the interfacing platform, no. 4 13 ft ULDs; two of these can also transfer ULDs with maximum dimensions of up to 20 feet.

Air-side staging area and flight preparation
The unitized goods on departure or arrival, airside, are lined up on 22 piers.
The loading and unloading of goods take place along the air side of the Central building.
This area is connected to the truck interface area by 2 transit vehicles (TV) and to the mezzanines by 4 elevators.
The TVs (transit vehicles) are each capable of carrying either no. 1 ULD over 10 feet up to 20 feet, or simultaneously no. 2 ULDs up to 10 feet.

ANNEX 7.1.1.b Details of Cargo City equipment (North-South)

North Area

Operational structures include:

- 2 air cargo handling warehouses of about 20,000 sqm each, dedicated to storage processing operations and equipped with plant and equipment suitable to support the full capacity of goods foreseen (80 docking bays for trucks, 25 ULD processing stations with mechanised platforms, temporary storage areas for loose goods on arrival and departure, x-ray equipment for the security control of departing goods, of which 11 pieces of equipment with a maximum inspectable weight capacity of up to 5,000 kg, a maximum height of 180 cm and a maximum width of 180 cm 8 smaller equipment for individual packages of goods and mail (40X50 cm),10 ETDS equipment);
- a fully automated mechanised plant for handling and storage of ULDs, divided between the two warehouses, directly connected to the 25 ULD processing stations and equipped with more than 295 storage positions, 100 mechanised positions for fast transit and 12 truck interface lines;
- 2 additional automatic mechanised systems for interfacing trucks with systems, for a total number of 10 unloading and loading lines;
- a warehouse area of approximately 3,500 sqm dedicated exclusively to postal traffic with dedicated truck loading bays;
- 2 temperature-controlled facilities for perishable goods (of animal, plant and pharmaceutical origin) located within the warehouses and covering a total area of more than 4,500 sqm, with annexed two border inspection centres for imported goods, manned by the health control authorities;
- 2 areas for attractive goods with infrared systems;
- 4 armoured chambers for valuables;
- 1 underground vault of approximately 250 sqm;
- 1 corpse storage room equipped for repackaging coffins;
- 1 storage facility for radioactive goods respectively authorised for category 'B';
- equipped areas for the housing and control of small and large live animals (1 "animal hotel" for small animals and 1 equipped stable for up to 12 medium-large animals);
- an office area for operators (Handling Agents, Airlines, GSA and customs agents) and control authorities (Malpensa Customs Directorate, Veterinary Office, Phytopathological Office, Air Health, etc.) totalling 5,000 sqm;
- large refreshment area with bar service and self-service restaurant (approx. 100 seats);
- availability of around 200 places for trucks on the large apron in front of the warehouses.

Southern Area

Operational structures include:

- 2 warehouses for Express Air Couriers, the first of which has an area of approximately 15,000 sqm plus 1,500 sqm of office space, while the second has an area of approximately 20,000 sqm plus 3,500 sqm of office space.
- 1 warehouse for the handling of air cargo of about 15,000 sqm with about 1,000 sqm for office use.

Terminal 2

1 air cargo handling warehouse operating on behalf of Amazon of approximately 7,000 sqm, of which 300 sqm is office space.

ANNEX 7.3.3.1 Interface between cargo service providers and forwarders/haulers/customs agents – reference standards and operating process

a) Departing goods

The Airport Managing Company is finalising the implementation of the data transmission system to the Smart City, the use of which came into force on 1st January 2024, as stipulated in version 5.0 of the Airport Regulations, and which will become mandatory as of 1st October 2024. This service enables the return of the L2 level barcode containing all the information necessary for the cargo service provider to activate and complete the acceptance process and will be complemented by six applications to facilitate airside, landside and customs operations.
The Operator, in order to allow the completion of the activities necessary for the Operators to adapt their internal operational and IT processes, has granted a transition period that will last until 30 September 2024.
As of 1st October 2024, the system shall be integrated as follows:

- the delivery of departing shipments of goods must be preceded by the computerised transmission of related data, at L2 level, to the Smart City;
- Operators may request the service provider to issue warehouse unloading slots via the Smart Unload application (level L3).

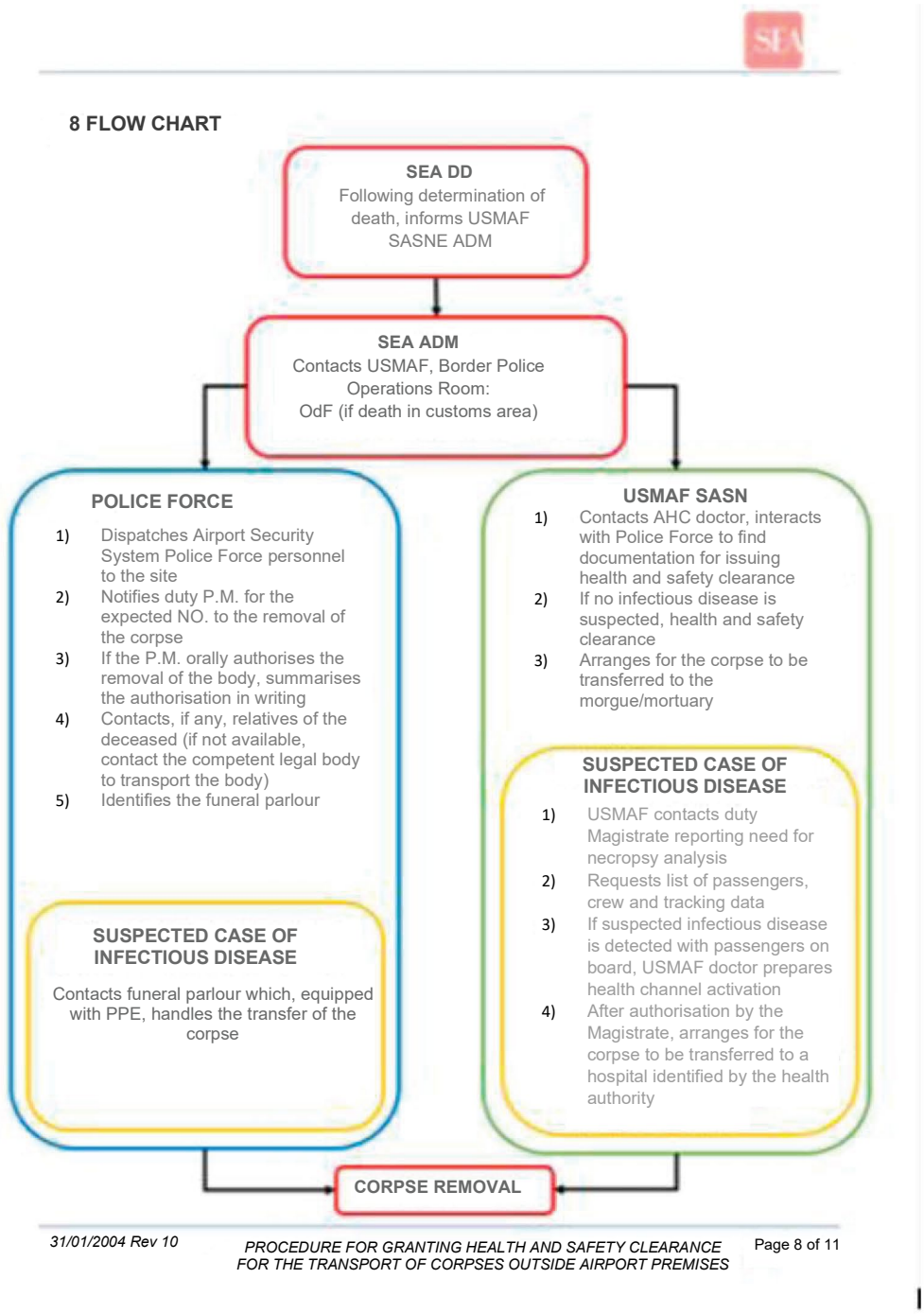
b) Delivery of incoming cargo

At the end of the aforementioned testing by the APA Manager being finalised and upon activation of the smart corridor and in-flight customs clearance services, a check will be carried out on as outlined in chapter 7.3.3.2 to assess any necessary modifications/implementations

c) Objective

The Airport Managing Company's objective, at the end of the trial period, is to be able to collect data on the KPIs of the Cargo Service Charter, referred to in point 7.3 of the Airport Regulations, in a third, computerised mode.

ANNEX 7.5.3.a Airport death management procedure – Flow Chart



NOTE: Should it be necessary, due to unavoidable airport requirements and lack of timely intervention of the hearse, to move the corpse while waiting for the arrival of the hearse, the DD, subject to clearance from the USMAF and duty Magistrate, shall arrange for the temporary placement of the body by SEA personnel in a suitable airport space (AHC Malpensa Terminal 1- AHC Malpensa Terminal 2).

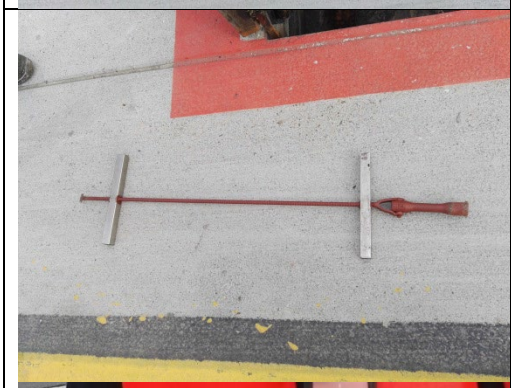
ANNEX 8.1.6 Safety operating procedure for opening cockpits

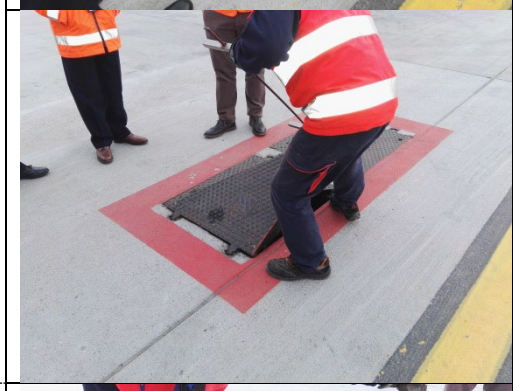
Once commanded to the anti-tipping cockpit opening activity, take the appropriate opening key and go to the apron being worked on, after the aircraft has positioned itself, has been switched off and has been suitably locked (by means of heel positioning) proceed as described below:

Once on site, check which of the two cockpits placed in sequence should be opened, verifying the correct positioning of the wheels of the aircraft's front landing gear.

Wear the protective equipment provided:
- gloves
- shoes
- high visibility

Keep the opening key handy.

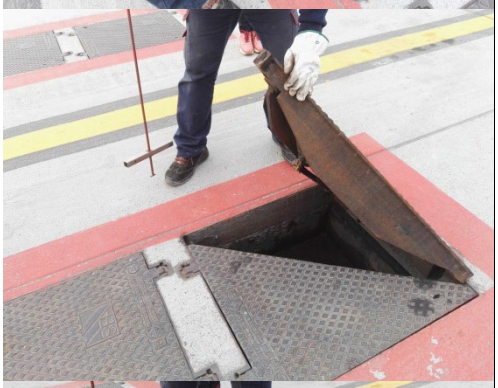


Cockpit opening After putting on the PPE, starting with the metal cover petal with the round keyway, insert the key head into the keyway, turn the key. Once locked, the lifting operation can begin. Stand beside the cockpit with body parts away from the metal petal of the cockpit: "BEWARE FOOT CRUSHING RISK"	 
Once the first petal has been raised and locked (by lowering the appropriate catch using the spanner provided), proceed with raising the second, using the other end of the spanner. Exercise extreme caution due to the danger of crushing that is present. Only one petal per part may be opened on the instructions of the maintenance technicians and/or the Carrier. It is absolutely forbidden to use your hands to block the safety catch of the manhole metal petal.	 

Once the manholes have been opened and secured by inserting the locking catches, the front carriage can be locked with the anti-tipping system.	

Once the aircraft loading activity has been completed, the anti-tipping system can be unlocked and the cockpits concerned closed.

Position yourself with your body ends away from the danger area, take the key and unlock the manhole cover safety catch. Starting with the metal petal opened second, accompany it until it is closed. It is absolutely forbidden to use your hands to unblock the safety catch of the manhole metal petal. Exercise extreme caution during the closing manoeuvre by placing all extremities of the body outside the risk area.	  

Proceed as before to unblock the safety catch using the key provided. Accompany the closing of the second metal petal by avoiding placing the ends inside the risk area. It is absolutely forbidden to use your hands to unblock the safety catch of the manhole metal petal. Exercise extreme caution during the closing manoeuvre by placing all extremities of the body outside the risk area.	  
After closing, visually check that the manhole has been closed properly and that the manhole hinges are in their seats. Once the correct closure of all manholes has been verified, the area of intervention can be cleared.	

PERSONAL PROTECTION EQUIPMENT (PPE)
The following personal protective equipment (PPE) must be worn by personnel during anti-tipping activities:

PPE IDENTIFICATION	*PHOTO*	*OCCASION OF USE*	*NOTES*
SAFETY SHOES		Always, to be used as protection of the lower limbs.	They offer adequate protection to the lower limbs
PROTECTIVE GLOVES		Always, to be used as protection of the hands.	They offer adequate protection of the hands.
HIGH VISIBILITY		For use in the vicinity of moving vehicles and equipment, in all visibility conditions.	
During the activity, it is absolutely forbidden to wear accessories and clothing that may cause a potential entanglement risk			

ANNEX 8.3 Aircraft external washing request form

E-mail: rst@seamilano.eu

Telex: MXPCSXH MXPXTXH

COMPLETION DATE AND TIME:
ARRIVAL DATE AND TIME YY/MM:
AIRCRAFT (NUMBER PLATE)
CONTRACTED COMPANY:
REQUESTED DATE OF WASHING:
PRODUCTS USED FOR WASHING (if different from those indicated in the procedure):

The contracted company undertakes to carry out its operations in compliance with the specific procedure, regulations and applicable ordinances.

In the case of an application by telex, it must contain all the information required on the form.

Signature of the contracted company

ANNEX 8.4.1 Waste collection management guidelines

WASTE COLLECTION METHODS
MALPENSA AIRPORT

Legislative Decree no. 152/06, reproduced in the Airport Regulations chapters 8.5 and 4.6.3, defines two categories of waste with different management methods: municipal waste and special waste as defined in the following table

MUNICIPAL WASTE	THIS GENERALLY REFERS TO ALL WASTE OF DOMESTIC OR SIMILAR ORIGIN FROM THE CLEANING OF OFFICES AND SPACES FOR PUBLIC USE, OF THE TYPES DESCRIBED IN THESE REGULATIONS
SPECIAL WASTE	THIS REFERS TO ALL WASTE GENERATED BY ONE'S OWN SPECIFIC PRODUCTION/COMMERCIAL ACTIVITY AND OF A NON-DOMESTIC NATURE

The regulation provides for a distinction between the two types of waste based on the process from which the waste originates, and not specifically on the type.

Special waste is directly managed by the producer in accordance with the regulations in force. The producer undertakes to adapt its waste management methods to comply with any updates or new regulatory provisions that may be issued over time.

By way of example, the following generally belong to special waste: computer equipment, oil, batteries, solvents, trolleys, paint (both empty and full cans), rubble from demolition, lamps, neon etc. Failure to comply with special waste legislation always constitutes a breach of contractual obligations.

Municipal and assimilated waste produced in the airport areas must be collected by the producer or by the company appointed by the producer to clean the areas assigned by SEA. The collection must be carried out according to the procedures contractually defined by the airport operator, including through the airport regulations and these guidelines.

In the common areas for which SEA is responsible, all municipal waste must be placed in appropriately coloured bins that are made available in various areas of the terminals. In their own premises, companies are obliged to correctly sort according to the attached standards.

Dropping litter on the ground is prohibited throughout the airport.

Waste must always be transported in the terminals and common areas using leak-proof trolleys, closed at the sides and fitted with lids.

It is compulsory to deposit certain types of waste in an appropriately coloured transparent bag so that the contents are always identifiable and can be visually inspected.

For the organic component, a specific biodegradable bag is always required for its collection (**UNI EN 13432:2002**).

The current airport regulations apply to aircraft waste, identifying accumulation areas that are emptied daily.

Subject to their contractual obligations for the spaces assigned to them, operators will only deliver all aircraft waste to the indicated facilities.

They must pay the utmost attention to the manual closing of the bin during the delivery operations.

It should be noted that food waste from catering on board aircraft is not allowed to enter the SUW circuit.

The dumping and uncontrolled storage of any kind of waste is prohibited throughout the airport.

The residual separated part of municipal waste (dry component) must be delivered in the following ways:

DRY COMPONENT **(purple, grey or blue bins, grey or blue transparent bag)**	Cargo: collection on the terraces in the dedicated facilities
	Apron: dumpster areas are available throughout the apron for aircraft cleaning only, as provided for in the airport regulations
	T1: disposal by the operator at the appropriate facilities located in the technical tunnel - 5.22 rooms 75/81/165 or at the airport ecological island.
	T2: disposal by the operator in the special bins located in the inner courtyard of the passenger terminal, at the forwarder's building or at the airport ecological island.

ATTENTION: The following types of waste must not be included in the dry component:

The sorted component is handled as follows:

PAPER AND CARDBOARD **(white bins)** **(cardboard packaging must be folded to take up as little space as possible, no bags)**	T2: Disposal by the operator in the special bins located in the inner courtyard of the passenger terminal, at the forwarder's building, behind the canteen, or alternatively at the airport ecological island.
	T1: disposal by the operator at the appropriate facilities located in the technical tunnel -5.22 rooms 75/81/165 (cardboard at room 75) or at the airport ecological island
	Cargo: collection on the terraces or dedicated facilities
PLASTIC PACKAGING **(yellow bins, yellow transparent bag)**	T2: Disposal by the operator in the special bins located in the inner courtyard of the passenger terminal, at the forwarder's building, behind the canteen, airport ecological island.
	T1: disposal by the operator at the appropriate facilities located in the technical tunnel -5.22 rooms 75/81/165, airport ecological island.
	Cargo: collection on the terraces or dedicated facilities

GLASS AND CANS (green bins) (Milk/aluminium tinplate, without bag – no glass, ceramics, pyrex containers and lamps)	T2: Disposal by the operator in the special bins located in the inner courtyard of the passenger terminal, at the forwarder's building, behind the canteen, airport ecological island.
	T1: disposal by the operator at the appropriate facilities located in the technical tunnel -5.22 rooms 75/81/165, airport ecological island.
	Cargo: collection on the terraces or dedicated facilities
ORGANIC COMPONENT (brown bins, bag UNI 13432:2002)	T2: Disposal by the operator in the special bins located in the inner courtyard of the passenger terminal, behind the canteen or at the forwarder's building.
	T1: disposal by the operator at the special stations located in the technical tunnel -5.22.
	Cargo: collection on the terraces or dedicated facilities
BULKY ITEMS (prior request to Environmental Operations Mxp for economic evaluation)	DELIVERY AT SEA ECOLOGICAL ISLAND (small quantities, transport by keeper)
WOODEN PALLETS (prior request to Environmental Operations Mxp for economic evaluation)	DELIVERY AT SEA ECOLOGICAL ISLAND (small quantities, transport by keeper)
TONER	ROOM 75 AT TECHNICAL TUNNEL T1 AND ECOBOX AT THE AIRPORT
SPENT BATTERIES	FACILITIES PLACED AT KIOSKS IN NON-CUSTOMS PASSENGER AREAS T1
FERROUS SCRAP (prior request to Environmental Operations Mxp)	STORAGE AT SEA ECOLOGICAL ISLAND (small quantities, transport by keeper)
TABLEWARE AGGREGATES (ceramics, porcelain, small vases, etc.)	Delivery of small quantities to room 75 in black bins with blue lids. No demolition residues of any kind are accepted, such as: bricks, concrete, plasterboard, and asbestos. USE OF BAGS OR CARDBOARD IS PROHIBITED

To avoid frustrating the collection, it is important to take care to correctly separate the various types of waste.

The Airport Operator performs checks on how third parties within the airport grounds 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.

For clarification Environmental Operations Malpensa is available at the following numbers:

References:

Carnaghi Paolo 02/74864417-334/6830973
paolo.carnaghi@seamilano.eu

Festa Andrea 02/74863520 – 334/6830978
andrea.festa@seamilano.eu

Cavalli Valerio 02/74863410 – 335/8322243
valerio.cavalli@seamilano.eu

ANNEX 8.4.3.5 Form for management of waste of aeronautical origin at potential biological risk

"Management of foul-smelling baggage" form

REQUEST FOR LUGGAGE TO BE SENT TO INCINERATION

To the C.A. Travellers' Customs

Milan Malpensa Airport

Date:

Hereby .....(insert Company) requests, within the scope of its competence, authorisation for the incineration of the following malodorous luggage,

LUGGAGE WITHOUT ORIGINAL TAG

Tag	Date	Origin

Total luggage to be incinerated. No.:

In view of the above, it is ordered and decreed that the incineration be carried out for reasons of public health (EC Reg. 206/2009)

UD MALPENSA-Travellers' Office

"Management of foul-smelling baggage" form

REQUEST FOR LUGGAGE TO BE SENT TO INCINERATION

To the C.A. Travellers' Customs

Milan Malpensa Airport

Date:

Hereby ..... (insert Company) requests, within the scope of its competence, authorisation for the incineration of the following malodorous luggage,

TAGGED BAGGAGE, BUT UNKNOWN PASSENGER

Tag	Date	Origin

Total luggage to be incinerated. No.:

In view of the above, it is ordered and decreed that the incineration be carried out for reasons of public health (EC Reg. 206/2009)

UD MALPENSA-Travellers' Office

"Management of foul-smelling baggage" form

REQUEST FOR LUGGAGE TO BE SENT TO INCINERATION

To the C.A. Travellers' Customs

Milan Malpensa Airport

Date:

Hereby .....(insert Company) requests, within the scope of its competence, authorisation for the incineration of the following malodorous luggage,

BAGGAGE FOR WHICH THE AUTHORISATION FOR INCINERATION HAS BEEN RECEIVED BY THE PASSENGER OR FOR WHICH DESTRUCTION FOR HEALTH CARE REASONS HAS BEEN ORDERED (attached communication sent by the passenger/order of destruction from the Air Health Authority).

Tag	Date	Origin

Total luggage to be incinerated. No.:

In view of the above, it is ordered and decreed that the incineration be carried out for reasons of public health (EC Reg. 206/2009)

UD MALPENSA-Travellers' Office

CUSTOMS AND MONOPOLIES AGENCY

EC Commission Regulation no. 206/2009 of 5 March 2009 on the introduction of personal consignments of products of animal origin in the European Union

Prot no._____ Date _____

Passenger: _____

Origin: _____ flight no. _____ Date _____

Type of products:

Meat [ ] Weight _____ Dairy products [ ] Weight

Poultry [ ] Weight _____ Fish [ ] Weight _____

Total:_____

Health certification Yes[ ] No | *[illegible text]*

[illegible text] _____

*[illegible text]*_____

BIP intervention Yes [ ] No [ ]

Destruction by

[ ] Disposal in waste container no. 1 [ ], no. 2 [ ]

[ ] Incineration (by transfer at the airport facility)

Bda card no. _____

The official

_____

For receipt

_____

CUSTOMS AND MONOPOLIES AGENCY

Handling of Category 1 material from baggage screening

Perishable waste for incineration

Pursuant to the executive order of the BIP of Malpensa Bergamo no. 809 of 26/03/2014 registered at the official reg. of the Agenzia delle Dogane e dei Monopoli under number 0011136.27-03-2014.

The following container(s) are delivered no. 1[ ] 2 []

Of the total weight of _____.g [ ] Kg [ ]

Containing the following products

Meat [ ] Poultry [ ] Fish [ ] dairy products [ ] fruit and vegetables [ ]

Referred to in the following minutes:

Delivery date

Signature

*

ANNEX 9.5:
Procedure for the performance and supervision of passenger transport, disembarkation and embarkation activities

Procedure for the performance and supervision of passenger transport, disembarkation and embarkation activities

MALPENSA

Version updated 10/06/2024

SUMMARY

1 PURPOSE

This Procedure defines the elements that are indispensable for the performance of the process of transporting, boarding and disembarking passengers carried out by SEA S.p.A. personnel at Linate and Malpensa airports. All process operations must be carried out effectively and efficiently and aimed at ensuring:

- compliance with national, international and safety and security regulations,
- the timeliness of the service subject to operational constraints;
- compliance with declared quality standards with a view to improving customer (airline and passenger) satisfaction.

2 SCOPE OF APPLICATION

This Procedure applies to all passenger transport, boarding and disembarkation processes carried out by SEA S.p.A. personnel at Linate and Malpensa airports.

Variations from what has been established may only result:

- from Provisions and/or temporary agreements between the Carrier and SEA S.p.A;
- from permanent, contractually-defined ongoing Provisions;
- from Provisions of the competent airport authorities, force majeure or objective impediments that make it impossible to carry out operations in compliance with this Procedure.

Written evidence of such Provisions and agreements must be provided and preserved. Provisions of the airport authorities (even if temporary), force majeure or impediments that render this Procedure inapplicable must also be documented for each individual case in which they occur.

3 DEFINITIONS AND ABBREVIATIONS

Driver: Multipurpose Specialist Driver

AS: Airport Specialist in Bus/Pushback management position

4 REFERENCES

In the case of dated references, only the cited edition is applicable, otherwise, the edition in force at the time of publication of this procedure. For undated references, the latest edition of the cited document (including any amendments) applies.

5 RESPONSIBILITIES AND ACTIONS

The detailed activities and responsibilities relating to the execution and supervision of passenger transport, disembarkation and embarkation activities are described below.

Arriving aircraft - Disembarking and passenger transport.

N°	PHASE	RESPONSIBLE PARTY	ACTION
1	Coordination preliminaries	AS	COLLECTS all flight-related information via a computer system: - aircraft stand no.: - aircraft type; - carrier and handler; - flight no. and origin; - total no. of passengers to be carried; - any other existing contractual arrangements. IDENTIFIES, respecting the parameters set out in section 6, the number of vehicles and resources to be sent on board for the disembarkation and transport of passengers. EVALUATES the timing of ACDM (Airport Collaborative Decision Making) in order to optimise the bus dispatch and VERIFIES that the request respects the parameters given in paragraph 6. MONITORS on a constant basis the progress of the various ongoing missions in order to optimise the use of buses and drivers to carry out incoming passenger services.
2	Bus dispatch	AS Driver	COMMUNICATES to the bus drivers, with the help of the computer system (smartphone), the stand number where to go, the total number of buses sent to perform the service, and the origin of the flight. REACHES, equipped with the provided personal protective equipment, the position following the traffic rules on the apron.
3	Bus positioning (in stand}	Driver	POSITIONS the bus in accordance with safety regulations and in such a way as to avoid obstructing aircraft servicing operations and fire-fighting aids.
4	Passenger disembarkation	Handler/ Carrier representative / Crew	AUTHORISES the start of the disembarkation of passengers from the aircraft.

		Driver	MONITORS the passengers' disembarkation from the aircraft until they board the bus. STOPS bus boarding when the optimal capacity has been reached. NOTIFIES the AS immediately in the event of anomalies (e.g. passengers not finding a seat on the buses provided, technical problems, etc.), so that it can take appropriate action. CHECKS that the optimal capacity has been reached and coordinates with the Handler/Carrier representative/Crew if necessary. SURVEYS passengers on board the bus. EXITS the apron safely.
5	Passenger transport	Driver	TRANSPORTS passengers across the apron following the traffic rules on the apron. As soon as the driver arrives in the destination area (Schengen, Non-Schengen, Risk Flights, according to information received from the AS). STOPS the bus safely and OPENS the doors. ENSURES that passengers do not disembark from the side facing the apron. MONITORS the complete outflow of passengers towards the entrance doors of the terminal and MAKES a quick visual check inside the bus to ensure that no passenger has left any personal belongings on board before departing.
6	End of passenger transport service	Driver	COMMUNICATES immediately to the AS their availability ("free" status) via smartphone

Departing aircraft - Passenger transport and embarkation.

N°	PHASE	RESPONSIBLE PARTY	ACTION
1	Coordination preliminaries	AS	COLLECTS all flight-related information via a computer system: - aircraft stand no.: - aircraft type: - carrier and handler: - flight no. and destination; - total no. of passengers to be carried; any other existing contractual agreements. IDENTIFIES, respecting the parameters set out in section 6, the number of vehicles and resources to be sent to the gate for passenger boarding and transport. EVALUATES the timing of ACDM (Airport Collaborative Decision Making) in order to optimise the bus dispatch and VERIFIES that the request respects the parameters given in paragraph 6. MONITORS on a constant basis the progress of the various ongoing missions in order to optimise the use of buses and drivers to carry out outgoing passenger services.
2	Info Crew	Handler	INFORMS the AS in the event of a delay in the Crew's arrival.
3	Bus dispatch	Handler	CHECKS the presence of the crew at the boarding aircraft, the readiness of the cabin to receive passengers and the consistency of the bus request timings based on section 6. REQUESTS the AS to send the bus via the computer system on the basis of the rules of engagement described in section 6.
		AS	COMMUNICATES to the bus driver via computer system (smartphone), the gate number where to go, the stand and the destination flight, taking care to comply with the rules of engagement described in section 6, any existing commercial agreements or other regulations.

		Driver	REACHES, equipped with the provided personal protective equipment, the position following the traffic rules on the apron.
4	Bus positioning (at the gate)	Driver	POSITIONS the bus according to the appropriate signs and safety regulations.
5	Boarding of passengers on the bus	Driver	CHECKS the state of the bus before passengers board. MONITORS passengers on the route between the gate and the bus if it is possible to maintain visual contact between their exit from the gate and boarding the bus. STOPS bus boarding when the optimal capacity has been reached, alerting the gate attendant.
		Handler/Carrier representative	PROVIDES reinforced supervision to SURVEY the route of passengers in the event that the driver is unable to maintain visual contact between the gate and the bus. STOPS bus boarding when the optimal capacity has been reached, alerting the bus driver.
6	Passenger transport	Driver	TRANSPORTS passengers across the apron following the traffic rules on the apron. POSITIONS the bus in accordance with safety regulations and in such a way as to avoid obstructing aircraft servicing operations and fire-fighting aids. OPENS the bus doors after receiving the OK from the Carrier/Handler representative. WAITS for the complete outflow of passengers. MAKES a quick visual check inside the bus to ensure that no passenger has left any personal belongings on board before departing. ALERTS the AS immediately in the event of anomalies (e.g. technical problems, etc.), so that it can take appropriate action. EXITS the apron safely.

		Handler / Carrier representative-	PROVIDES the OK for the bus driver to open the doors.
7	End of service	Driver	COMMUNICATES immediately to the AS their availability (“free” status) via smartphone

6 BUS ENGAGEMENT RULES

The rules and details of the timing of the bus service engagement are described below.

ARRIVAL TIMING:

Bus dispatch by the AS	- starting at 10’ from ATA and no later than ATA.
Maximum stationing in the apron due to lack of Handler personnel on board or late opening of aircraft doors	15’

DEPARTURE TIMING:

Bus request by Handler/Carrier Representative	- From 70’ from EOBT in the case of an Intercontinental flight. - From 60’ from EOBT in other cases.
Bus dispatch by the AS	If the aircraft has not yet landed: - From ATA If the aircraft has landed: - From 10’ after bus request.
Maximum permitted stationing at the Gate	15’ (if pre-boarding area at the gate present) 30’ (if pre-boarding area at the gate absent)
Maximum stationing in the apron due to lack of Handler personnel on board or late release of the cabin	15’

GENERAL RULES:

Bus dispatch:

- To guarantee service quality, the maximum operational capacity of the buses used by the Airport Operator is 80% of the nominal capacity. On the basis of this parameter, and the number of passengers to embark/disembark, the AS will develop the mission plan. Any requests in excess of the above must be agreed upon in advance with the Airport Operator.
- Any contingency situations will be assessed in the tactical phase.

Passenger flow monitoring:

- The driver’s role is the safe transport of passengers on the apron, which includes boarding and disembarking from the vehicle, supervising the route between the gate and the bus (if there is the possibility of maintaining visual contact throughout the passenger journey) and ensuring that the maximum capacity of the vehicle is respected, in addition to the normal supervision of the regular performance of the activities of each airport worker.

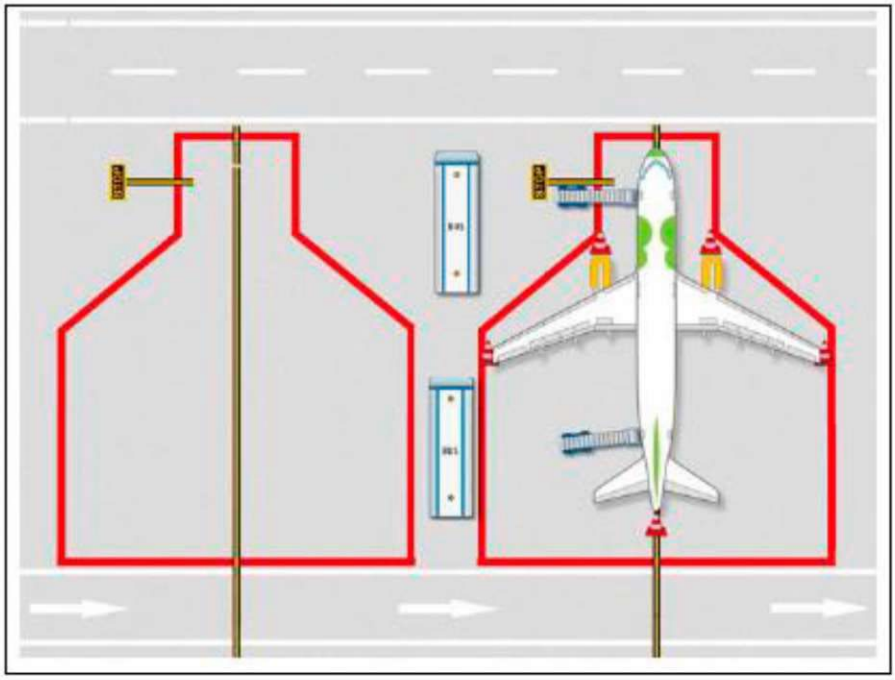
The Handler's role includes the surveillance of passengers on the apron (aircraft boarding/disembarking phase) and in cases where bus boarding takes place at gates where the driver does not have the possibility of maintaining visual contact with the passengers; in such cases, the Handler's reinforced presence will be required since in this case the surveillance of passengers cannot be delegated to the driver.

Miscellaneous:

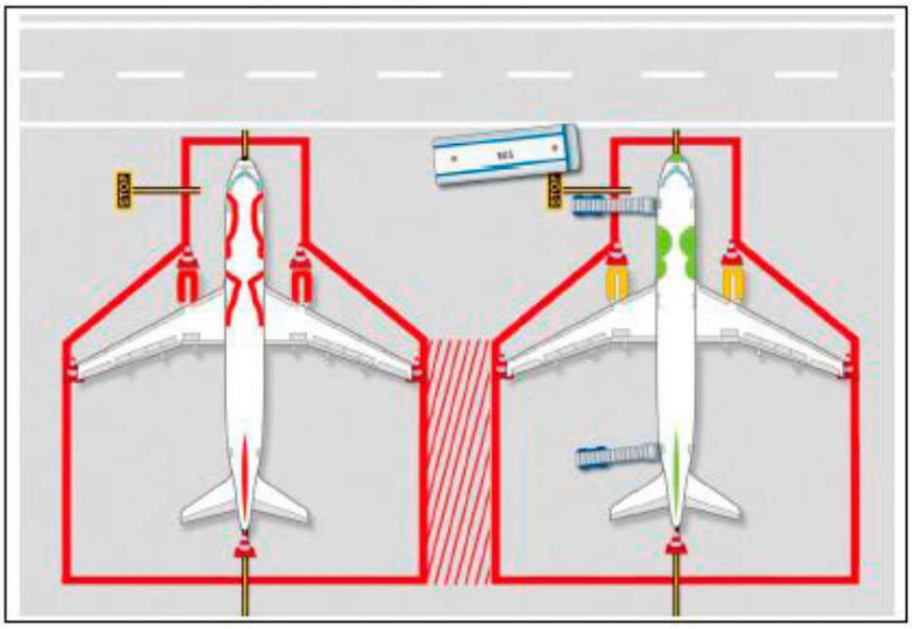
- The above table is a precondition for respecting the times of the various waits (on the apron or gate). Should a substantial deviation in the timing of resource utilisation be detected, it will be the responsibility of the manager to assess the necessary actions to avoid the situation recurring.

7 EXAMPLES OF BUS POSITIONING AT STANDS

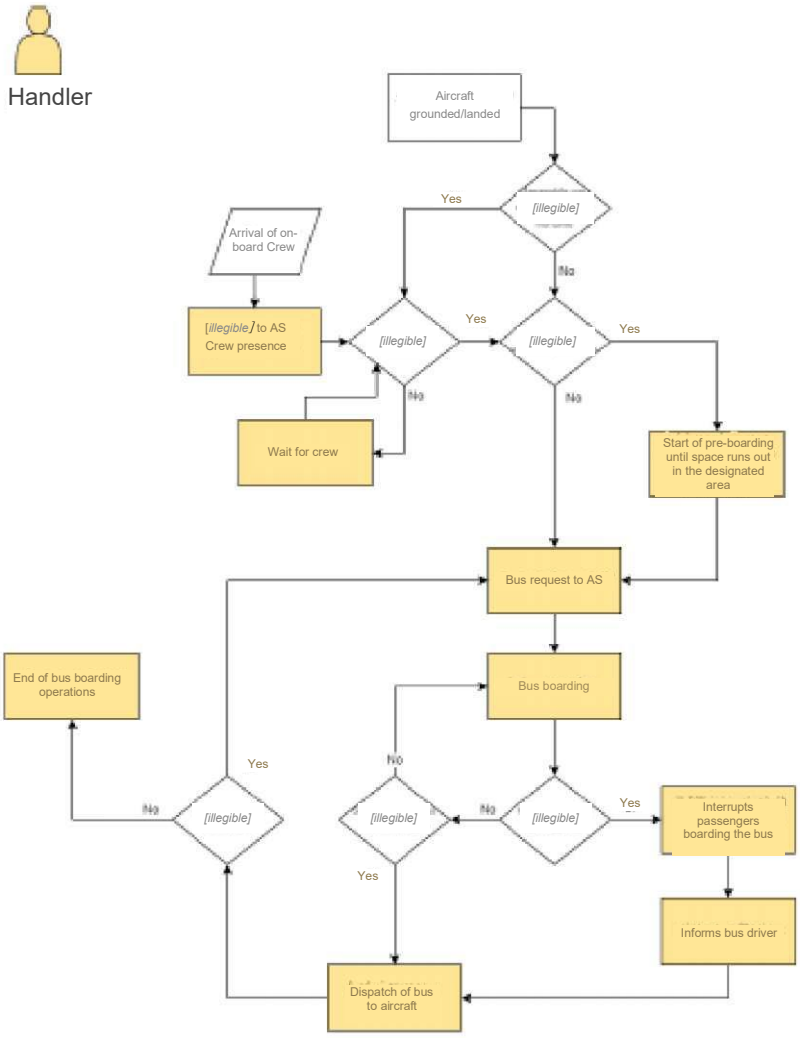
Example of positioning with two buses:

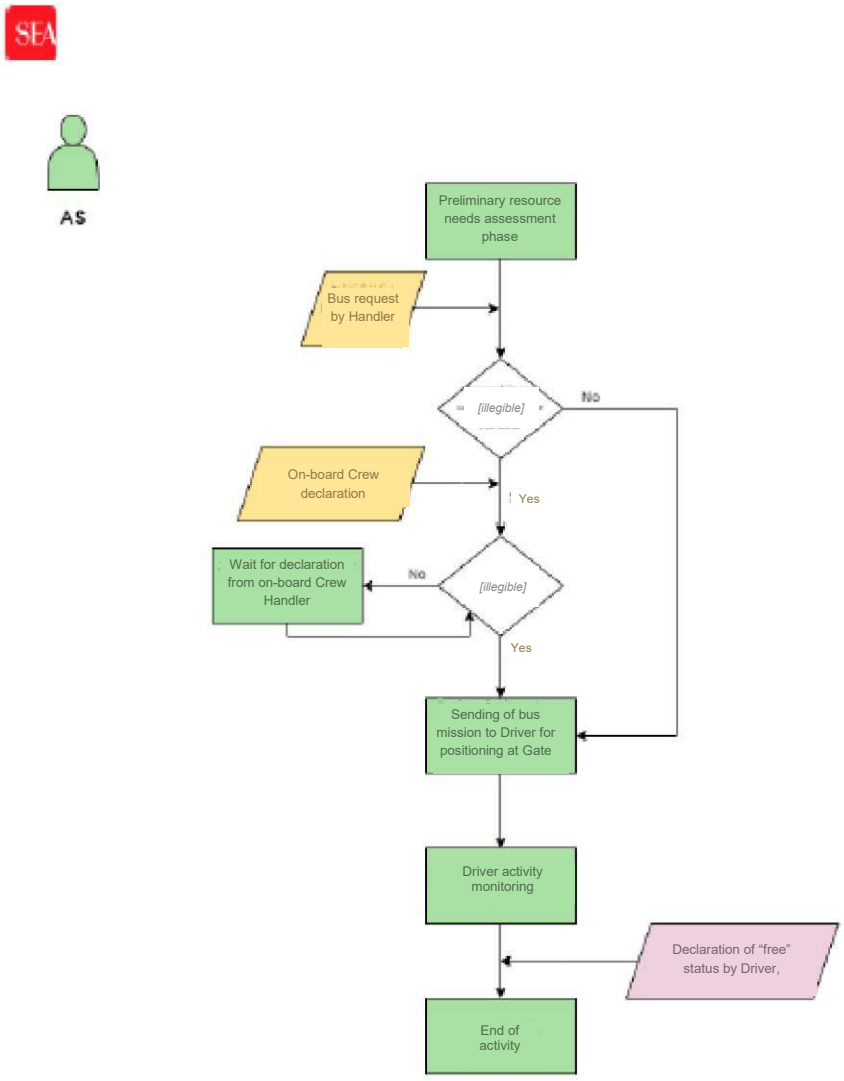


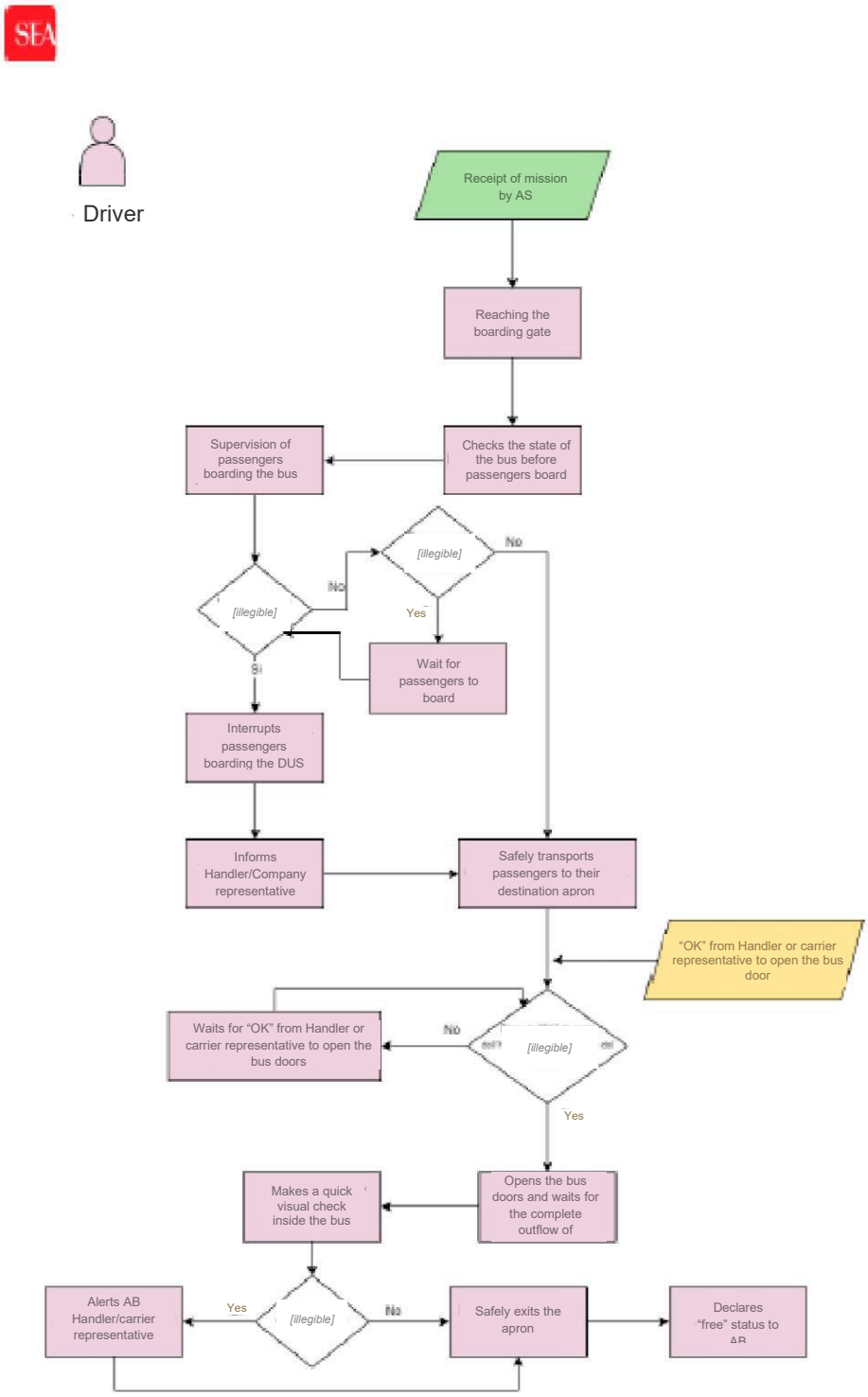
Example of positioning in the case of a compulsory route.



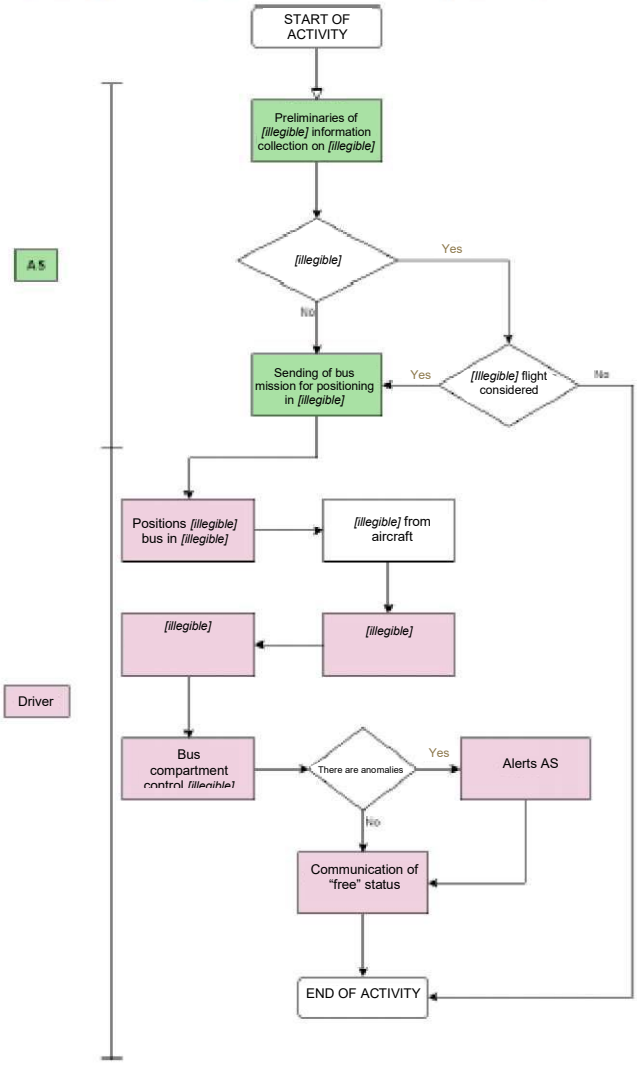
8 Flow chart of passenger boarding procedure




AS
Preliminary resource needs assessment phase
Bus request by Handler
[illegible]
No
On-board Crew declaration
Yes
Wait for declaration from on-board Crew Handler
No
[illegible]
Yes
Sending of bus mission to Driver for positioning at Gate
Driver activity monitoring
Declaration of "free" status by Driver,
End of activity


Driver
Receipt of mission by AS
Reaching the boarding gate
Checks the state of the bus before passengers board
Supervision of passengers boarding the bus
[illegible]
No
[illegible]
No
Yes
Si
Wait for passengers to board
Interrupts passengers boarding the DUS
Informs Handler/Company representative
Safely transports passengers to their destination apron
"OK" from Handler or carrier representative to open the bus door
Waits for "OK" from Handler or carrier representative to open the bus doors
No
[illegible]
Yes
Opens the bus doors and waits for the complete outflow of
Makes a quick visual check inside the bus
Alerts AB Handler/carrier representative
Yes
[illegible]
No
Safely exits the apron
Declares "free" status to

9 Flow chart of passenger disembarkation procedure



10 Pre-boarding airport gate areas dimensions table

GATE	m²
A01	50
A02	100
A03	130
A04	120
A05	150
A06	125
A07	140
A08	95
A09	160
A10	100
A24	N/A
A25	60
A26	60
A27	95
A28	50
A29	90
A30	70
A50	110
A51	209
A52	135
A53	155
A54	155
A55	110
A56	135
A57	75
A58	175
A59	175
A60	160
A61	170
A/B71	25
A/B72	95
A/B73	110
A/B74	100
A/B75	100
A/B76	110
A/B77	110
A/B78	50
A/B79	110
A/B80	100
A/B81	65
A/B82	65
A/B83	55

GATE	m²
B26	N/A
B27	45
B28	45
B29	45
B30	45
B31	45
B32	45
B33	45
B34	45
B50	20
B51	50
B52	20
B53	110
B54	110
B55	20
B56	110
B57	95
B58	110
B59	40
D01 PRM	N/A
D02	90
D04	80
D05	80
D07	N/A
D19	100
D20	55
D21	55
D22/E22	60
E23PRM	N/A
E24	160
E26	120
E27	90
E28	90
D09	75
D10	75
D11	75
D12	65
D13	110
D14	110
D15	110
D16	125
D17	125

The space available per passenger is estimated at 1m² and an area capable of accommodating at least 50 passengers is considered as the pre-boarding area for bus operations.

ANNEX 10.4
Form for reporting events with damage to aircraft, vehicles and infrastructure (ASCRA check list)

Form for reporting events with damage to aircraft, vehicles and infrastructure - ASCRA - Airport Safety check list

Airport	Compiled by:	Send to:	SEA
Date	Signature:	sms@sea-aeroportimilano.it	

Instructions for completion

Only fill in the parts applicable to the event and leave the non-applicable parts blank.
In addition to completing the Ground Safety Report, operators must guarantee the collection of information relating to damage to aircraft and/or GSE ramp vehicles and equipment and/or airport resources; the personnel involved must support/simplify the investigation activities by collecting as much information as possible regarding the occurrence of the accident:
The indications provided must not explicitly contain notes relating to the responsibility of anyone who, on the other hand, will be ascertained after the intervention of the appointed technicians;

PART 1 - Identification of the type of vehicles and infrastructure involved in the event:

Aircraft	GSE	Infrastructure
	☐ **Vehicle**	☐ **Loading Bridge**
	☐ **Ramp equipment (loaders, tractors, dollies, ladders)**	☐ **GPU turrets**
☐ **Flag aircraft**	☐ **Bus**	☐ **Terminal structure (doors, walls, etc.)**
☐ **General Aviation**	☐ **Special vehicles (tankers, catering, ambulifts, snow ploughs, etc.)**	☐ **Road elements (jersey, vertical signs, etc.)**
	☐ **Other**	☐ **Other**

PART 2 - Identification of event type:

Time of event:	Operations phase	
Place of event:	☐ **A/C Loading/Unloading**	☐ **Vehicle transit in APRON**
	☐ **A/C ground movement**	☐ **Vehicle transit in other areas**
	☐ **A/C Stop**	

Form for reporting events with damage to aircraft, vehicles and infrastructure - ASCRA - Airport Safety check list

PART 3 - Detailed reporting of visible damage to Aircraft, Vehicles or Infrastructures

PART 4 - Reporting of the damages of the people involved		
	no. operators unharmed	**no. operators sent to First Aid**
Airport operators and crew		
Passengers		
Operators External companies with temporary badge		

Airline:	**Flight STD:** ◯ ◯	
AM type:	**Delay in hours:**	**Cancellation: YES NO**
Flight no.	**Name of the Carrier's contact person:**	
Registration plate	**E-Mail:**	
	Telephone:	

Form for reporting events with damage to aircraft, vehicles and infrastructure - ASCRA - Airport Safety check list

PART 6 - Reporting of the vehicles/GSE involved	
Vehicle A	**Vehicle B**

Vehicle data	**Condition of the vehicles/GSE involved (Select if efficient condition)**	**Vehicle data**	**Condition of the vehicles/GSE involved (Select if efficient condition)**
Vehicle Owner	☐ Tires ☐ Brakes ☐ Steering	**Vehicle Owner**	☐ Tires ☐ Brakes ☐ Steering
Vehicle Type	☐ Lights ☐ Wind shield wipers ☐ Rubber protectors ☐ Acoustic Alarms	**Vehicle Type**	☐ Lights ☐ Wind shield wipers ☐ Rubber protectors ☐ Acoustic Alarms
Plate or no. Ident.	☐ Stabilizers ☐ Tow hitch	**Plate or no. Ident.**	☐ Stabilizers ☐ Tow hitch

Form for reporting events with damage to aircraft, vehicles and infrastructure - ASCRA - Airport Safety check list

PART 7 - Reporting of the people involved		
1	2	3
Name	Name	Name
Role	Role	Role
Company	Company	Company
Badge No.	Badge No.	Badge No.
Airport Licence	Airport Licence	Airport Licence

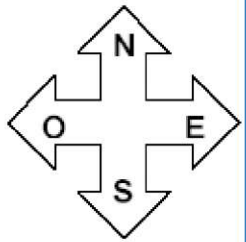
PART 8 - Reporting of the environmental conditions present during the observation:		
Weather conditions	Ground conditions	Divisible conditions^
☐ Sunny	☐ Dry	☐ Good
☐ Rain	☐ Wet	☐ Poor
☐ Fog	☐ Snow	☐ Day
☐ Snow	☐ Ice	☐ Night
☐ Hail	☐ Contamination	☐ Dusk

PART 9 - Description of the event:

Form for reporting events with damage to aircraft, vehicles and infrastructure - ASCRA - Airport Safety check list

PART 10 - Initial actions taken:

PART 11 - Graphic representation of the event (orient the drawing to the north):



Indicate the vertical and horizontal markings present on site and their legibility/state of repair

ANNEX 13.2.4
Access report template

ACCESS AND START OF ACTIVITIES REPORT

In order to put in place the access procedure at …….. airport, of the Handling Company ……., in compliance with article 2.2 of the CCA APT Circular 19 "Airport regulations", Mr ……..…… representing the Airport Managing Company SEA S.p.A. and Mr ……..…… representing the handling company ……..…….. (hereinafter the Service Provider), already issued with a Ground Handling Service Provider Certificate by ENAC, which is the fundamental requirement to access the market and to carry out ground handling services, appeared before the Airport Director.

To this end:

a. SEA and the Service Provider declare they have reached an agreement as to authorisation to access airport areas subject to restrictions (issue of badges and marks, licences to drive vehicles);
b. The Service Provider/Self-handler and SEA S.p.A. will issue the Airport Director with a list of personnel and equipment, signed by both representatives, that will be used in ground handling activities, identified by type, number plate (if applicable), chassis number and quantity;
c. The Service Provider undertakes to promptly inform SEA and ENAC of the list of flights served as well as any variation that takes place concerning said flights, personnel used, the names of persons with responsibility, equipment and machinery brought to/taken away from the airport and insurance;
d. The Service Provider declares it is familiar with the procedure defined in the Airport Regulations for selecting service providers if the Airline has not previously selected a handler, without prejudice to the obligation to guarantee activities in line with airport operations;
e. The Service Provider is responsible for the operating characteristics of equipment used in terms of safety and for relative procedures for use;
f. The Service Provider declares it has suitable, sufficient areas and spaces available to carry out activities, undertaking to use them according to procedures in agreements with the Airport Managing Company, which govern financial aspects and conditions for operations, including the obligation to provide adequate insurance cover;
g. The Service Provider will maintain areas with due diligence and return said in good condition;
h. The Service Provider undertakes to comply with regulations and provisions in force at the Airport, including Airport Regulations, bringing its own activities in line with requirements;
i. The Service Provider declares that ground handling personnel will have an employment contract based on laws and regulations in force;
j. The Airport Managing Company undertakes, in its remit of coordination activities, to guarantee that the Service Provider is adequately informed about safety and security measures adopted at the airport and acknowledges that it is required to register the activities to be carried out by the Handling Company in the "Register of service providers/self-handlers".

SEA and the Service Provider declare that activities will start from ……..

For the Handling Company

_____

For the Airport Managing Company

_____

APPROVED: THE AIRPORT DIRECTOR