AIRPORT REGULATIONS

for Milan Malpensa Airport

EDITION 5.1

Edition 5

Revision 1

Reference Document: RS - MXP 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.

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3 AIRPORT REGULATIONS

3.1 Acronyms and Definitions

ACARS	Aircraft Communication Addressing and Reporting System - Communication system between aircraft and ground stations
A-CDM	Airport Collaborative Decision Making
ADM	Airport Duty Manager (SEA)
AHC	Airport Health Centre
AIBT	Actual in block time
AIP	Aeronautical Information Publication
AJ	Airport Journal - Tool for recording operational air traffic data, for billing and archiving purposes
ANC	Air Navigation Company (Airline)
AOBT	Actual off block time
AOC	Air Operator Certificate
AOCC	Airport Operation Control Centre
A/P	Aircraft - airplane
APU	Auxiliary Power Unit - Auxiliary On-Board Current Generator
ARs	Airport Regulations
ASU	Avionics Switching Unit
ATB	Automated Ticket and Boarding Pass Printing Peripherals
ATC	Air Traffic Control
ATM	Air Traffic Management
ATZ	Aerodrome Traffic Zone
AVIH	Transport of animals in the hold
BHS	Baggage Handling System
BLND or DEAF	Blind or deaf passengers

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
CRC	Crisis Response Committee
CRM	Customer Relationship Management - Information system dedicated to customer relationship management
CTR	Control zone
CUTE	Common-Use Terminal Equipment - SITA information system
DCS	Departure Control System - airline information system
DD	Duty doctor (SEA)
DGR	Dangerous Goods Regulations
DGS	Docking Guidance System
DPI	Departure Planning Information
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
DQC	Driver Qualification Card
DUA	Single Carrier Declaration for arriving flights
DUV	Single Carrier Declaration for departing flights
EE	Employee
EFD	ETFMS Flight Data Message
EIBT	Estimated In Block Time
ENAC	Ente Nazionale per l'Aviazione Civile (National Body for Civil Aviation)

ENAV	Società Nazionale per l'Assistenza al Volo (National Society for Flight Assistance)
EOBT	Estimated Off-Block Time
ERA	Equipment Restriction Area – Area inside which it is forbidden to park ramp or service vehicles
Fire Brigade	Fire Brigade
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
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
L.A.	Legal Authority
LDM	Load Message - message containing information about incoming and outgoing cargo
L&F	Lost and Found
LIR	Loading Instruction Report
M-AIS	Milan Airport Information System
MAAS	Meet-and-Assist - Passengers in need of assistance
MCT	Minimum Connecting Time - time in minutes available for transit passengers to disembark from an arriving flight and embark on a connecting flight.
MEDA	Medical case - Passengers requiring special medical equipment/oxygen therapy
MSW	Municipal solid waste
MVT	Aircraft Movement Message - flight routing message
N.O.	Clearance

N.O.S.	Health and safety clearance
NOTOC	Notification to captain
O.R.	State Police Operations Room
PAL	Point-based Airport Licence
PIC	Pilot in command
PLC	Passenger Locator Card
PNS	Programma Nazionale per la Sicurezza (National Security Programme)
PPE	Personal Protective Equipment
PRM	Passenger with Reduced Mobility
PSM	Passenger Service Message - Message sent for special assistance
RES	Regional Emergency Service
SEA	Società per Azioni Esercizi Aeroportuali - Operator of Milan Linate and Milan Malpensa Airports
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
TWR	Aerodrome control tower
ULD	Unit Load Device
USMAF SASN	Maritime, air and border health offices
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

3.2 Background information

The Airport Regulations (hereinafter referred to as the "Regulations") 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, no. 237, converted by Law no. 265 of 9 November 2004, Article 705 of the Navigation Code, Article 6 of Decree-Law no. 101 of 31.08.2013, converted by Law no. 125 of 30.10.2013, Note no. 0067532/DG of the Directorate General of ENAC of 23.6.2015 and EU Regulation 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.

The contents of this document must always be interpreted in accordance with the Navigation Code; no deviations from the Code are allowed or desired.

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.

3.3 Guidelines for the use of these Airport Regulations

The Airport Regulations contain airport use rules and information required to regulate the operations of all parties operating within the airport. 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.

These Airport Regulations are organized according to the layout described below.

General part (section 3)

This part answers the questions:

- Who are the parties responsible for which areas of airport operations?
- How do they relate to each other?
- To whom do the Airport Regulations apply and what type of reference is it?

It contains:

- declarations on the roles of the parties concerned by the contents of these Regulations;
- their respective tasks within the airport process;
- structure of relations between the Airport Managing Company and the Operators, and their interaction with ENAC and State Authorities;

- their obligations as set out in these Regulations.

Part I - Airport operations (sections 4 – 12)

This part answers the questions:

- How are Operators expected to operate in the Airport?
- How is the airport organised in terms of operational infrastructure and its use and functioning?

This part contains:

- all content related to airport operations;
- a description of airport infrastructure and systems;
- criteria and rules for their use by Operators carrying out their activities;
- references to the service levels and the standards against which the services provided in the airport are measured and assessed.

The different topics are grouped together by homogeneous processes to facilitate consultation, allowing each Operator to find the references to the activities that concern them directly.

Part II - General rules for Operators and compliance with the Regulations (Section 13)

Part II mainly answers the questions:

- What should I do to start providing services in the airport?
- What do I have to assure and guarantee to maintain that right?
- Who intervenes and how if a Regulation is not observed?

This part contains:

- the requirements, rules and procedures to be followed, as well as the qualifications to be obtained to be authorised to carry out activities in the airport;
- the requirements, rules and procedures to be followed in order to maintain the right to carry out an activity;
- a description of the monitoring systems;
- a description of the sanctioning mechanisms and corrective tools1 applicable to parties subject to Airport Regulations if they should violate the provisions and rules set out herein.

Technical Attachments

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[1] The reform of the Navigation Code, implemented by Legislative Decree No 151/2006, introduced the concept of "prohibitory measures", understood as action taken to ensure the safety and regularity of airport operations. It consists of action that an Airport Managing Company may take to directly eliminate situations that have an impact on the safety and regular operation of the airport. It is also stated that the Airport Managing Company may be remunerated for the costs incurred for this activity, as governed by the ARs.

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

3.4 Contents of the Airport Regulations

The Airport Regulations group together the criteria, regulations 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 and regulate the initiation and conduct of airport service processes, in compliance with national and international laws, in order to ensure the coordinated, regular use of the systems and infrastructure. By adopting the regulations, having verified their compliance with applicable national and international laws, ENAC makes them binding to all parties operating in the airport.
The processes described in the Regulations are an explicit transposition of standards in functional, application language. The Airport Managing Company and ENAV will not establish procedures in conflict with ENAC provisions, circulars or with airport ordinances.
To govern the activities of all those involved, procedures concerning processes considered are an integral part of Airport Regulations and will be integrated in the main part of the document or referred to in an Attachment.
All private Operators must train their employees on the contents of these Regulations and ensure that each employee carries out the tasks he/she has been trained for.
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 Contractor Agreements and shall duly oversee such activities to ensure compliance with the standards and provisions in force in the airport.
In case of violation of Airport Regulations, penalties shall be applied in accordance with the specific procedures set out in the Sanctions paragraph.
In these Airport Regulations, the above contents are organised by operational processes.

3.5 Responsibilities

State Authorities, the Airport Managing Company, ENAV and all the parties operating in the airport must observe these Regulations. Each is responsible for any violations related to its respective sphere of activity.
The **Airport Managing Company** is the party assigned the tasks laid down in the Air Navigation Code (Articles 705 et seq.), as well as Regulation (EU) No 139/2014, together with other activities provided for in the Airport Management and Development Agreement, including, 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 structure, also to provide users with correct and timely information.
The Airport Managing Company, under ENAC's monitoring and in coordination with ENAV, is the party entrusted with allocating stands to aircraft and ensuring orderly movement of other vehicles and staff on aprons, so as not to obstruct aircraft manoeuvres.
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:

- prepares 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.

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.

ENAC acts as a national technical, regulatory, certification, supervision and control authority in the civil aviation sector, through its central and peripheral facilities; it handles the presence and application of aeronautical quality systems compliant with EU regulations. In this context, it has supervisory functions over the administration and management of airport infrastructure, promotes the coordination of public entities by defining the nature of the spaces occupied on the basis of their use in airport operations and also performs air navigation and aerodrome police functions in accordance with the provisions in force.

Airport Managing Companys must perform their activities in compliance with the Regulations and must ensure, based on the principle of liability for actions and omissions, SELF-CONTROL and SELF-CERTIFICATION of activities, without prejudice to the Airport Managing Company's right to carry out planned audits in accordance with ISO reference standards, as well as applicable aeronautical safety regulations, on the services provided and performance delivered by each Airport Managing Company.
In adhering to and agreeing to comply with the contents of the Airport Regulations, private entities and public administrations that access the airport must provide guarantees regarding their ability to fulfil their obligations, as well as the conditions under which services are performed.
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.
To avoid situations that could prejudice airport activities and cause damage or problems to users, when exercising its supervisory power and authority, ENAC ensures the adoption of regulatory and prevention measures with respect to the Airport Managing Companys, including on report by the Airport Managing Company.
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.

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 Authorities and the Airport Managing Company are governed by the ENAC-SEA Agreement. 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, agreeing with the Airport Managing Company on the allocation of the areas identified.

All companies operating on the airport, in any capacity whatsoever, are forbidden to use any vehicle, equipment and/or structure that has not been formally authorised by the undersigned and by ENAC and ENAV 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.
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.

3.6 Procedures for issuing and updating Airport Regulations

Issuing/Updating

Regulations and updating are:

- prepared by the Airport Managing Company involving or consulting the other bodies involved (ENAV, which provides the procedures it is competent for, User Committee, Operators and State Authorities) to coordinate activities and informing ENAC; during this stage, ENAC presence at these discussion tables can be requested.

Updating needs for others differing to SEA can be through formal request made to the Airport Managing Company with a copy to ENAV; the Airport Managing Company will then notify this amendment proposal to all those involved;

- approved (technical validation) by those involved, where foreseen by law;
- submitted for prior consultation with the Users Committee;
- submitted by the Airport Managing Company to ENAC to be adopted and to make updating executive;
- 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.

Addition of text compliant with already approved documents

Any updates deriving from:
- texts from sources that are hierarchically higher than the Airport Regulations (European Regulations, Laws, Legislative Decrees, etc.);
- procedures approved by ENAC Central Departments or Operations Department;
- amendments to procedures deriving from updates already approved within the Civil Aviation sector (AIP, aeronautical provisions, ENAV);

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

Effective Date

The date the Regulations come into force is the date of the related Ordinance 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 shall agree with ENAC on the effective date of subsequent updates.

Circulation method

The updated version of the Regulation is posted on SEA's website at https://milanairports.com; for any additional information or clarification, please contact regolamentodiscalo@seamilano.eu.
It is the recipients' responsibility to replace superseded copies or parts of the Regulation.
For fully effective Regulations and application, in the airport environment all operators (both public and private) must guarantee knowledge and observance of content by their employees, those in charge and those assigned.
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.

4 AIRPORT OPERATIONS – GENERAL RULES

The first part is combined in a process logic. The following are collected for each operating aspect:

- description of airport infrastructures/plants involved in the process considered;
- rules re allocation to users;
- use rules;
- methods and parameters for monitoring and verifying the quality of the services provided.

It precedes a general regulations section identifying conditions and pre-requirements that must be guaranteed by everyone (Airport Managing Company, Service Providers / Self-Producers and Users) for the efficiency and security of the airport's complex operating system.
Here below the sections concerning:

- passenger assistance services;
- baggage assistance services;
- cargo and mail assistance services;
- aircraft assistance services;
- Apron Management System;
- Safety Management System;
- general operational services for the coordination of the airport process.

4.1 Airport capacity

4.1.1 Nominal capacity – Coordinated airport parameters

OPERABILITY
H24
For aircraft certified Chapter III Annex 16 ICAO.

LIMITATIONS
Days 5 and 7 critical for long stay.

TRAFFIC
SCHEDULED, CHARTER, TECHNICAL STOPS, GENERAL AVIATION PRIVATE AND AIR TAXI (possible restrictions during certain time ranges)

RUNWAY CAPACITY

70 Movements/hour

Method:

Daytime scenario	7 or 6 similar movements every 10', 7 or 6 similar movements in the next 10', for a maximum of 13 similar movements every 20', up to a maximum total of 70 movements per hour. 44 mov./hour from 23:00 LT to 23:59 LT (30 mov. from 23:00 LT to 23:29 LT and 14 mov. from 23:30 LT to 23:59 LT).
Limited night-time scenario due to noise procedures	18 movements/hour from 00:00 LT to 06:29 LT.

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, 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.

NOTIFICATION OF DEPARTURE SCENARIO EXCEPTIONS

In the pre-tactical phase, a different runway may be requested for take-off than that in use during the application of daytime noise scenarios.
This need, which may be planned for in view of the regularity that forms the basis of the anti-noise scenario, **must be reported to the Airport Managing Company (Airport Duty Manager +39 02748 62313) with at least two hours' advance notice for the resulting formalities and assessment by the competent Authorities**.
The request may only refer to aircraft types that may effectively encounter difficulties in taking off from the standard runway; the runway requested must not be subject to infrastructural unavailability and ATC must be able (essentially in the case of a request for runway 17 with runway 35L or R in use) to subject the flight to delays in accordance with the prevailing traffic situation.

4.2 Airport parameters

4.2.1 Airport Managing Company parameters - Minimum Connecting Time

Minimum Connecting Time (MCT) is the minimum time, in minutes, for transit passengers to disembark from one flight and embark on the connecting one.
Said values 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 4.2.1 includes details of the Minimum Connecting Time for Malpensa.

4.2.2 Operator parameters – Transit time

Time, in minutes, needed to carry out the full handling operations cycle.
Attachment 4.2.2 includes details of the Malpensa Airport transit times for aircraft in the different categories.

4.3 General management criteria

Airport assistance services are the result of the integrated airport process by which:

- The Airport Managing Company makes available opportune infrastructural and instrumental resources coherent with Airline operating plans, exchanges information to coordinate activities, monitors the process to adopt any corrective intervention needed to optimise resolution of any problems with or alteration to the operating program;
- 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; The Airport Managing Company must in any case ensure that users, particularly in contingency situations, are provided with the planned assistance in terms of availability of

information, extraordinary opening of refreshment facilities and public transport services, particularly during night-time hours;

- State Bodies organise, based on operating programs published by Airport Managing Company, their institutional activities, both to guarantee control levels they are competent for and to integrate their activities with the more general flight assistance process.

For each 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 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 and Authorities that carry 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 ratified by ENAC. If non-conforming behaviour should persist, the Airport Managing Company can report the case to ENAC for it to take action.

For the different infrastructural and technical resources managed by 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 Managing Company (whether Airline or its service provider) will consider resource availability, its logical positioning, its technical supply, limits set by security needs.

Based on all these elements, AOCC sets a seasonal resource allocation plan, based on scheduled traffic and demand curves typical of sub-processes (typically passengers, baggage and goods) in percentage for Airline and time bracket. Where remaining resources permit it, additional commercial requests will be handled as such by Airport Managing Company, observing contractual obligations in force.

These aspects will be detailed in the following paragraphs for each specific resource.

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.

4.4 Allocation and use of airport infrastructures and plants

4.4.1 Energy consumption and rational use of energy

SEA has in recent years confirmed, also with its commitment at the international level, the high level of attention to energy.

In 2013 a formal Energy Management System was structured, supported by obtaining UNI EN ISO50001 Energy Certification with effect from that same year and, in this context, in a systems approach, all those operating in various capacities at our airport are asked to pay maximum attention to all possible aspects (design, maintenance, management, etc.) that may directly or indirectly involve the rational management of energy.
The overall goal is to encourage and promote the development and adoption of energy policies that place maximum attention on the analysis of consumption, actions useful to achieve a better use of energy and achievement of the highest level of system efficiency.

4.4.2 Defining resources

We consider “airport resources” those infrastructures, plants and facilities owned by SEA (or managed by SEA) needed to carry out operating activities. These resources may be, by location and number, assigned to the Operator providing the service on a fixed or rotating basis, or they may be managed exclusively by SEA, if their subdivision or rationalisation is not possible due to complexity, cost or environmental impact.
List of resources, allocation method and service levels will be revised periodically, based on how general airport characteristics evolve.
Resource availability and efficiency levels are part of defining the airport’s absolute capacity.

4.4.3 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:

4.4.3.1 Pre-allocation

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 precise 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 the Operations Department.

4.4.3.2 Daily allocation

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 the Operations Department.

4.4.3.3 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;

- unavailability 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 the Operations Department.

4.4.4 Allocation times

4.4.4.1 Resource rotation

Compatibly with airport needs, the resource will be 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.
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.

4.4.4.2 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.

4.4.5 Resource use regulations

Each Operator 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 only one responsible for management and correct use of said resources; use must always respond to laws in force and be 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 resource use/management, of which Airport Managing Company must be informed immediately.
The user must abide by Airport Managing Company provisions on correct resource use, how to use it, to avoid any disservices caused by the resource itself or by others connected to it.
Resources and equipment made available by SEA may under no circumstances be relocated or modified for uses other than those intended.
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.

4.4.5.1 Resources managed directly by SEA

Infrastructural resources that cannot be divided for complexity or environmental impact (e.g. water chlorination, aircraft waste treatment plant, garbage collection equipment etc.) needed for airport activities, are managed directly by SEA, which adopts specific methods based on specific laws.
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.

4.4.5.2 Cargo area resources

SEA makes a series of operating areas, infrastructures and plants available for Cargo Operators to carry out goods movement and storage activities.
Resources made available are managed directly by the cargo service providers except for the radioactive goods warehouse and large animals warehouse managed directly by SEA.
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.
Airport Managing Company the guarantees surveillance activities outside Operator warehouses.

4.4.5.3 Resources related to the activities of State Authorities and Administrations

For the performance of the activities of the State Authorities and Administrations instrumental to airport activities, ENAC agrees with SEA on the allocation of the areas identified and made available by SEA.
On such areas, allocated free of charge, and defined instrumental by ENAC/SEA, 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 to improve institutional tasks and airport service levels entailing expensive investments for SEA will be governed by specific agreements between SEA, ENAC and the Administrations and State Authorities in which technical, economic and financial feasibility and consistency with airport standards and planning must specifically be assessed.
For the performance of institutional tasks not instrumental to airport activities, they are allocated spaces, areas and premises to be identified through agreements with ENAC and SEA. In such cases, only the costs for extraordinary maintenance, as well as the costs of ordinary maintenance and the provision of services, will be borne by SEA.

4.4.6 Spaces and systems used on an exclusive basis

The present paragraph describes spaces and plants, allocated exclusively to Operators, needed to carry out ground assistance, strictly linked to supplying direct aeronautical services.
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.

4.4.6.1 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.

4.4.6.2 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 aircraft handling systems (PCA, 400 Hz, VGS, loading bridges)
- Lifting and 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/infrastructure built and/or maintained by third parties are excluded from the above.
The arrival time at the reported site for intervention on the centralised aircraft handling equipment, calculated from the time the ticket is opened on the maintenance management system by the Airport Managing Company following notification by the operator, must not exceed the following values:

- Boarding bridges for priority 1 interventions, compromising turnaround: (e.g. docking, bridge disconnection) and/or safety-related: 20 minutes;
- Loading bridges for cleaning operations: 15 minutes;
- GPU 400Hz – T1: 30 minutes;
- GPU 400Hz – Cargo (stand 700/800/900): 45 minutes;
- GPU 400Hz – T2: 45 minutes;
- VGS: 45 minutes;
- PCA (bridge interlocking, electromechanical intervention): 20 minutes;
- PCA (mechanical service intervention): 60 minutes.

All ordinary maintenance and preventive maintenance for spaces are at Operator expense, as is any extraordinary maintenance for parts eventually done by the Operator or concerning improvements and changes required by it.
Said intervention, agreed on in advance with SEA, will be carried out by companies authorised by SEA, under its supervision, without SEA taking any responsibility for the works carried out.
SEA will pay for and carry out any extraordinary maintenance (excluding the above) if requested to do so immediately.
SEA will carry out, at Operator expense, where needed, maintenance work that is Operator responsibility as indicated above but not carried out by it after 15 days from being informed by SEA, as well as any works due to bad care or improper use by Operator staff and maintenance of the fire-fighting plant, fitted as base or standard equipment, according to laws in force and conforming to airport quality levels.
The Operator undertakes to assist and consent said intervention during normal working hours.
No changes, new creations, enlargement of spaces and plants can be done without prior written permission from SEA, within limits set by it and based on a project presented by the Operator and

with all expenses its responsibility. 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.
Operators may not install radiofrequency equipment for whatever use without written authorisation from SEA.
Should the Operator install such equipment without authorisation from SEA, the latter shall have the right to adopt all technical measures required to prevent any interferences caused by the equipment; if SEA authorises the installation of such equipment, all responsibilities and costs connected to compatibility tests shall be borne by the Operator.

4.4.6.3 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 is also required for systems and furnishings exposed to the public, but not for places used by third parties only.

4.4.6.4 Fire prevention

All fulfilments foreseen by the laws in force on fire safety, prevention and protection are Operator responsibility, re the handling of its specific activities in the spaces allocated.
The Operator is solely responsible, in civil and criminal proceedings, for said fulfilments exonerating SEA of all responsibility.
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 change must be communicated to SEA in advance and be approved 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 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.

4.4.7 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.

4.4.8 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.
A Concession is in place between SEA and the sewage treatment plant operator in S. Antonino Ticino (Lonate Pozzolo district), for permission to connect to the consortium sewer into which the sewage network flows.
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 152 of 3-4-2006. SEA is entitled to perform analytical controls on such discharges.
Every quarter, SEA reads the volume meters installed at the terminal discharge of the airport sewer network into the public sewer.
Every quarter, 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).

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

4.4.9 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 analytical checks on both chemical and microbiological parameters in accordance with current legislation (Legislative Decree 31 of 2-2-2001, as amended).
User must comply with these parameters for water distributed to the public.
SEA will be responsible for the quality of the water only up to the hook-up point and will not be liable for other devices (softeners, vending machines, etc.) installed by users.
SEA may carry out analytical spot checks.
All users must be equipped with a meter, for which they will pay SEA consideration.
Users should report any anomalies to the Control Room (tel. 0274863450/1).
SEA will implement the necessary corrective measures to restore the quality of the water supplied.

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

4.4.10.1 Background information

At Malpensa airport there are fuel distributors for private use intended for refueling vehicles and vehicles circulating within the customs area for purposes related to airport operations. The authorisation issued to SEA, operator of the Linate and Malpensa airports, allows refueling 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 2.2.2010 (as amended), 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 refueling 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.

4.4.10.2 Scope of regulations

These Regulations govern access to the fuel distribution system located within the Malpensa customs area as follows.

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.

4.4.10.3 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.

4.4.10.4 Refuelling methods

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

SEA will charge 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.

4.4.10.5 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 must 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.

4.4.10.6 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, within 24 hours, 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.

4.4.11 Regulations for access to and operation of aviation fuel storage facilities

For access to and operation of aviation fuel storage facilities, please refer to Chapter 22 of the Malpensa Airport Manual: Storage and Management of Fuel and Dangerous Goods.

4.5 Management of airport operations information

4.5.1 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 (STA/ETA/ATA - SIBT/EIBT/AIBT),
- incoming flight number (ICAO/IATA),
- aircraft type (ICAO/IATA),
- departing flight number (ICAO/IATA),
- departure times (STD/ETD/ATD - SOBT/EOBT/AOBT),
- destination airport (ICAO/IATA).

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, etc.) and makes these timetables available to be read by any system needing them;
- acquires, during an operating day updated information (Estimated Time, Real Time, etc.) on movement making it available to be read by any system needing 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/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 Assoclearance.
Airlines must strive to plan their own operations in coherence 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.

4.5.1.1 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 (Assoclearance), to be issued on the basis of indications from the Malpensa Operations Department.
The Malpensa Operations Department receives the SCR message and must process and check data containing movement identifiers, timetable data and scheduled operations.
It must also correctly process automatic procedures or entering of data needed for systems to function correctly.
The receipt of scheduling data from the Airline must take place at set times, in agreement with Assoclearance, to allow the Malpensa Operations Department to provide the airport with complete and consistent M-AIS data.

4.5.1.2 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 (Assoclearance), which collects changes to seasonal scheduling supplied through an SCR message and authorised by the Malpensa Operations Department.
The Malpensa Operations Department receives the SCR message re the change to one or more flights and must process and check data containing:

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

4.5.1.3 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 Malpensa 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 Malpensa makes changes linked to operational variations (CLD, DVT, machine replacements);
- flight-related airport resources: data are generated and managed by AOCC Malpensa by allocating airport resources;
- Loading data to calculate airport duties: this data is checked by AOCC Malpensa 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 Malpensa, as it is checked when acquired, is reference data for the airport and all Operators at the airport. Information reliability and speed is subordinate to quality of data received when it is the responsibility of subjects that are not SEA: in particular, data that Airlines and Handling Agents are responsible for reproduces information received by them.

4.5.1.4 Summing up (Airport Journal)[1]

Summing up of air traffic data, for invoicing purposes, is through the Airport Journal function (AJ). The AJ must contain 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 available within the M-AIS system.

The day after the operating reference day, the Operations Department – Airport Information Management 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 in a computer format to ENAC's Territorial Division.

Furthermore, based on an agreed on frequency, Airport Managing Company sends ENAC statistical ad hoc reports on cancellations and delays.

4.5.1.5 Feeding airline DCS data into the M-AIS

In order to ensure operations in Malpensa, the M-AIS (Milan Airport Information System), must receive data from airline DCS (Departure Control Systems) according to a standardised procedure, as follows:
- the procedures described below are those required by software programmes developed by SEA to feed the airport systems automatically;
- 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.

[1] References:
Airport Manual – Chap. 2.8: Method and procedures for recording aircraft movements; the procedure regulates the process for determining final air traffic data in the Airport Journal for the invoicing of said data.

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

- *Standard IATA messages*

The Airline must make available messages foreseen by the IATA standards described in the last 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 must be available as soon as it is generated, in accordance with IATA standards, for both arrival and departure flights.

IATA message list for arriving flights

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

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	MXPBRXH MXPBSXH
BUM	RP 1745	Baggage Unload Message	MXPBRXH MXPBSXH
CPM	AHM 587	Container / Pallet Distribution Message	MXPMAXH
DIV	AHM 781	Aircraft Diversion Message	MXPMAXH
FFM	CIMP	Freight Flight Manifest / Airline Flight Manifest	MXPMAXH
LDM	AHM 583	Load Message	MXPMAXH
MVT	AHM 780	Aircraft Movement Message	MXPMAXH
UCM	AHM 424	ULD Control Message	MXPMAXH
PAL	RP 1708	Passenger Assistance List	MXPMAXH MXPKAXH
PNL		Passenger Name List	To be agreed with the service provider
PSM	RP 1715	Passenger Service Message	MXPMAXH MXPCSXH
PTM	RP 1718	Passenger Transfer Message	MXPMAXH

Here are some general notes on the main standard IATA messages:

BSM message
The BSM is obligatory for both transit and local baggage.
SEA systems can operate within IATA standards both to read tag barcodes and interpret messages. The Malpensa BHS (Baggage Handling System) is equipped with scanners that can read 10-digit barcode baggage tags, based on specifications in IATA "resolution 740" ("Passenger Services Conference Resolutions Manual"). The Airline must make the BSM (Baggage Source Message, for local baggage) available at the MXPMAXH address, based on the IATA specifications in the “Recommended Practice 1745” table (“Passenger Services Conference Resolution Manual”).
SEA has a back-up system to be used if they do not receive the IATA message. To acquire data through that system, each airline must provide SEA with the tag format sent to the Bag Tag Printer and communicate any variation straight away to adapt the programs.

BTM message
With regard to baggage in transit, the Airline that provides the onward flight and has received the BTM (Baggage Transfer Message) from another Airline, is required to send the corresponding BSM to SEA.

BUM message
The BUM message (Baggage Unload Message) is essential for reconciling baggage using the BRS (Baggage Reconciliation System).

FFM message
The FFM message, for departing flights, is issued directly by the FAST system so, for all airlines using that system, the message need not be sent from the DCS.

LDM message
The information listed below must be made available in the LDM message through the Supplementary Information (data must be interpreted as total embarked for destination from origin airport):

DESCRIPTION
Baggage items, number per destination
Baggage, weight per destination
Cargo, number of boxes per destination
Cargo, weight per destination
Mail, number of parcels per destination
Mail, weight per destination
Loose cargo, number of boxes per destination
Loose goods, weight per destination
Direct transit cargo, weight per destination

A preliminary LDM message containing the information concerning what is transported departing must be made available for each departing flight, at least 20 minutes before the aircraft lands for normal turn around flights lasting about one hour, otherwise at least one hour before departure.
The LDM message must be sent by all preceding airports foreseen in flight routing.

MVT message
The MVT message must be sent by all airports listed in the flight routing as previous stops; it must also be sent by the airport following the one run by SEA (Arrival message).

PNL message

The PNL message must be sent by the Airline to the service provider in time to facilitate registration.

PSM message
The PSM message must be sent soon enough to manage passengers needing special assistance.

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

In accordance with the regulations in force, 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.
Airlines and service providers must also keep available in a computer system for at least three months the load documents relating to flights operated and/or serviced at the airport and notify the Airport Managing Company of the location/electronic archive where these documents can be found.
The Single Carrier Declaration must be sent to the MXPMAXH address 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 the standard DUV trace, 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        XXXXXXXXXXXXXX  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 XXXXXXXXXXXXXXXXXXX
```

Sample DUV:

```
     1...:...10....:...20....:...30....:...40....:...50....:...60..
1    *** DICHIARAZIONE UNICA DEL VETTORE ***
2    AEROPORTO          XXX      SCHEDULATO   XXX
3                                                        (TRANSITO)
4    TIPO DI TRAFFICO   XX                                PARTENZA
5    VETTORE ESERCENTE  XXX      VOLO N.    0000      DATA   GGMMAA
6    TIPO AEROMOBILE    XXX      CPT        XXXXXXXXXXXXXX  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                                                 INFANTS     00
18    ATD HHMM     STD HHMM     RIT  000
19    IL VETTORE O L*AGENTE XXXXXXXXXXXXXXXXXXXX
```

4.5.2 Cybersecurity requirements[2]

Operators must ensure the functionality of computer systems by taking care of their evolutionary terms in compliance with quality and security standards.
In order to reduce exposure to risks arising from cyber threats, Operators must, in compliance with the latest relevant legislation, take technical and organisational countermeasures consistent with the instructions received, specific cyber-frameworks and international security standards.
Whenever possible, in order to ensure confidentiality, integrity and availability of application services and information necessary and instrumental to airport operations, Operators must adopt adequate infrastructure and connectivity systems with resilience, backup and recovery properties.
Operators must see to the evolutionary management of the hardware and software components for the applications in use and periodically check their exposure to cyber security vulnerabilities, applying any corrective measures identified in order to avoid critical situations and discontinuity of the application services supporting airport operations.

2
References:
- Regulation (EU) No 1583/2019;
- Note ENAC-PROT-19/10/2021-0119412-P on "Preventive measures on cybersecurity - EU Regulation 2019/1583";
- Standard ISO/IEC 27001(Information technology - Security techniques - Information security management systems - Requirements); it lays down the requirements for setting up and operating an information security management system (ISMS) and includes aspects relating to logical, physical and organisational security;
- US NIST (National Institute of Standards and Technology) Cybersecurity Framework;
- Assaeroporti cybersecurity guidelines.

Operators must manage supplies and Suppliers according to structured criteria that comply with the regulatory guidelines on cyber security and in any case to protect information.
Operators must prepare cyber security programmes that contain strategies for adopting protective measures against cyber attacks, developed and implemented in accordance with a periodic cyber risk assessment.
Operators must have identified and appointed accordingly, within their organisational structure, the contact person responsible for IT security issues.
Operators shall also prepare appropriate procedures to be adopted in cases of unavailability of instrumental application services due to malfunctioning or technical failure and for situations of compromise potentially attributable to cyber attacks, involving the implementation of manual and paper-based activities as an alternative to the use of computerised platforms.

4.6 Access and operation requirements

When carrying out its activities, the Operator must abide by all provisions issued by ENAC's Territorial Division, Customs, Public Security and other competent authorities, as well as by SEA itself.
The Operator must also guarantee that all activities are carried out in compliance with laws in force.
Operators, where required, must give SEA proof that they have drawn up, in compliance with laws on the matter, adequate insurance policies with a primary insurance company to cover activities carried out; minimum coverage conditions must comply with what is indicated by SEA and approved by ENAC.

4.6.1 Personnel safety

4.6.1.1 Workplace health and safety

The Operator, as an employer, is fully and uniquely responsible for obligations guaranteeing the health and safety of personnel used on work premises as prescribed by the laws in force, and undertakes to assess and develop, for its own competences, the risk and evacuation plan, in line with the one adopted by SEA.
All Operators, when carrying out their activities, must observe the laws in force re labour safety and hygiene.
All equipment used on airport premises must comply with regulatory requirements, be equipped with appropriate accident prevention measures for health and safety purposes and be suitable for the work performed. Moreover, it must be used in accordance with the relevant regulations and properly maintained in compliance with the manufacturer's instructions and reference standards.
All persons working in the airside (movement and manoeuvring area) are obliged to wear high-visibility clothing that must comply with the provisions of the current national regulations, EU Reg. 139/2014 ADR.OPS.D.070 and UNI EN 20471.
The high-visibility clothing worn must be at least class 2 (each employer, following its own risk assessment, may equip its personnel with higher class high-visibility clothing); lower class high-visibility clothing (e.g. class 1) is not permitted.
All high visibility clothing must bear the logo of the company to which the person belongs.
All employers must fulfil their information, 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.

4.6.1.2 Access badges

The personnel of Operators and companies operating at the airport, also for security reasons, must be provided, when required, with the specific access identity badge for airport areas, released by ENAC and issued by SEA, duly stamped by the control authority, in compliance with the provisions of the current AHC and subject to attendance at a course to raise awareness of security issues as provided for in the Community regulations and the corresponding implementing regulations.

When requesting the issue or renewal of the airport badge, SEA will require the presentation of a certificate attesting participation in a compulsory Airside Safety course in accordance with the EASA regulations (see paragraph 4.6.2), as well as the PNS (Attachment 1, Chapter 1, Version 3, point 2.3).

Duplicates are issued if valid badges are lost or stolen.

If the badge is lost or stolen, the concerned party must report it to competent State Authorities, completing the appropriate form.

The SEA Badge Office, on receipt of a copy of the report made by the interested party and authorisation letter on headed company paper, issues a duplicate.

If the badge cannot be used (because worn, de-magnetised or broken) its owner must report this to the SEA Badge Office, which will then withdraw the non usable badge and issue a replacement.

Should the airport badge not be issued or be withdrawn by control authorities, the person involved cannot carry out any activity in the airport.

The Malpensa SEA Badge Office is located in Terminal 1 and is open to the public from Monday to Friday, except on holidays, from 8.30 am to 3.30 pm.

When the SEA Badge Office is closed, visitor passes may be requested to the SEA Security Duty Manager, at the security filters in Terminal 1, always and only in cases provided for by the applicable provisions.

4.6.1.3 Use of alcohol, drugs and medicines[3]

Pursuant to current legislation, the administration and consumption of alcoholic substances, the use of drugs and the taking of medicines that may adversely affect the mental and physical capabilities of operators in such a way as to compromise their safety and that of airport operations are expressly forbidden during working hours.

Similarly, it is forbidden for anyone to engage in operational activities unless they are in an appropriate mental and physical condition.

The prohibition applies to personnel involved in:

- airport operations
- fire-fighting and first aid operations (fire brigade)
- airport maintenance
- unescorted personnel operating in the flight area and/or other airside operational areas.

In order to comply with these provisions, each organisation is required to inform its staff of the risks associated with the use of alcohol, drugs and/or medicines and to put in place appropriate procedures to prohibit their employees from working under the influence of these substances, as well as consuming them during working hours at the airport.

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[3] References:

- Airport Manual - PART B - CHAPTER 2.6: Use of alcohol, drugs and medicines;
- Reg. (EU) 139/14 - ADR.OR.C.045 and related acceptable means of compliance
- Legislative Decree 81/2008, Consolidation act on the protection of health and safety in the workplace.

Without prejudice to the responsibilities of each organisation to comply with the applicable legislation in force, SEA will verify that they issue and apply their own procedures in accordance with Reg. EU 139/2014, ref. ADR.OR.C.045, as well as this provision.

Risks when consuming alcoholic substances, drugs or medicines
The consumption of alcohol, drugs and/or medicines during the performance of any work activity at the airport can pose serious risks to the safety and health of the individual worker, colleagues and potentially passengers and airport users.
An employee who exhibits symptoms that can be correlated to the consumption of alcoholic and/or narcotic/psychotropic substances, or who is in a state of confusion or psychomotor difficulties, must therefore dismissed from the relevant work position.
The employee must inform the Company Doctor if he or she takes any medication that may impair his or her cognitive and/or physical abilities while at work.
In addition, whenever a person working at the airport suspects another worker/individual is under the influence of alcohol, drugs and/or medicines, he/she shall report this to the person in charge, who, in turn, shall notify the Company Manager for the activation of internal procedures.

4.6.1.4 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.

4.6.1.5 Airside smoking ban

Smoking is prohibited throughout the entire airport airside, except in specially designated areas indicated in the Airport Manual.

4.6.2 Training Management System and training obligations

Regulation EU 139/14, as amended, defines the role of the Operator 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**
- **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.

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 Managing Companys 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 area**:

- **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**
- **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 9.2 of the Airport Regulations for issuing, training and maintenance procedures).
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 Managing Companys are required to report long absence data to SEA Training Shared Services for tracking in the system.

Airport Managing Companys 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 (Chap. 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 GEN02A 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;
- 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 www.seamilano.eu, Training Shared Services page.

4.6.3 Environmental management

4.6.3.1 Environmental protection

Civilly and criminally, the Operator is the only one responsible for putting environmental protection and anti-pollution laws in force into practice, by undertaking to obtain all authorisations needed to exercise its activity.
Operators will also be 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 must always be agreed in advance with SEA and with any other competent control Bodies.
The Operator undertakes to indemnify and hold SEA harmless from claims brought by any and all parties, and to indemnify SEA and/or any third parties for damages incurred or that may be incurred in the future. The Operator must return the spaces and appurtenances to SEA ready for immediate use and not requiring any further clean-up and/or removal of materials of whatever nature, and shall provide any supporting documents which SEA should request for whatever reason at its sole discretion.
SEA makes available for all Operators, on its website, the "Sustainability Report" which, published annually, gives elements of collective interest on all environmental factors.
SEA carries out monitoring activities, at its sole discretion, in accordance with applicable laws and regulations.

Third parties operating on the airport must abide by the following principles:

Principle of preventive action and principle of corrective action

According to this principle, environmental protection is undertaken first and foremost in the form of preventive measures. This is critically important, not only because prevention is always less onerous than compensation, but also and mainly because the consequences of the damage may go beyond the capabilities of remedial actions to correct them.
The best approach to environmental protection is undoubtedly that of avoiding the generation of pollution or any other disruption of ecological equilibrium.

Principle of precaution

This principle is an expression of the essentially precautionary need to pursue environmental protection goals even when there is no scientific evidence of impending damage, i.e. when it is impossible to confirm, based on available evidence, the existence of a cause-effect relationship between a potentially harmful condition and negative consequences for the environment.
Said principle is based on the need to ensure the primacy nature of the environment as an asset whose safety must be protected through precautionary measures even in the absence of scientific evidence.
One procedure that it is important to mention as an effective tool to bring the precautionary approach to fruition is the inversion of the burden of proof.

This means that for the protection of ecological balance, it must be proved, if needed, that contractual activities and/or supplies do not damage the environment.

Principle of balance: graduality and dynamism of environmental protection

This principle is based on an interpretation of the primacy of the environment whereby the higher value ascribable to the environment cannot be taken a priori as superordinate to other interests;

rather, and more realistically, the interest of the environment should always be adequately weighed in all decision-making processes.

Principle of environmental information

The principle of environmental information arises from the awareness of the need that continuous, complete, objective, reliable and comprehensible information concerning natural phenomena, situations created by human activities, problems, dangers, decisions, choices and strategies affecting environmental protection is promptly made available to all parties, whether public or private, involved in environmental protection actions or in changes of ecological equilibria.

Principle of shared responsibility and principle of cooperation

The principle of shared responsibility and the consequent principle of cooperation are the indispensable pillars of any system that rationally seeks to achieve effective and efficient safeguarding of the constitutional value of the environment.
Issues relating to ecological equilibria necessarily involve everyone: private actors, whether individuals, consumers or businesses, as well as public authorities, each acting at a different level to address the different dimensions of a given issue.
No-one can be considered as excluded a priori. Hence, according to the principle of shared responsibility, an active role must be attributed to each actor and every level of government.
The need addressed by these principles is to view environmental responsibilities **in the perspective of a collaborative relationship** rather than one of opposition.

Principle of asset value

The environment must be considered a kind of **multifunctional asset**. This means that an economic value may be assessed for it. The basic criterion for associating environmental costs with legal liabilities **is the "polluter pays" principle**.

Environmental damage criterion

"Any fraudulent or negligent act in violation of law provisions or of measures adopted in accordance with such provisions, which compromises the environment by damaging, altering, deteriorating or destroying all or part of it, **requires the perpetrator to indemnify said damage**".
As part of the regulatory framework, it should also be pointed out that Article 264 of Legislative Decree no. 152 of 3 April 2006 on "Environmental regulations" repeals Legislative Decree no. 22 of 5 February 1997; to ensure a seamless transition from the previous provisions to those contained in 152/2006, the instruments implementing legislative decree 22/97 will continue to apply until the new implementation instruments become effective.
The aforementioned Legislative Decree 152/2006 provides for, on environmental issues, application of the principles of "**prevention**" and "**precaution**" on the basis of which it is above all necessary to avoid creating risks to the environment, and only secondarily to try to limit those existing or those which might occur as established in art. 311 para. 2 which reads: "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".
With special reference to the laws on waste disposal, Article 192 of Legislative Decree 152/2006 prohibits uncontrolled dumping on and into the soil and disposal into surface and underground water bodies.
To provide a complete picture on the subject of liability, it should be noted that also with regard to the protection of water from pollution, the principles set out in Article 3-ter of the aforementioned Legislative Decree 152/06 apply, set out below: "protection of the environment and natural ecosystems and of the cultural heritage must be ensured by all public and private agencies and by public and private natural and legal persons, by means of suitable actions based on principles of caution, prevention and correction, prioritarily at source, of damage caused to the environment, as well as on the "polluter pays" principle.
Therefore, those responsible for an event that causes harm to any part of the environment must do everything necessary to eliminate the sources of pollution or reduce their concentration in the soil and in underground waters to a level that is the equal or lower than the concentration levels measured by the risk analysis.
The polluter must immediately implement an emergency safety response in case of contamination, fire or explosion, and subsequently adopt operating and lasting safety measures to contain the sources of pollution permanently; Article 242 of Legislative Decree 152/2006 provides that, in case of potential pollution, the responsible party must carry out, within 24 hours, all necessary prevention and emergency safety measures and, if values are exceeded, supply competent Authorities with information and prepare a reclamation plan ("characterisation plan").
Operators should note that SEA contracts include the occurrence of any of the following circumstances as a justified reason for termination:
A. non-compliance with the above principles/criteria;
B. failure to notify any ongoing proceedings resulting from violation of environmental laws;
C. failure to submit any required technical-scientific documents;
D. serious non-compliance with environmental laws identified during checks carried out.

SEA also reserves the right to initiate any consequent action for recovery and damages (including image damages).
Specifically, in the case described in section B above, with regard to proceedings concerning violations of environmental regulations, even if duly reported, SEA shall have the right to evaluate at its sole discretion any negative effects (including on its image) and terminate the agreement without the Operator having the right to make any claims.

4.6.3.2 Disposal of solid urban waste and special waste

The Operator, at its own expense and responsibility and in compliance with the procedures required by applicable regulations and relieving SEA SPA of any responsibility and consequence, shall provide for the cleaning of the allocated space and for the disposal (as agreed with SEA) of municipal solid waste in 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).
The Operator undertakes to refund to SEA, pro-rata for the portion under its responsibility, the charges for solid urban and similar waste removal and for the transport and disposal of said waste by the companies designated by competent Agency.
Special waste, as defined in Legislative Decree 152/2006, as amended, 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.
Failure to comply with special waste regulations shall constitute a violation of contractual obligations.

4.6.3.3 Water protection

SEA guarantees, through its aqueduct, the supply and distribution of high quality water for uses within the airport.
Each Operator has to pay SEA for its share of water supply and disposal- discharge costs.
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.

4.6.3.4 Quality of the environmental management system

SEA, as Airport Managing Company, is in charge of environmental management for Linate and Malpensa. The company has had a UNI EN ISO14001 Environmental Certification System since 2006.
Without prejudice to the observance of all legal obligations relating to environmental management and any pollution of the airport site linked to their activities, Operators 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 determine 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, including through the signing of partnership agreements with the Airport Managing Company to reduce greenhouse gas emissions.
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.
In case of significant non-conformities in environmental management, reported by customers/users or otherwise, SEA may perform further inspections at any time, without prior notice, and subsequently suggest the most suitable corrective actions; in any case, the case should be reported to the Authorities having jurisdiction on the matter.
Non recovery of the environmental protection and respect level, to the above mentioned quality standards, will constitute breach of contract.

4.6.4 Quality of services provided

As Airport Managing Company, SEA directly manages the aeronautical infrastructure classified as "centralised" as defined in Legislative Decree no. 18/99. The company is ISO 9001 Quality certified.
The Quality system, besides defining how the service supply process is governed and controlled, refers to the Service Charter drafted by SEA and approved by ENAC, to give airport users proof of the service levels SEA undertakes with ENAC to guarantee all Operators.
The Service Charter is published yearly and has unlimited circulation.

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 Circular ENAC GEN 06 a committee for the regularity and quality of airport services (the Service Quality Improvement Committee or SQI) chaired by the Airport Managing Company has been set up to include all service providers and Airlines under the supervision of ENAC; its decisions are binding on all operators at the airport. The controls will be shared based on the results of the different enquiries; any incongruent results can then be analysed more thoroughly also for what concerns the enquiry techniques used. If there should be any important "Non-Conformities", also reported by customers and users, SEA can carry out further control at any time, even without prior notice, and then suggest the best corrective actions.
On the basis of the Airport Managing Company's commitment to ENAC and to all the parties operating in the airport, the different Operators present in the airport as providers of direct or indirect aeronautical services are also required to regulate their activities under a Quality Plan. This is to ensure adequate stability in the operation of the airport system and to allow the manager to perform that role of coordination and control over the activities of the various private operators present at the airport, as provided for by Article 705 of the Navigation Code.
On the basis of the above, the service providers, commercial operators and carriers commit to meeting the operating standards required by SEA and set out in the Airport Regulations, also through audits of their activities.
In addition, the Operator 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.

4.7 Landside roads

The organisation of land-side traffic at Terminal 1 technically has the objective of regulating traffic flows with the establishment of regulated accesses for the different types of users through entrance barriers and/or parking areas and of ensuring improved circulation in terms of safety and security, efficiency, order and fluidity.
Regulating access flows and the related controls with automatic devices allow real-time surveillance of the transit of users, Authorities and Operators and their monitoring, discouraging illegality among operators and irregular parking, defining in a precise manner the areas dedicated to each service.
For more details, please refer to the current ENAC Ordinances (T1, T2 and Cargo) governing the airport’s landside road network.

4.8 Airport security

For security aspects concerning passenger and hand baggage control, hold baggage control, control of Airport Managing Companys 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.
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 Operator 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.

4.9 Single airport emergency number

In order to optimise communications and regulate the interventions of the Air Border Police, a single airport emergency number, **80112**, is in operation. It can be contacted from landlines and DECT phones connected to the SEA network (e.g. from check-in desks and gates), but only in emergency situations at the airport that require rapid intervention by law enforcement. The caller must wait on location for the arrival of law enforcement and follow the instructions given in the meantime by the operators of the Border Police Operations Room.
The caller's number and conversation will be recorded and the data stored. Any abuse or inefficiency caused by misuse of the service will be punished in accordance with the law.
The following is a non-exhaustive summary of typical situations justifying a call to the emergency number.

Nature of the problem	*Operational procedures*
UNRULY PASSENGER Passenger denied boarding because he/she verbally insulted or threatened or used physical violence against an airport employee in the performance of his/her duties.	CALLER: Shift manager or station manager only. MANAGEMENT: Request police intervention only if the unruly passenger continues his or her behaviour after the captain's decision not to board him or her.
SECURITY BREACH	CALLER: Anyone, with involvement of their shift manager. MANAGEMENT: Immediately request police involvement, specifying the type of breach, after informing your shift manager of events. Seek to halt what has happened or stop the offender if possible.
ABANDONED LUGGAGE IN PUBLIC AREA	CALLER: Anyone, with involvement of their shift manager. MANAGEMENT: CASE A – Anyone who notices abandoned luggage has a duty to verify that the lawful owner is not nearby. Only after ascertaining the owner is not nearby may the involvement of law enforcement be requested. CASE B - Anyone who notices people abandoning their luggage or its contents has a duty to inform them that such behaviour is forbidden and punished (in more serious cases, such behaviour is punishable by being reported to the judicial authorities for false public alarm).

PASSENGER WITH POSSIBLY FALSE DOCUMENTS	CALLER: Anyone, with involvement of their shift manager. MANAGEMENT: Immediately after acquiring the original suspicious documents, request the intervention of the police, specifying the type of violation and the physical characteristics of the passenger(s), after having consulted your shift manager.
PERSONS SUSPECTED OF OR RESPONSIBLE FOR COMMITTING OFFENCES	CALLER: Anyone, with involvement of their shift manager. MANAGEMENT: Request the intervention of the police, specifying the type of violation, the number and the physical characteristics of the persons involved, after having involved your shift manager.

Such situations must be channelled through the respective shift manager, if present or easily reachable, unless there is a threat to your safety or that of others.
Please note that the Border Police will not intervene in customer care issues (e.g. relating to the ticket contract, compliance with the Passenger Rights Charter, etc.) or for luggage abandoned in a restricted-security area.

5 PASSENGER SERVICES

5.1 Description of main terminal resources

The main terminal resources are:

Check-in desks with baggage
Malpensa 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); they are also equipped with scales certified by the Varese Chamber of Commerce, Industry, Crafts and Agriculture.

Automatic Bag Drop (ABD)

The Automatic Bag Drop system installed at Malpensa T2 allows Passengers holding a boarding pass to tag and drop their checked baggage in self-service mode from the same location (1-step type).
The system consists of 21 kiosks equipped with peripheral devices (Monitor; Boarding Pass Scanner; Baggage Tag Printer; Shipment Receipt Printer) for label and receipt printing and 21 detectors equipped with scanners and sensors for label/baggage verification/correspondence.
Thanks to the integration of the ABD-BHS and ABD-DCS systems, labelled baggage is automatically processed for entry into baggage handling in accordance with the procedures of the Carrier for which the ABD System is in operation.
Baggage is accepted in accordance with the passenger's baggage allowance and the Company's policies (weight, pieces, etc.) verified directly by the DCS (Departure Control System), with which the ABD platform communicates via a secure Internet connection and after checking the baggage tag entrusted to the scanners housed in the detectors with which each kiosk is equipped.

Transit desks
Transit desks all have a Work Station interfacing with the airline DCS (Departure Control System) and ATB peripherals to print boarding passes.

Lost & Found counters

The Lost&Found desks are all equipped with Work Stations to guarantee the interface with SITA's World Tracer system (world database for handling misdirected luggage) and ALFA (Automatic Lost&Found Activity) for handling lost luggage, damaged luggage and baggage reclaim. The back-office stations are equipped with Bag Tag Printers (BTPs) for printing luggage tags and integrated with IVR (telephone responder) for customer telephone contact requests.
The Lost&Found desks are also equipped with Work Stations to ensure interface with the company's DCSs (Departure Control Systems) and Bag Tag Printer (BTP) peripherals for printing baggage tags and DCP for printing flight documentation.

Information desks

Security filters (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, automated boarding pass reading through 2D barcode scanners, and DCP to print flight documentation.

Loading bridge

5.2 Allocation and use of terminal resources

5.2.1 Check-in desks

5.2.1.1 Allocation

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 Managing Company (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, the Operations Department 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.
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 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.
Pre-allocation data is distributed to Operators involved (Handling Agent, Airline, other Operators on request).
The Operations Department confirms, on the day before the operating day, the daily allocation schedule, based on the following:
- flight timetable,
- variations to scheduled times or flight cancellation,
- any critical situations causing delays in leaving allocated desks,
- requests for supplementary desks.

The Operations Department supervises the occupation of desks by Airlines or service providers representing them.
If a change to daily allocation should be needed, due to operating changes such as:
- emergency situations (e.g. adverse weather conditions) 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 (Handling Agent, passengers, Airlines for flights with specific boarding procedure needs: e.g. transit).
There must be exchange of information between the airport's operational management and Airport Managing Companys 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.

5.2.1.2 Use

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.

5.2.2 Gate

5.2.2.1 Allocation

Based on the total number of gates, their position and equipment present at each gate, rules attributed for customs and security limits, the Operations Department 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/loading bridge scheduling.
The Operations Department 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.

5.2.2.2 Use

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 to the Operations Department (tel. 02 74868152).
Subject to the airport's requirements, boarding gate availability stops 10 minutes after STD or the last ETD known at the time boarding starts; as soon as any additional engagement is known, it must be communicated to the Operations Department, which will reserve the right to intervene for the proper overall functioning of boarding operations.
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).

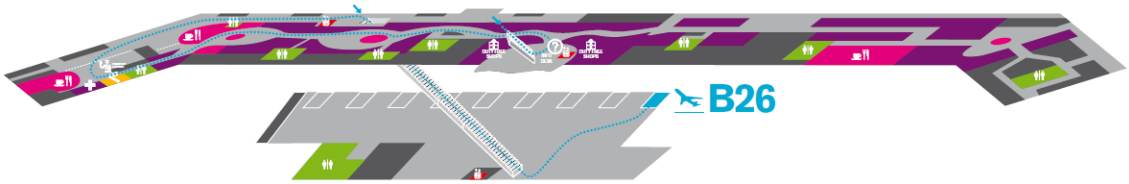
5.2.3 Crew exits

Subject to any exceptions provided for by ENAC provision, the crew exits for boarding are as follows:

Terminal 1

- for Schengen flights, gate A24;

- for non-Schengen flights, gate B26.



Gates A24 and B26 have a periodically updated door opening code and an internal telephone to activate the bus call; crews will go directly to the scheduled exit and call the operations centre to send the bus.
Arriving, departing and transiting crews must pass through the existing lines of control, similarly to the passenger flow, differentiating entry according to origin (Schengen/extra-Schengen) and completing all the required formalities (police, customs).
Any exceptions must be authorised by ENAC's Territorial Division, which will seek the opinion of the State Authorities.

Terminal 2

- for Schengen flights gate D01 - disembarkation at gate D08-D19
- for non-Schengen flights, gate E23

5.3 Terminal services

5.3.1 Special assistance

5.3.1.1 Reduced mobility passengers[1]

5.3.1.1.1 Background information

With regard to assistance to disabled and reduced mobility passengers, (hereinafter "PRM"), regulations in force, and more specifically Regulation 1107/2006/EC, ECAC document no. 30 and ENAC Circular Gen-02/2008, as amended, establish that as of 26 July 2008, the Airport Managing Company is responsible for providing assistance to these passengers.
At Malpensa, disabled and reduced mobility passengers can use the Sala Amica lounge (tel. 02 74862243, e-mail address salaamica.hnd@seamilano.eu), 24 hours a day.
The Airport Managing Company is responsible for the infrastructure, means and instruments that contribute to the provision of the service.
The Airport Managing Company undertakes to train personnel working in contact with the public, in particular PRM passengers, as governed by Regulation (EC) No. 1107/2006 and ENAC Circular GEN 02B.
To use these services, passengers shall inform the airline when booking and at least 48 hours before departure. The Airline Company will inform Airport Management 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 MXPMAXH and MXPKAXH.
A standard format IATA message (salaamica.hnd@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.

5.3.1.1.2 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.)

[1] References:
- ECAC/CEAC Doc. 30 Part I, Section 5 and Annexes E, F, J, K, N;
- Regulation EC 1107/2006 and transposing Legislative Decree no. 24 of 24 February 2009;
- ENAC Circular GEN-02 of 8/07/2008, as amended; See latest update to Circular GEN-02B of 13 May 2021 - Application of Regulation (EC) No 1107/2006 and quality of services provided to disabled persons and persons with reduced mobility in air transport.
- UN Convention on the Protection of the rights of persons with disabilities of 13-12-2006;
- Technical Regulatory Document SEA TÜV IT 005 MS.

- **Wheelchair steps (WCHS)** (passengers that cannot climb up/down the aircraft steps, but can reach their seat on board, albeit with difficulty.)
- **Wheelchair cabin (WCHC)** (passengers that are practically immobile and require a wheel chair 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 areas designated as “SALA AMICA CALL POINTS” are located in:

- Terminal 1: on the Departures level, doors no. 13, 15 and 19, on the Arrivals level, doors no. 4 and no. 7, in the multi-storey car park P2 lift area floor -1, at the railway station, at the car rentals;
- Terminal 2: on the departures level, gate no. 3, at the railway station and the P3 car park.

The main Sala Amica lounge in Terminal 1 is on the second floor (Departures), in check-in area 3, near entrance door 13. Another three lounges are located in the boarding areas in the satellites.
In Terminal 2, the Sala Amica is located in the airside area on the ground floor.
Malpensa terminals also have 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:

Departing passengers

1. Passengers are met at the car park/air terminal/lounge/check-in desk
2. They are accompanied and their reasonable-sized 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 reach the gate/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 notification of the Health Authorities of the Airport Managing Company and the airline.

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 reasonable-sized 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 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.

Passengers in transit

1. Passengers are met at the aircraft or in the arrivals hall
2. They are accompanied through security checks to the gate/departures' lounge
3. They are accompanied to the gate/aircraft

Passengers are accompanied from arrivals to boarding, through the usual controls.
The operational aspects of Passengers with Reduced Mobility assistance services with are governed by operating instructions/service notices indicated in the relevant Operator quality procedure.

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:

- name 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 MXPKAXH or MXPMAXH, or by e-mail to salaamica.hnd@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 the event of an *incoming 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 aboard the incoming flight;
- arrange with AOCC Malpensa 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).

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 Malpensa 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.

5.3.1.1.3 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.

5.3.1.1.4 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 Operator is also progressively implementing 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. +39 0274862999, 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.
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.

5.3.1.1.5 Information on PRM passengers

For enquiries, the e-mail address prm@seamilano.eu and the call centre with an operator on 02 232323 are available.
For information and for complaints, reports of inefficiencies or suggestions, you can use the following channels:

- via website:
  https://www.milanomalpensa-airport.com/it/assistenza/scrivici and https://www.milanomalpensa-airport.com/it/guida-per-il-passeggero/assistenze-speciali, in the “Contacts” section;
- by letter:
  Customer Relationship Management
  SEA Milan Linate Airport
  20054 Segrate (MI), Italy.

A Customer Satisfaction questionnaire is also available: 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.

5.3.1.2 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 handler handing over the minor shall accompany him/her to the relevant Sala Amica lounge (Schengen/non Schengen);
2. the transferring service provider will coordinate with the receiving service provider for boarding on the onward flight;
3. 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;
4. 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;
5. if check-in is not immediate, the minor will be accompanied to the Sala Amica central lounge by the transferring service provider's personnel;
6. 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;
7. 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 handler handing over the minor shall accompany him/her to the relevant Sala Amica lounge (Schengen/non Schengen);
2. the transferring service provider will coordinate with the receiving service provider for boarding on the onward flight;
3. 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;
4. the receiving service provider will take charge of the minor at the appropriate Sala Amica lounge and accompany him/her to the check-in/transit desk;
5. 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.

5.3.2 General aviation[2]

5.3.2.1 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 Managing Companys of handling companies that provide assistance services to general aviation flights (private and air taxi) or certain categories of commercial flights pursuant to the ordinances in force (fast track) and that are certified by ENAC at Milan Malpensa airport. Sub-concessionaires

[2] References:
Current ENAC Ordinance on General Aviation Passenger Flow Discipline.

of premises and service providers with contracts with SEA Prime are also allowed access. VIP lounges may only be used by passengers on flights serviced by ENAC-certified service providers.

5.3.2.2 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.

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.

5.3.2.3 Equipment

All equipment used by service providers must be deemed suitable and in decent condition by SEA Prime, which will monitor it is kept in optimal condition. The Manager may request that the service provider withdraw and not use any equipment not deemed suitable. Baggage trolleys in the landside or airside may only remain near the terminal for the time necessary to carry out passenger and baggage reception activities. Handling company baggage trolleys must be stored exclusively in the landside within the dedicated space in front of the terminal and in the ariside in the dedicated space beyond the roadway.
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. Operators undertake to use vehicles and equipment in such a way that they do not constitute an obstacle to traffic and airport operations as a whole. In particular, Operators are prohibited from parking and storing any excess and/or unused vehicles and equipment on the aprons and along the airport roadways.

5.3.2.4 Operating spaces

Service providers that have spaces assigned by SEA Prime within the General Aviation Terminal are responsible for maintaining functionality and decorum and are required to promptly report any anomalies to infrastructure and facilities.

5.3.2.5 Business Centre

Rooms managed by SEA Prime can be booked by sending an e-mail request to the SEA Prime sales team at the following address:concierge@seaprime.it.

5.3.3 Health services

5.3.3.1 Airport Health Office

The Airport Health Office 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 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.

5.3.3.2 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.

5.3.3.3 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.

5.3.4 Trolleys available to passengers

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

TERMS AND 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 airport public.
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. It is expressly prohibited to take trolleys outside the airport area or inside the sterile area.
4. Any abandoned trolleys in the airport area may only be moved and replaced into the racks by SEA personnel.
5. 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.
6. Users are solely responsible for any consequences arising from improper use of the trolleys.
7. 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.
8. For safety reasons, the area may be monitored to ensure the proper use of the trolleys.

5.3.5 Items found

5.3.5.1 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.
After the 20-day storage period of items that have not been claimed by their owners, the Airlines may transfer these items, with documentation indicating the date and circumstances of their

discovery, to the Airport Manager for further handling, or alternatively, apply their own internal procedures.
Furthermore, the Airport Managing Company will only handle items delivered within a maximum of 40 days after discovery.
SEA contacts to be used to organise the transfer of said items are as follows:
- tel.
- mail: lostpropertymxp@seamilano.eu.

5.3.5.2 Items found in the airport and on the airport.

Items found within the airport area, after any security checks carried out by law enforcement (State Police, Carabinieri and Guardia di Finanza) involved, following a report, by territorial competence, will be handed over by SEA Security or by a third party company appointed to provide porterage services on behalf of SEA, which will seal them and collect them in special spaces pending transfer for handling at the collection point.
In particular:
-> in case of discovery in a public area
the items, reported to law enforcement competent for the area, after any security check, will be delivered by law enforcement to the third-party company in charge of the porterage service on behalf of SEA or to SEA Security and then transferred by the latter to the SEA collection point;
only documents (i.e. but not limited to identity cards, passports, driver's licences, etc.) found individually will be handed over by the finder to the state authorities
-> in the event of discovery in a restricted-security area (not on board an aircraft)
- all items will be handed over, at the **care of the finder**, to SEA Security for their subsequent delivery to the collection point, after customs formalities have been completed;
- documents only (i.e., by way of example but not limited to, identity cards, passports, driving licences, etc.), found either on their own or in wallets/bags, will be delivered, **by the finder**, to SEA Security for delivery to law enforcement, with the relevant documentation indicating the dates and circumstances of their finding and the activities carried out to allow their owners to regain possession of them.
SEA will collect and record items found within the airport area, which will be exclusively delivered by the State Airport Authorities and/or SEA personnel and/or a third-party company entrusted with the porterage service on behalf of SEA, to the collection point. The collection point will not accept any items received at this space from parties 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.milanomalpensa-airport.com/it following the path ->assistenza-servizioclienti -> lost property (English: http://www.milanomalpensa-airport.com/en ->assistance - Customer Service-> Lost Baggage and items Property).
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 Lost Property office in Terminal 1) following the required procedures.
SEA will provide a telephone number dedicated to this service to the Airport Authorities and Operators concerned.
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.

5.3.6 - 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.

6 BAGGAGE SERVICES

6.1 Baggage Handling System (BHS)

The Baggage Handling System (BHS) consists of:
- check-in takeaway belts;
- outbound baggage piers;
- arrival belts and baggage claim carousels;
- transit belts;
- Terminal 1 scanner bridges; the Malpensa 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;
- early bag belts;
- inbound and outbound oversize baggage.

6.2 Direction of Terminal 1 BHS traffic

6.2.1 Purpose

These regulations provide the necessary instructions to enable all those operating in the BHS area of Malpensa Terminal 1 to use the roads, manoeuvring and equipment storage areas in a well-defined, non-arbitrary and safe manner.

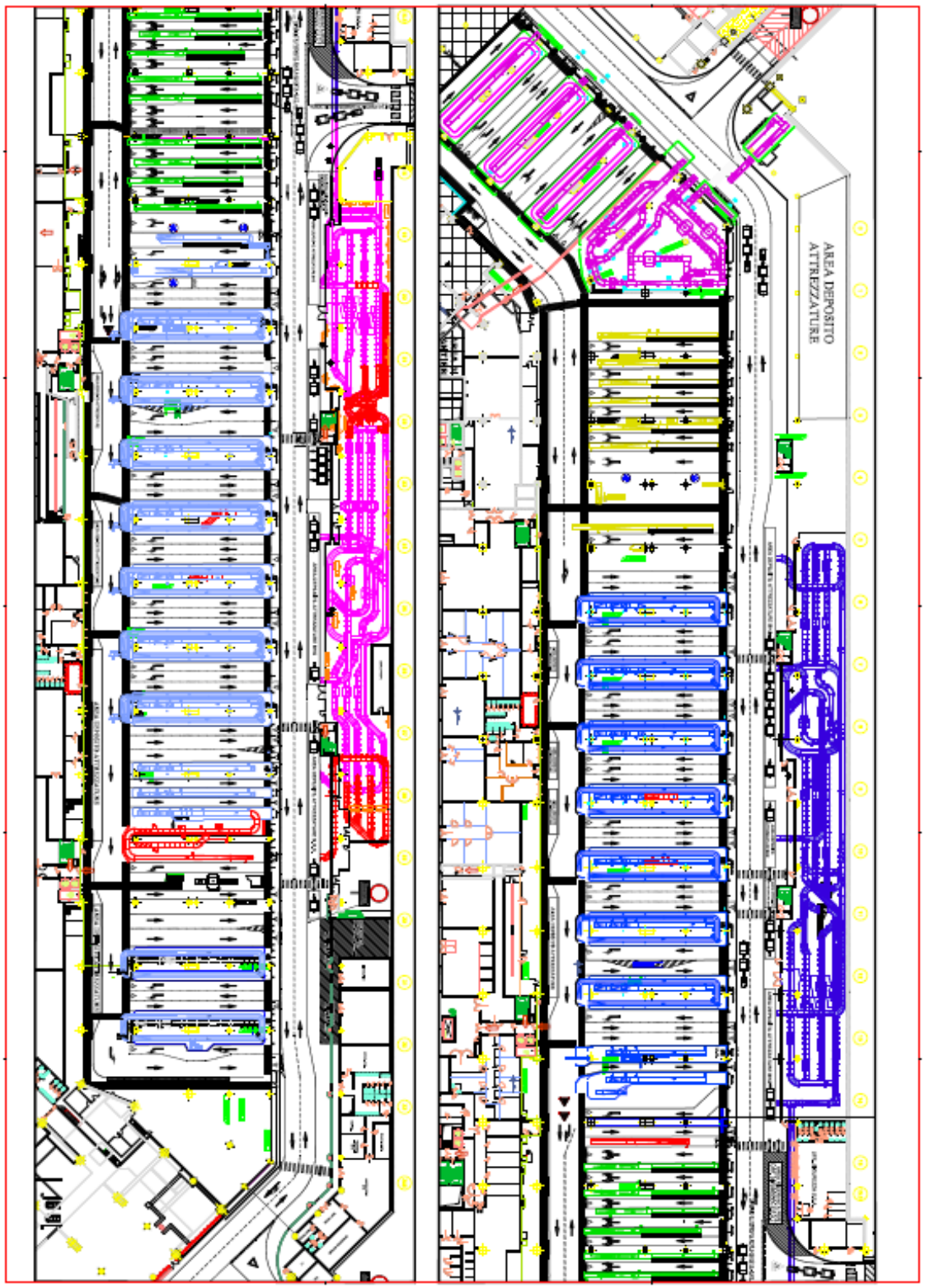
6.2.2 Applicability

These regulations apply to the entire T1 BHS area as per the attached plan.

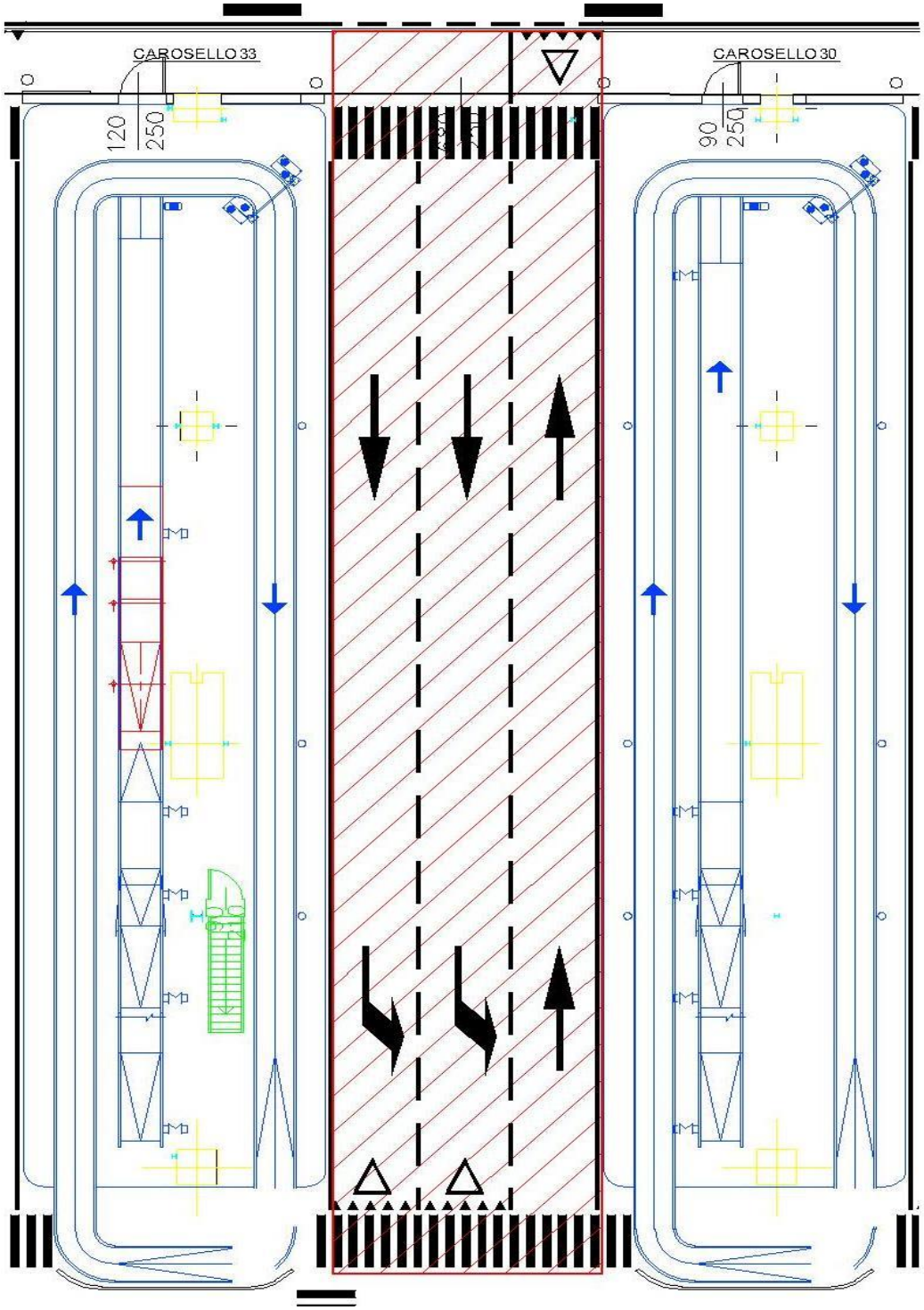
6.2.3 Definitions

Terminal 1 BHS: Area for baggage handling via an appropriate automatic departure, arrival and transit sorting system at Malpensa Terminal 1.
Service provider: Airport Managing Company performing handling tasks on behalf of the airline in question, in particular, handles baggage in departure/arrival and transit at the airport, transferring it with the aid of special ramp equipment from the BHS to the aircraft and vice versa.
Road system: Area dedicated to the transit of vehicles and equipment necessary for operation of the Terminal 1 BHS.
Work area: the area adjacent to the piers used by service providers/operators for the operations necessary for handling baggage in arrival, departure and transit. This area is inside the manoeuvring area.
Manoeuvring area: Area adjacent to the carousels, arrivals B and transits (highlighted on the plan by the red dotted line) where service providers/operators, in addition to baggage handling, collect and transport ramp equipment.
Direction of travel: Highlighted by specific horizontal and vertical signs, indicates the direction of travel which the operator must observe during vehicle and equipment manoeuvres. These indications also apply inside the manoeuvring area, except for equipment collection activity where the service provider in question can operate with the vehicle in reverse using a traffic controller to direct the traffic and who simultaneously checks availability of adequate space and absence of personnel in the vicinity.
Traffic controller: Operator responsible for directing vehicle traffic in the manoeuvring area.

General plan



Manoeuvring area



6.2.4 Operating procedures

6.2.4.1 Rules of conduct

- The main road is one-way, except for the areas from pier T4 to the Short Connection and from pier B6L to pier T3, which are two-way".
- Driving in the baggage sorting area must be such as not to cause danger/damage to people, to oneself, to equipment/systems or to the infrastructures.
- Stopping is prohibited outside the spaces identified by horizontal markings.
- The maximum speed allowed on the main road (internal) is 15 km/h, while in the manoeuvring area vehicles and equipment must be driven dead slow.
- Inside the baggage sorting area only electric vehicles are allowed.
- It is compulsory to observe the horizontal and vertical signs, the only exception being for equipment collection activities: only in this case is it possible to operate with the vehicle in reverse using a traffic controller to assist the driver in manoeuvring the vehicle (see paragraph 6.2.5.C).
- Inside the baggage sorting area only loads of max 5 carts or 4 swivel-top carts or 2 dollies per tractor can be towed.
- It is forbidden to park the equipment in such a way that:
    - it occupies space exceeding the work area at piers and the equipment storage areas (including but not limited to walkways, the main internal road, escape routes and emergency exits which must be kept clear);
    - it constitutes a hindrance or danger to traffic and the movement of vehicles.
- The permitted speed in the manoeuvring areas (adjacent to the carousels) must be "dead slow" and always such as to guarantee the safety of the operator and other people present.
- Inside the manoeuvring area reversing is allowed only for cart, swivel-top cart and dolly coupling operations. This operation must be carried out with the support of a traffic controller to check the absence of risks to people, equipment, systems and infrastructures present.
- The middle lanes between carousels are to be used for transit only and not for stopping.
- In the lanes of pier TC1 and pier B6L, wider than the others, temporary storage of equipment is absolutely forbidden, except for the time strictly necessary for use of the corresponding systems (baggage unloading).
- It is absolutely mandatory to observe that defined in the "Terminal 1 BHS door photographic entry and exit safety procedure" (see paragraph 6.2.5.4).

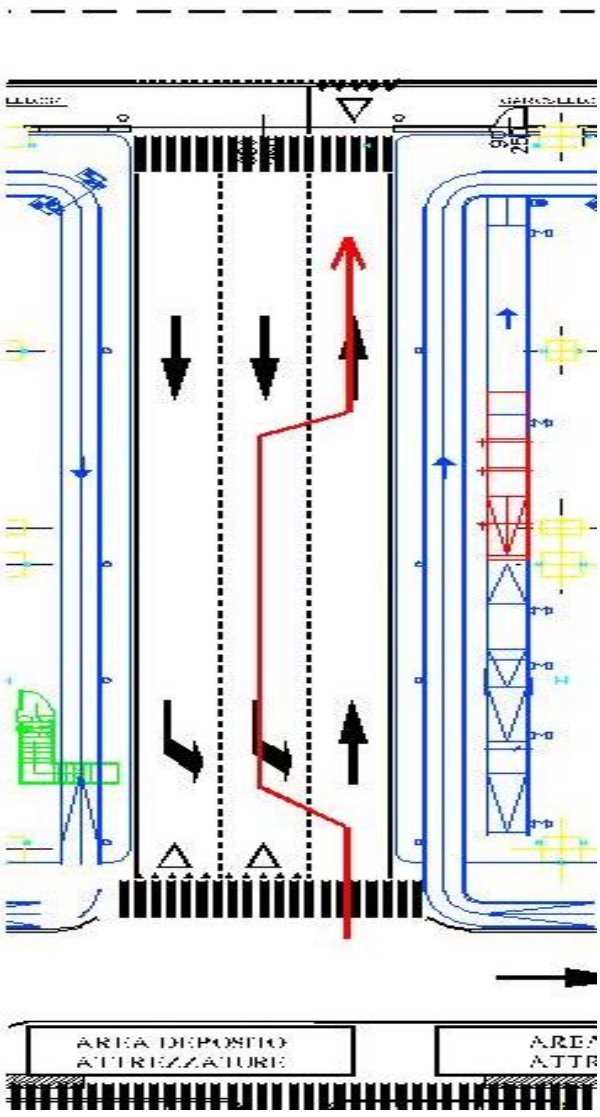
6.2.4.2 Safety procedures

- Always check that there are no extraneous persons in the work area, if so ask for them to be removed before starting work.
- Keep the manoeuvring area clear of unnecessary material or equipment.
- Always drive in a manner and at a speed such as to guarantee your own safety and that of other people present
- It is forbidden to use equipment for a purpose other than that for which it was designed.
- Equipment in use inside the BHS area must be properly maintained (brakes, alarm systems, emergency systems, etc.) in such a way as to guarantee the safety of operators and of persons present in the area.
- It is forbidden for internal combustion engine vehicles to operate inside and outside the BHS area which is restricted to electric vehicles only.

6.2.5 Special cases

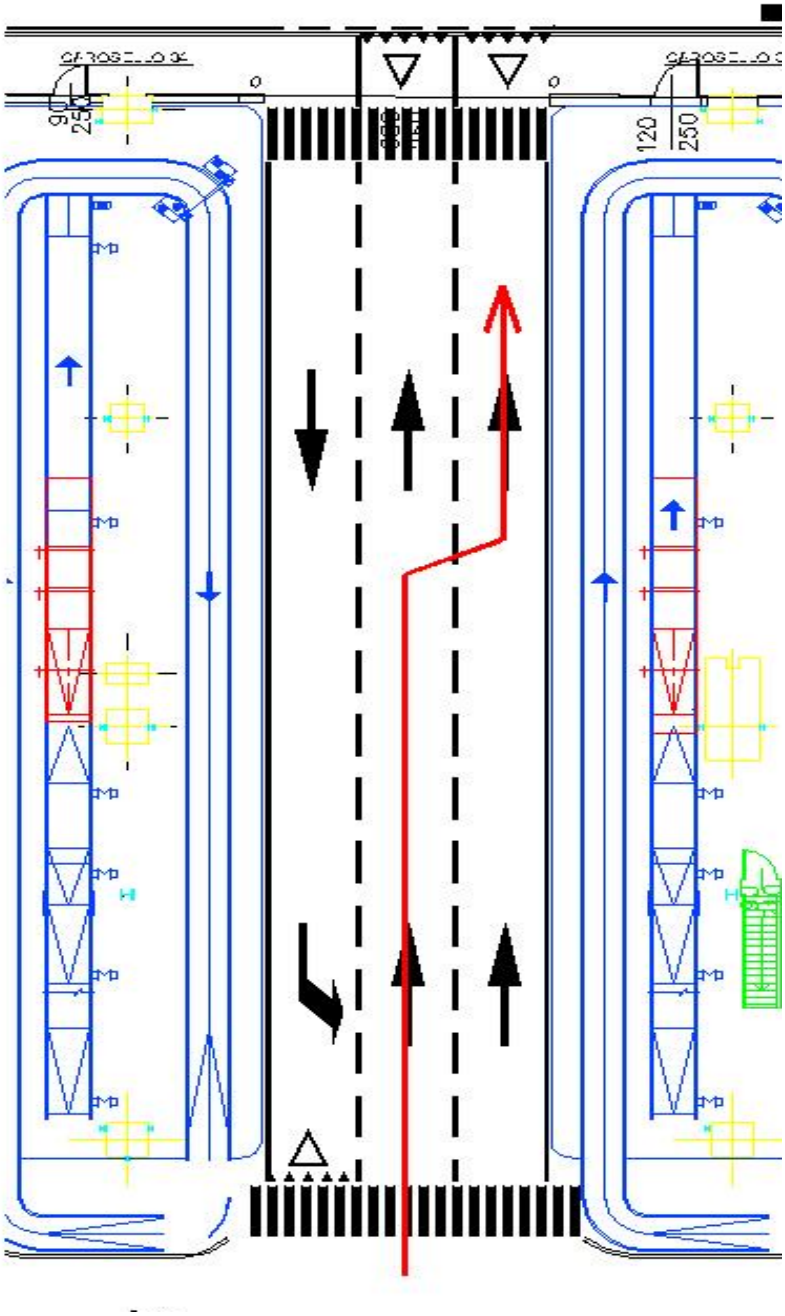
6.2.5.1 Temporary occupation of the carriageway

The demarcation of lanes in the manoeuvring area is via dotted white lines which, subject to verification of safety conditions, allow temporary occupation of the adjacent lane for the time necessary to overtake an obstacle. If you are unable to verify the safety conditions, does not occupy the carriageway but get help from a colleague to act as traffic controller, providing the necessary instructions to carry out the operation in complete safety.



6.2.5.2 Adjacent lanes

Adjacent lanes in the manoeuvring area with the same direction of travel must be used to collect equipment (ULD) to be transported as shown in the figure shown.



The operator must always check the safety situation before attempting the manoeuvre.
If you are unable to verify the safety conditions, does not occupy the carriageway but get help from a colleague to act as traffic controller, providing the necessary instructions to carry out the operation in complete safety.

6.2.5.3 Coupling equipment in reverse

When it is necessary to remove equipment (ULD) to be transported alongside aircraft, collecting it from inside the manoeuvring area, it is possible to carry out the manoeuvre in reverse, observing the following rules:

From external roads	
Approach the carousel in question, checking beforehand that no one is coming in the same direction and from the carousel, stop and park alongside the entrance, activating the flashing light system (flashing emergency lights).	
Get out of the vehicle and check that there are no barriers to entry, if necessary, get help from a colleague to act as traffic controller.	
Leaving the lights flashing, start reversing slowly (if assisted by a colleague follow his instructions). If the bleeper does not work this operation must be immediately suspended and the vehicle replaced	
Proceed slowly, making sure that there is no one who might be involved by the manoeuvre (if assisted by a colleague follow his instructions).	
Couple the equipment and continue the operation, observing the door entry/exit procedure.	

From internal roads	
Approach the carousel in question, checking beforehand that no one is coming in the same direction and from the carousel, stop and park alongside the entrance, activating the flashing light system (flashing emergency lights), leaving space for the transit of other vehicles from the same direction.	
Verify that there are no obstacles in the lanes which prevent access, if necessary, get help from a colleague to act as traffic controller.	
Leaving the lights flashing, start reversing slowly and making sure that there are no people or equipment in the area of operation of the vehicle.	
Proceed slowly until the equipment is coupled, making sure that there is no one in the area of operation of the vehicle.	
Couple the equipment and proceed with operations, observing the give way signs and driving regulations present.	

6.2.5.4 Terminal 1 BHS door photographic entry and exit safety procedure

This photographic procedure has the objective of defining the rules for entering the Terminal 1 BHS with equipment/vehicles and is aimed at protecting the safety of people present in the area and avoiding potential accidents and/or near misses, as well as damage to structures.

6.2.5.4.1 Entry from external road

1)

Vehicle coming from the right

Vehicle coming from the left

If coming from the right, keep in lane and slow down before approaching the entrance; if coming from the left, move into the other lane, checking beforehand that no one is coming in the opposite direction of travel, and approach the entrance, slowing down. With equipment under tow, perform the same manoeuvre.

2)

After having slowed down, proceed slowly towards the slatted door; at the slats, stop and sound the horn of the vehicle two or three times.

3)

After having sounded the horn of the vehicle, start moving again slowly, making sure that no one is on the pedestrian crossing.
Having checked that the entrance is free, continue, taking care not to hit any part of the structure present with the vehicle or with equipment under tow.

6.2.5.4.2 Exiting from the BHS

1)

In proximity of the exit, slow down and stop and make sure that no one is on the pedestrian crossing.

2)

After checking that there is no one on the pedestrian crossing, start off slowly and approach the door (slats), once flush with the door stop and sound the horn of the vehicle once or twice.

3)

Start off slowly, making sure that there is no one outside, before resuming normal speed check that no one is approaching from both directions and merge onto the carriageway (with equipment under make a broader exit manoeuvre, checking constantly that the same does not hit the door frames).

Note that at all entrance and exit doors there are warning signs indicating "vehicles dead slow"; these areas require more attention and care for the possible presence of pedestrians in the manoeuvring area.

6.2.6 Liability

In compliance with the provisions of Italian Legislative Decree no. 81/2008, employers of persons operating at the Malpensa Terminal 1 BHS have the duty and responsibility to ensure that their personnel observe these rules; this obligation does not exempt the employer from liability arising from current legislation on safety at work. In the event of conduct that may affect the safety of personnel operating in the BHS area indicated or cause damage to property and goods present in the same, this shall result in application of the penalties provided for by law and SEA shall take any necessary action for compensation and protection of its interests against the persons or entities responsible for such violations.

6.3 Allocation and use of BHS resources

6.3.1 Baggage sorting piers

6.3.1.1 Allocation

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 Airline or Transport Ministry (e.g. request for baggage x-ray control), the Operations Department 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 to Operators is based on aircraft size and (palletised/loose).
Pre-allocation data is circulated to interested Operators.
The Operations Department defines, the day before operations, a daily schedule based on the following:

- scheduled departure times
- variations to scheduled times
- number of bags departing and transiting 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.
Information concerning any critical or abnormal problems must be exchanged between Airport Coordination units and Operators involved deriving 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.

6.3.1.2 Use

Each Operator must only stay in the baggage collection area for the time strictly needed to carry out the baggage collection activity for each flight, avoiding leaving any 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 Operations Department (tel. 02 74868152).
Each Operator must collect the baggage from the piers fast and regularly to avoid their becoming saturated and plant congestion with repercussions on all departing baggage acceptance and sorting operations.
Similarly, each Operator shall staff the “pier” (hoist in Terminal 1) dedicated to the transport of packages that do not meet baggage size requirements (oversize), or which cannot be transported using the automated sorting system (baggage with sharp edges or whose contents could be damaged or could damage the system or whose weight exceeds the limits).
In the case of default, to protect the good functioning of baggage sorting operations as a whole, SEA reserves the right to remove the non collected baggage from the piers and send it to other piers, and to take any other action, if necessary up to blocking acceptance operations of the defaulting Operator, informing the Operator itself and the Airline immediately.

Pier opening and closing times are established by the Operations Department (based on flight STD/ETD times) in agreement with Operators. Departing/transit baggage handled before the pier opens is carried out by the Operations Department in agreement with Operators.
If a plant should be functioning badly or out of order/damaged a recovery service will be activated.

6.3.1.3 Management of baggage in transit

All baggage in transit at Malpensa is normally managed by the baggage handling system (BHS) along with local baggage to guarantee the traceability of each item of baggage.
If allowed by PNS, tail to tail baggage management is possible.
The automated management of baggage in transit requires all baggage in transit to be unloaded by the service provider of the original flight, at piers allocated for the BHS:

- North: piers TC1, TC2, TC3, TC4, TC5, TC6 and T4
- Centre: pier T3
- South: pier T1

The service provider of the next flight will take delivery of baggage directly at the pier/carousel (BHS) of the departing flight.
When managing baggage in transit with times shorter than the Minimum Connecting Time and in the case of particular operating difficulties, service providers shall coordinate to agree on management procedures. To this end, operators shall declare operating references for interfaces.

6.3.2 Inbound baggage delivery belts

6.3.2.1 Allocation

Handling the baggage delivery plant is SEA responsibility; it has to assign use to efficient Operators.
Based on the possibility of using plants and infrastructures (e.g. saturation level), legal limits or special baggage handling requests from Airline or State Bodies (e.g. Customs positioning request) contractual agreements with Airlines, the Operations Department 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 at it 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.

6.3.2.2 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.

6.3.2.3 Procedure for using the touchscreen system to determine baggage reclaim times

The procedure for the use of the touchscreen system, located at the baggage reclaim belts, for the compulsory and non-deferrable recording of 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 of baggage is being checked in at the same time, i.e. the total amount of baggage in the highest class of service or at least one trolley of priority baggage.
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.

6.3.3 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 trace of the occurrence in the specific forms.
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 bag is found in the BHS area, the handling company employee must call the Operations Department Line Coordinator (02 74868155) who will send an operator to the open bag. In the presence of the Operations Department operator, the handling Operator will then close the bag (using tape and/or a sack) to stop any more personal items coming out. The Operations Department Operator will then fill in the specific form entering all bag data.
Subsequently:

- if the bag is at its destination, it has to be taken to the its flight delivery belt;
- if it is departing (or in transit) it has to be taken to the TC belt and enter the plant to be security checked;

If there is no tag, the Operations Department Operator will enter bag description in the form and it will then be sent to Lost & Found and handled like other tagless bags.
The forms filled in by the Operations Department operators must be attached to the Airport Duty Manager report.

OPEN BAG FORM			
Operator Name:		Date:	
Ten digit bag:		Time:	
Passenger name:		Type:	□ Arriving □ Departing
Destination:		From:	
Description (if tagless):			

6.3.4 Misconnected baggage handling (Rush Baggage)

Rush baggage is baggage which, for different reasons (tagged for a specific flight and not loaded, or transported to the wrong place, or unloaded at an airport preceding or following the one indicated on the tag), does not travel on the same flight as the passenger.
This baggage is sent on to its destination airport, through a “RUSH” tag.”
Any other names than rush used by airlines or service providers (e.g.: REROUTED, MISCO, etc.) are to be considered, for this procedure, equivalent to rush baggage.
Rush baggage at Malpensa airport must be handled as follows:

- misrouted baggage with original tag shall be rerouted by the service provider of the originating carrier;
- this baggage must be re-tagged using RUSH ten digit tags starting with 2;
- in the event that such rush baggage, for whatever reason, is not loaded by the receiving carrier, re-routing of the same is the responsibility of the receiving service provider;
- rush baggage must be re-entered in the system from TC belts. If entry takes place from 11 p.m. to 5 a.m. it must be authorised in advance by the Operations Department (tel. 02 74868152).

Having to re-tag the baggage using a tag starting with the number 2 and re-enter rush baggage at TCs comes from the need to observe European Community directives and PNS prescriptions.
Service providers must fill out the following table each morning before 7 a.m. and send it to the Operations Department (fax: 02.748.60034; E-mail: rst@seamilano.eu):

BAGGAGE SENT ON SITUATION	
Amount remaining on previous day at 6	
Bags sent on during the day	
Of which with RL 64	
Of which LOCAL	
Of which TRANSIT	
Bags still to be sent on at 6	

Of baggage with RL 64, Airport Managing Company must be informed of the relative “ten digits”.
For any matters not specified above, please refer to IATA provisions contained in the Passenger Service Conference Resolutions Manual (in particular "Resolution 743") and the National Security Program.

6.3.5 Tagless baggages

At the Malpensa airport, the management of LZ (Landing Zone) baggage is assigned by ENAC to the Airport Managing Company, who performs this task also through a designated party in the manner described below.
Baggage in arrival not collected by passengers from baggage claim belts will be removed:
- by the service provider if properly tagged,
- by the Manager if not tagged,

within two hours of arrival of the corresponding flight.
For untagged baggage, the Manager will affix a note with the date, time and belt from which they were taken.
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 in Terminal 1 (temporary storage area) 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.
Once the 120 hour period allowed for temporary custody has elapsed, any baggage not yet forwarded shall be transferred to the LZ warehouse located in the customs area and subject to Customs surveillance.
This baggage will be opened and personal belongings will be inventoried to establish whether there are any elements that may help identify the owner. This operation should be carried out under supervision by the competent agencies (Customs or Finance Police by delegation).
Storage in the LZ warehouse is allowed for a minimum period of 90 days as of the date of deposit; the purpose of this minimum period is to conduct further searches as provided under the above-mentioned IATA Resolution.
The Carriers concerned may collect stored baggage from the warehouse directly and introduce it into the national territory, provided that the baggage must first undergo the prescribed customs checks, at the request of the warehouse manager and in the presence of the Carrier's representative in charge of collecting it.
At the end of the storage period in the LZ warehouse and within 10 days after being abandoned, the Airport Managing Company shall introduce the baggage into the national territory by submitting it to Customs checks; nationalised baggage shall be handled in the same manner as items found in the airport area: once the prescribed period has elapsed they will be put up for sale by public auction and, if unsold, may be given for charity to a non-profit organisation.
Any goods and items found in the baggage whose importation is prohibited or subject to custom duties shall be given to Customs authorities for the applicable procedures.
Goods sorted by Customs, considered worthless and classified as waste will be handed over to the operator for proper disposal.
The owner’s identification documents shall be handed over to the Police (Polizia di Stato.)

6.3.6 Handling of luggage containing foodstuffs with liquid spillage

In compliance with Regulation No. 219/2122/EU of 10 October 2019 "on the introduction into the European Community of small consignments of products of animal origin", it is absolutely forbidden to carry (inside passengers' luggage) food of animal origin such as "meat or dairy products".
In order to prevent the spread of possible pathogens responsible for infectious animal diseases, it is necessary to indicate which preventive or mitigating actions should be taken:

1. airlines must inform passengers travelling to Malpensa airport of this prohibition;
2. airlines and service providers operating at Malpensa airport must promptly report any anomaly concerning baggage with fluid leakage that can be traced back to prohibited foodstuffs;
3. activities to be carried out on board in the event of the discovery of baggage with spillage:
   a. if during the unloading of the aircraft luggage containing foodstuff with spilled fluids is found, suspend operations in the hold involved and contact the Airport Duty Manager at tel. 0274862313;
   b. the Airport Duty Manager will alert Air Health for the checks within its purview and notify Customs at Arrivals B of the discovery of the baggage;
   c. Air Health will activate the "Hold Management" and "Baggage Management" procedures; in this regard, please note that:
      - the service provider, representing the Airline, must conclude a contract with a cleaning company and must send the documentation for authorisation to Air Health;
      - the service provider, representing the Airline, must request the intervention of the company authorised by Air Health for the disinfection of the hold involved;
      - the planeside service provider will provide the disinfection company with the necessary means for access to the affected hold;

- only after the disinfection has been completed and following authorisation from Air Health (by e-mail or telephone call) may handling be continued in the affected hold;

d. the service provider that transported the item to the holding area shall alert its Lost & Found by reporting the baggage's tag number, informing them that the baggage is at the disposal of Customs and, should the passenger request it, direct him or her to Customs for the relevant actions;
e. upon completion of mitigating measures and after obtaining authorisation from Air Health (by e-mail or telephone call), operations on the aircraft involved may proceed normally.

6.3.6.1 Hold management

In the event of contamination of a hold by percolating fluids from a piece of baggage, the intervention of an authorised company to disinfect the aircraft is arranged. The company's staff member must necessarily wear appropriate PPE (mask, overalls, footwear and disposable gloves) and work according to the instructions listed below.

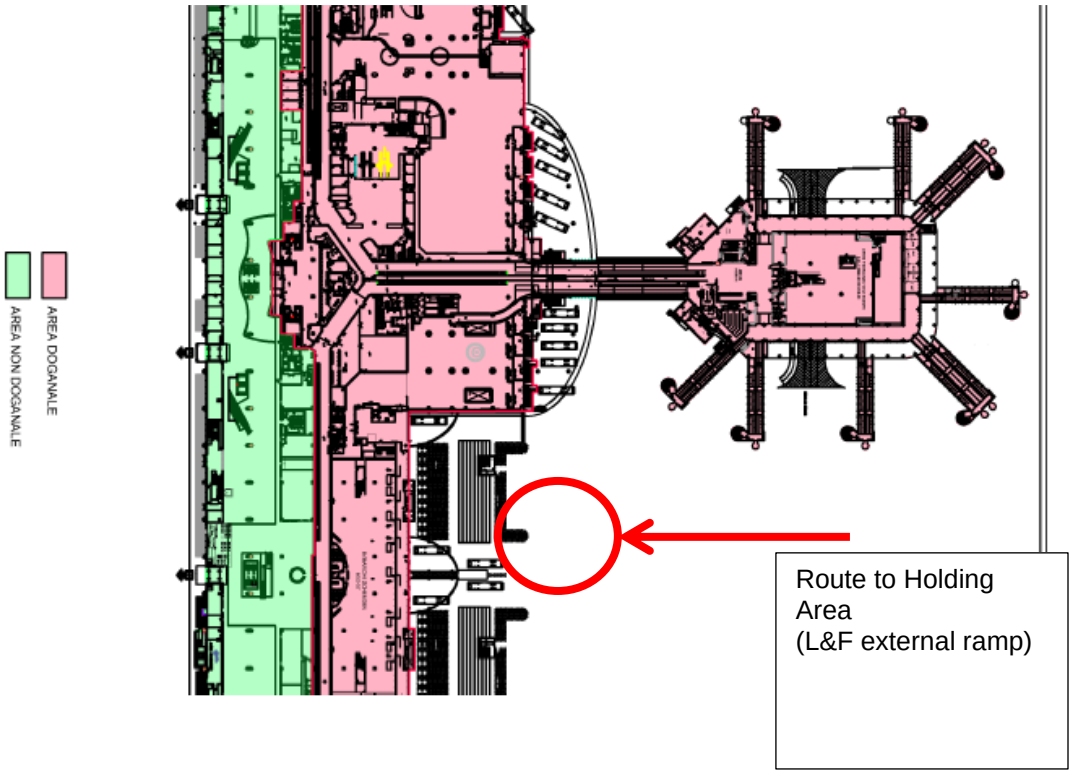
- Disinfection procedures should include the use of sodium hypochlorite (common bleach, diluted to 0.5%).
- For the decontamination of spillages of blood and other biological liquids, a chlorine-based disinfectant is preferred before cleansing:
  a) small blood stains or small spillages: before cleaning, decontaminate with 0.5% hypochlorite solution (two-minute contact before cleaning with disposable wipes to be disposed of in containers for infectious waste);
  (b) larger spills: proceed to sprinkle 0.5% hypochlorite all around the affected area, working from the outside inwards. Wait 10 minutes. Collect the material and dispose of it in containers for infectious waste. Treat the outside of the container with 0.5% hypochlorite. After cleansing, carry out a final disinfection with a 0.5% hypochlorite solution. For the aforementioned manoeuvres, he or she must wear rubber gloves in addition to the prescribed PPE. It is recommended disinfectants not be sprayed directly on spillages to avoid the formation of aerosols.

- Once the above manoeuvres have been carried out, place the used PPE in a sealed plastic bag and hand it over to the company for disposal under their responsibility.

6.3.6.2 Baggage management

Once identified, the contaminated luggage must be placed inside a double black plastic bag (noting the baggage tag number), then sealed with adhesive tape (the operator who carried out this activity must place the PPE used inside the bag).
The baggage, once sealed, must be transported to the holding area, previously identified by the Airport Managing Company, at the disposal of Customs and the Guardia di Finanza, for the relevant activities.
In the event of a passenger's request to open their baggage, it must be carried out on agreed days and times (Monday to Friday, from 10 a.m. to 4 p.m.) with the presence of all competent authorities (Customs, Guardia di Finanza, BIP and Air Health) and in premises specifically identified by the Airport Managing Company that can guarantee all the necessary safety features.
In the event of the need for incineration, it will be handled by Customs, after acquiring the necessary documentation from the agencies and companies involved.

Holding area located near Satellite B



6.4 Transport of live animals (AVI) accompanying the passenger

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.

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.

7 CARGO AND MAIL SERVICES

7.1 Allocation and use of ULD storage stations (UHS system)

7.1.1 Allocation

Based on the possibility to use plants and infrastructures (e.g. saturation level), legal limits or special ULD handling requests by the Airline or State Authorities (e.g. positioning request by Customs) and agreements with Airlines, the Operations Department defines, through the information system, logical plant areas within which allocation will take place automatically based on ULD size and type.
ULD distribution in the plant is viewed by Operators through the information system.
The configuration of the ULD storage UHS system is summarized in Attachment 7.1.1.a.
Annex 7.1.1.b details the equipment of Cargo City (North-South).

7.1.2 Use

Operators, through the information system managing the UHS, have the functions needed to move single ULD handled by the plant, starting from ULD identification codes.
The ULD, through the mechanical sorting system (equipped with travelling-lifts, lifts and travelling vehicles), can access the specific position to be worked or put on line.
The ULD recalling system is made available to the Operator as long as the ULD is associated to the loading plan of the departing aircraft.
If there are any problems, malfunctioning, or breakdown /damage to a plant, SEA intervenes to repair the plant and recover its functions.

7.2 Interface between ramp service providers and cargo service providers - reference standards and operating process

7.2.1 Purpose

To define the procedures and standards that need to be met by all parties operating within the scope of Malpensa 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;

7.2.2 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. 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).

7.2.3 Processes, standards and operating responsibilities

7.2.3.1 Incoming cargo and related documents

7.2.3.1.1 Delivery of incoming cargo

7.2.3.1.1.1 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	VALUE APPLICABLE TO ALL CARGO FLIGHTS	REFERENCE EVENT
MI01	**Cargo** delivery time from aircraft service provider to cargo service provider (interface point)	**GENERAL CARGO:** AIBT +90 minutes **URGENT GOODS** (*): AIBT + 60 minutes	**GENERAL CARGO:** AIBT + 120 minutes **URGENT GOODS** (*): AIBT +60 minutes	AIBT – Actual In Block Time

(*) Urgent Goods: Perishable goods, live animals and bodies. 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 90% 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.

7.2.3.1.1.2 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 (a single form per flight). The form shall indicate:
- date
- the date
- origin
- actual time of arrival (ATA)
- 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.

7.2.3.1.1.3 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.

7.2.3.1.2 Delivery of incoming cargo documents

7.2.3.1.2.1 Reference elements for document delivery

Delivering documents pertaining to incoming cargo and mail to the cargo service provider is generally the responsibility of the aircraft service provider, and may take place at the same time as cargo delivery or at a different time (also for multiple flights). In any case, for each flight's documents the time frames shown below must be met:

CODE	PARAMETER DESCRIPTION	VALUE APPLICABLE TO PASSENGER FLIGHTS	VALUE APPLICABLE TO ALL CARGO FLIGHTS	REFERENCE EVENT
MI02	**Incoming document** delivery time from aircraft service provider to cargo service provider (interface point)	AIBT +45 minutes (for all types of cargo)	AIBT + 60 minutes (for all types of cargo)	AIBT – Actual In Block Time

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 90% of the cases (with the exception of delays not falling under the responsibility of the service provider).
Regardless of how the documents are transported (together with the cargo or at a different time), they must be physically handed over to the cargo service provider's personnel present at the interfacing point.

7.2.3.1.2.2 Recording of the document delivery process

To certify document delivery, the aircraft service provider must prepare and complete a specific form for each of document delivery (for one or more flights). For each flight to which the delivered documents belong, the form shall indicate:
- date
- the date
- origin
- actual time of arrival - ATA (AIBT)
- remarks, if any

When the documents are delivered, the form shall be handed over to the cargo service provider, who shall check it against the documents actually delivered and affix the time stamp and signature of the employee in charge of 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.

7.2.3.1.2.3 Cases of non applicability

If the Carrier collects the documents from the aircraft directly or through a designated representative, the standards described above shall not apply, and documents may be delivered according to the rules set out in contractual agreements entered into between the Carrier and the cargo service provider.

7.2.3.2 Outgoing cargo and related documents

7.2.3.2.1 Availability of outgoing cargo and collection by the aircraft service provider

7.2.3.2.1.1 Notice of flights requiring cargo transport and loading forecasts

Each cargo service provider must transmit to the concerned aircraft service provider a list of expected collections to be performed over the planning period.
This information should be transmitted as follows:
- every day at 8 p.m.: list collections to be performed from 11 p.m to 7 a.m.;
- every day at 5 a.m.: transmit collections expected to be performed from 7 a.m. to 3 p.m.;
- every day at 12 p.m.: transmit collections expected to be performed from 3 to 11 p.m.

The list of expected collections should include, at least indicatively, the following information:
- flight for which collection is expected and SOBT thereof
- cargo to be transported and time when available for collection
- any special cargo transport specifications (valuable goods, weapons, bodies, express goods with dedicated collection).

The forecast tables should be transmitted by fax or electronically (e.g. email). Each of the aircraft service providers must inform the cargo service providers of the manner and addresses of such communication.
The cargo service provider shall immediately notify any significant changes to the transmitted planning (e.g. rescheduling of a cargo flight, additional trips for express goods, etc.) immediately upon learning about them.

7.2.3.2.1.2 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
Time frame	**All Cargo flights** SOBT-4 hours **PAX WB flights** SOBT-120 minutes **PAX NB flights** SOBT-90 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

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).

7.2.3.2.1.3 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, on the basis of the respective GOMs) 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, as well as any plastic stuck in cart wheel hubs. 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.
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	VALUE APPLICABLE TO ALL CARGO FLIGHTS (*)	REFERENCE EVENT
ME01	Time required for **outgoing cargo** to be available for collection by the aircraft service provider	**GENERAL CARGO:** SOBT – 90 minutes **URGENT GOODS** (**): SOBT – 60 minutes	**GENERAL CARGO:** SOBT – 120 minutes **URGENT GOODS** (**): SOBT – 60 minutes	SOBT : Scheduled off block time

(*) With the exception of special flights carrying exceptionally large cargo
(**) Urgent goods: perishable goods, live animals and bodies. For express 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 (see point 7.2.3.2.1.5 below).
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.

7.2.3.2.1.4 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 indicated below:

- cargo of all categories to be embarked on board passenger flights to destinations classified as "high risk": this type of cargo needs to be watched constantly from the time it exits warehouse spaces (interface between Cargo and Ramp) to the time it is loaded on board the aircraft. For this purpose, the Airlines shall be responsible for ensuring surveillance and for determining operating methods or other specific aspects together with the relevant cargo service provider.
- radioactive cargo: to avoid potential accidents and contamination harmful to people and the environment, the procedures set forth in these Regulations concerning radioactive materials must be strictly observed. For transport purposes, the cargo service provider shall in any case load the shipments onto appropriate carts bearing danger signs.
- shipments of live animals: this type of cargo requires accurate and separate handling, so as to prevent any accidental damage to the transported animals. For this purpose, the cargo service provider shall notify the relevant aircraft service provider in advance of the need to transfer the cargo containing animals and to shelter them from the weather until they are actually handed over to the aircraft service provider in charge of collection.

7.2.3.2.1.5 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 a specific form (a single form per flight) certifying that the cargoes have been delivered. The form shall indicate:

- date
- the date
- destination
- scheduled departure time - STD (SOBT), to be updated in case of rescheduling of flight departure time
- details of 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.
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.

7.2.3.2.1.6 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.

7.2.3.2.2 Collection of outgoing cargo documents

7.2.3.2.2.1 Reference elements for document collection

Collection of documents related to cargo and mail is generally the responsibility of the aircraft service provider. For the purpose of availability of documents for transfer to the aircraft, the cargo service provider is in any case required to provide the envelope pertaining to each individual flight and to meet the following time frames:

CODE	PARAMETER DESCRIPTION	VALUE APPLICABLE TO PASSENGER FLIGHTS	VALUE APPLICABLE TO ALL CARGO FLIGHTS	REFERENCE EVENT
ME02	**Document** availability time to the aircraft service provider for collection at the cargo service provider's premises (interface point)	SOBT – 60 minutes	SOBT – 60 minutes	SOBT : Scheduled off block time

In principle, the documents must be contained in a plastic envelope or in a special bag provided to the cargo service provider by the Airline, with a clear indication of the departing flight and relevant SOBT. The following shall be applied to the outside of the envelope:
- flight Cargo Manifest,
- any NOTOC concerning special cargo,

which shall be used by the aircraft Captain for the required checks.
Any special cases other than the above, to be agreed between the Airline and the cargo service provider, shall be notified by the Airline to the aircraft service provider in charge of collection.

7.2.3.2.2.2 Recording of the document collection process

To certify document collection, the cargo service provider shall set up and complete a specific form (a sample of which is contained in Attachment 7.2.3.B.b) for each document delivery (for one or more flights). For each flight to which the delivered documents belong, the form shall indicate:
- flight,
- date,

- destination,
- departure time - STD (SOBT),
- remarks, if any.

When the documents are collected, the form with the time stamp certifying collection time must be handed over to the aircraft service provider. The person in charge of transport shall sign the form after checking it against the documents actually collected. The same form must be signed also by the person in charge of the cargo service provider, who will keep a copy and leave the original to the aircraft service provider.
If the Carrier collects the documents to be transferred to the aircraft directly or through a designated representative, the standards described above shall not apply, and documents may be delivered according to the rules set out in contractual agreements entered into between the Carrier and the cargo service provider.

7.2.3.2.3 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. The aircraft service provider shall be responsible for any damage to the cargo occurred prior to acceptance by the cargo service provider.

7.2.3.3 Management of rolling material used for cargo transport between warehouses and aircraft

7.2.3.3.1 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 8:00 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.

Equipment delivery shall take place in accordance with the following indicators:

CODE	PARAMETER DESCRIPTION	VALUE APPLICABLE TO PASSENGER FLIGHTS	VALUE APPLICABLE TO ALL CARGO FLIGHTS	REFERENCE EVENT
MA01	Delivery of empty equipment to the cargo service provider for preparation of outgoing cargo	At least 4 hours prior to placement in line	At least 6 hours prior to placement in line	Time required for outgoing cargo to be available for collection by the aircraft service provider (placement in line)

Any shortage of equipment previously requested as described above or delay in its delivery must be reported in writing (via telex, fax or email), at least six hours before expiry of the time limit for placement in line of the flight, 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.
Only in very special cases (e.g. due to rescheduling of flights already in line or unforeseen increase of the amount of cargo to be embarked), the cargo service provider may submit to the relevant ramp handler a written request (via fax, SITA message or email) for additional rolling equipment, providing justified reasons. The ramp handler shall fulfil the request compatibly with the number of available vehicles.

7.2.3.3.2 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 6 hours[1] 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. On Tuesday and Thursday of every week, each cargo handler shall send a telex or email to each aircraft handler, with the summary list of defective equipment of their respective concern currently in storage.

Aircraft service providers may claim for damages incurred by their equipment as a result of improper use or accidents caused by cargo service providers.

7.3 Interface between cargo service providers and forwarders/haulers/customs agents - reference standards and operating process

7.3.1 Purpose

To define the procedures and standards that need to be met by all parties operating within the scope of Malpensa 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 lorry area.

[1] Considering the high number of variables that contribute in meeting this parameter, a permanent observatory, composed of an Airport Managing Company representative and representatives of the Carriers and of each of the cargo and ramp service providers, shall be established as soon as this procedure is effective in order to verify that the set value is actually compatible with service providers' needs and infrastructure characteristics, and to agree on any necessary changes to the parameter.

- collection of outgoing cargo and mail and of the relevant documents from the interfacing point between cargo warehouses and lorry area.

7.3.2 Scope

This provision regulates the behaviour of all providers of cargo services , and all freight forwarders, haulers and customs agents who transport goods within the Malpensa cargo city.

7.3.3 Processes, standards and operating responsibilities

7.3.3.1 Departing goods

Departing consignments must be loaded at origin in such a way as to allow complete unloading of the vehicle transporting them within 45 minutes of docking at the loading dock; consignments with a special shape (e.g. rolls of fabric) or consisting of more than 30 packages, or whose individual packages exceed the weight allowed for each unloading operator under Legislative Decree 81/08 and subsequent amendments, must be unloaded already placed on pallets.
For further details, see Attachment 7.3.3.1.

7.3.3.1.1 Delivery and timing of outgoing goods

7.3.3.1.1.1 Reference elements for the delivery of outgoing goods

Delivery of outgoing goods to the cargo service provider must be completed by the hauler within the time limits set out below. The time of delivery of the goods coincides with the physical presentation of the packing list (or equivalent doc) at the check-in counter at the airport.

REFERENCE VALUES FOR MEASUREMENT	**Time limit for acceptance (minimum value)** - All outbound goods should preferably be delivered to the cargo service provider no earlier than 48 hours before the departure date/time of the aircraft on which they are booked, barring availability of the service provider to the contrary. **Time limits for acceptance (maximum values)** *General loose cargo*: - cargo flights STD -18h - Pax WB flights (*): STD - 9h - Pax NB flights (*): STD - 6h *Urgent loose cargo (**):* All flights: STD - 6h *BUP:* All flights: STD - 8h (*) WB (wide-body) flights are operated by aircraft with a double aisle in the passenger cabin. NB (narrow-

	body) flights are operated by aircraft with single aisle (**) Urgent goods: *Perishable goods, live animals and bodies.*

7.3.3.1.1.2 Reference elements for the unloading of outbound goods

The cargo service provider must assign the loading bay and allow the unloading of outbound goods within the following time limits (waiting times). The waiting time is the time between acceptance of the documents and the start of unloading the vehicle.

TABLE OF REFERENCE VALUES FOR MEASUREMENT	The parameter assumes different reference values in relation to the average presentation curves of the vehicles at the warehouses of the two handling operators, as shown below: Standard period: BUP goods - MAX 60' wait Loose goods - max 120' wait MIXED goods - max 180' wait Peak period (20:00 on Friday to 14:00 on Saturday): BUP goods - MAX 120' wait Loose goods - max 140' wait

7.3.3.1.1.3 Reference elements for the delivery of documents for outbound goods

To ensure the regularity of the service, the cargo service provider must ensure that the waiting time at the acceptance counters for documents relating to outbound shipments does not exceed **25 minutes**. Waiting time is the time between arrival (or queuing) at the counter and the end of acceptance operations.

7.3.3.2 Delivery and timing of incoming goods

7.3.3.2.1 Reference elements for the delivery of incoming goods

The cargo service provider must make the incoming goods available to the consignee/carrier within the following timeframe.

REFERENCE VALUES FOR MEASUREMENT	*General cargo*: - cargo flights ATA + 18h - PAX flights: ATA + 9.5 h ***Urgent goods** (*):* - All flights: ATA + 5h *BUP:* - *All flights: ATA + 6h*

	The times listed are applicable provided that the cargo service provider has the instructions, if any, for unpacking when the goods arrive at the warehouse. (*) Urgent goods: *Perishable goods, live animals and bodies*.

7.3.3.2.2 Reference elements for the unloading of incoming goods

The cargo service provider must make the incoming goods available to the consignee/carrier within **60 minutes** of the presentation of the outward manifest.

7.3.3.2.3 Reference elements for the delivery of incoming goods

To ensure the regularity of the service, the cargo service provider must ensure that the waiting time at the acceptance counters for documents relating to inbound shipments does not exceed **20 minutes**. Waiting time is the time between arrival (or queuing) at the counter and the end of acceptance operations.

7.3.3.2.4 Reference rules for interchange of incoming goods at the loading bay

All goods leaving the airport warehouse spaces may only remain in the loading bay for the time necessary for loading the lorry;
Once the loading of the lorry lists has been completed, the driver must immediately clear the loading bay so that it can be reassigned.
Shipments may not be left in the loading bay during either the day or night. Consequently, when goods are left in loading bays, the cargo service provider cannot be held liable in the event of missing/theft or damage.

It is prohibited to leave cargo shipments taken from the warehouses of others in a cargo service provider's loading bay. In any case, the cargo service provider cannot be held liable in the event of loss/theft or damage.
Loading bays and gates may only be operated by authorised personnel.
Drivers and operators in general will only be allowed access to the loading bays if they are wearing the prescribed personal protective equipment such as safety shoes and high visibility vests.
Drivers must perform unloading and loading within the safety areas provided within the gates of loading bays.
Users must follow the footpaths marked out on the land-side apron in front of the cargo warehouses and never leave them, taking the utmost care with moving vehicles.

7.4 Handling hazardous materials - damaged packaging[2]

7.4.1 Purpose

[2]References:
- Single text on safety, Legislative Decree No. 81/08, as amended;
- IATA Dangerous Goods Regulation (Latest Edition).

The procedure is regulated in the Airport Manual CHAP. 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.

7.5 Management of human remains[3]

7.5.1 Requirements for the embarkation/disembarkation of “HUM” (Human Remains)

The transport of bodies, with the exception of urns (HUC) which are handled as normal cargo, is subject to the following requirements:

- the body shall be in wood coffin with hermetically sealed lead or zinc interior;
- the exterior shall be covered by cardboard packaging and/or jute fabric;
- loading/unloading will take place, if possible, without passengers present;
- funeral ceremonies are not permitted near the aircraft;
- if live animals (AVI) and foodstuffs for human consumption (EAT) are present, the body shall be stowed in a separate hold;
- if compatible with aircraft balancing and space, baggage shall be stowed in separate compartments;
- the flight captain shall be informed of the load;
- urns shall be protected with suitable packaging to avoid dispersion during transport.

7.5.2 Regulations for the disembarkation of bodies emanating smells or dangerous fumes

If bodies are disembarked emanating smells or with the leakage of organic fluids, the cargo service provider must inform the Airport Duty Manager and proceed with disembarkation using adequate personal protective equipment (face mask, overalls, gloves).
At the end of disembarkation, the body shall be placed on a goods' trolley, for inspection by the Health Authorities if applicable.

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[3] References
- Single text on safety, Legislative Decree No. 81/08, as amended;
- Presidential Decree No. 285 of 10-9-1990
- AHM 333.
- 1937 Berlin Convention;
- Royal Decree No. 1045 of 2 May 1940 and Articles 28, last paragraph, and 31 of the Consolidated Text of Health Laws of 1934, as well as the international health regulations, made enforceable in Italy by Law No. 861 of 31 July 1954, and, for the criminal liability of aircraft captains who fail to observe air health rules, Art. 1225 Civil Code, Navigation Code 1942;
- Ministry of Health Circulars no. 24 of 24 June 1993 and no. 10 of 31 July 1998, as amended
- Royal Decree No. 1265 of 27 July 1934 (Consolidated Health Law Act), as amended and the Veterinary Police Regulations issued by Presidential Decree No 320 of 8 February 1954 and Law No 833 of 23 December 1978, Establishment of the National Health Service.

Crates shall be repacked, as instructed by the Airport Health Office, in rooms set up for the purpose.
If the Airport Health Office intervenes, the Airport Duty Manager must be promptly informed of all actions taken and relative outcomes.

7.5.3 Issue of clearance for the transport of corpses outside airport premises

In the event of a death occurring due to natural causes within the airport premises, the competent bodies/entities must follow the following procedure and corresponding flow chart (All. 7.5.3.a):

USMAF SASN
Following a report of a death within the airport premises, the USMAF doctor on duty liaises with the AHC colleague and interacts with the Border Police Office O.R. to obtain from the Police Force operators who responded to the death all the data necessary for the issue of the health and safety clearance to move the body outside the airport premises.
To this end, the on-duty USMAF doctor must acquire the following documentation by e-mail (at usma.varese@sanita.it and cc b.bucci@sanita.it, and at the e-mail address of the USMAF doctor on duty at that time):

- communication of the AHC containing the name of the deceased;
- flight number and CNA concerned, if any;
- report of the doctor who responded with the presumed cause of death (either the AHC or an external doctor if the death occurred after the intervention of AREU 118);
- communication from the O.R. of the Air Border Police Office confirming the clearance from the magistrate on duty to remove the body, documents of the deceased, and place of destination.

The data required for issuing the health and safety clearance are as follows:

- first and last name of the deceased;
- place and date of birth;
- place of residence and nationality;
- identity documents, issuing body and date of issue;
- date and local time of death;
- (alleged) reason for death;
- clearance from the Legal Authority;
- any details of the means of transport where the death occurred (aircraft, bus, car, etc.).

In the absence of a suspected infectious/diffusive disease, the USMAF doctor will issue a health and safety clearance for the removal of the corpse and its transfer to a hospital facility, with the document sent to ENAC, Polaria, GdF, Carabinieri, and the morgue/mortuary where the body is taken.
Should it be necessary, due to unavoidable airport requirements and lack of timely intervention of the hearse, to move the body while awaiting the arrival of the hearse, a space will be made available at the AHC (AHC Malpensa Terminal 1 - AHC Malpensa Terminal 2), subject to authorisation by USMAF and the Magistrate on duty.
In the presence of a suspected infectious/diffusive disease, the USMAF SASN doctor will contact the O.R. of the State Police to request contact with the duty Magistrate, in order to communicate the need for a necropsy investigation to dispel the suspicion of infectious/diffusive disease, and following the latter's authorisation, will arrange for the transfer to the hospital, identified by the Health Authority, which replaces the morgue indicated above, in the transport clearance document.

In the presence of a suspected infectious/diffusive disease, the Police O.R. will contact the Funeral Parlour (Annexes 7.5.3.b and 7.5.3.c) which, equipped with appropriate PPE, will take charge of the transfer of the body.

- If an infectious disease is suspected, the USMAF SASN doctor immediately requests the passenger and crew list, complete with tracking data, pending diagnostic confirmation by the necropsy doctor.

- If a suspected infectious disease is detected with passengers still on board, the USMAF SASN doctor initiates the procedure for suspected infectious disease on board (activation of the health channel, checks and PLC compilation).

ACTIVITIES WITHIN THE REMIT OF THE POLICE FORCE (BORDER POLICE OFFICE, GUARDIA DI FINANZA AND CARABINIERI)

Following a report of a death within the airport, the Border Police Office O.R. sends personnel of the Police Force of the Airport Security System (Polizia di Stato, Guardia di Finanza, Carabinieri) to the scene, depending on the location of the death, insofar as they are competent.

Personnel of the Police Force (Border Police Office, Guardia di Finanza and Carabinieri), who have responded to the scene of the death, will cordon off the area and ensure its safety. After consultation with the Police Operations Room staff, the Border Police Office or the Carabinieri, based on the place where the death occurred, will notify the Public Prosecutor on duty at the Busto Arsizio Public Prosecutor's Office for the scheduled clearance of the removal of the corpse, indicating the need, if any, to move, due to unavoidable airport requirements and lack of timely intervention of the hearse, the body by ambulance to a space within the AHC waiting for the arrival of the hearse.

The clearance for the removal of the corpse may provide for the body to be placed at the disposal of relatives, the health authority or the judicial authority.

The Public Prosecutor often verbally authorises the removal of the corpse. In such a case, the Border Police Office or the Carabinieri, depending on where the death occurred, will summarise the authorisation received in writing and forward it by e-mail to the following addresses:

- usma.varese@sanita.it
- for information to b.bucci@sanita.it,

The Border Police Office or the Carabinieri, depending on where the death occurred, will contact the relatives of the deceased, if any.

The Border Police Office or the Carabinieri, depending on where the death occurred, will also identify the Funeral Parlour (Annexes 7.5.3.b and 7.5.3.c): funeral parlours that provide the corpse recovery service for the Ferno and Somma Lombardo areas, respectively.

If no family member can be found, the Border Police or the Carabinieri, depending on where the death occurred, will contact the relevant body (municipality, mayor, consulate, etc.) that is legally responsible for the arrangements for transporting the body.

Staff of the Border Police Office O.R. will be kept constantly informed of the provisions of the Public Prosecutor's Office and the management of the incident, until the body is removed by hearse.

SEA AIRPORT HEALTH SERVICE DUTY DOCTOR ACTIVITIES

Following the determination of death within the airport premises, the DD informs USMAF SASN and ADM.

Subject to clearance from USMAF and the Magistrate on duty, they arrange for the temporary allocation of the body by SEA personnel in a suitable airport space (AHC Malpensa Terminal 1 - AHC Malpensa Terminal 2).

At the end of the operation, the DD draws up a technical report for the USMAF SASN Department in order to issue the health and safety clearance to transport the body outside the airport premises.

SEA AIRPORT DUTY MANAGER ACTIVITIES

The ADM, informed of the death by the AHC DD, contacts the on-call USMAF, the Border Police Operations Room and the Guardia di Finanza if the death occurred in the customs area.

Telephone contacts

ENTITY	TELEPHONE	E-MAIL
AIRPORT HEALTH OFFICE USMAF Department T2 (Mon – Fri 09.00/12.00 and 14.30/15.30) Availability outside the days and hours indicated above and in the event of an accident	06-59944793 / 02-58583411 335-65299906	usma.varese@sanita.it / b.bucci@sanita.it
AIRPORT HEALTH CENTRE	02 74864444	serviziosanitario.seat1@seamilano.eu
SEA AIRPORT DUTY MANAGER	02 74862313	rst@seamilano.eu
O.R. Malpensa Airport Border Police Office	02 74867553 02 74867552	polariamalpensa.va@poliziadistato.it
FINANCE POLICE COORDINATION ROOM	0331 230522	va1480027@gdf.it
CARABINIERI BARRACKS	02 58583439	stva125480@carabinieri.it
MUNICIPALITY OF FERNO	Sarah Foti (Mayor) 347-4509627 Monica Pisoni 347-8535305	sarah.foti@comune.ferno.va.it monica.pisoni@comune.ferno.va.it

7.5.4 Handling of radioactive cargo[4]

The procedure is regulated in the Airport Manual CHAP. 22: “Storage and management of fuel and dangerous goods”. § 22.1 (b) Management of equipment and storage facilities for dangerous goods and related annexes.

[4] References:
- Navigation Code;
- ICAO Convention and documents;
- SEA/CAA agreement dated 04.09.2001 for the management and development of Linate and Malpensa airports;
- ENAC Airport Construction and Management Regulations
- Legislative Decree No. 250 of 25-7-1997 establishing the Ente Nazionale per l’Aviazione Civile (ENAC)
- Legislative Decree Legislative Decree No. 101 of 31/07/2020, as amended;
- Single text on safety, Legislative Decree No. 81/08, as amended;
- Ministry of Transport Circular of 3 December 1992, as amended;
- IATA Dangerous Goods Regulations.

8 AIRCRAFT SERVICES

8.1.1.1 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; whenever possible, loading bridge priority will be given to "VLA" (Very Large Aircraft) with high capacity, for which assignment to remote aprons objectively involves operational problems.
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.
If the aircraft's APU is not functioning, it is forbidden to connect the generator on the loading bridge and the external GPU must be used.
At the end of operations, the Operator must leave bridges with the stop position highlighted by the red circle 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 (rst@seamilano.eu) based on specific operating needs.
If the loading bridge is not working correctly, the Operator must inform the following Airport Managing Company number straight away:
Maintenance Control Room Tel. 02.74863450.

8.1.2 Optical guides

The procedure and methods for the use of optical guides by the operator are regulated in the Airport Manual Chap. 14 "Apron Management" and its annexes.

8.1.3 Fixed generator

The remote stands in Terminal 1 (except for 301-320, 352, 354, 355, 357, 358, 359, 360, 362, 363, 365, 404, 409) and stands with loading bridge in Terminal 1 are equipped with a fixed 400 Hz electricity plant for aircraft.
There are two plant types: static and rotating.
The rotating machine type is found on stands 651, 653, 656, 658, 621/625, 551, 553, 556, 558 in Terminal 2.
The plants (both rotating and static) can be extractable column or with a winding wire. The difference between the two plant types lies mainly in the possibility had with the winding wire to be able to extract/withdraw the wire by pressing a button and the ease with which you can access the breakdown signalling logical card.
Details of the 400 Hz plant use instructions are made available by SEA.
If there is any malfunctioning or inefficiency, the Operator must inform the following Airport Managing Company number straight away:
Maintenance Control Room Tel. 02.74863450

8.1.4 Fixed air conditioning system

All stands with a loading bridge in Malpensa are equipped with a fixed aircraft conditioning plant. 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.
If there is any malfunctioning or inefficiency, the Operator must inform the following Airport Managing Company number straight away:
Maintenance Control Room Tel. 02.74863450

8.1.5 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.

8.1.6 Use of "800" stand anti-tipping system pits

Stands 851, 853, 855, 857, 859, 861 and 863, in addition to the usual fuel pit and 400Hz power supply, are also equipped with two pairs of pits (symmetrical with respect to the aircraft entry line) positioned near the front undercarriage.
These pits contain anchorage points (anti-tipping hooks) to which the front undercarriage of the aircraft can be tied by means of a special system (usually owned by the carrier/maintenance company), thus avoiding, during loading and unloading, the dangers of tipping (unbalancing the aircraft to the point of causing the front undercarriage to lift).
The pit is opened using a "key" which, upon specific, prior written request to the Operations Department, will be handed over "on a one-off basis" to the service provider, who must keep it as part of their equipment.
Reports concerning malfunctions should be forwarded to SEA Maintenance Control Room (02 74863450).
The methods for opening the pits are described in Annex 8.1.6.

8.1.7 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;
- 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 any criticality or damage (damage/malfunctioning of a roller conveyor, holes in the pavement, lack of night lighting, etc.) detected or caused.

8.2 De/anti-icing / de-snowing[5]

8.2.1 Background information

Below are the main aspects of the de/anti-icing service provided by SEA S.p.A. Milan Airports:

1. prices for the above airport services (excluded those described under point 5, 6, 7) are published in the "Price list for centralised services" which may be downloaded from the website: https://milanairports.com/it/business/compagnie-aeree, in the Duties and Fees section;
2. the fluid can be applied in percentages: 100/0; 75/25; 50/50, following the guidelines set out in the references in the Airport Manual;
3. the SEA Operator conducts post de-icing/anti-icing visual checks;
   note: a clear ice check is not offered by SEA SpA.
4. the SEA Operator transmits the post de-icing/anti-icing code to the Captain via headset (scenario A);
5. an airline technician or a person designated by the Airline transmits the post de-icing code to the Captain (scenario B).

For de/anti-icing service methods, please refer to Chapter 24 of the Malpensa Airport Manual.

8.3 External aircraft washing[6]

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 Operations Department – Airport 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 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

[5] References in current edition:
- Navigation Code;
- AEROSPACE STANDARD AS6285 Aircraft Ground Deicing/Anti-icing Processes;
- AEROSPACE STANDARD AS6286 Aircraft Ground Deicing/Anti-icing Training and Qualification Program;
- AEROSPACE STANDARD AS6332 Aircraft Ground Deicing/Anti-icing Quality Management;
- AEROSPACE STANDARD SAE ARP6257 Aircraft Ground De/Anti-icing Communication Phraseology for Flight and Ground Crews;
- FAA Holdover Time Guidelines;
- Reg. EU 139/2014 - ADR.OPS.B.035 ; AMC1 ADR.OPS.B.035; CS ADR-DSN.G.375;
- Airport Manual – Chap. 24.C;
- Single text on safety, Legislative Decree No. 81/08, as amended;
- UNI EN ISO 9001:2015 Standard;
- Company Manuals (DAM).

[6] Applicable legislative references:
- UNI EN ISO 14001:2015.
- Malpensa Airport Manual;
- Applicable environmental legislation (see "Registry of Laws");
- Safety Consolidation Act Legislative Decree No. 81/08, as amended;

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 sheets, the operator must notify the Airport 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 1900 B	BRENT/CHEMETALL ITALY
ARDROX 6427	BRENT/CHEMETALL ITALY
ARDROX 6484	BRENT/CHEMETALL ITALY
ACW - 12	MIRANDY
RU6 EEZE	MIRANDY
SUPER VINALL	MIRANDY
CARBON - X	ARROW-MAGNOLIA
SIMPLEX	TURCO ITALIANA

8.4 Waste and wastewater management[7]

SEA manages the collection and disposal of waste and wastewater at the Linate and Malpensa 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.

8.4.1 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 exception both waste produced on airline aircraft during on-board activities and waste produced and transferred to the ground, either directly by the airline (in the case of self-handling) or through one or more service providers (pursuant to Legislative Decree no. 18/99) and disposed of by the Airport Managing Company (also by means of appropriate agreements with Municipal Administrations or companies appointed by the latter) by virtue of the obligations and autonomy 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 Managing Companys and/or cleaning contractors must be disposed of in the appropriate containers provided directly or indirectly by

[7] References:
- SEA/CAA agreement dated 4.9.2001 for the management and development of Linate and Malpensa airports;
- Navigation Code, amended by Legislative Decree no. 96, 9 May 2005 “Update of the part of the Navigation Code regarding aviation”, and Legislative Decree No. 151/2006;
- Law No. 265/2004 of 9 November 2004, as amended, "Urgent interventions in the civil aviation sector";
- Legislative Decree No. 205 of 3.12.10 and Legislative Decree no. 152 of 3 April 2006, Environmental regulations, as amended - Waste management and remediation of polluted sites;
- Regulation EC 1069/2009 and Regulation 142/2011 of 25 February 2011;
- Executive Ordinance 807 of 25.03.2014 BIP Malpensa -Bergamo;
- Decree of Ministry of Health of 22 May 2001; Decree of 9 May 2023
- Regional Decree No. 7/12693 of 10.04.2003, as amended, "Regulation for areas safeguarding groundwater intended for human consumption";
- Legislative Decree no. 31 of 2 February 2001, as amended: Transposition of Directive 98/83/EC on the quality of waters for human consumption;
- Regional Law no. 26/2003 and subsequent implementing regional regulations;
- Regional Regulation no. 2 of 24 March 2006 governing the use of waters;
- Regional Regulation no. 3 of 24 March 2006 on regulation and authorization of discharges;
- Regional Regulation no. 4 of 24 March 2006 on regulation of the drainage of first rain waters;
- Agreement with the Municipalities for disposal of waste;
- Municipal Refuse Collection Service Regulations;
- SEA agreement with the Consorzio S. Antonino;
- Single text on safety, Legislative Decree No. 81/08, as amended;
- SEA “Mapping of dangers by uniform areas” document;
- Documentation related to possible specific risks existing in the specific area of intervention – SEA;
- UNI EN ISO 14001:2004, sections 4.4.6 and 4.5.3. of the standard

SEA (waste bins, containers or press-containers); this does not apply to waste from on-board meals, which must be managed and disposed of by the caterers, whose personnel must ensure management and disposal 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 on 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 provided; waste currently collected in separate form include: bulky waste, wood, paper, glass and tin cans, toner, plastic packaging, and organic waste (All. 8.4.1).
It should be noted that food waste from catering on board aircraft is not allowed to enter the SUW circuit.

Management of solid urban waste

Disposal of solid waste from aircraft cleaning	The Airport Managing Company	PROVIDES operational guidelines to Airlines and Airport Managing Companys on the procedures for disposal of SUW generated on board the during aircraft operation. PROVIDES operational guidelines on waste separation.
	Airline	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). DISPOSES, directly or through cleaning service providers, 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. Consignment takes place in accordance with separation instructions provided by the EO OU of the airport in question.
	Airport Managing Company	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 EO OU of the airport in question. Food waste (residues of on board meals) is managed by the catering firms.
Disposal of solid urban waste	The Airport Managing Company	PROVIDES operational guidelines regarding the procedures for disposal of SUW produced by terminal and remote building users. PROVIDES operational guidelines on waste separation.

	Airport Managing Company	CONSIGNS the SUW produced in cleaning activities in the specific facilities made available by the Manager 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 Environmental Operations of the airport in question.
	External suppliers (*in charge of cleaning activities*)	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.

8.4.2 Special waste

The term special waste refers to all waste produced within the airport that is not classified as solid urban and similar waste.

It is 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 on a “temporary storage” basis at the airport Ecological Island in accordance with applicable regulations.

“Temporary storage” means the stockpiling of special waste in the location where it is produced, before collection.

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.

Airport Managing Companys 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.

Special and hazardous special waste management

Operational procedures	The Airport Managing Company	MANAGES the waste at the "Waste Disposal Centre": waste is sent for disposal at least on a quarterly basis, regardless of the quantity stored. VERIFIES periodically that the waste in the registers does not exceed the maximum temporary limit provided for by the legislation and adopted by the operator.
Special waste storage procedures	The Airport Managing Company	ENSURES that the temporary 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 Managing Company	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.

8.4.3 Waste of aeronautical origin at potential biological risk[8]

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.

The following procedure is based on the provisions of international, European and national regulations, as well as on circulars, recommendations and technical standards with international validity.
It applies to all processes for the **management of systems and materials potentially at risk of infection** at Malpensa airport, and defines:

- water system control procedures for the prevention of legionellosis;
- water system maintenance procedures for the prevention of legionellosis;
- 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. (CE) 5-3-2009 no. 206/2009;
- 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) in the following categories:
  - carcasses of animals that died during the trip, in accordance with Articles 5 and 7 of Ministry of Health Ordinance no. 2681/06-USMAF MILANO MALPENSA. airport cargo handlers shall provide assistance to the Border Inspection Station (PIF) that will

[8] Legislative references:
- Register of environmental regulations affecting the management of airport infrastructure;
  - WASTE Thematic Area
  - HEALTHCARE AND HEALTH Thematic Area
- Ministry of Health Ordinance Malpensa Office 2681/06;
- Ministry of Health Ordinance Malpensa Office 3326/06;
- Ministry of Health Ordinance Malpensa Office 809/14;
- Ministry of Health Ordinance Malpensa Office 2177/14;
- Regulation No 2019/2122/EU of 10 October 2019 on: "COMMISSION DELEGATED REGULATION supplementing Regulation (EU) 2017/625 of the European Parliament and of the Council as regards certain categories of animals and goods exempt from official controls at border control posts, specific controls in respect of passengers' personal luggage and small consignments of goods dispatched to natural persons, not intended for placing on the market, and amending Commission Regulation (EU) No 142/2011 (Text with EEA relevance);
- Regulation 1069/09/EC laying down health rules as regards animal by-products and derived products not intended for human consumption and repealing Regulation (EC) No 1774/2002 (repealed with effect from 4 March 2011);
- Legislative Decree No. 152/06 - Part Four and its implementing provisions;
- Ministerial Circular No. 14/D of 14 October 2004;
- UNI EN ISO 14001:2004, sections 4.4.6 and 4.5.3. of the standard;
- Environmental Analysis Report;
- Airport Manual Procedures.

establish procedures to be adopted on a case-by-case basis; 3326/06 and 2681/06, 807/14 - USMAF MILAN MALPENSA;
- manure from the cleaning of stables and transport stalls.

8.4.3.1 Definitions and specifications

Materials managed in cold rooms	The materials <u>managed by SEA S.p.A.</u> in the cold storage room are: 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) 206/2009 of 5-3-2009, or spontaneously left by the passenger; b. **products of animal origin** contained in baggage left by passengers, deposited at the Lost & Found office. The materials <u>handled by the service providers</u> in their cold rooms are: c. **carcasses of animals that died** during the trip, in accordance with Articles 5 and 7 of Ministry of Health Ordinance no. 2681/06 - USMAF MILAN MALPENSA. 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. d. **manure** from the cleaning of stables and transport stalls.
Animal and foodstuff waste from outside the European Union	***Category 1*** *materials:* - 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; - Products of animal origin containing residues of environmental contaminants (Dir. 96/23/EC, att. 1, cat. B, point 3), if the limits exceed the EU or national standards; - Any other material under Art. 8 Reg. EC 1069/2009, including mixtures of Cat. 1 materials with other materials; - Supplies of products of animal origin for personal use confiscated because transported in violation of Reg. EC 206/2009; - 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. ***Category 2*** *materials:* - 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; - Carcasses of animals from third countries, which died during the journey, excluding carcases belonging to *category 1*; - Any other material under Art. 8 Reg. EC 1069/2009, including mixtures of Cat. 2 materials with Cat. 3. ***Category 3*** *materials:* - 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.

8.4.3.2 Management of perishable products of animal origin

Management of products and foodstuffs of animal origin confiscated or left	Customs	REJECTS/CONFISCATES from passengers perishable products whose importation is prohibited and contained in baggage, and puts them in the containers provided by SEA. In the case of foodstuffs spontaneously left by passengers: SIGNS the finding of perishable foodstuffs report.
	The Airport Managing Company	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.
Products of animal origin contained in baggage deposited at the Lost & Found office	Service provider	TAKES, if not already done so, the actions necessary to identify the owner of the baggage and if cannot be traced. REQUESTS the intervention of the Airport Health Office or Veterinary Office, compiling the Intervention Request form. PLACES the baggage in the specific room or, if not available, in a separate place so as not to jeopardise health or the environment, where it remains available to the Finance Police/Customs, Airport Health Office and/or Border Inspection Post for the appropriate action. Then TRANSFERS the materials to the cold store of the Airport Managing Company

8.4.3.3 Management of animal products and food waste from outside the EU

Category 1 waste from the airport catering service	Service provider	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 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.
	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 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.
Category 3 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.

8.4.3.4 Disposal of animal carcasses and products and food waste

Animal carcasses	Service provider	REQUESTS the intervention of the Border Inspection Post/Airport Health Office, compiling the Intervention Request form. TRANSFERS the carcasses to its cold rooms.
Manure	Service provider	Following receipt of the documentation from the forwarders/Airline cleans the stables for the animals that will stay there.
Issue of incineration order	Customs - *personal supplies of products of animal origin*	ORDERS the incineration of materials ISSUING the specific Incineration order form relating to points a) and b).
	Border Inspection Post - *carcases of animals which died during the journey* - *manure*	SENDS a copy of the Incineration order to the cargo handlers for points c) and d).
Material transfer	Carrier service provider - *products of animal origin*	TRANSPORTS the materials to the dedicated cold store of the Airport Managing Company (point b).
	The Airport Managing Company - *personal supplies of products of animal origin*	TRANSPORTS the materials to its dedicated cold store (point a).
	Service provider - *carcases of animals which died during the journey*	TRANSPORTS the materials to the cold stores of the airport cargo service providers (point c).
	Service provider - manure	MANAGES independently the material produced by the cleaning of the stables or stalls (point d).
Disposal of perishable materials	The Airport Managing Company - *personal supplies of products of animal origin (point a)* - *products of animal origin* (point B)	PREPARES a list of material in storage including the individual Customs delivery reports and individual incineration orders received and forwards it to Customs along with the Incineration request. 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. ATTENDS, with Customs and Finance Police, loading and mechanical compaction of materials on the vehicle of the company assigned for transport to the incineration plant.

		COMMUNICATES to Customs or to the entity that issued the order, and to the service provider involved (where requested by the service provider), that incineration has taken place, sending the list of materials disposed of and the reference WIF.
	Customs - *personal supplies of products of animal origin* - *products of animal origin*	ISSUES the incineration report, sending a copy to the Airport Managing Company.
	Cargo service provider - *carcases of animals which died during the journey* - *manure*	Arranges disposal in accordance with the procedures agreed with the BIP.
Payment of interventions	The Airport Managing Company *- personal supplies of products of animal origin* *- products of animal origin*	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. *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.*

8.4.3.5 Management of foul-smelling baggage

Management of foul-smelling baggage	Service provider - Lost & Found	IDENTIFIES the foul-smelling baggage. SENDS qualified personnel to pick it up and to place it in a cold store; in the case of leakage of liquids, before the pick up, the baggage must be placed in special bags and closed with a suitable strap. If necessary Lost & Found personnel calls SEA Control Room to clean the area.
		In the event that ownership of the baggage was known (identification of the owner for certain) the passenger should be contacted so that he can go to the airport, within 5 working days of the notification, to pick it up. If the owner of the luggage proves unable to proceed to the airport , to give up possession, were not detectable

		or not should arrive at the airport within 5 working days of the notification , the request for incineration for health reasons will be applied.
		To make the request, the appropriate form (Att. 8.4.3.5) has to be completed in duplicate and sent to Customs to obtain the order of thermal destruction (signature and stamp). In the form must be distinguished luggage according to following typologies: - In the form must be distinguished luggage according to following typologies: - tagless baggages; tagged baggage but unknown owner; - baggage whose incineration authorization is received by the passenger (in this case the release sent by the passenger has to be attached) or for which the destruction for health reasons is required.
		RECEIVES incineration authorization by Customs. PHONES SEA Environmental Operations MXP - phone 63527, 64417,63520. SENDS a full copy of the authorisation received by email to: isolaecologica.mxp@seamilano.eu. RECEIVES permission of Environmental Operations MXP. CARRIES luggage to ecological island for incineration.
		Waiting for the authorization for thermal destruction by Customs Agency, admits MANDATORY luggage in adequate facilities equipped for keeping them at a temperature of -20 ° C .
	Customs	After receiving the incineration request, compiled in duplicate, AUTHORISES the start of baggage incineration, and sent to Customs to obtain the order of incineration (signature and stamp). - In the form must be distinguished luggage according to following typologies: - tagless baggages; tagged baggage but unknown owner; - baggage whose incineration authorization is received by the passenger (in this case the release sent by the passenger has to be attached) or for which the destruction for health reasons is required. SEND/ISSUES copy of authorised request to Lost & Found office or to the requesting service provider.

		If necessary, PERFORMS inspection of baggage and, regardless of the operator concerned, in a duly-equipped room.
	Airport Manager (Environmental Operations O.U. – MXP)	After RECEIPT of complete incineration authorisation by the Lost & Found service provider, starts the procedure for incineration. ENSURES incineration operations of the baggage arrived at the ecological island as by law enabled.
		SENDS, if requested, the service provider/Lost & Found a copy of the records of baggage destruction.
		After the issuance of the specific order of destruction DEPOSITS smelly luggage in the cell in freezing temperature. While awaiting transfer to SEA and incineration procedure, it is therefore **mandatory** for service providers to adopt adequate facilities to keep luggage at a temperature of - 20C°.
Payment of interventions	Airport Managing Company	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. *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.*

8.4.4 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.

8.4.4.1 Emptying and replenishment of aircraft toilet tanks

Refilling of septic tanks	Service provider	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. At the end of filling operations the operator INSERTS the disinfectant dispensing tube in the container for the collection of any leaks.

Aircraft tank drainage	Service provider	The driver/operator: - POSITIONS the septic tank alongside the aircraft; - OPENS the aircraft hatch and attaches the drainage pipe; - DRAINS the sewage; - CLOSES 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: - 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 providers	The driver/operator: - 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: 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.
		Chlorinated tanks and septic tanks must never be parked in the same area.

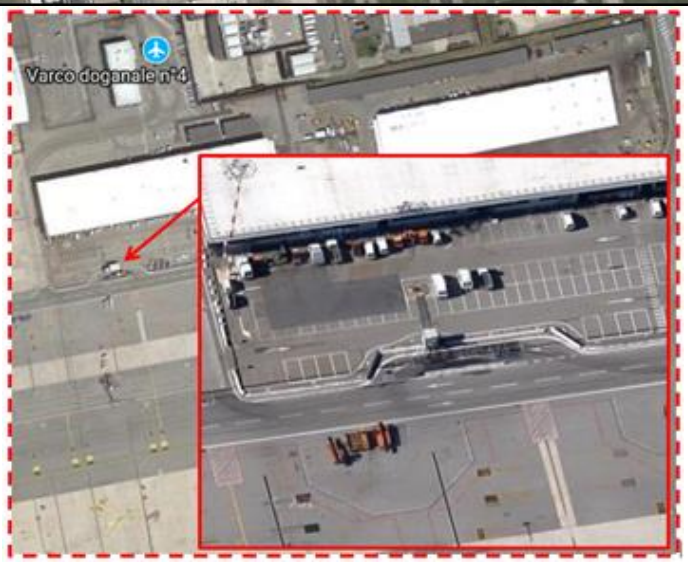
8.4.4.2 Unloading of on-board septic tanks

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.

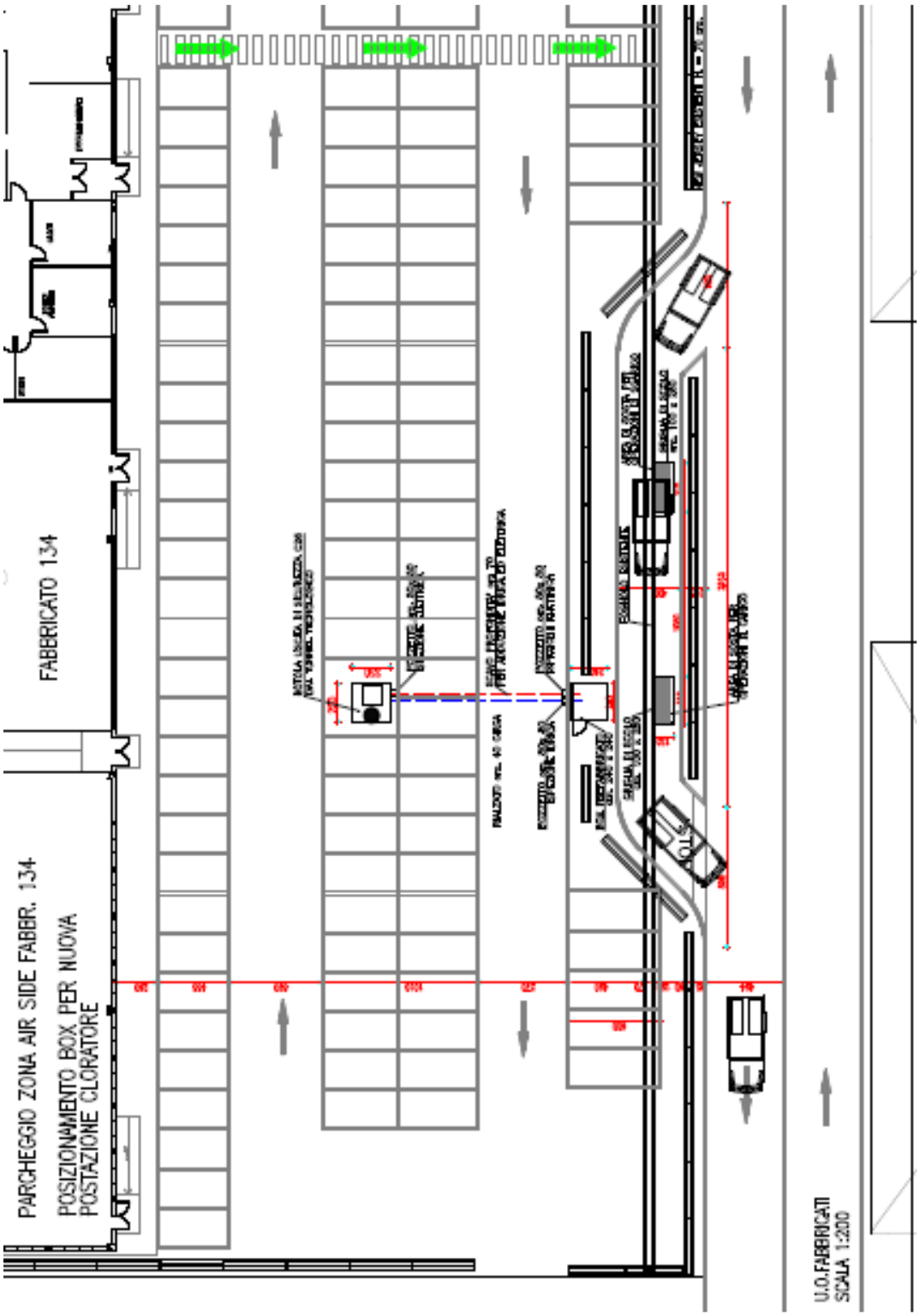
8.4.5 Aircraft drinking water supply, chlorinator system

The Airport Managing Company provides a specific centralised supply system, included in the Malpensa USMAF Sanitary Authorisation Register (Aut. No. 36 of 10/12/2015), ensuring the distribution of drinking water to aircraft, based on the obligations that the State/SEA Agreement places on SEA.
Airport service providers may access the centralised supply of aircraft drinking water under the operating conditions set by the Airport Managing Company.
For access to the facility, they must apply to ATS, via the SUAP-Municipality of Somma Lombardo online portal, for each vehicle with which they transport drinking water.
SEA carries out quarterly analytical checks on the chlorinated water supplied, as prescribed by Legislative Decree 31 of 2-2-2001 and IATA directive AHM440, and transmits them to the service providers, AOC, the User Committee, Air Health and the Airlines that request them.
SEA is not liable for improperly performed vehicle disinfections by service providers.

Milan Malpensa airport supply system



Chlorinator system



Activity	Person responsible	Actions
Training of operators in charge of airport water supply	Service provider	GUARANTEES that all personnel employed in the aircraft drinking water distribution operation are trained, instructed and periodically updated (ref. IATA AHM 440).
Access to the supply system	ATS	ISSUES, at the specific request of service providers, health authorisation for the operation of “chlorinated tanks” for resupplying drinking water on aircraft by formally notifying the service providers for the airport in question.
	Service provider	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. 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.
	Airport Managing Company (Maintenance Field Operations - Buildings & Thermomech. Sys. Mxp/Lin)	PROVIDES the service providers with keys for access to the installation (one key for access to the workstation compartments and one key for switching the system on/off), subject to VERIFICATION of the health authorisations acquired by the service providers.
Discharge of chlorinated water from aircraft	Service provider	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. EMPTIES the residual chlorinated water content from aircraft into the rainwater collectors in the immediate vicinity of the supply system. IT IS FORBIDDEN to empty chlorinated water from aircraft in any other manner than as indicated above.

Discharge of chlorinated water from "chlorinated tanks"	Service provider	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. IT IS FORBIDDEN to empty chlorinated water from "chlorinated tanks" in any other manner than as indicated above.
Resupplying from the supply system	Service provider	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. IT IS FORBIDDEN to resupply with connection methods other than those in use with the system. 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. Before refuelling using the automatic system, the operator is required to PUT ON specific technical clothing (overalls, gloves and overshoes, to be requested from his/her supervisor) in order to avoid any contamination; ACCESSES the pick-up point with the keys provided by the Airport Managing Company, opening the pipe housing compartment of "POSITION No. 1". CONNECTS the dispensing hose to the "chlorinated tank" and ACTIVATES the system with the appropriate key, beginning resupply. IT IS FORBIDDEN for the operator to leave the operating vehicle during resupply activities. When filling is complete, DEACTIVATES the system and correctly REPLACES the filling tube in its housing, closing the access door to the filling point. ACCESSES the pick-up point with the keys provided by the Airport Managing Company, opening the pipe housing compartment of "POSITION No. 1". 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 Company to restore the normal functional and sanitary conditions of the facility.

Supply system faults/criticalities	Service provider	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. 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. 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. The operator ENTERS the withdrawal point with the system keys provided by the Airport Managing Company, opening the compartment "POSITION N°2 - Emergency line". Once the necessary actions to resolve the anomaly/criticality have been completed, the Airport Managing Company INFORMS the service providers to resume normal operations by removing the warning sign.
Supplying chlorinated water to aircraft from "chlorinated tanks"	Service provider	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. 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.
Maintenance of chlorinated tanks	Service provider	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).

Checks and controls on supply and distribution of drinking water to aircraft	Service provider	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, etc). USMAF 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. In the event of anomalies during inspections, the USMAF REVOKES the sanitary authorisations of the "chlorinated tanks" from the service providers and notifies the Airport Managing Company (Maintenance Field Operations - Buildings & Thermomech. Sys. Mxp/Lin and Environmental Operations Mxp/Lin).
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 and other interested authorities.

Telephone contacts
Environmental Operations Malpensa
02 748.63525

Maintenance Field Operations - Buildings & Thermomech. Sys. Malpensa
02 748.65415
02 748.64435

Maintenance Control Room
02 748.63450

USMAF - air health office c/o Milan Malpensa airport
06 59944793

8.4.6 Spills in operating areas[9]

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.
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.

8.5 Refuelling operations

The procedure is described in the Airport Manual Chap. 22 "Storage and management of fuel and dangerous goods". The procedure is described in the Airport Manual Chap. 15.2 "Application of security measures during aircraft refuelling operations".

8.6 Fire-fighting services

The procedure is regulated in the Airport Manual CHAP. 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.

8.7 Apron emergency and fire operating procedures[10]

The fire prevention procedures and measures to be followed by all operators during their activities on the airside and in the terminals are regulated in the Airport Manual Chap. 29 "Fire prevention in the movement area".

8.8 Plan to reduce wild bird and animal impact hazard[11]

The plan described in the Airport Manual Chap. 17: Procedures for wildlife hazard management, which defines operating activities to prevent the access and sending away of wild birds and

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[9] References:
Airport Manual – Chap. 15.2: Application of security measures during aircraft refuelling operations; Chap. 15.3: FOD prevention, including apron cleaning/sweeping

[10] Legislative references:
- Ministerial Decree 30 June 2011 "Provisions to be observed during aircraft refuelling".
- Legislative Decree 81/2008 "Single text on health and safety at work";
- Ministerial Decree 10 March 1998;
- Airport Manual Procedure, Chap. 15.2, "Application of security measures during aircraft refuelling operations";
- Airport Manual Procedure, Chap.15.3, "FOD prevention, including apron cleaning/sweeping";
- ICAO documents (Annex 14 Aerodromes);
- Current ENAC Ordinance on the Aircraft Emergency Plan.

[11] References:
- Airport Manual – Chap. 17: Procedures for wildlife hazard management;

animals from the Malpensa manoeuvring area in reference to the APT 01B: “Directive and procedures to be adopted to prevent bird impact hazards in airports”.
The same procedure highlights prevention and control activities and actions Airport Managing Company takes in the airport area.

8.9 Removal of aircraft

The plan described in the Airport Manual Chap. 21: “Removal of crashed aircraft” aims to define the Operator’s responsibilities on how to remove crashed and/or damaged aircraft, prioritising the resumption of airport operations.

- Navigation Code;
- Law no. 157 Article 2 of 11.2.1992, as amended;
- Law no. 221 of 3.10.2002, as amended;
- Legislative Decree no. 151 of 15.3.2006 – art. 5 as amended;
- Legislative Decree no. 213 of 2.5.2006 (transposition of EEC Directive 2003/42), as amended;
- DOC 9137 AN 898 Part 3 – I.C.A.O.
- Single text on safety, Legislative Decree No. 81/08, as amended;
- ENAC APT Circular – 01B of 23 December 2011 as amended: Directives on procedures to be adopted to prevent the risk of impact with birds in airports;
- ENAC Letter no. 9984/DIRGEN/GSV of 13 February 2009;
- AIP AIC A 7/2007;
- ENAC Letter Prot. 98271 of 23.8.2013-APT circular 01B-clarification on the use of the term “complete dispersal”.

9 AIRCRAFT AND VEHICLE MOVEMENT IN THE MANOEUVERING AREA

9.1 Aircraft/vehicle circulation[1]

9.1.1 Obligation to install 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 Manager 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:

- Vehicle speed
- Location
- 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.

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 Chap. 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”.

9.1.2 Marshalling service

The procedure is regulated in the Airport Manual CHAP. 14 “*Apron Management*” § 14.5 “Marshalling service” and in the annexed SEA-ENAV Operations Letter: *Orderly movement of the aircraft.*

9.1.3 Circulation of motorbikes

A "motorbike" is a generic category of motor vehicles with two in-line wheels, and possibly equipped with a side carriage.

The circulation of these vehicles in the movement area (apron, apron taxi, perimeter roads) is prohibited.

All the following vehicles fall into this restricted category:

- mopeds
- motorbikes

[1] References:

- Airport Manual – Chap. 15.4: Monitoring of personnel compliance with the aircraft apron supervision safety procedures;
- Airport Manual – Chap. 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.

- motor tricycles
- motor quadricycles with open bodywork (e.g. quads).

Motor (internal combustion/electric) quadricycles with closed bodywork (e.g., micro-cars) may circulate on the apron.

9.1.4 Circulation of bicycles

"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 that, 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)

The circulation of all these vehicles in the movement area (apron, apron taxi, perimeter roads) is prohibited.

9.1.5 Pedestrian control

The procedure is regulated in the Airport Manual CHAP. 15 “Apron Safety Management” §. 15.5 “Pedestrian control”.

9.2 Airport licence

The procedure and its obligations are regulated in the Airport Manual Chap. 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” and its annexes.

9.3 Orderly movement of aircraft, vehicles and persons on aprons[2]

The procedure, described in the Airport Manual – Chap. 14, governs the coordination between ENAV S.p.A., as ATS service provider, and SEA S.p.A., as Airport Managing Company, as

[2] References:
- Navigation Code;
- Navigation Code, Art. 691bis and 705;
- Law No. 265/2004, Art. 2 para. 3;
- ENAC - "Rules of the Air" Regulation;
- ENAC - "Air Traffic Services" Regulation;
- ENAC - Circular "Airport Certification" (APT-16);
- ENAC - Circular "Airport Regulations" (APT-19);
- ENAC - Circular "Changes in the functions and role of E.N.A.C. Airport Departments in the light of new legislative and regulatory provisions" (APT-20);
- ENAC - Circular "Airport Safety Management System" (APT-22);
- ENAC - Circular "Aircraft Aprons - Horizontal Signage" (APT-24);

provided for by articles 691-bis and 705 of the Navigation Code, in compliance with the applicable regulations in force.

9.4 Drones

The procedure, described in the Airport Manual - Chap. 18 18.3 “Remote-Piloted Aircraft (RPA) or Unmanned Aircraft System (UAS) activity monitoring”.

9.5 Performance and supervision of passenger transport, disembarkation and embarkation activities

For the performance and supervision of passenger transport, disembarkation and embarkation activities, please refer to Annex 9.5 of these Airport Regulations.

- ENAC - Circular "Airport Certificate Supervision and Renewal" (APT-25);
- ENAV - Air Traffic Operational Management Manual (MO-ATM);
- ENAC - Note prot. no. 0072549/AOC/DIRGEN of 14/11/2008;
- ENAV - "Regulatory criteria for the orderly movement of aircraft on aprons";
- ICAO - Annex 11 "Air Traffic Services";
- ICAO - Annex 14 "Aerodromes", Vol. 1;
- ICAO – Doc 9476 “Manual of Surface Movement Guidance and Control Systems (SMGCS)”;
- Airport Manual.

10 SAFETY MANAGEMENT SYSTEM

10.1 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 area, 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 Managing Company 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 Operator's Airport Safety department (smsairportsafety@seamilano.eu).
All organisations are required to respond to enquiries from the Operator's Airport Safety department within 20 days.
For procedures and obligations, please refer to the Airport Manager's SMS Manual and its annexes.

10.2 Insurance risk management

For easier and more consistent gathering of data relating to "accident events" and "aircraft damage events" a checklist is available ("Form for the reporting of events causing damage to aircraft, vehicles and infrastructure" (ASCRA checklist) and may be used in the initial phase as data collection guideline (Appendix 10.4).
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).

11 OPERATING COORDINATION SERVICES

11.1 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 control and coordination activities through its Operations Department.
In particular, reference must be made to the Airport 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.
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.

11.1.1 Airport pre-coordination operations

The Operations Department 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 Airport Duty Manager to assess specific intervention, activate recovery procedures or generally assess expected airport operating levels.
The Airport 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 Airport Duty Manager transfers information acquired, duly processed, to bodies responsible for the different activities.

11.1.2 Coordination of airport operations

The Operations Department 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 Airport 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, the Operations Department 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.

11.1.3 Supervision of airport operations

The Operations Department 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.
The Operations Department also checks that Operators at the airport observe the methods and times for using plants, vehicles and spaces made available to carry out activities.

11.1.4 Adverse weather conditions notification

The procedure is regulated in the Airport Manual Chap. 25 “Operations in adverse weather conditions (AWO)

11.1.5 Information on the airport's operational status[1]

The Airport Duty Manager of the Operations Department 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.

11.2 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, 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.

[1]Airport Manual – Chap. 7.1(b): The system the operator uses to provide the aeronautical information included in the notam publication: issuing and dissemination at the airport

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.
Technical specifications of the operative implementation of A-CDM are detailed in section 9.3 "Apron Management Service" of present Airport Regulations.

11.3 Obligatory airport assistance services (state flights, humanitarian flights, flights operating during a strike)

11.3.1 a) Payment of duties, fees and tariffs – exemptions

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;
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.

744 and subsequent of the Navigation Code and based on Art. 1 of Law 324/76, these are the following exempted categories:

EXEMPTIONS	RIGHTS TAXES TARIFFS	SERVICES ASSISTANCE	CENTRALISED INFRASTRUCTURE
State AA/MM (the State flight qualification is attributed pursuant to art. 746 of the Navigation Code)	EXEMPT	EXEMPT	EXEMPT
Military aircraft	EXEMPT	CHARGED FOR	EXEMPT
State owned aircraft, used exclusively by State Police Forces, Customs, National Fire Brigade[2], Civil Defence or other State service	EXEMPT	CHARGED FOR	EXEMPT

[2] Used for public rescue operations.

AA/MM (private and public subjects) used occasionally, for national security protection activities	EXEMPT	CHARGED FOR	EXEMPT
Private AA/MM doing special types of transport foreseen by DPCM Directive of 23.1.2008	EXEMPT	CHARGED FOR	EXEMPT
Private AA/MM chosen by the Transport Ministry carrying out State services of a non commercial nature	EXEMPT	CHARGED FOR	EXEMPT
Foreign State AA/MM not for commercial services	EXEMPT FOR LANDING, COVERAGE AND PARKING RIGHTS IN RECIPROCAL CONDITIONS	CHARGED FOR	EXEMPT

11.3.2 Communications and indispensable airport services during staff strikes[3]

11.3.2.1 Communications

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 Manager, in order to allow optimal management of the event and its impact on airport activities.

Communications to ENAC must be directly addressed to the competent Territorial Division for local strikes and to the Air Transport Development Department (to the dedicated email address/fax) for strikes affecting several airports.

[3] Legislative references:
- Law No. 146/1990: Rules on the exercise of the right to strike in essential public services and the protection of constitutionally protected personal rights. Establishment of the Law Enforcement Supervisory Commission;
- Resolution No. 12/449 of 29.10.2012 of the Supervisory Commission for the Implementation of the Law on Strikes in Essential Public Services;
- ENAC Circular EAL series No. 19 on flights to be guaranteed in the event of national strikes;
- Resolution 14/387 of the Supervisory Commission for the Implementation of the Law on Strikes in Essential Public Services: New provisional regulation of essential services and other measures referred to in Article 2.2 of Law no. 146/1990, as amended, in the air transport sector (published in GURI no. 250 of 27.10.2014).

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. 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 certified e-mail (PEC) 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.

Manager - 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).

11.3.2.2 Indispensable airport services

As foreseen by Art. 3 of Law no. 146/1990 on indispensable service Regulations for the airport sector, amended by Law no. 83/2000, if there is a strike regular assistance must be guaranteed for the following flight categories:
- 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 series no.19 mentioned above, a number of other domestic and international flights are also guaranteed, according to 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, 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 Manager 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.

12 AIRPORT ASSISTANCE SERVICES IN IRREGULAR OPERATING CONDITIONS (REDUCED CAPACITY AND CONTINGENCY)

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).
To resolve certain critical situations, the Operations Department 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.

12.1 Crisis Response Committee

The room called Emergency Operations Centre (EOC), base for the “Crisis Response Committee” (CRC) is an adequately equipped place for the Crisis Response Committee meeting with all airport Bodies involved in the solution of any crisis involving Malpensa 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.

12.1.1 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;
- 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.

12.1.2 CRC composition and convocation

The typical composition grants access to the following entities/operators, in physical presence or virtually:

- the Territorial Director of ENAC or his/her delegate;
- highest operator levels on service in State Bodies;
- the Airport Duty Manager - SEA Operations Department;
- an ENAV representative;

- the Airline's Station Manager or his/her representative;
- an AOC and/or User Committee representative.

Meetings are convened by the Airport Managing Company and must be considered automatic upon receipt of the incident report.
The absence of one or more parties entitled to be present does not invalidate the Committee's activities.

12.1.3 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.

12.1.4 Purpose of the CRC

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.

12.1.5 Equipment of the CRC

The room is equipped with:

- - 10 telephones that can call outwards answering to numbers:
  - 02 748 67724 – ENAC;
  - 02 748 67721 - Airport Duty Manager-SEA Operations Department;
  - 02 748 67722 – Airline and AOC/ User Committee representatives;
  - 02 748 67723 – Police representatives;
  - 02 748 67725 – Carabineer representatives;
  - 02 748 67727 – Customs and Tax Police representatives;
  - 02 748 67728 – ENAV representative;
  - 02 748 67716 - Fire Brigade;
  - 02 748 60126 - 112 Health
  - 02 748 67726 - Air Health
- Fax n. 02/74860031
- - 5 radios;
- PC;
- 2 TVCC with satellite connection;
- 1 PC with SITATEX connection;
- 1 photocopier

12.1.6 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 *Public Affairs and External Communication* Department will adopt the communiqués provided.

12.2 Operations in conditions of reduced visibility (All Weather Operations)[1]

The term "All Weather Operations (AWO)" means: *"Any taxiing, take-off or landing operation in conditions in which the visual reference is limited by the weather conditions."*
AWOs imply the development of measures and actions, according to a predetermined local plan, to ensure the safety of all ground operations while minimizing the risk of runway incursions or collisions on the ground between aircraft and/or vehicles and/or infrastructures.
The criteria and procedures to be referred to in the management of operations in CAT II/III, LVTO and in the various "Visibility Conditions" which may be found in the movement area are described in the Airport Manual – Chap. 23; in particular, these are the rules and procedures to be applied to operations carried out starting from the occurrence of Visibility Condition 2, as defined below, and prescribe the safety parameters of ground operations mainly in order to:

- reduce the risk of runway incursions and/or collisions on the ground between aircraft and/or vehicles and/or infrastructures;
- ensure the integrity of ILS signals emitted during approaches in CAT II/III.

The activation of low visibility procedures (LVP) essentially has the purpose of ensuring the integrity of the ILS signal emitted during aircraft approaches in CAT II/III and at the same time reducing the risk of runway incursions.
The procedures relating to Visibility Conditions 2 and 3 are mainly intended to reduce the risk of runway incursions and/or collisions on the ground between aircraft and/or vehicles and/or infrastructures and maintain situational awareness.

[1] References:
- "All Weather Operations in National Air Space Regulations" Ed.1 of 30/06/2003, as amended;
- APT-05 "Procedures in case of fault or deterioration of airport installations for low-visibility operations" of 20-01-2000, as amended;
- Airport Manual – Chap. 23: Low visibility operations.
- PANS ATM/501 (Doc 4444) Ed. XIV as amended;
- Doc 9365-AN/910 "Manual of all Weather Operations";
- Eur. Doc. 013 "European Guidance Material on Aerodrome Operations under limited visibility conditions";
- Doc 9476-AN/976 "Manual of Surface Movement Guidance and Control Systems";
- MO-ATM;
- AIP Italia;
- AOP.OA 65296 of 26-03-2008 - Communication on LVP activation;
- AOP.OA 0037759 of 19-02-2009- Operational management of stopbars;
- AOP.OA 0134211 of 26/06/2009 - Publication of LVPs in AIP;
- AOP.OA 64565 of 09-03-2010 AWO CAT II/III - Guidelines for ATS entities Ed. 4.0;
- AOP 14789 of 18.01.2012 - OdS P 2/2012 - Determination of RVR for MET REPORT/SPECIAL reports.

12.3 Snow Emergency Plan[2]

12.3.1 Airport Snow Committee

The Airport Snow[3] Committee meets at the headquarters of the EOC (Emergency Operations Centre) in Terminal 1 – Sat. 3rd floor, and consists of the heads of:

- ENAC
- ENAV
- SEA
- AOC
- Service provider.

With reference to the Snow Emergency Plan, see Chapter 24 of the Airport Manual.

12.4 Airport Passenger Contingency Plan

The Contingency Plan is a planned and detailed method to assist/support passengers in case a contingency state is declared.
The "Airport Passenger Contingency Plan" 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).
The Airport Passenger Contingency Plan 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/SEA Operations Department), it may also be implemented following events that do not trigger CRC activation, but still create significant inconveniences to passengers and airport users.
In general, the Airport Passenger Contingency Plan 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

1. snow/local weather emergencies;

EVENTS WITH EFFECTS THAT CAN BE PLANNED OR FORESEEN WITH ≤ 48H NOTICE

2. remote air disasters;
3. terrorist attacks in airports of origin;
4. diversions;
5. remote weather or geological event with deferred effects;

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[2] References:
Airport Manual – Chap. 24 (B): Snow Emergency Plan.
[3] Ref. letter ENAC 09/01/2001 Prot. No. 10-01/PRE

6. remote contamination or radiation with deferred effects;

EVENTS WITH SUDDEN EFFECTS

7. air disaster;
8. local weather or geological event;
9. violent local weather events;
10. partial or total blackout (ATC or airport);
11. terrorist attack;
12. local contamination or radiation;
13. disruption of air Carrier operations or sudden strikes of air transport operators;
14. disruptive damage or breakdowns of strategic airport infrastructure (runways, BHS, ICT systems).

In particular, SEA has set up a series of additional services free of charge, over and above those offered by the Carriers and the handling companies, to provide the best possible assistance to passengers during their stay at the airport.
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.
In case of need to spend the night at the airport, dedicated sleeping areas will be made available.

13 ACCESS AND OPERATIONS OF GROUND SUPPORT SERVICE PROVIDERS

13.1 Introduction[1]

This part of the regulations governs the requirements, rules and procedures which 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.

This chapter deals with aspects of aeronautical/airport safety already discussed in other chapters of these Regulations. 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 (Aerodrome Safety Committee, Local Runway Safety Team, FOD Prevention, etc.).

13.2 Procedure and access report

13.2.1 Access by ground service providers

Articles 4,5 and 6 of Legislative Decree 18/99 establish the traffic limits to allow for groundhandling activities to be carried out in free market conditions by "Service providers" and "self-handlers".

To carry out one or more of the groundhandling 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 providing.

The certificate, issued in compliance with the provisions of ENAC Regulation "Certification of the airport assistance service providers", Ed.8 of 05.05.2023, 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.

[1]References:

- ENAC Ordinance no. 3/2011, as amended – Access and circulation of people and vehicles in sterile airport areas;
- ENAC Regulation on Certification of the airport service providers, version 5 of 23 April 2012, as amended;
- Regulation (EU) No 139/2014.

13.2.2 Access procedure

Malpensa airport is subject to an ENAC measure restricting ground assistance services (Order of the Director General of ENAC no. 65523 of 5 June 2019, as subsequently amended and supplemented by ENAC Order no. 48 of 4 July 2023) which states:
(a) pursuant to Article 4(2) of Legislative Decree no. 18 of 1999, access to ground handling services at Milan Malpensa airport for commercial aviation is limited, until 5 June 2026, to:

1) three suppliers for categories 3 and 5 - excluding subcategory 5.7;
2) two service providers for category 5 referring exclusively to handling services for cargo and mail flights (so-called All cargo);

b) pursuant to Article 5(2) of Legislative Decree no. 18 of 1999, access to ground handling services at Milan Malpensa airport for commercial aviation is limited, until 5 June 2026, to two self-handling users for categories 3 and 5, excluding subcategory 5.7;
c) a maximum number of 4 operators are authorised to provide cargo and mail handling services (so-called All cargo) in the areas named Apron 700 and 800, in accordance with the overall numerical limits set out in the same measure;
d) pursuant to Article 4(2) of Legislative Decree no. 18 of 1999, access to ground handling services at Milan Malpensa airport, for general aviation, is limited, until 5 June 2026, to four providers, in possession of certification, for categories 3 and 5, excluding subcategory 5.7;
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, must sign, within six months of the request from the Airport Managing Company, a standard contract, previously approved by ENAC, 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:

- the list of activities governed;
- a term not exceeding the above-mentioned restriction measure;
- environmental management policies;
- planning of use of resources and means;
- indication of rules and behaviours for the purpose of compliance with airport safety and security;
- guarantees to be submitted to meet contractual obligations;
- a third-party liability insurance policy covering the risks;
- 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;
- penalties and sanctions for violations of the regulations in force, the Airport Regulations and the quality standards set out in the contract;
- the termination clauses of the contract;
- 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 Airport Regulations 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;
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 18/99 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. <u>as regards operations, particularly air side operations:</u>
   - 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, according to the procedure enclosed;
   - 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. <u>as regards the maintenance of equipment:</u>
   - to promptly remove equipment not in use or not working, so as to clear areas where operations have to take place;
   - to ensure, by means of duly certified constant maintenance activities, the proper functioning of the equipment, formalising a method of assigning them that enables them to be immediately traced back to the driver of the equipment (vehicle or GSE);
   - For further specifications, please refer to Chapter 16 of the Airport Manual.
c. <u>as regards personnel requirements:</u>
   - 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 the airport, 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;

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 Regulations[2].
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.

[2] ENAC monitors the assignment of spaces necessary to provide groundhandling services as provided for by Article 10, letter C of Legislative Decree 18/99 for a list of services.

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

13.2.3 Controls by the Airport Managing Company

Within 60 days of receiving the request to operate and the necessary documentation, including a copy of the certification issued to the Operator, the Airport Managing Company agrees with the Operator or Self-Handler on the logistic conditions preparatory to the commencement 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.

13.2.4 Access report

A representative of the Airport Managing Company and a representative of the Service provider/self-provider, with required powers, sign the "Access and start of activities report" in the presence of the Airport Director or his delegate.
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. A standard access report template is provided in Attachment 13.2.4

13.3 Organisation and responsibilities of the service provider

13.3.1 SMS system

13.3.1.1 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:
the objective of the Manual is to set up an organisational structure – according to the type and complexity of the company – suitable for the management and supervision of the following areas (with managers included in the company staff) with the following profiles:

- operations, particularly air side operations:
- staff training, education, qualification and updating;

- vehicle maintenance;
- occupational accident prevention system (Head of the Prevention and Protection Service)
- safety;
- security;
- quality of services;
- environmental protection (which can be entrusted to an external person in the same way as the person in charge of prevention and protection against accidents at work, in accordance with current legislation).

Depending on the size of the company and the type of services rendered, more than one of the above-mentioned functions and areas of competence may be entrusted to a single person who, in this case, performs a multi-role task (the quality assurance function, however, must be independent of the others and may possibly be held by the head of the company, if he/she is suitably qualified in the matter, or be entrusted to a figure external to the organisation). However, centralising more than one area of competence within a single person can only be considered in relation to the real possibility that the person entrusted will be able to ensure effective, efficient supervision of the areas of competence entrusted to him/her, in terms of workload, knowledge and qualifications. The names of persons holding the functions listed above must be included in the company organisation chart.

As far as the Operations Manual is concerned, it is unique for each provider and consists of three parts, in addition to the updates section:

- Part One: General Section
- Part two: Training Manual
- Part Three: Quality of services.

Each provider draws up a single Operations Manual signed by the Accountable Manager and the person responsible for drafting and updating it. Below is a detailed outline of the contents of the general part of the Operations Manual:

General Section

This part includes a general description of the company, its operational, safety and environmental policies and organisational chart, resources, both routine and contingency procedures, and any outsourced activities between certified service providers.

In particular:

● an indication of the person(s) responsible for the initial drafting of the Manual and its updating;

● initial preparation, revisions and subsequent updates;

● a description of the company and depiction of the main organisational features of the company's management, operational and control structure. The applicant must demonstrate that the structure put in place and the operational procedures developed are suitable and appropriate to guarantee safety and quality in the performance of the assistance services to be carried out, with particular reference to runway operations, on-board operations or, more generally, for the assistance of flight operations;

● the company organisation chart with the identification of functions, tasks and the names of those responsible;

● the qualifications and professional experience of those in charge;

● the numerical indication of human resources (expressed in FTEs), broken down by professional skills, with relevant documentation on the suitability of the experience and/or training provided to guarantee the safety and quality of the services to be performed;

● evidence of staff training;

● the premises and areas that the company may already have at its disposal and/or those for which it requests availability within the airport structure. The service provider must also develop and indicate in the manual the method for the safekeeping and maintenance in good condition of the areas and instrumental resources used and to ensure the efficiency of the services.

● list of available equipment (with indication of CE, ISO, EN, etc. certification) for the services to be performed and the type of aircraft assisted;

● the assurance that it has adopted the measures required by the regulations on safety and prevention of accidents in the workplace (compliance with legislative decree no. 81/2008 as amended);

● the procedure for the acquisition, safekeeping and updating of the Ground Operations Manuals of the aircraft operators to whom ground handling is provided and the additional reference manuals prepared by the aircraft operators to whom assistance is provided and the procedures for the safekeeping and maintenance of the documents relating to the flights operated by them and which must be kept on the ground in accordance with aviation regulations. The provider must give evidence of the qualification received from the user Airline, which will appear as an Annex to the Operations Manual;

● the procedure for reporting aviation occurrences for which a mandatory report is required - ECCAIRS 2 System (European Risk Classification Scheme) - ENAC Circular GEN-01E - and the requirements for dangerous goods reports;

● environmental protection procedures with a description of the company's environmental protection policies. ISO 14001 or EMAS certification is deemed useful for compliance with the environmental protection requirement.

● the relevant operational procedures (both ordinary and contingency, including those to be implemented in the event of sudden necessity, e.g. diversions, strikes, weather conditions) which must comply with those adopted and approved in the Airport Regulations, Service Charter and Airport Manual. Each operating procedure must state the relevant category or sub-category among those certified.

13.3.1.2 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 Programmes - Aerodrome 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 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.

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

13.3.1.3 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.).

13.3.2 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;

- 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, as amended) (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 (and related company procedures) on the prohibition of use of alcohol, drugs and medicines;
  - 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;

✓ 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.

For further details on training activities and training obligations, see Section 6.6.2, "Training Management System and training obligations".

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.

13.3.2.1 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.

13.3.2.1.1 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);
- bridge and aircraft-related fire-fighting measures.

13.3.2.1.2 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 (as per Reg 923/2012 SERA Appendix 1)
  - responsibilities;
  - procedures;
  - modes of identification;
  - standard hand signals;
  - Visual Docking Guidance System (DGS);
- ✓ aircraft ground handling assistance:
  - responsibilities;
  - procedures;
  - standard hand signals;
- ✓ specific Airline procedures.

13.3.2.1.3 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;
✓ health and safety specific to the professional figure;
✓ protection and security of data and documents;
✓ emergency procedures.

13.3.2.1.4 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 as amended);
✓ specific Airline procedures.

13.3.2.1.5 Dangerous goods training specifications

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.

13.3.3 Ground support equipment (GSE) management

The service provider must have a detailed schedule to ensure the proper maintenance of the GSE according to the manufacturer's instructions. Alternatively, it must provide for and formalise its own maintenance programme.

The service provider must have specific procedures for the correct use of the equipment, verification of its efficiency before use and, in the event of malfunction or breakdown, a procedure for reporting and securing the equipment. For inoperable vehicles on the airside, where timely

removal is impossible, the service provider must have appropriate procedures in place (labelling as "out of service", directions for removal from service, notification to the Airport Managing Company).
Maintenance must always be documented and records kept. The maximum period of archival and storage of documentation must not be less than five years unless, otherwise specified by the client Airlines.
Wherever possible and economically feasible, equipment should be designed or fitted with devices to reduce the likelihood of damage to aircraft (coatings or pneumatic devices to absorb impact). The devices themselves should be considered as integral parts of the maintenance programmes.
All GSE manufactured after 1 July 2018 must meet the following aircraft damage prevention requirements (AHM Chapter 9):

- ✓ ensure a smooth, jerk-free approach to the aircraft at low speeds;
- ✓ any part of the GSE that may come into contact with the aircraft must be protected by a bumper. The material used as a bumper must be soft and compressible so as not to damage the aircraft (for more details on bumper materials and correct installation refer to SAE 1558);
- ✓ all self-propelled GSE that can interact with an aircraft must be equipped not only with a bumper, but also with a special device that, in the event of contact with the aircraft, immediately and automatically stops the GSE's progress;
- ✓ all self-propelled GSE, which can interact with an aircraft, must have a device that limits the speed of the approaching vehicle (ERA) to a maximum of 6 km "turtle speed" and a further limitation that reduces the speed of the vehicle in the 2 metres before contact with the aircraft, to a maximum of 0.8 km "snail speed" (ref. ISO 6966);
- ✓ all guardrails protecting elevating equipment must be designed to provide protection to eliminate the risk of falling from heights, and the removal of fall arrest devices must prevent the use of the equipment.

13.3.4 Unit load device (ULD) management

The service provider must have procedures in place in accordance with the client airline's requirements to ensure that ULDs complete with nets and straps (where applicable) are inspected for damage, to ensure their continued airworthiness and to facilitate their maintenance (ULD IATA Regulations - ULDRs).
In further accordance with the requirements of the client Airline, it must be ensured that ULDs are managed and stored in a way that minimises or eliminates the possibility of damage or loss. Under no circumstances may the service provider leave the ULDs on the ground. On the apron they must always be placed on the appropriate trolleys. Unused ULDs must be stored in the designated areas.
If damaged or tampered with, ULDs can seriously jeopardise flight safety. There are damage tolerance limits for the loading of ULDs, which can be set either by the manufacturer or by the Airline.
The service provider must set up a specific procedure for identifying and reporting to the Airline intolerable damage, such that loading ULDs on the aircraft is not possible.
The service provider must ensure the availability of adequate, sufficient equipment for the proper storage, transport, transfer, accumulation and distribution of ULDs.

13.3.5 Fire safety

The service provider must have procedures for fire prevention and protection, for both flight operations and any landside areas they contain:

- ✓ identification and elimination of conditions that could lead to a fire;
- ✓ availability, access and use of fire-fighting equipment;
- ✓ procedures for fire control and reporting;

- ✓ emergency procedures consistent with the emergency plans of the airport authorities (ENAC, Fire Brigade and Airport Managing Company);
- ✓ interface/communication procedures with on-board personnel;
- ✓ training of fire-fighting personnel in accordance with the fire risk classification (AGE).

13.3.6 Airside contingencies (spills, FOD, DGR, onboard waste, special waste, bad weather conditions)

In connection with aircraft and passenger assistance operations, the service provider must have specific procedures for handling particular risk situations.
Procedures should focus on contingency prevention and response, including containment, reporting and clean-up, in accordance with the regulatory requirements of the competent authorities and the Airport Managing Company.
A detailed account must be provided of all applicable actions in the event of:

- ✓ spillage of fluids and other materials;
- ✓ spillage organic waste;
- ✓ water leakage (particularly in frost conditions);
- ✓ spillage of oil and hydraulic fluid;
- ✓ spillage of hazardous materials and other chemicals;
- ✓ fuel spillage;
- ✓ discovery of FOD;
- ✓ strong wind;
- ✓ lightning;
- ✓ low visibility;
- ✓ formation of ice on the ground.

In particular, for the transport of passengers, from the air terminal to the aircraft and vice versa, control measures must be foreseen, including to prevent incorrect routing or illicit actions (e.g. unauthorised exit on the apron) and to ensure their safe handling.
In order to prevent injury, it must be ensured that the route is protected from interference, including, but not limited to:

- ✓ aircraft protrusions;
- ✓ GSE;
- ✓ refuelling operations
- ✓ passage under the wings;
- ✓ jet-blast;
- ✓ propeller handling.

13.3.7 Aircraft handling and servicing operations

13.3.7.1 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).

13.3.7.2 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;
- ✓ 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).

13.3.7.3 Refuelling operations

The service provider must ensure that the procedures laid down for aircraft refuelling are adhered to, and the personnel employed must be familiar with all the safety instructions for this important operation. It must therefore provide for specific procedures to ensure:

- ✓ the identification of areas of attention during aircraft refuelling operations;
- ✓ areas of attention on aircraft (tanks, vents, sequences, equipotential connections, etc.);
- ✓ the protection of fuel lines or pits;
- ✓ what to do in the event of a spillage of fuel from the aircraft;
- ✓ what to do in the event of a spillage of fuel from GSE;
- ✓ the correct positioning of GSE;
- ✓ security information for on-board personnel;
- ✓ communication to the operator and passengers for specific procedures for refuelling aircraft with passengers on board (Chapter 15.2 of the Airport Manual);
- ✓ the evacuation of its personnel in the event of an emergency;
- ✓ the evacuation of passengers in an emergency;
- ✓ the identification and training of emergency personnel.

13.3.7.4 Toilet/drinking water loading and emptying

In cases where the service provider also carries out service operations in connection with toilet loading/emptying (technical cleaning) or drinking water supply, the two operations may not, under any circumstances, be carried out simultaneously by the same operator and the loading of drinking water must always be carried out before toilet loading/emptying service. The service provider must have specific procedures for such operations that give precise guidelines on:

- ✓ the operation and correct opening of aircraft access panels, specific to such operations;
- ✓ the operation of liquid level control panels (black water/white water);
- ✓ continuous verification during operations of the efficient condition of the connecting pipes (leaks, abrasions, cuts and kinks)
- ✓ analysis of drinking water quality to ensure the absence of contamination by bacteria or microorganisms, in agreement with local health authorities and client airlines (AHM 440);
- ✓ the obligation to report annually to the local health authorities the equipment used for such operations;
- ✓ the provision of specific differentiated staging areas for the two types of technical assistance (white water tanks and black water tanks);
- ✓ the correct approach of GSEs to aircraft;
- ✓ the correct interface between GSE and aircraft;

- ✓ the control of possible liquid leakage;
- ✓ reporting to the Airport Managing Company in case of spills.

13.3.7.5 Aircraft loading operations

13.3.7.5.1 Loading management

The procedures to be put in place by the service provider must ensure that aircraft are loaded:

- ✓ in accordance with the loading instructions laid down by the Airline;
- ✓ respecting load constraints in such a way as to prevent leakage or incorrect movements during flight (separation nets, hooks, cargo door closures, height and aircraft floor load limits);
- ✓ providing for the correct use of all the equipment provided for loading (pallet guides, loader appropriate to the type of load and/or aircraft, etc.);
- ✓ providing for all cases of special loading (e.g. cargo in the passenger cabin, use of the tail strut, weight on the front landing gear, etc.);
- ✓ arranging a correct loading sequence in order to ensure the ground stability of the aircraft during loading (tail-tipping);
- ✓ regulating the opening/closing of aircraft holds, including in adverse weather conditions;
- ✓ identifying with certainty the personnel in their organisation responsible for the supervision and responsibility of loading (adequately trained), always in accordance with Airline procedures;
- ✓ preparing special procedures for the verification of cargo prior to actual embarkation (weight, quantity, destination, damaged ULDs, correct packing of ULDs, losses, labelling, baggage, weapons, ammunition, etc.) always in accordance with Airline procedures;
- ✓ providing effective, comprehensive procedures for the transfer of information related to the entire loading process, in order to ensure proper control and balancing of the aircraft;
- ✓ respecting the Airline's rules on cargo type limitations (no cargo, no mail, no AVIH, etc.) in order to prevent its loading;
- ✓ setting up a process to ensure the correct delivery/pick-up flow of all types of cargo (mail, cargo, baggage, special loads, etc.);
- ✓ providing for contingency procedures (contamination, liquid leakage, breakage, dangerous goods, notification of the relevant authority or Airline, etc.).

13.3.7.5.2 Dangerous goods

The service provider must ensure that the loading of dangerous goods, where applicable, takes place in accordance with the airline's procedures and the provisions of the IATA DGR. Dangerous goods must be transported, stored and loaded in such a way as to:

- ✓ prevent any damage to the packaging during loading and unloading;
- ✓ regulating control for the transport of authorised dangerous goods accompanying passengers;
- ✓ ensure cargo separation and segregation in the cargo hold and for restricted cargo (CAO);
- ✓ prevent its movement and maintain its orientation during flight;
- ✓ respect the limitations, responsibilities and information provided on the NOTOC (notification to captain);
- ✓ preventing the possible loading of damaged dangerous goods, emergency signalling and contingency management (removal of goods from the aircraft and any contaminated material) in accordance with regulations and Airline guidelines;
- ✓ notification of the Airline and the Airport Managing Company in the event of an emergency (damage to cargo, spillage of liquids, etc.);
- ✓ providing for the transport of dangerous goods to and from the cargo area by means of special trolleys, which prevent the materials transported from falling to the ground and are fitted with an identifying mark.

13.3.7.5.3 Live animals and perishable goods

The service provider must have procedures for the transport of live animals and perishable goods to ensure that they are:

- ✓ loaded and tied down in the holds of the aircraft as per the loading instructions (LIR);
- ✓ live animals are separated from foodstuffs, if not hermetically sealed (e.g. live fish);
- ✓ transported, loaded or unloaded in such a way as to minimise waiting times (including temperature-controlled medical transport);
- ✓ not exposed to adverse environmental conditions, during transport, loading and unloading (including temperature-controlled sanitary transport);
- ✓ live animals are transported to and from the cargo area by means of special trolleys, which prevent the animals from escaping (e.g. in the case of inadequately closed containers);
- ✓ transported inside containers where it is verified that the plastic safety ties are present to seal the door and sides of the container.

13.3.7.5.4 In-plane loading (drag systems in the hold)

The service provider must have procedures in place in accordance with the requirements and training required by the Airline for the use and operation of the automated loading system within holds.
The ULD loading procedure on board the aircraft should provide that:

- ✓ the appropriate side guides and/or safety catches are used;
- ✓ no obstacles are present along the load line;
- ✓ the appropriate loading speed of the ULDs is maintained, in order to avoid violent impacts with pallet retainer blocks or load area profiles;
- ✓ the ULDs are properly secured to the floor of the aircraft with the appropriate safety hooks;
- ✓ for aircraft not equipped with automatic drag systems, the ULDs must be handled manually and without the aid of levers, crowbars or the like, in order to avoid damage to the aircraft;
- ✓ a system of timely notification, traced, to the Airline of any failure, breakage or absence of hooks, catches, safety nets, which limit the possibility of loading the aircraft.

13.3.7.6 Load control process

13.3.7.6.1 Load planning

The service provider must have procedures in place that conform to those adopted by the client airline to ensure maximum exchange of information on cargo or data that could influence the calculation of weight and balance of the aircraft. All load data must be tracked and documented (manually or electronically) and, at the end of the balancing process, communicated to the Captain (the person responsible for the final weight calculation and balance of the aircraft) prior to flight.
A procedure must also be in place for the timely reporting of any discrepancies in load data to both the Airline and the Captain, even if take-off has already taken place (alert to the Control Tower)
the service provider must require that records (documents, load sheet registers, loading instructions and messages) concerning aircraft data, weight and balance are filed for each flight in accordance with the Airline's requirements. They must be stored, in accordance with current regulations and the requirements of the client company, for period of no less than three months.
The service provider must have a procedure, in agreement with the client airline, for load planning that produces instructions to ensure that aircraft are loaded in accordance with all requirements (e.g. fuel distribution load, catering, AOG material, crew bags, load restrictions, company-specific requirements, inert load, intended passengers, cargo, mail, flight dispatch, etc.)

In the case of cargo that exceeds the limitations established for the type of aircraft (special cargo, HEA, etc.), a special procedure must be foreseen for notifying the Airline, identifying the cargo, and how it is to be loaded.

13.3.7.6.2 Aircraft weight calculation and balancing

The service provider must have procedures in place to ensure the correct balancing of the aircraft by complying (loading and pre-loading carried out manually or electronically) with the requirements of the client Airline (all procedures must relate to passenger and/or cargo flights). The weight and balance calculation procedures should produce a loadsheet and other load documents (e.g. NOTOC, LIR) that will be submitted to the PIC prior to the departure of the flight. The service provider must set up a procedure to ensure that the calculations are performed:

- ✓ based on weight data and indications provided by the Airline (and/or the aircraft manufacturer);
- ✓ considering the actual load on the aircraft, always in accordance with the requirements of the Airline (and/or the aircraft manufacturer);
- ✓ periodically verifying that the data used for these calculations is current and in accordance with the Airline's instructions (and/or the manufacturer's).

The service provider must have a procedure in place to ensure the control of the loading process of passengers (standard weights) and baggage (standard or actual weights), whose reference weights for weight and balance calculations comply with the requirements of the Airline, which include:

- ✓ all load compartments available;
- ✓ possible cargo in transit (ULD, mail, etc.);
- ✓ all hand luggage (picked up at the boarding gate);
- ✓ hold or hand luggage exceeding normal standard weights;
- ✓ other non-standard items allowed in the cabin (e.g. musical instruments, medical equipment, service animals, etc.);
- ✓ the use of ballast, used to restore the conditions necessary for the correct balancing of the aircraft.

The service provider must have a procedure in accordance with the requirements of the client airline(s) to produce and issue an LIR (Loading Instruction Report in electronic or manual form) that includes:

- ✓ the correct loading instructions;
- ✓ any instructions for off-loading and onloading the load in transit;
- ✓ the traceability of any deviations from the initially distributed loading instructions;
- ✓ the loading certification (signed by the loading manager);
- ✓ loading positions for specific holds.

13.3.7.6.3 Notification to the Captain (NOTOC)

The service provider must have procedures in place to provide the captain in good time with a notification containing precise, legible information on dangerous goods carried as cargo on board the aircraft (quantity, class and breakdown of dangerous goods for each cargo compartment). This notification must also include dangerous goods loaded from previous airports and the relevant instructions for handling emergencies, including in flight (NOTOC). The NOTOC must be transmitted telematically to the next scheduled stopover before the aircraft arrives at its destination.

13.3.7.6.4 Loadsheet

The issue of the loadsheet to the Captain (manually or electronically generated) must comply with the requirements of the client Airline (accurate weight and balance data and load distribution within the aircraft, possible exceeding of the aircraft's operational limits, exact number of passengers on board, compliance with the LIR, etc.).

The final version of the load sheet produced must contain all corrections made and represent the actual load on the aircraft (LMC).
In cases where the service provider produces the weighing operations and final balancing calculations remotely and transmits them electronically to the PIC via ACARS or other methods, the provider must be documented and processes and procedures that represent a loss of, or failure of, the primary communication method implemented. Such procedures must ensure delivery of the data to the PIC.

13.4 Carrier's statement of commitment

The Carrier is the owner of the air transport contract for which the service provider provides groundhandling services and uses airport infrastructures. This part of the Airport Regulations therefore concerns the commitments of the Airline vis-à-vis the Airport Managing Company as concerns the use of infrastructures and selection and use of the service provider.
In order to regulate services and the management of infrastructures and guarantee the Airport Managing Company that activities are coordinated as required by law 265/2004 and the Navigation Code, the Airline which starts operating at Malpensa airport is required to:

- be familiar with and accept the Airport Regulations in force at the airport, undertaking to bring its own activities in line with requirements therein;
- carry out all preliminary controls to guarantee the proper performance of activities, in line with airport standards, as specified hereunder.

For the same purpose, since SEA must ensure the presence of service providers at the airport that provide ground assistance services, the Airline undertakes to provide assistance in a timely manner, directly or via service providers, for passengers, baggage and goods if anomalous events occur, even meeting obligations of Airlines indicated in the Regulation (EC) 261/2004 and the Charter of Passenger Rights.
The commitments and preventive controls listed below are a fundamental requirement to carry out activities at the airport. The Airline's operability is based on its acceptance of and declaration that it has provided for said.

13.4.1 Centralised facilities[3]

SEA has centralised the management of the following facilities at Malpensa airport:

- baggage handling and delivery (not including loading and unloading onto/from aircraft and onto/from the handling system);
- passenger loading bridges and centralised aircraft power supply systems connected to said;
- centralised systems for power supplies to aircraft at equipped remote stands of the infrastructure;
- aircraft de-icing systems (excluding de-icing carried out using mobile equipment);
- facilities for the handling/storage of live animals (stables);
- centralised static system for fuel storage and distribution, managed by DISMA;
- IT systems such as information to the public and to passengers;
- airport information and related services; CUTE system.

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

[3] Reference: Legislative Decree No. 18/99 for a list of services.

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.

13.4.2 Ground handling services

The Airline undertakes to send the Airport Managing Company its list of suppliers for the following categories of ground assistance services, as per Annex A to Legislative Decree 18/99 for a list of services.
The Airline undertakes to update the above list and promptly inform SEA – Operations Department – Airport Process Development and Control OU.

13.4.3 Requirements

The Airline acknowledges that compliance with the requirements hereunder is a preliminary and necessary condition for activities to start. In particular, it undertakes:
- to comply with requirements in the National Security Programme;
- to ensure that loading plans for its flights are correctly filled in and retained as required by regulations in force, informing the Airport Managing Company where plans are kept;
- to ensure that the Airline Statement is filled in and sent to the Airport Managing Company, according to procedures in the Airport Regulations.

13.4.4 Personnel

The Airline shall have checked, for each category of services, that the service provider has the personal and professional requirements to ensure assistance for its commercial flights.
The Airline undertakes to inform and train its own personnel and guarantees they have the requirements necessary for the type of activity to carry out. If services are provided by a third party service provider, the Airline will obtain evidence that its supplier complies with these obligations in relation to its personnel as concerns training and professional development.

13.4.5 Equipment

The Airline shall have checked:
- that sufficient equipment is available, directly or through its service provider, to provide flight assistance;
- that equipment conforms to CEI standards and to requirements of national and EU standards.

The Airline also undertakes:
- to check in advance and at routine intervals, directly or through its appointed service provider, the working order and maintenance of equipment and its conformity to specific technical requirements for use in airport areas;
- to check in advance and at routine intervals that equipment characteristics and number are compatible with the type of aircraft, passengers, baggage and goods transported and ensure the service levels indicated in the Airport Regulations.

13.4.6 Spaces

The Airline undertakes to contact SEA Sales Department – Non-retail Sales OU for the assignment of spaces which are instrumental to carrying out activities.
The terms and conditions for the use of the spaces are regulated under a specific contract; start of operability implies agreement that the assigned spaces are adequate for operating requirements.

13.5 Procedure 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.
All Airlines operating at Linate/Malpensa airport must notify the Airport Managing Company of the list of ground assistance service providers (operators) which operate on their 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's Territorial Division. 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:

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[4]

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.*

[4] Diversion is understood in the classical sense, i.e. the landing of an aircraft at an airport other than the destination airport for various reasons: weather conditions, technical problems or other urgent causes (illnesses on board, of a passenger or crew member). If the aircraft declares an emergency, reference is made to the "Aircraft Emergency Plan", for which the Airport Managing Company "provides organisational resources, infrastructures and equipment in its remit for rescue services". In this case, depending on the specific nature of the situation, the Airport Managing Company may indicate the Operator to provide assistance services, after consulting with other parties involved in the emergency (Fire Brigade, Police Force, etc.).

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 Airline 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.

Payment
The Operator providing assistance services in the cases above may request payment in cash or send an invoice to the Airline or Service Provider representing it at the airport.
This fee will be determined by the Operator taking into account the type of service provided, the size of the aircraft, the number of passengers and baggage, etc., as well as the contingent situation in which the service was provided.

13.6 Airport service levels, parameters and 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 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 minimum 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. The airport minimum values and those stated in the Service Charter may be subject to revision, including as a result of changed conditions of applicability, due to unforeseen and unforeseeable exceptional events.
Results of controls carried out by the Airport Managing Company on minimum airport requirements may lead to the following actions:

- 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;
- inspections of the organisational and technical structure of the defaulting service provider;
- a proposal for sanctions against the defaulting service provider is defined.

13.6.1 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
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 enclosures of APT 12 (APT 12 Guidelines and APT12 Methodologies); procedures and results are certified annually by an independent body (TUV).
A detailed table with the current parameter values is given below.

INDICATOR	ARs
Queuing time at check-in desks	27’ Extra Schengen 23’ Nat. + Schengen
Queuing time at hand baggage security	16’ Standard 20’ High risk
T1 last baggage delivery time	45’ Extra Schengen 40’ Schengen
T2 last baggage delivery time	37'
Misdirected luggage due to service provider (Handling)	5 per 1000
Waiting time on board for first passenger disembarkation	7'

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, shall be sent to ENAC that will assess the suitability of proceeding with the revision, activating the Airport Managing Company and User Committee.

13.6.2 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.

13.7 Controls, prohibitory measures

13.7.1 Control of compliance with Airport Regulations and prohibitory measures

Airport Managing Company 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 air-side 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.
The Airport Managing Company shall have the right to apply, under the Contract in force with the Provider, the penalties provided for therein, subject to written notice of the relevant breaches to which the Provider shall provide due justification.
No penalty shall be provided in the event of non-performance or breach resulting from force majeure or any other cause not attributable to the Provider.

13.7.2 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 Managing Companys 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

	number	*DA*	*A*
check-in staff	at least 1 per 50 pax *(with hold luggage)*	STD-180' flights code D, E, F STD-150' flights code C	STD-60' or in accordance with the times communicated to passengers when booking/purchasing their tickets
boarding attendants	2	STD/EOBT/TOBT-60' E and F STD/EOBT/TOBT-50' others	TOBT -5'
operators at departing baggage belts	2 if narrow body 3 if wide body	STD-180' flights code D, E, F STD-150' flights code C STD-120' flights code B	STD-45' STD-35' STD-35'
planeside coordinator	1 2 if wide body cargo	EIBT-5'	AOBT
Ramp agent	1	EIBT-10'	AOBT+5'
luggage/goods loaders/unloaders	3 if narrow body containerised *4 if narrow body bulk cargo*	EIBT-5', TOBT -45' EIBT-5', TOBT -45' EIBT-*10*', TOBT -60'	AIBT+25', AOBT AIBT+25', AOBT AIBT+35', AOBT

	6 if wide body		
operators at baggage reclaim conveyors	1 if narrow body 2 if wide body up to code E 3 if wide body code F	AIBT + time from Service Charter 1st baggage - 5'	AIBT + time from Service Charter last bag

MINIMUM EQUPIMENT REQUIREMENT TABLE

WIDE-BODY UP TO CODE E

	number	*availability from*	*availability to*
belts	1	EIBT-5'	TOBT+5'
tow vehicles	4	EIBT-5'	TOBT+5'
stairs if finger	1	EIBT-5'	TOBT+10'
stairs if remote stand	2	EIBT-5'	TOBT+10'
ramp car	1	EIBT-10'	TOBT+10'
loader	2	EIBT-5'	TOBT+5'
transporter	2	EIBT-5'	TOBT+5'
push-back	1	TOBT-10'	AOBT+5'
drainage equipment	1	EIBT+15'	EIBT+75'
Drinking water equipment	1	EIBT+15'	EIBT+75'

WIDE-BODY CODE F

	number	*availability from*	*availability to*
belts	1	EIBT-5'	TOBT+5'
tow vehicles	4	EIBT-5'	TOBT+5'
stairs if finger	1	EIBT-5'	TOBT+10'
stairs if remote stand	2	EIBT-5'	TOBT+10'
ramp car	1	EIBT-10'	TOBT+10'
loader	2	EIBT-5'	TOBT+5'
transporter	2	EIBT-5'	TOBT+5'
push-back	1	TOBT-10'	AOBT+5'
drainage equipment	*1*	EIBT+15'	EIBT+75'
Drinking water equipment	*1*	EIBT+15'	EIBT+75'

NARROW-BODY

	number	*availability from*	*availability to*
belts if bulk cargo	2	EIBT-5'	TOBT+5'
tow vehicles	2	EIBT-5'	TOBT+5'
stairs if finger	1	EIBT-5'	TOBT+10'
stairs if remote stand	2	EIBT-5'	TOBT+10'
ramp car	1	EIBT-10'	TOBT+10'
loader if containerised	1	EIBT-5'	TOBT+5'
transporter if containerised	1	EIBT-5'	TOBT+5'

push-back	1	TOBT-10’	TOBT+5'
drainage equipment	*1*	EIBT+15'	EIBT+75'
Drinking water equipment	*1*	EIBT+15'	EIBT+75'

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 Manager 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.

13.7.3 Prohibitory measures

In compliance with article 705 of the Navigation Code, the Airport Managing Company, to perform the duties assigned to it, may adopt the prohibitory measures described in this section in order to maintain the continuity and safety of processes involved.
The Airport 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 Managing Company 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 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 Territorial Division, giving due reasons and informing the Airport Managing Company. ENAC-Territorial Division 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:

- the defaulting party immediately stopping a specific activity, and starting the activity again only with proper procedures;
- a request to promptly comply with specific aspects of the Regulations;
- 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;
- notice to not use unsuitable equipment, with a proposal to the Territorial Division to immediately withdraw the relative driver's licence;
- the removal of equipment and/or other assets or materials and temporary storage in an indicated area;
- 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.

In the following cases, the Airport Managing Company may apply, inter alia, the specific measures indicated:

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 the Territorial Division 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;
- 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.

13.7.4 Sanctions

Pursuant to Article 705, paragraph 2, letter 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 approved by ENAC 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.
ENAC is responsible for checking that public operators comply with Regulations, also through its peripheral structures.
Sanctions shall be applied by ENAC.