



**Volume I - PBM**

**Passenger and Baggage Procedures**

**Ed. 2 Rev 12**

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# Passenger and Baggage Procedures

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**1 PASSENGERS CHECK-IN**

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## 1.1 PASSENGERS, TICKETS AND HAND BAGGAGE CHECKS

All Passengers, starting their journey or in transit, and their baggage, are affected by security measures aimed at preventing the illegal introduction on board of weapons, explosive or other forbidden items. These measures are regulated by the Security Program of the Airline.

Within Italy, passengers and bags checks are entrusted to Airport Suppliers in concession. In other Countries security measures may be different depending on local National Security Program. The Airport Authorities supervise the correct application of security checks.

### 1.1.1 TICKET AND TRAVEL DOCUMENT CHECK

The following procedures have the purpose of concentrating the agent's attention on checking passengers' travel documents, intended to be ticket, customers' identity documentations and possible visas, in order to avoid:

- the acquisition of irregular tickets or tickets purchased by fraudulent means;
- checking in passengers who do not have valid travel documents and who would be denied entry by the Authorities of the country of destination.

The staff of the station must keep constantly updated concerning the documents required to entry into the various Countries by consulting the "**TIMATIC**", the communication of the carrier and by maintaining continuous contact with Aviation Security Centre ITA (centraleoperativasicurezza@ita-airways.com; Ph. +390665625000 - 5201) for mutual update.

### 1.1.2 TICKET CHECK

At the station of origin the check-in agent must check:

- the ticket validity, regularly issued by the Company or by any other Carrier which has signed a traffic agreement with the Company. Check the applicability of the fare, e.g. age or residence of the passenger, the correct use in the sequence of the coupons. In the event of a fare increases a ticket issued at the old price must be accepted;
- check-in agent should verify the correspondence between the name written on the ticket and the one on the passenger's document;
- any on-line or interline connections;

Than proceed with the check-in of the baggage

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### 1.1.2.1 Fraud prevention check on electronic ticket

The risk of fraud coming from credit card selling transactions is constantly increasing, especially through Customer Center and Web channels that do not allow the verification of the correspondence between the identity of the customer and the ownership of the credit card itself. To limit this phenomenon some post-sale checks on doubtful transactions have been intensified.

The station staff must follow the instruction given by the carrier (see the Folder of Chap. 16)

### 1.1.3 Typological fares (Cotipax), coupons sequence controls (Coset) and No Show Rule

**Typological fare** are discounted fares accorded to special categories of passengers (e.g. young, senior, tour operators, etc.) who must show documents as proof, at check-in or at the gate, of being entitled to use those concessions.

When during check-in or gate checks passengers result as eligible to the “typological fare” of their tickets they can be checked in, otherwise the ineligible customers must be invited to go at the ticket counter to integrate their tickets fares.

The **sequential use of ticket coupons** (Coset) must be performed to verify that passengers are using the ticket in the correct sequence, in order to avoid the access to lower fares dedicated to specific origin/ destinations and the application of incorrect after sales policy (e.g. advance purchase, min/max stay, change fee, etc.).

The **No Show Rule**, allows the passenger with an A / R booking that has not used the outbound tkt, to use the return tkt without surcharges or penalties. It is applicable to all tickets sold in Italy: passenger must notify the CONTACT CENTER within 24 hours after the departure time of the outbound flight or at least within 2 hours before the departure flight time of the return flight. The CONTACT CENTER then issues a new ticket. The passenger is duly informed about this procedure during the booking phase of an A/R flight.

A quick reference to manage typological fares and tickets coupons sequence is available in Chap. 16 “Quick Reference Cotipax and Coset”.

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## 1.1.4 CHECK-IN DENIED

Check-in should be denied if one of the conditions mentioned in the chapter 1.1.1 is not fulfilled or should a passenger be obviously under the influence of alcohol or drugs. In the latter case the passenger will lose the right to the DBC (Denied Boarding Compensation), even if the ticket is regularly booked and confirmed (see also Unruly Procedure)

### 1.1.4.1 HANDLING OF UNRULY OR DISRUPTIVE PASSENGERS

Those passengers who behave in an aggressive way, either in act or words, against other passengers or the staff of the company and/or who intentionally damage either airport infrastructures or aircraft and/or who refuses to adopt any safety measures required by the staff (e.g. wearing the protective mask), are defined "unruly" or "disruptive".

Stations and Lounges check-in agents, when in presence of passengers who behave in an aggressive way before the embarkation, shall:

- notify immediately their supervisor and/or the Local Representative for the Security about such episode;
- suspend the check-in both of the passengers and his/her baggage
- ensure such passenger pose no danger or risk for the security of the flight

The Local Representative for the Security, on the basis of what has happened, should:

- try anything that is possible in order to calm the passenger down;
- give to the unruly passenger the warning number 1 relatives to the behavioural rules he/she should follow (Avviso n.1 Behaviour aspects and other useful information - downloadable from the Chap. 16)

If the passenger reiterates such an unruly or disruptive behaviour, he/she shall **deny boarding**:

- cancel the passenger from the flight and disembark his/her baggage;
- inform the Police Authority and the Customer Airline Representative
- fill in the "Unruly Report" and give it to the Airport Police Authority, the Airline Security Centre of ITA and a Carrier Representative.

If the passenger desists from his/her unruly or disruptive behaviour the Local Representative for the Security should decide whether embark him/her or not. If he/she decides to embark the passenger should:

- request an accurate inspection of the passenger and his/her hand and checked baggage to the Police Authority;
- arrange in order to make the unruly passenger embark before or after the other passengers;
- arrange so that the hold baggage are stowed for last;
- assign the unruly passenger seats at the rear of the aircraft not on the aisle side of it and far from the emergency doors;
- inform the flight's captain, the crew and the Airline Security Centre of ITA about the events that have taken place
- establish with the passenger the behavioural conditions to be adopted
- fill in the "Rapporto Incidente Unruly" form ("unruly accident report" - downloadable from the Chap. 16) and give it to both the Police Authority and the Airline Security Centre of ITA.

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#### 1.1.4.1.1 “NO FLY” Program

For Unruly/Disruptive passengers, the Carrier has prepared some precautionary procedure, in line with national and international regulations, as well as implemented a “No Fly” program, in order to guarantee flight safety. The No Fly program provides for a ban on boarding, on all ITA Airways flights, for a maximum period of 24 months, for those passengers who may represent a threat both on the ground and in the air. The passenger who is denied boarding for the reason indicated above must be given the letter “Inserimento No Fly Program” (No Fly Program Entry) downloadable from the folder Chap. 16 (Unruly/Disruptive)

#### 1.1.5 Document Check

Passengers, including CMG, must be always requested to show an identity document, even if the routing indicated on the ticket is entirely on domestic flights, both to verify that the name on the ticket and on the document corresponds to the passengers in compliance to regulations set in the National Security Program.

**In Foreign Stations, where required by Local law and on a basis of a risk assessment agreed with Security Department, document checks at the gate may not be performed.**

**Minors too must hold theirs own personal documents to allow the standard document checks.**

*Nota: The Italian regulation for the expatriation requires the minors of less than 14 years (14 non-finished years), using Italian documents, going outside theirs country of residence with someone different from their parents or legal tutors (even in case of UMNR), to hold a “Dichiarazione di Accompagno” issued by the Embassy or Consulate (if abroad) together with their own documents. The “Dichiarazione di Accompagno” can be in paper or directly written on the passport. It is valid for 6 months and for only one journey (one way or round trip) in any case within the passport’s expiration date.*

The following items on the document may be easily checked:

- the document expiration date;
- the passenger's personal data;
- the photo, which must be a likeness of the holder and which must not appear to have been replaced;
- the data printed on the documents, which must not appear to have been corrected with erasures or different handwritings

Should there be any doubts concerning the regularity of the documents, where possible, the check-in agent must request the intervention of a supervisor. He/she shall contact:

- a Carrier representative/Local Referent for the Security, where present (sent an-email to the Airline Security Authorities (centraleoperativasicurezza@ita-airways.com) that, if needed, will inform:
  - the local Authority to check the genuineness of the document
  - the Commercial Body which generated the traffic for further information;
  - the station of transit or destination in order to communicate the situation;

Should the above mentioned departments confirm the irregularity, passenger boarding shall be denied and the note “Boarding denied because of improper documentation “entered in the “Restrictions/Endorsements” box of the flight coupon.

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Should the travel documents' regularity still be uncertain, proceed as follows:

- where possible, have the local Authorities collect passenger's passport to deliver it to the custody of the flight Captain, or of a person delegated by the Captain, together with a photocopy of the whole documentation, including a photocopy of the passport, to be delivered to the Station Manager of the receiving station;
- give the Ramp the go-ahead for loading of the baggage, which will have been tagged as stand-by while awaiting clarification of the situation;
- send a detailed telex concerning the passenger to the transit/connection/destination stations, plus a copy to the Airline Security Centre, for the necessary assistance to the local Police.

#### 1.1.5.1 Special Procedures

For some countries, in addition to the standard travel documents check, special check-in procedures are required.

Att: To send the API data to the authorities requesting it, the airports must swipe the magnetic strip of the passport on the electronic reader, if they have one.

##### 1.1.5.1.1 USA (overflight included): APIS, Secure Flight and ESTA

USA authorities have developed programs to collect passengers data, as an anti terrorism measure to protect US borders and make flights to/from and overflight USA safer.

The programs are APIS (Advanced passengers Information System), Secure flight and ESTA (Electronic System for Travel Authorization):

Secure Flight requires all airlines to provide an initial passenger data message containing passengers' name, as it appears on the government issued ID they plan to travel with (generally the passport), date of birth, gender, and redress number\*, if available, at least 72 h prior to flight scheduled departure time. For reservations received within 72h the SFPD (secure flight passengers' data) must be included at the time ticket is issued.

**ESTA** is an automated system that determines the eligibility of visitors to travel to the U.S. under the Visa Waiver Program (see Transit Without VISA below for details). Carrier must submit passengers' passport and country of issuance to receive back the matching result for ESTA status.

Authorization to travel under ESTA does not guarantee entry into the United States but allow the company to print the boarding card.

**APIS** is an automated system to submit to USA authorities passengers' information such us: Visa or other document, temporary address, country of residence, passport number and expiration date.

Whenever passengers' data have not previously been collected at reservation stage they must be collected, during check-in and check-in agents are responsible to verify all the information contained in the API mask.

The agent must continue to enter in and verify the passengers' data even for those who already have a vetting result.

In the event a passenger is not authorized to leave, the agent must follow the instruction given by the Aviation Security agent, contact a supervisor and give the passenger the letter: "No flight overflight letter" (downloadable from the folder Chap. 16)

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#### 1.1.5.1.2 OUTAGE

When an outage occurs at the interactive system for the check of passengers, the agent must contact the Aviation Security Centre to eventually obtain the authorization to proceed with the alternative procedures.

#### 1.1.5.1.3 Additionally checks at gate for flights to/from USA and overfly

As some “unsolicited messages” may be sent by USA authorities after the boarding card has already been printed and change passengers’ status, prior to start boarding, the agent must verify if there are passengers for whom an unsolicited message has been received and the status has changed, he/she must follow the specific procedure (downloadable by the folder of Chap. 16 of the PBM).

#### 1.1.5.1.4 API: other Countries

The API procedure is required also from/to many other Countries with different modalities. Where required, during the check-in transaction a mask to collect the API data is automatically opened. Should the mask be already filled in **stations operators have the responsibility to verify the data present in the system: the correspondence between the data and the passport, the document validity**. According with a European Community regulation, Italy too has introduced the API data requirement, for passenger departing from some stations outside Europe to Italy.

#### 1.1.5.1.5 API UK

Another interactive program is the United Kingdom one, “PDCS - Pre-Departure checks Scheme”. Such program allow carriers to receive different outputs, when API base data are correctly and completely filled in, ranging from the authorization to print the boarding card, to inhibiting the passenger from travel. (the specific procedure is downloadable from the folder of the Chap. 16)

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#### 1.1.5.1.6 EMERGENCY PLAN

##### The collection of “Passenger Contact” data is mandatory for flight to/from US and Brazil

In order to comply with the USA (Fed. leg. Vol. 3 #32/1998) and Brazilian Emergency Plan (7.6/DGAC/2005), **it is mandatory to add at check-in a Contact Person**, that is the contact of a person that the passenger want to be called in the event of emergency situation. If the passengers refuses to give it, the refusal must be indicated:

- on flights from/to **USA**: the collection of data is compulsory **for USA citizens only** (i.e. holding US passports).
- on flights from/to **Brazil**: the collection of data is compulsory **for all passengers**.

When the Passenger Contact cannot be entered in the DCS system, the “Contact Person USA” and “Contact Person Brazil-USA” forms (downloadable from the folder Chap. 16 of PBM) must be used. It must be stored until the arrival of the aircraft at final destination and than destroyed in accordance with the privacy law.

DOT (Department of Transportation) requires carriers to request those information but declines them from any kind of responsibility whenever the passenger refuses to collaborate.

##### **The gathering of data of a “contact person” for passengers travelling to/from airport located in the territories of the European Union**

The EU regulation 996/2010 requires that airlines shall offer travellers from/to airports located in the territories of the European Union the opportunity to give the name and contact details of a person to be contacted in the event of an accident, in order to allow passengers’ relatives to obtain information quickly concerning theirs presence on board of an aircraft involved in an accident. When the passenger want give such information the Passenger Contact field must be used.

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## 1.2 SEAT ALLOCATION

Seat allocation must be ensured for all flights. All passengers expected on the flight shall receive a boarding pass showing passenger documented name. During the check in operations, to ensure a correct distribution of passengers in the cabin, the weight of passengers and their baggage is automatically collected by the DCS in use and transmitted to the Load Control.

In the exceptional case of flights not managed by a DCS, that is the check-in is managed manually, the operator shall notify the Load Control department who is controlling such flight. In the event of a group of passengers (from 10 people) being obviously above average standard weight (e.g. rugby players, teams of weightlifters, military troops with their packs, overweight persons, etc.) or below average standard weight (e.g. teenagers in the 12-15 years, accounted as adults), it is mandatory to apply corrections on the final weight and balance figures based on estimated passenger weight.

Caution: The passenger area supervisor is responsible for informing the Load Controller.

All sensitive security materials like boarding passes, transit cards and baggage tags shall be always kept in appropriate custody and removed from counters when unmanned.

For multi-leg flights, when non-automated stations are involved, it is necessary a pre-coordination between the origin station and the connection/destination stations, in order to avoid any possible errors. The non-automated station must send, at flight departure, the information of the occupied seat to the connection/destination stations, via a SOM (Seat Occupied Message).

The "Free seating flight" procedure, should be adopted only in exceptional cases (for example: temporary interruption of the automatic check-in system, see PBM 5.5, unscheduled aircraft change, etc). In this case the Supervisor of the Passengers Area shall promptly inform the Supervisor of the Load Control. At boarding time, inform all passengers through the dedicated announcement (See the Announcement Manual downloadable form the folder of Chap. 16 of the PBM).

In case of multi-legs flight, it is necessary a pre-coordination between the origin station and the connection/destination stations, in order to avoid mistakes.

### 1.2.1 SPECIFIC SEAT

#### Emergency exit row seating

An exit row is a row of seats with direct access to an emergency exit, without entering an aisle or passing around an obstruction (e.g. bulkhead).

Exit row seats **shall be occupied by Able-Bodied passengers (ABP) only**, that is passengers who appears to be reasonably fit, strong, able and **willing** to assist the rapid evacuation of the aircraft in case of emergency situation.

Passengers seated at over-wing exit receive an emergency briefing by the crew.

Exit row seats **shall not be occupied** by following categories:

- SCP: INFT, UMNR (even if voluntary request), CHLD, PRM, INAD, DEPU, Detainees
- obese passengers who cause of theirs condition would have difficulty in moving or reaching/passing quickly through the adjacent emergency exit (need and extension belt)

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- women in evident pregnancy status
- passengers who, because of their condition, might obstruct the Cabin Crew in their duties and/or obstruct access to emergency equipment
- passengers who can't hear, understand, and speak Italian and/or English language and therefore understand even simple emergency instructions
- passengers carrying PETC or CBBG

While checking in passengers at emergency exit, inform them that they may be requested to collaborate with flight attendants in possible emergency situations.

If the passenger claims not to be able or **willing** to cooperate with the flight attendants, change the seat with another one not located at an emergency exit.

**In the case of Medium Haul Aircraft 220 F, 319 and 320 family, at least one passenger per side must be seated at the emergency exit,**

In order to ensure that the emergency exit seats of the below specified aircraft are occupied, the station personnel, in the event there are passengers in waiting list, will have to:

- verify that on 220F, 319, 320 family at least one passenger per side is seated at an over-wing emergency exit, if not assign a passenger.

It will be a crew responsibility to verify that seats located at emergency exit are always occupied and, if required, changing passengers seat on board.

Those passengers checking in via Web or Self kiosk are informed of the requirement to occupy emergency seats.

If a CHD is travelling with an accompanying parent/guardian in the same class of cabin, the CHD should be seated in the same seat row segment as the accompanying adult. When/where this is not possible, the CHD should be seated as close as possible to the accompanying adult. Every effort shall be made to seat the CHD as close as possible to the accompanying adult (att: for flights to/from Canada the rule must be applied in case of passengers under 14 years).

Minor and the adult accompanying him/her can't travel in different class of service: in this case the UMNR procedure must be applied.

Seats blocked for Crew Rest:

Crew rest seats, when provided, shall NEVER be assigned to revenue passengers.

Should the seats on passenger cabin be not available, cockpit and cabin crew rest seats, jump seats included, that are not required for crew on duty, can be assigned to "able body" passengers by following the below order:

- ITA Flight Crew Members out of duty,

and for crew seats in cabin only, to:

- ITA Flight Crew Members out of duty;
- passengers travelling with ID tickets (ZED)

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### 1.2.2 ASR - Advance Seat Selection

On all ITA flight the system will assign non previously booked seats on the basis of the availability and safety and operational criteria. The system will try to assign adjacent seat to passengers travelling on the same PNR.

In Economy class only, for some fare and passengers category, the variation of seat randomly assigned by the system can be made upon payment of a fee differentiated per type of flight (domestic, international and intercontinental) and for sells channel.

To limit, as much as possible, to have at check-in CHLD passengers not assigned next to the escorting adult, SSCI will try to assign a seat adjacent to at least one adult present on the same PNR prior to check-in openings, to all children under the age of 12 for which the seat selection has not been previously done.

If, at check-in or at the gate, the operator discover a CHLD with an assigned seat non adjacent to the adult he/she must necessarily, prior of the boarding, change the seat for free, if necessary by doing a waiver to the CHLD or to those passengers that are going to be moved to grant the adjacent seat for the CHLD and the escorting adult.

The free seat selection is always granted as well to PRM, UMNR, DEPO, INAD, CBBG, EXST, SVAN.

### 1.2.3 MULTI LEG FLIGHTS SEAT ALLOCATION

In the presence of multi-leg or circular flights, whether Charter or Scheduled, the seat allocation for each destination shall be carried out in such a way as to ensure a uniform distribution of passengers in any area of the cabin in order to allow for a proper weight and balance process (see multi-leg flights / SOM cap1.2).

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## 1.3 THROUGH CHECK-IN

Through check-in is a programme which allows the station to check-in a passenger automatically with a single operation, both for originating and for connection flights.

In order to use this procedure, the passenger must have been booked on both flights, in a unique ticket, and the connecting time **must not be shorter than the MCT** (Minimum Connecting Time).

This programme is both for online flights (ITA/ITA) and/or interline flights (IATC-INTER AIRLINE through check-in with Carriers with which agreements exist).

### 1.3.1 Two Flights One Check-in

Passengers flying both their **outbound and return journey on the same day**, travelling without baggage, may be issued the boarding pass for the return journey already at the station of departure.

This enables such passengers to present themselves directly to the boarding gate for the return flight, as check-in procedures will have already been carried out.

If the passenger request it or the check-in agent, verifying the routing on the ticket, realizes that such services is possible, check the passenger for the return journey as well.

### 1.3.2 Check-in operations permitted only in the station of competence

It is forbidden to carry out check-in operations for passengers departing from a station different from the one of competence.

Exceptions are passengers continuing their journey on a charter flight.

If it is not possible to issue the boarding card for the second route, proceed sending the baggage to the final destination and informing the Transit Station that will have to issue and deliver the new boarding card to the passengers.

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## 1.4 CHECK-IN OUTSIDE STATIONS

### 1.4.1 Web Check-in

Passengers can check-in directly on line on the carrier's web site, up to one hour prior to departure. The use of "Web Check-in" wont be allowed to:

Customers, after doing the web check in, can decide to:

1. collect their boarding card from the check-in desk;
2. print their boarding card on theirs own;
3. receive the boarding card on their own device (mobile, tablet, etc.)

### 1.4.2 Mobile check-in

those passengers doing mobile check-in receive a boarding card in electronic format, that must be located on boarding optical reader to check them for the boarding

**Note: The acceptance systems automatically asks passengers making self check-in: web check-in or mobile check-in to view the rules on the transportation of dangerous goods. Without confirming to have seen them the passengers will not be able to finalize the check-in transaction.**

**Note: When in presence of customers holding boarding cards printed on theirs own, drop off agent or gate agents and, in any case prior to board, should take particularly care to the checks between tickets/boarding cards and documents, including the checks that possible API data added in the system are correct and match the information in the identity document used to travel. Such checks are very important as they are the only and unique time when they can be fulfilled.**

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## 1.5 WAITING LIST

The waiting list is a particular form of reservation by which passengers, cause to seat unavailability, are placed on a stand-by list with respect to passengers with confirmed bookings or who are already checked in.

Such seat unavailability may occur when:

- a flight is fully booked;
- a flight is overbooked;
- the actual number of seats on offer is lower than estimated.

### 1.5.1 Waiting list inclusion criteria and determination of priorities

The waiting list (Priority list) is the system used to maintain the order of presentation of the passengers, the commercial weight of a passenger, as well as to record priority, through the use of priority codes.

The priority list keep in consideration as well the booking status of the passenger giving a lower priority to those who DON'T hold a confirmed reservation (GO-SHOW, No Rec., etc.)

These codes are assigned by the Company to passengers to whom wants to give priority due to operational or commercial reasons.

A different criteria applies for passengers who have no booking rights, e.g. concession tickets holders.

## **2 BAGGAGE CHECK-IN**

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## 2.1 THE BAGGAGE

The transport of the baggage is an integral part of the contract between the Airline Company and the passenger after the ticket issuing and it is regulated by the General Transportation Conditions as defined by the General Management of Civil Aviation of the Ministry of Transport. Any Cabin and Hold baggage, both, originating and transfer, prior loading into the aircraft, must be subjected to:

- check of size/ weight/ quantity in compliance with what provided by the Carrier
- appropriate security controls
- individually identified by a tag or label for accompanied or unaccompanied baggages

Unless otherwise specified, it includes both **checked and unchecked baggage**.

Whenever scales are used to weight baggage, it is responsibility of ITA to ensure that scales calibration is performed by Airport Authorities, a copy of the scale calibration shall be retained. ITA only work with actual weights. Sometimes it may happen that the scales are not available or sometimes ITA perform special flights at airports without scales and, in such case, the baggage standard weight will be used. In case of a significant number (at least 10 pieces) of baggages deviate from the standard baggage mass, a baggage declaration including actual weights is required to the passenger or to the charterer. The Company or the Operator shall implement a procedural system which guarantees that the baggage will travel with its owners. If the passenger is not on board the aircraft, the hold baggage corresponding to his boarding pass or equivalent document shall be consider unaccompanied baggage. Unaccompanied hold baggage must be removed from the aircraft and subjected to further screening before re-loading, unless it is established that the reason for the disruption is not attributable to the will of the passenger. The Company guarantees security screening as required on the security programme on all unaccompanied baggage

### 2.1.1 ITA BAGGAGE POLICY

The ITA baggage policy, that includes charter flight as well, is downloadable from the folder of Chap. 16 of the PBM

### 2.1.2 CABIN BAGGAGE

The carry on baggage includes the items that passenger may carries in the cabin to properly and safely stow them in the overhead storage compartments.

Those bags are not included in the baggage allowance. Only 1 piece of hand luggage not exceeding 115 cm in size (55x35x25 cm) including handle, wheels, etc. is allow on board ITA flights. The hand baggage weight authorized on board is a maximum of 10 kg, while the commercial weight recognized by ITA in terms of free allowance is 8 kg. The weight of 10 kg is actually allowed, as per ANAC 400, for passengers holding tickets originating from Brazil only. Ensure that the cabin baggage is compliant with size, weight and quantity limits. Pax is also allowed, unless special restrictions of the Airline, to bring on board one additional item (not exceeding 45x20x36 cm, on which the staff shall apply the "Under the seat" label if they are not in correspondence with emergency exit or bulkhead seats) such as:

- one handbag
- one briefcase
- one laptop

It is also allowed to take on board the following items:

- one camera, or video camera or CD player;
- one overcoat or raincoat;
- one umbrella or walking stick;
- a reasonable quantity of newspapers, magazines or books for the journey;
- items bought at the airport "Duty Free" shop in limited quantity and dimension;
- food for infants, necessary during the journey;
- one carry-cot;
- one folding wheelchair, crutches or similar devices on which the passengers are dependant.

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#### EXCEPTION:

- those item removed from passengers after check in shall be processed as hold baggage and communicated to Load Control, including heavy and overweight
- those cabin item that is not included in the list above or that exceeds Company dimension and weight limitations, shall be processed as hold baggage, properly tagged, and communicated to the Load Control.
- those item that has been removed from passengers bags by Security Staff, shall be checked in processed as hold baggage and communicated to Load Control.

Crutches walking aid shall be carried in the cabin free of charge, without any label.

#### 2.1.3 Special Hand Baggage - Urns

Transportation of Urns in cabin is allowed in compliance with the following requirements:

- the size of Urn shall not exceed those of standard hand baggage
- the Urn must be properly packaged to ensure safety and to protect confidentiality
- the Urn must be inspected to x-rays (no lead - no titanium)
- if the material can not be inspected, it will be necessary to transport it via cargo
- the passenger must be in possession of documentation (cremation certificate only required)
- for extra EU flights it will be passenger responsibility to make sure that documentation in its possession is the one required by the country of destination
- for any interline flight, it will be passenger care and responsibility to make sure how to board the Urn on flights not operated by AZ
- the presence of an Urn on board will not be manifested on any flight documentation and even in the systems. Therefore, during check-in, both ramp agent and crew, must be informed verbally by airport staff.

#### What is described above is not valid in the case of OSSARIOUS transportation.

The ossuaries can not travel in the cabin but must be transported as cargo.

#### 2.1.4 Hold Baggage

Checked baggage includes those items which are weighted and carried in the aircraft compartments and are not accessible to passengers during flight.

In the case of ITA flights, the sum of the size of the hold baggage must not exceed 158 cm or 203 cm, for a maximum of 32kg (if the baggage weighs over 32 kg and/or the dimensions exceed cm 203, it must only be send as cargo). Baggage departing from airports in the UK can't exceed the weight of 30 Kg.

At check-in point these baggage will be provided with tags specifying name of the passenger, the flight route, including station codes, flight numbers and dates. The baggage tag stub is given to the passenger to be used for baggage identification upon arrival. Hold baggage shall be object of attention by the operators and never left unattended until loading occurred. For this purpose baggage belts are kept under control thought the way, loading operators must verify that loading units do not contain any extraneous packages other than checked baggage.

Hold baggage is subjected to appropriate security controls including screening.

Registered baggage must consist of suitcases or containers that are sufficiently rigid and resistant to the stress caused by normal handling so as to ensure safe transport without special handling requirements.

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The Operator or the handling agents on behalf of the Carrier shall retain appropriate documentation or records regarding identification tag of hold baggage (baggage reconciliation sheet or bingo sheet if manual) that shall include all baggage processed: accompanied or unaccompanied.

**Note:**

Carrier may refuse to carry as baggage any item because of its size, shape, weight or character (General Conditions of Carriage).

#### 2.1.4.1 Items considered as Hold baggage

Following items shall be considered as a piece of bag only if their weight and size are in compliance with the standards of the Company. Otherwise, the ITA Baggage Policy rules will apply.

- a sleeping bag
- a rucksack
- a pair of skis, with ski-sticks and ski-boots
- kite ski equipment
- a pair of water-skis
- a golf bag containing clubs and golf shoes
- scuba/diving equipment, surf, windsurf, kite surf and any equipment related to
- a suit bag (type 20 on the baggage identification chart at the Lost and Found Office)
- a suitably packed bicycle (one-seat push-bike) on condition that the handle-bars are fixed laterally, the pedals removed and tyres let down
- fishing equipment consisting of no more than 2 fishing rods, one fishing-reel, one landing net, a pair of fishing boots and a box for fishing items

#### With the exception of the following items (see Baggage Policy):

- sports weapons consisting of no more than one container with a maximum of 2 rifles or five 5 guns or guns in 2 containers, a telescopic sight and small tools for cleaning and maintenance, 1 container with a maximum of 5 kg of ammunitions. The weapon and the ammunitions must not exceed 23 kg /50.7 Lbs (see PBM 2.4.6.1 and Baggage Policy in the folder of the chap. 16)
- CBBG (cello and similar)

#### 2.1.4.2 Valuable Items

The Carrier is not responsible for any damage to valuable, fragile or perishable items, money, jewellery, silverware and precious metals in general, document of credit, stocks, negotiable state titles or bonds, commercial or official papers, samples, passports or any other identity documents. Therefore **it is strictly forbidden to send** that items **by registered baggage** (General Conditions of Transportation).

#### 2.1.5 Baggage check in and notification to Load Control

When the flight is not under a DCS, manual check in shall apply, using the standard weight expected for the route. Then the operator must notify to the Load Control of the flight:

- acceptance of hold baggage, individual or cumulative, which exceeds the allowed weight
- all items not properly considered luggage which have an effect on the process of Load Control
- baggage collected at the gate that exceed or not the normal allowance

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## 2.1.6 Stroller Procedure

### 2.1.6.1 In hold

The procedure aims to improve the stroller delivery service offered to passengers arriving and transiting on DOM stations traveling with children, thus facilitating the way up to the carousel or up to the next flight.

At check-in, the passenger may request to deliver the stroller directly to the gate.

In this case, if correctly labelled (standard label plus Gate/Ramp Delivery cod.ZZ91078107), the stroller must be returned to the passenger alongside the aircraft (Finger or Remote), regardless of the station of origin, as long as the arrival/transit station is included in the Domestic network, with the exception of CAG - GOA - TRS airport. **The procedure is applicable on all ITA flights** even for outbound routes on flights operated by another Carrier.

(for the detailed procedure refers to the folder of Chap. 16 of the PBM)

### 2.1.6.2 In cabin

Passengers can bring on board their stroller folded in a backpack, instead of the cabin baggage, only if the dimensions do not exceed 115 cm in total (55x35x25), or as an accessory baggage (Under the Seat) if the dimensions do not exceed 45x20x36 cm

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## 2.1.7 Permitted and prohibited items to air transport

The Carrier shall ensure information panel on the type of dangerous goods forbidden for transport on board an aircraft is displayed to passengers at the airport: where tickets and/or boarding passes are issued (Check-in areas, Ticket counters), at baggage drop off, in aircraft boarding areas and in baggage claim areas, as well as at any location where tickets and/or boarding passes are issued and where checked baggage is accepted. The appropriate information panels could be already been arranged by the Airport Provider or by the Local Authorities. Information of the type of dangerous goods forbidden for transport on board an aircraft must be communicated to passengers where tickets purchase and/or boarding pass issuance can be completed without the involvement of another person such as web, mobile or kiosk where available. Such system shall ensure: the passenger is required to acknowledge that the requisite information has been presented. The requisite information is provided to passengers at the point of ticket purchase or, where that is not practical, prior to issuance of a boarding pass or prior to boarding the aircraft. The Carrier (or the Operator in charge) have the right to check the contents of the luggage, except for the diplomatic one. The Carrier (or the Operator in charge) must ensure that no prohibited item for security reasons and no item belonging to the Dangerous Goods category, is present in the luggage or is introduced on board. In the event baggage is collected during the boarding phase of a flight, due to aircraft space problems, the Ground Handling staff must inform the passenger that: if any banned articles (such as lithium spare batteries and e-cigarettes) were contained in the hand luggage, these must necessarily be removed and carried into the cabin.

### Articles prohibited for air transport are:

- Prohibited articles for **SECURITY** reasons: they have the capacity to compromise aviation security through acts of unlawful interference (2.1.7.1)
- Articles belonging to the Dangerous Goods (DG) category by their nature they are capable to damage the aircraft and the safety of passengers (2.1.7.2)

#### 2.1.7.1 List of prohibited items for reasons related to the safeguard of **SECURITY**

**In the security restricted areas and in cabin** (*ATT: an exemption may be granted on condition that the appropriate authority has given consent that the article may be carried and the air carrier has been informed about the passenger and the article that the passenger is carrying prior to passengers boarding the aircraft and the applicable safety rules are complied with. These articles must be stowed on board of the aircraft respecting the security rules*):

##### a) Guns, firearms and other devices that discharge projectiles

Devices capable, or appearing capable of being used to cause serious injury by discharging a projectile, including:

- firearms of all types, such as pistols, revolvers, rifles, shotguns;
- toy guns, replicas and imitation firearms capable of being mistaken for real weapons;
- component parts of firearms, excluding telescopic sights;
- compressed air and CO 2 guns, such as pistols, pellet guns, rifles and ball bearing guns;
- signal flare pistols and starter pistols;
- bows, cross bows and arrows;
- harpoon guns and spear guns;
- slingshots and catapults

##### b) Stunning devices

Devices designed specifically to stun or immobilise, including:

- devices for shocking, such as stun guns, tasers and stun batons;
- animal stunners and animal killers;
- disabling and incapacitating chemicals, gases and sprays, such as mace, pepper sprays, capsicum sprays, tear gas, acid sprays and animal repellent sprays.

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**c) Objects with a sharp point or sharp edge**

Objects with a sharp point or sharp edge capable of being used to cause serious injury, including:

- items designed for chopping, such as axes, hatchets and cleavers;
- ice axes and ice picks;
- razor blades;
- box cutters;
- knives with blades of more than 6 cm;
- scissors with blades of more than 6 cm as measured from the fulcrum;
- martial arts equipment with a sharp point or sharp edge;
- swords and sabres.

**d) Workmen's tools**

Tools capable of being used either to cause serious injury or to threaten the safety of aircraft, including:

- crowbars;
- drills and drill bits, including cordless portable power drills;
- tools with a blade or a shaft of more than 6 cm capable of use as a weapon, such as screwdrivers and chisels;
- saws, including cordless portable power saws;
- blowtorches;
- bolt guns and nail guns.

**e) Blunt instruments**

Objects capable of being used to cause serious injury when used to hit, including:

- baseball and softball bats;
- clubs and batons, such as billy clubs, blackjacks and night sticks;
- martial arts equipment.

**f) Explosives and incendiary substances and devices**

Explosives and incendiary substances and devices capable or appearing capable, of being used to cause serious injury or to pose a threat to the safety of aircraft, including:

- ammunition;
- blasting caps;
- detonators and fuses;
- replica or imitation explosive devices;
- mines, grenades and other explosive military stores;
- fireworks and other pyrotechnics;
- smoke-generating canisters and smoke-generating cartridges;
- dynamite, gunpowder and plastic explosives.

**In the hold baggage** (ATT: an exemption may be granted on condition that the appropriate authority has national rules permitting carriage of the article and the applicable safety rules are complied with):

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**g) Explosives and incendiary substances and devices**

Explosives and incendiary substances and devices capable of being used to cause serious injury or to pose a threat to the safety of aircraft, including:

- ammunition;
- blasting caps;
- detonators and fuses;
- mines, grenades and other explosive military stores;
- fireworks and other pyrotechnics;
- smoke-generating canisters and smoke-generating cartridges;
- dynamite, gunpowder and plastic explosives.

**2.1.7.1.1 LAGS (liquid-aerosol-gel) allowed in the cabin bag**

***Subject to the security rules, passengers are allowed to carry the following LAGS into security restricted areas and on board an aircraft:***

- A small quantity of liquid in individual containers (1 per passenger) with a capacity not greater than 100 millilitres or equivalent in one transparent resealable plastic bag of a capacity not exceeding 1 litre (or 18x20cm) whereby the contents of the plastic bag fit comfortably and the bag is completely closed
- LAG sealed in a dedicated STEB upon purchase locally at the airport airside;
- LAG in a STEB originates from another EU airport or an aircraft of an EU carrier and is resealed in a dedicated STEB before leaving the security restricted area of the airport;
- Medical-therapeutic liquids (liquid drugs bought with medical prescription,) and diet liquids (necessary food for the passenger good health - children food too) which are for personal use only and indispensable for the journey (flight out, stay and flight back)
- Goods bought in the air-side of any Airport at the "Duty Free" shops, or on board of any aircraft, provided that they are in transparent plastic bags known as STEB, sealed and accompanied by the receipt.

***At foreign airports, with regards to exemptions, it is necessary to refer to provisions issued by local Authorities***

*Liquids include: water and other drinks, soups, jams, syrups, creams, lotions, oils, perfumes, sprays, gels (including hair and shower gels), pastes (including toothpaste), liquid/solid mixtures, contents of pressurised containers (including shaving foam, other foams and deodorants), mascara, any other item of similar consistency.*

**Other provisions applicable for flights to the United States:**

Powder substances with a weight of 340g or more and with a volume of 350ml or more can not be carried in carry-on baggage. These substances may be carried in the hold baggage.

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### 2.1.7.2 DG: items belonging to the Dangerous Goods category: list of permitted, prohibited or allowed items as a result of Company's approval

Authorization for the transport of articles that need the Company approval must be necessarily requested at booking stage at [dangerousgoods@ita-airways.com](mailto:dangerousgoods@ita-airways.com) and to Special Procedures in copy [caterina.carboni@ita-airways.com](mailto:caterina.carboni@ita-airways.com).

This approval must be included in the PNR of the passenger with the information: DG approved by ITA.

Any article belonging to the Dangerous Goods category found or not declared at the time of check-in and forbidden as hold baggage or cabin luggage, must be reported by the Agent to the Company Representative who shall fill in, as soon as possible and no later than 72 hours, the GSR (Ground Safety Report) for the due communication to the Carrier head office (see GOM chap 0 "introduction") who will evaluate the communication to the Competent Authorities.

The Carrier Representative shall notify the occurrence to the competent Aviation Authorities according to the local regulation.

#### 2.1.7.2.1 Portable Electronic Devices (PED) in Baggage

All PEDS such as laptops, phones, cameras and large PEDS such as camcorders, power tools, etc., powered by lithium batteries, should be carried in the passenger cabin (see chapter 2.1.7.2.3).

If you need to pack your electronic device in your checked baggage (e.g. due to its size) you have to make sure that is:

- Completely switched off (should not be left in sleep or hibernation mode);
- Packed in protective packaging to prevent unintentional activation or damage (e.g. by being placed in a rigid bag);
- Not carried in the same baggage together with flammable material (e.g. perfumes, aerosols etc.)

#### 2.1.7.2.2 Transport of Dangerous Goods

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below (IATA table).

More details are available in table below (ATT: wheelchairs or similar supplied by lithium, spillable or not spillable batteries are dealt in deepened way in chapter 6 of the PBM; weapons, firearms and ammunition are dealt in deepened way in chapter 2.4.6 of the PBM).

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### 2.1.7.2.3 DG TAB - Guide lines for DG transportation by passengers and crew

Dangerous goods must not be carried in by passengers and crew in carry-on baggage and /or hold baggage, except as provided below.

ATT: To check if electro-medical devices can be *USED* on board, refer to the Annex1 METQ in Chap. 16

		<i>The pilot-in-command must be informed of the location</i>					
		<i>Permitted in or as carry-on baggage</i>		<i>Permitted in or as hold baggage</i>	<i>The approval of the operator is required</i>		
		<i>Permitted in or as hold baggage</i>	<i>The approval of the operator is required</i>				
Alcoholic beverages, when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L. Liquids in carry-on baggage are limited to 100 ml containers at security checkpoint Note: Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.				NO	YES	YES	NO
Ammunition (cartridges for weapons), securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one person must not be combined into one or more packages.				YES	YES	NO	NO
Avalanche rescue backpack, one (1) per person, containing a cartridge of compressed gas in Div. 2.2. May also be equipped with a pyrotechnic trigger mechanism containing no more than 200 mg net of Div. 1.4S. The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with pressure relief valves.				YES	YES	YES	NO
Baggage with installed lithium batteries: –non-removable batteries. Batteries must contain no more than 0.3 g lithium metal or for lithium ion must not exceed 2.7 Wh; –removable batteries. Batteries must be removed if baggage is to be checked in. Removed batteries must be carried in the cabin.				NO	YES	YES	NO
Batteries, spare/loose, including lithium batteries, non spillable batteries, nickel-metal hydride batteries and dry batteries (see 2.3.5.8) for portable electronic devices must be carried in carry-on baggage only. Articles which have the primary purpose as a power source, e.g. power banks are considered as spare batteries. These batteries must be individually protected to prevent short circuits. Lithium metal batteries: the lithium metal content must not exceed 2 g (see 2.3.5.8.4). Lithium ion batteries: Lithium ion batteries the Watt-hour rating must not exceed 100 Wh (2.3.8.4). *Each person is limited to a maximum of 20 spare batteries, the operator may approve the carriage of more than 20 batteries. Non spillable batteries must be 12 v or less or 100 wh or less. Each person is limited to a maximum of 2 spare batteries (see 2.3.5.8.5).				NO*	NO	YES	NO
Camping stoves and fuel containers that have contained a flammable liquid fuel, with empty fuel tank and/or fuel container (see 2.3.2.5)				YES	YES	NO	NO
Chemical Agent Monitoring Equipment, when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (see 2.3.4.4)				YES	YES	YES	NO
Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are forbidden on the person, in checked and carry-on baggage.		FORBIDDEN					

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		<i>The pilot-in-command must be informed of the location</i>			
		<i>Permitted in or as carry-on baggage</i>		<i>Permitted in or as hold baggage</i>	
		<i>The approval of the operator is required</i>			
Dry ice (carbon dioxide, solid), in quantities not exceeding 2.5 kg per person when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Checked baggage must be marked "dry ice" or "carbon dioxide, solid" and with the net weight of dry ice or an indication that there is 2.5 kg or less dry ice.		YES	YES	YES	NO
E-cigarettes (including e-cigars, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation (see 2.3.5.8.2)		NO	NO	YES	NO
Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.	FORBIDDEN				
Fuel cells containing fuel, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders) (see 2.3.5.9)	NO	NO	YES	NO	
Fuel cell cartridges, spare for portable electronic devices.	NO	YES	YES	NO	
Gas cartridges, small, non-flammable containing carbon dioxide or other suitable gas In-Division 2.2 up to two (2), small cartridges fitted into a self-inflating personal safety device, intended to be worn by a person, such a life jacket or vest. Not more than two (2) devices per pax and up to two (2) spare more cartridges per person, not more than four (4) cartridges up to 50 ml water capacity for other devices (see 2.3.4.2).	YES	YES	YES	NO	
Gas cylinders, not flammable, not toxic worn for the operational of mechanical limbs. Also, spare cylinders of similar size if required to ensure an adequate supply for the duration of the journey	NO	YES	YES	NO	
Hair styling equipment containing a hydrocarbon gas cartridge, up to one (1) per passenger or crew member, provided that the safety cover is securely fitted over the heating element. This hair styling equipment must not be used on board the aircraft. Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage	NO	YES	YES	NO	
Insulated packaging containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.	NO	YES	YES	NO	
Internal combustion or fuel cell engines must meet A70 (see 2.3.5.12)	NO	YES	NO	NO	

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<p><i>The pilot-in-command must be informed of the location</i></p> <p><i>Permitted in or as carry-on baggage</i></p> <p><i>Permitted in or as hold baggage</i></p> <p><i>The approval of the operator is required</i></p>				
	NO	YES	YES	NO
Lithium Batteries: Portable electronic devices (PED) containing lithium metal or lithium ion cells or batteries, including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets, when carried by passengers or crew for personal use. For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries the Watt-hour rating must not exceed 100 Wh. Devices in checked baggage must be completely switched off and must be protected from damage. Each person is limited to a maximum of 15 PED. The operator may approve the carriage of more than 15 PED.				
Lithium batteries, spare/loose with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and PMED or with a lithium metal content exceeding 2 g but not exceeding 8 g for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits.	YES	NO	YES	NO
Lithium battery-powered electronic devices. Lithium ion batteries for portable (including medical) electronic devices, a Wh rating exceeding 100 Wh but not exceeding 160 Wh. For portable medical electronic devices only, lithium metal batteries with a lithium metal content exceeding 2 g but not exceeding 8 g. Devices in checked baggage must be completely switched off and must be protected from damage.	YES	YES	YES	NO
Matches, safety (one small packet) or a small cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage. <i>Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters or lighters powered by a lithium battery without a safety cap or means of protection against unintentional activation are forbidden (see 2.3.5.8.4e)</i>	NO	ON ONE'S PERSON		NO
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries, nickel-metal hydride batteries or dry batteries (see 2.3.2.2)	YES	YES	NO	YES

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	<i>The pilot-in-command must be informed of the location</i>			
	<i>Permitted in or as carry-on baggage</i>		<i>Permitted in or as hold baggage</i>	<i>The approval of the operator is required</i>
	YES	NO		
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with "spillable batteries" or with lithium ion batteries (see 2.3.2.3 and 2.3.2.4)	YES	YES	NO	YES
Mobility Aids: Powered wheelchairs or similar mobility device with LITHIUM ION batteries. - <b>non removable battery</b> : battery securely attached to the mobility, can be enclosed within a battery container, and circuits isolated as per manufacturer's instructions. <b>There is no limit to the Wh rating for the installed battery(ies).</b> - <b>removable battery</b> : if the mobility aid is specifically designed to have removable battery, this must be removed and carried in <b>passenger cabin only</b> , in a protective pouch or plastic bag. The removed battery must not exceed <b>300 Wh (1 per 300)</b> or for mobility aid fitted with two batteries each battery must not exceed <b>160 Wh (2 per 160 Wh)</b>	YES	YES	NA	YES
Non-radioactive medicinal or toiletry articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol	NO	YES	YES	NO
Non-flammable, non-toxic (Division 2.2) aerosols, with no subsidiary hazard, for sporting or home use. <i>The total net quantity of non-radioactive medicinal or toiletry articles and non-flammable, non-toxic (Division 2.2) aerosols must not exceed 2 kg or 2 L and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.</i>	NO	YES	YES	NO
Oxygen or air, gaseous, cylinders required for medical use. The cylinder must not exceed 5 kg gross weight. <i>Note: Liquid oxygen systems are forbidden for transport.</i>	YES	YES	YES	YES
Permeation devices must meet A41.	NO	YES	NO	NO
Radioisotopic cardiac pacemakers or other devices (eg: implantable cardioverter-defibrillator) including those powered by lithium batteries, implanted into a person or fitted externally.	NO	ON ONE'S PERSON		NO
Security- type equipment (see 2.3.6)	YES	YES	NO	NO
Security-type attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden.	FORBIDDEN			
Small vehicles powered by lithium batteries (Personal Transportation Devices) such as Airwheel, Solowheel, Hoverboard; Minisegaway, Balance wheel	FORBIDDEN ON ITA FLIGHTS			
Specimens, non-infectious packed with small quantities of flammable liquid, must meet A180.	NO	YES	YES	NO
Thermometer, medical or clinical, which contains mercury, one (1) per person for personal use, when in its protective case	NO	YES	NO	NO
Thermometer or barometer, mercury filled carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1)	YES	NO	YES	YES

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## 2.2 BAGGAGE CHECK-IN

In order to prevent any interference, all checked baggage shall be subjected to appropriate security screening from point of origin to transfer and destination, until such baggage is taken over by another operator, as provided by the PNS (National Security Plan). The Airport Operator shall provide with appropriate information related to Dangerous Goods and forbidden Articles to Ground Staff and Crews through specific Manuals. Training is carried out every 24 months.

Any item checked as HOLD BAGGAGE at the check in or at the gate shall comply with the following characteristics:

- bag is tagged to the correct destination
- is tagged until the final destination as indicated in ticket
- any old tag/label is removed or obliterated
- be provided with a name-label (if the name-label is missing, ask the passengers to fill in both part of the tag - one to be attached to the baggage handle and the other, the sticky label, to be placed in the baggage and add the reference in the system).
- if the baggage is damaged, fill in the "Limited Release" tag (signed by the passenger) and stick it on the baggage.
- is not labelled as dangerous goods (radioactive, poisons, etc.)
- if bag is not compliant with the standard requirements for secure transportation, it is refused.

**The stub-tag must be stuck on the ticket cover and in always delivered to the passenger**

**In case of doubt about baggage content, make sure that none of the items listed at point 2.1.8 are contained inside it.**

**The baggage must be always weighed regardless of the baggage allowance applied.**

**The piece number and the weight of the registered baggage must be entered also in case of piece concept policy.**

Note:

If the piece of baggage weighs over 32 kg and/or the dimensions exceed cm 203, it must only be send as cargo. All passengers travelling with bag exceeding such limits will have to repack it to make it be included in the foreseen limits. The baggage checked in any airport in UK can't exceed the weight of 30 Kg.

- Apply the "HEAVY" tag if provided by the customer airlines
- For ITA flights apply the "HEAVY" tag when the baggage weighs is over 23 kg.
- Apply the "HEAVY" tag if provided by the customer airlines
- Sent a telex to inform transit and destination station for special bags (see: vehicle for people with mobility problems, etc.) exceeding 32 Kg (BHS's structural limit), in order to provide appropriate loading/unloading teams and equipment.
- Print or fill in by hand, after entering the check-in data, a forwarding tag for each piece of baggage, always verifying the details on the tag correspond to the route printed on the ticket, and attach it to the baggage, removing any old tags. be included
- **Point out the Heavy baggage to weight and balance office and tag it to:**
  - the first stop-over point;
  - the point at which the booking is confirmed or requested;
  - the point where a change of airport is scheduled and passengers must collect their baggage and transport them to the connecting airport;
  - the point of destination as specified on the ticket/tickets in conjunction with confirmed booking.

All European Union (EU) Stations, including the countries complying with the Schengen treaty, must **only** use the lateral green strips tags with the exception of "transit" tags that must be used as indicated in PBM 2.2.2 for connecting baggage.

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- **Attach** the "Priority" tag to the baggage of the passenger to which it is required
- **Check** hand baggage and attach the CABIN, after checking that its total size and weight are within those stated, that is 115 cm and the commercial weight of 8 kg, with the exception of passengers holding tickets originating from Brazil where the weight is 10 kg.
- Only **one piece of hand baggage** per passenger is allowed on board.
- In the case of objects considered dangerous (knives, swords, scissors, etc.) refer to the procedures described to PBM 2.3.2.

**Note:**

All the IATA codes for the connecting and destination stations must be entered on the passenger identification stubs. In fact, if these codes are missing the Carrier transporting the passenger to destination may charge ITA for the entire amount of the compensation in case of baggage loss.

Cardboard boxes can be accepted as checked baggage on all ITA operated flights. However, upon check-in, the following steps must necessarily be taken:

- ensure passenger's name is marked on the box;
- ensure old tags are removed from the box
- ensure the box is wrapped up in cellophane (provided that at the airport of departure such facility exists);
- ensure the box is weighing no more than 32 kg and its maximum dimensions do not exceed 203 cm;
- ALWAYS mark the box as "HEAVY" when the box's weight exceed 23 kg
- ALWAYS place one or more "checked baggage" sticker on the box.

### 2.2.1 Connecting Baggage

Baggage is considered connecting baggage when:

- the delivering flight and the receiving flight arrive and leave on the same day;
- the delivering flight arrives late at night and the receiving flight leaves early the following day with an interval from 6 to 12 hours, on condition that the passengers accept not to reclaim their baggage at the connecting station.

If a connection is scheduled relating to a domestic leg in a non-EU Country, refer to TIMATIC and/or the Communications sent by ITA to provide the correct information to the passenger about the airport in which his/her baggage will have to be cleared through customs (first point or final destination).

### 2.2.2 IATA Resolution 302

To correctly apply the Reso IATA 302, refer to ITA Baggage Policy downloadable form the Chap. 16 of the PBM

### 2.2.3 Excess Baggage

Passengers checking in baggage which exceeds the weight, number or bulk of allowance given for their class/trip (PBM2.1.3) will be asked to purchase an excess baggage.

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### 2.2.3.1 Excess baggage with prior booking

Baggage exceeding the standard allowance may be booked in advance.

Passengers must declare the number of items with their weight and exact dimensions. Each item must fall within the guidelines for normal baggage, not exceeding 32Kg and not measuring more than 203 cm, otherwise the item will have to be sent as cargo.

Each flight has a maximum capacity of 500Kgs of excess baggage. Proceed with the weight and dimension measurements and warn the weights and balance agent.

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## 2.2.4 Limits of Responsibility and Declaration of Value

### 2.2.4.1 Limits of Responsibility

Carrier is liable for damage sustained in case of destruction or loss or damage of checked baggage because the event which caused the destruction, loss or damage took place on board the aircraft or during any period within which the checked baggage was in the charge of the Carrier. However, carrier is not liable if and to the extent that the damage resulted from inherent defect, quality or vice of the baggage.

In the case of unchecked baggage, including personal items, the carrier is liable if the damage was caused due to its fault or its staff or handler.

Carrier's liability, in transporting the baggage, both checked and unchecked in case of destruction, loss, damage or delay is limited to 1, 288 SDR (Special Drawing Rights) as defined by the International Monetary Fund, for each passenger unless the passenger has made, when the checked baggage was handed over to the Carrier, a special declaration of interest in delivery at destination and has paid a supplementary sum (when indicated). In that case the Carrier will be liable to pay a sum not exceeding the declared sum, unless it proves that the sum is greater than the passenger's actual interest in delivery at destination.

If the weight of the baggage is not recorded on the baggage check, it is presumed that the total weight of the checked baggage does not exceed the applicable free baggage allowance for the class of service concerned.

### 2.2.4.2 Declaration of Value

**Passenger can request that the limits of responsibility of the Carrier be increased by paying an additional sum; in this case an excess baggage ticket will be issued complete with the number on the label of the item declared.**

On both international and domestic routes, at the passenger's request, the limit of responsibility for each piece of registered baggage can be increased to 500.00 Euros, on payment of the sum of 50.00 Euros for each piece of baggage.

**The sum of 500.00 Euros will be refunded, through the Customer Services Department, in addition to the amount established under current norms in force.**

**The declaration of value may be accepted by the Carrier on flat rate basis and without verifying the effective value of the contents of the baggage.**

**Declarations of value may not be made for items which are not acceptable as baggage or which cannot fit in the baggage as established in the Company General Transportation Conditions.**

**Declarations of value for amounts which are inferior to the fixed sum established by the Company (see above) may not be accepted.**

**No declarations of value for registered baggage will be accepted whenever this is carried for part of the journey by another Carrier.**

#### Note

The DSP's (SDR) are listed every day in accordance with most significant currency.

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## 2.3 BOARDING

### 2.3.1 Hand Baggage Check

Check that customers' hand baggage is in conformity with the regulations.

#### 2.3.1.1 Extra hand baggage

If the passenger's hand baggage exceeds the allowance ask him/her to go back to the check-in counter to check the weight and pay for the excess baggage, if necessary.

If boarding is imminent:

- collect the baggage and label it with a "Limited Release".
- send the baggage to the ramp;
- notify the ramp of the total number of baggage sent, so that the load sheet may be updated;
- take note of the passenger's name and the numbers of the baggage receipts;
- enter in DCS system the luggage registered to the passenger.

#### 2.3.1.2 Baggage collection procedure at the gate

In order to make boarding easier, at the gate it is required to carry out the procedure for collecting baggage that is in excess of the space available for their storage on board, labeling them correctly.

The procedure has two methods: one for the number of passengers, the other for number of bags. The station, on the bases or theirs organization, can decide which of the two is more suited always with respect of the limits listed below:

AAMM	Bags Max allowed in the overhead compartment	If the number of checked pax is equal or more than:	start applying the procedure form the <b>PAX</b> number:
A319	63	108	76
A220F	80	122	90
A320P	80	122	90

AAMM	Bags Max allowed in the overhead compartment	if the number of checked pax is equal or more than:	start applying the procedure form the <b>BAG</b> number:
A319	63	108	63
A220F	80	122	80
A320P	80	122	80

Passenger must be informed to remove dangerous goods, medicines and valuables items from cabin baggage when cabin baggage are transported in hold.

With the only exception of very special operative scenarios that would be promptly shared, for flights operated with A32B aircraft, *whose overhead compartments are of bigger dimensions, it is not necessary to collect hand baggage.*

### 2.3.2 Items removed for security reasons

It is forbidden to carry in cabin items considered dangerous for the safety of the flight.

Objects which are not offensive for the person and have a designated use, such as tools, domestic, agricultural, scientific, sporting or industrial equipment or similar, are however considered as potentially risky and can only be shipped as registered baggage in the hold.

This does not apply to toys in possession of children, if they are blatantly an imitation of weapons.

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## 2.4 SPECIAL BAGGAGE

### 2.4.1 Sports Equipment

For the definition of what is considered sport equipment see the below table, while for fees refers to the "Baggage Policy" downloadable from the Chap. 16 of PBM:

Tipologia di attrezzatura sportiva: <b>SMALL</b>	Descrizione
Snow and skiing equipment	A pair of snow-skis, a pair of sticks and a pair of ski-boots or, a snowboard, a pair of boots or, a complete kite snow equipment
Water skiing equipment	A pair of standard water-skis or a slalom water-ski.
Golf equipment	A golf bag including golf clubs, balls and one pair of golf shoes.
Polo equipment	A set of polo mallets.
Scuba, diving equipment	mask, snorkel, fins, neoprene suit, GAV, regulator, an empty oxygen tank, a lamp (switched off, with the power packed separately, the batteries disconnected from the appliance and protected against shortcircuits). Any underwater speargun should have the spear section separated and if gas-powered should be unloaded.
Fishing equipment	2 fishing rods, one fishing-reel, a small net, a pair of fishing boots and a bait box or a haversack
Fencing equipment	A bag containing a uniform, a cuirass armour, a mask, blades
Tennis/squash/badminton equipment	A single bag containing one set of tennis rackets and balls only
Archery equipment	A bag containing a bow, arrows, quiver, gloves and aiming equipment
Skateboard/Kneeboard/Wakeboard	
Kitesurfing	A sail, a surfboard
Hockey equipment	
TCARE medical equipment	

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Hang-glider/paraglider	
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<b>Tipologia di attrezzatura sportiva: BIG</b>	<b>Descrizione</b>
Bicycle	- a normal bicycle (with no motor, not an e-bike), single seater, suitably secured with rigid packaging, with the handlebars fixed laterally, the pedals removed and the tyres completely deflated. - para-bicycle.
Tandem	with no motor (not an e-bike), suitably secured with rigid packaging, with the handlebars disassembled or fixed laterally, the pedals removed and the tires completely deflated
Surfboard	a shortboard type surfboard
Windsurf and longboards	a windsurfing board, a sail, a mast, a boom, a waterproof bag; a longboard-type board
Canoe/Kayak	a canoe or kajak (with no motor), two paddles
Vaulting pole/javelin	

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## 2.4.2 Pets and AVIH

The carriage of pets, such as dogs, cats, birds (except parrots and parakeets), rabbits, ferrets, hamster, as registered or cabin baggage is allowed under specific conditions and must always be booked in advance.

Nevertheless, since some countries prohibit or limit the introduction of animals it is strictly necessary to consult the TIMATIC and the communication sent by the carrier.

As regards the European community, dogs, cats and ferrets will require a pet passport on journeys between Member States. The passport may also be used for international transit of animals outside the EC.

**Pets (PETC or AVIH) are not included in the standard baggage allowances** and are therefore subject to the payment of a flat charge

Restrictions relating to Animals as checked baggage (AVIH) are described in the HLM Manual

### AVIH in transit

No overnight transit of AVIH is permitted in any ITA Station.

For connecting flights that include a transit with **more than 12 hours rest or with outbound on the next day**, the AVIH must be collected by the passenger at the first Station of transit and checked again on next flight.

In the case of **AVIH short connection**, the Station must always ensure the match between AVIH and passenger during boarding operations.

For safety reason, **the AVIH Kennel intended for DOGS transportation** in the hold, must comply with the requirements: metal vents and clamping closure (ref HLM). Moreover it is allowed to accept in hold the AVIH cages only if they are used for the transport of animals (can be sent also empty).

In compliance with guidelines provided by IATA, the following dogs quota per cage AVIH are approved:

Live Animals	Quota per Kennel
Adult MAX 2	2 animals of similar size MAX 14 Kg per animal
Puppies (up to 6 months) MAX 3	3 animals MAX 9 Kg per animal

**Puppies up to three months of age shall not be transported as AVIH since they require vaccinations for travelling**

**Make sure that each animal is able to stand up, lie down and move on himself.**

**The animals must be used to cohabitation.**

**NOTE:**

ITA advises against the trip for dogs and cats belonging to the breed brachycephalous.

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#### 2.4.2.1 Animals transported in cabin

Pets may be carried in cabin as PET to the following conditions:

- that the animal has completed 3 months of age (CE n.576/2013)
- that the container does not exceed the dimensions of cm 40 (length) x 20 (width) x 24 (height), (higher container can be accepted if semi rigid or soft ones) as the container must be allocated under the seat in front of the passenger;
- Only for domestic itinerary (within Italy) operated by ITA Airways the dimension of the container can be 40 cm in length x 30 cm in height x 24 cm height provided that the passenger is assigned a window seat.
- the total weight of the pet must not exceed 8kg (AIR OPS AMC2CAT.OP.MPA.160) together with container and food must not exceed 10 kg. Only for domestic itinerary (within Italy) operated by ITA Airways the pet weight can reach 10 kg and together with container and food can be 12kg (AZ AltmoC to Air OPS AMC2CAT.OP.MPA.160);
- that the pet does not have an unpleasant smell and that it is kept in the container at all times;
- that the passenger can attend to the pet during the flight.
- that the container has the following characteristics, listed in the IATA Manual "Live Animals Regulations" Section 3: -Check-in PETC procedure:
  - that it permits the animal to hold a natural position, and to be able to turn around and lie down;
  - that it is adequately ventilated, waterproof and made of a material strong enough that the animal is not able to destroy it from inside;
  - that it can be properly closed.

**Up to a maximum of 5 pets shall be accepted in the same container provided they belong to the same species and do not exceed the total weight of 8 kg, max 10 kg including the pets' container and food. Only for domestic itinerary (within Italy) operated by ITA Airways the total weight of the animal can reach 10 kg and 12 kg together with container and food.**

**For guide and service dogs please see PBM 2.4.2.5, for assistance dog to US see PBM 6.3.3**

- where more than one pet is carried in the same Cabin, they shall be allocated as far as possible one to the other.
- Pets are also allowed on board of Long Haul Flights.
- for the details of PETC quota and allocation on board see the Aircraft Tables at cap. 20 of PBM
- for loading regulations, weight and size of containers see the HLM Manual
- for AVIH position in hold see HLM

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#### 2.4.2.2 PETC & AVIH check-in

When checking PETC and AVIH, as required by LAR (IATA Live Animal Regulation) follow and check the guidelines listed in the Live Animal Acceptance Checklist and have it signed by the passenger. Check in particular:

- Check the pet's health documents and any authorizations required by the countries of its boarding, transit and destination (TIMATIC);
- check that the container is of adequate size, that it is resistant, that it has a leak-proof bottom and is provided with holes/openings to allow for sufficient ventilation;
- check the passenger has paid the required supplement, if not invite the passenger to pay the amount due;
- perform the passenger check-in operations. Pets should be in the same PNR of the passenger. If not, pet may be checked-in only after quota checks and to carry them in hold only after consultation with the Competent Bodies to verify whether the conditions for transport are suitable, that there is room in the heated baggage compartments, compatibility with other booked pets/animals and compliance with the established number and weight limitations;
- don't check the passenger with a PETC at a bulkhead seat or at an emergency exit. For domestic itineraries (within Italy) passengers holding bigger container (40 cm in length x 30 cm in height x 24 cm height) must be located at window seats. On some aircrafts the pet container can't be assigned on forward seats.
- when in presence of more than one PETC on a flight, prior to assign a seat, check if and where they have been located and assign a seat far from the others.

#### 2.4.2.3 Boarding

When the passenger arrives at the gate with a pet, before boarding, check: that the PETC is regularly booked, that the payment has been made and that the animal is properly closed inside its own kennel (otherwise ask the passenger to do so).

#### 2.4.2.4 Transit

In the event of a transit stop at a station en route, the passenger may unload the container to attend to the hold checked animal. On re-boarding ensure that the container is securely closed.

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## 2.4.2.5 Guide and service Dogs (SVAN)

The transportation of recognized guide-dogs for disabled persons is **free of charge** and **without weight limits**. **Guide-dogs and service dogs are NOT included in the number of animals allowed to travel in the passenger cabin** and must be booked using the SSR code **SVAN** (Service Animal)

**For the transportation of recognized guide and assistance dogs no container is required in the cabin, as long as the dog are leashed and the owner holds a muzzle (to be used if needed); they must be positioned in front of a rigid bulkhead (some exception exists for some medium long haul) not in correspondence with any emergency exit.**

**Animal travelling as SVAN however must be complaint with the documentation required by the competent authorities of the embarking, transit and destination Countries.**

### 2.4.2.5.1 SVAN to United Kingdom

**The entrance of guide and assistance dogs into UK is regulated by mandatory requirements requested by the competent local Authorities.**

If a recognised assistance dog is discovered on board without signalling or without the correct documentation requested by the PET Travel Scheme at the airport of arrival, then the owner will be responsible for any costs and charges incurred if the dog is put in quarantine.

Booking:

- inform the passenger about the necessity to give notice of the guide dog or assistance dog to the Local Animal and Plant Health Agency (APHA) at least 36 hours before the flight departure;
- provide the passenger with the check-list for document verification and vaccination required (downloadable by the ITA web site Special Assistance section)

Check-in:

- always verify the passenger holds the following documentation:
  - assistance dog identification card issued by a recognized association affiliated or associated to IGDF for guide dogs and ADI for assistance dogs.
  - valid dog passport (issued in UK before 1 January 2021) or Animal Health Certificate (AHC) issued no more than 10 days before travel
  - Medical certificate of antiparasitic treatment anti tapeworm (carried out from 24 to 120 hours before landing).

Arrival:

- the owner and recognized assistance dog must not be allowed to disembark from the aircraft without being collected and escorted by the PRM provider who will be responsible for relevant identity and documentary checks under the PET Travel Scheme.

Undeclared SVAN:

- if an undeclared assistance dog carried by any passenger is identified by the Cabin Crew, the Local Authority shall be informed by the Captain via the staff of the arrival station through the dedicated radio frequency or ACARS.

Strong delay, diversion or Cancellation:

- in the case of those events, the station manager or the manager of the handler appointed by ITA of the involved airport will get in touch with the alternate airport Local Authorities (diverted flight), otherwise shall notify the long delay or cancellation to the authorities of his own Airport.
- ITA Alternate Airports in UK (except London Luton) adhere to the protocol PET travel Scheme authorized by APHA to allow dogs to enter UK.

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#### 2.4.2.6 Seat assignment of guide and service dogs

Guide and service dogs, should preferably be placed in front of a bulkhead.

In case of **international flight**, the bulkhead seats are in the business flight partition.

It is possible to book guide dog in Economy class as well.

If the passenger holds an Economy ticket, airport staff will have to:

- on flights with availability in all classes, leave the seat adjacent to PRM passenger escorted by a dog unassigned to grant space for the dog;
- on flight without availability in Economy class but with availability in Business Class, upgrade passenger travelling with the dog for free in business class (verify that dog dimension is as such as guide dog)
- on flight with no availability neither in Economy nor in Business class, passenger with his dog should travel in Economy class. Always assign a seat located at an aisle, never assign a seat located at an emergency exit.
- Those passengers travelling with guide and service dog in Economy class on 320 Family Aircraft (319, 320), should be assigned a seat located at one of the first row after the curtain as they generally have more legroom.
- If the service dog is as big as a guide dog, preferably assign the same seat indicated for guide dogs, if it is smaller follow the general assignment rule for PETC (see PBM chapter 6)
- **For further information see A/C charts Chap. 15**

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## 2.4.3 Bulky and/or heavy and/or fragile baggage

The transport of bulky and/or heavy and/or fragile baggage is subject to specific conditions which vary between cabin and hold.

### 2.4.3.1 In cabin - CBBG

The transportation in cabin of a baggage of weight and/or dimension exceeding the standard baggage (8 kg and 115 cm in total, sum of cm 55 x 35 x 25 cm; 10 kg for passengers holding tickets originating from Brazil) is allowed by purchasing a supplementary seats, extra seat (e.g. wedding dress).

Such baggage must be booked as CBBG (cabin baggage) and have the following characteristics:

- weight within 55 kg (per each seat)
- be anchored to one or more seats (for measures verify the table of paragraph 2.5)
- must have a rigid case or packaging;
- the packaging must not allow sharp fragments to pierce the outer packaging if the object should break;
- if several items are sent under the same cover each should be separately wrapped in an insulating layer and then placed within the rigid outer packaging;
- there must be an insulating layer between the outer packaging and the object itself;
- occupy a window seat next to the passenger, not in proximity of emergency exits
- to not obscure any passenger's view of the seat belt sign, no smoking sign and exit sign

#### 2.4.3.1.1 Check-in

Passengers carrying a musical instrument on board of ITA operating flights, must perform check-in at least 60 minutes before the latest check-in time.

Affix the label "Cabin Admitted" to the CBBG

#### 2.4.3.1.2 Boarding

Have the passenger board sufficiently ahead of other passengers for the loading and restraint operations of the bulky baggage item in the cabin.

#### 2.4.3.1.3 Arrival

Bear in mind that the passenger may leave the ramp area later than other passengers as he/she must wait for the bulky baggage to be unloaded.

### 2.4.3.2 In Hold

The transportation in hold is subject to weight and dimension limits, on the basis of aircraft type.

Especially for fragile objects it is required the respect of specific packaging requirement:

- rigid
- there must be an insulating layer between the outer packaging and the object itself;
- the packaging must not allow sharp fragments to pierce the outer packaging if the object should break;
- if several items are sent under the same cover each should be separately wrapped in an insulating layer and then placed within the rigid outer packaging;
- if the object is battery powered, to prevent the accidental activation the batteries must be removed and brought to the cabin (see table in chapter 2.1.7.2.2 for details).

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## 2.4.4 Musical instruments

Passengers can transport musical instruments in cabin or in hold.

### 2.4.4.1 Musical instruments in cabin

Musical instruments, on the basis of weight and dimension, can be carried in cabin instead of the standard cabin baggage or as CBBG.

If the musical instrument does not exceed the allowed dimensions (also intended as the sum of the measures or as a maximum length of 115 cm, 55 cm height, 35 cm width, 25 cm depth) or the weight of the standard cabin baggage, it can be carried in cabin in place of the normal hand bag.

It must be kept in a special hard case.

Fall into the above category the instrument such as: violin, viola, piccolo, flute, clarinet, cornet, French horn, sax, oboe, bassoon, guitars and keyboards.

Cellos and similar instruments, exceeding cm 55 x 35 x 25 cm and weighing no more than 55 kg on board of ITA operating flights can be booked as CBBG (see 2.4.3 or for Violoncello see the tables of chapt. 15)) by purchasing a supplementary seat.

The instruments shall be placed in a rigid case of maximum size (including the possible bottom-mounted foot, if not removable) length cm 135, width cm 52, depth cm 40.

The reservation of the instruments must be done together with the passengers or at least 48 hours prior to flight departure.

Assign a seat next to the passenger, at window seat, not in the proximity of emergency exits.

The instruments must be labelled with a "Cabin Admitted" tag.

Board the passenger sufficiently in advance of other passengers in order to optimize the time for accommodation and anchoring of the bag at the seat.

If the musical instrument does not comply with the above limitation, it cannot be carried in the cabin and must be carried as a checked baggage (if the case packaging allows it) and will be subject to the possible excess baggage fees.

### 2.4.4.2 Musical instruments in hold

Musical instruments carried in hold are included in the standard baggage allowance, if they exceed it an excess fees for the itinerary must be applied.

Carriage in hold is conditioned to the presence of an hard and sturdy packaging, as specified for all fragile baggage (see PBM 2.4.3.2) and a weight of max 32 kg.

It must be normally booked 48 hours prior to departure to allow the verification of the instruments dimension allow the transportation on the flight/s used for the itinerary.

Prior to sent the instrument in hold, verify that the packaging is adequate and inform the station manager or his/her delegate to coordinate with the loading bodies.

Sent a telex informing of the presence of the instruments to the connecting and the arrival stations.

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## 2.4.5     Diplomatic Baggage

Diplomatic Baggage is a package with closing sealed in sealing wax, accompanied by a letter of accreditation of the Embassy, travelling with a diplomatic courier that declared it at the check-in.

The diplomatic bag accompanied by the courier up to the aircraft is not subject to x-ray or to any other kind of security check.

The diplomatic bag not accompanied by courier (oversized) must be submitted to x-ray only, not be opened or inspected.

**Either the diplomatic baggage travels in cabin or travels in hold, the diplomatic courier must personally provide for its transport to and from the aircraft.**

The courier is allowed to observe the loading and unloading operations of the diplomatic baggage, being personally responsible for the same.

The personal luggage of the diplomatic courier follows the procedures provided for standard baggage.

Considered its particularity the diplomatic baggage in no circumstances can be transported under the Company's responsibility and must be considered as non-registered baggage even when its size requires it to be transported in the hold.

The Company will however be responsible for the loss or for the damage of the diplomatic baggage according to the regulations applied for non-registered baggage.

It is expected that diplomatic courier can use the Crew / Staff passage.

### 2.4.5.1    Check-in

In case of extra seat, perform the usual check-in operations entering the edit CBBG. If the baggage is transported in the passengers cabin attach the "Cabin Admitted" tag, otherwise DO NOT ATTACH the check-in tag.

### 2.4.5.2    Boarding

The diplomatic courier must be sent to the aircraft, agreeing such action with the ramp function, with sufficient anticipation on other passengers, to consent to him/her of:

- stow the baggage in the hold;  
or
- stow the baggage in the passenger cabin. If the baggage needs one or more passenger seats, follow the "Bulky Baggage" procedure (see PBM 2.4.3).

### 2.4.5.3    Arrival

If the baggage is transported in the aircraft hold, it must be born in mind that the diplomatic courier will leave the ramp area later than other passengers since he/she will have to personally transport the baggage from the aircraft to the air terminal.

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## 2.4.6 Weapons

The transport of firearms and ammunition is governed by special regulations as provided by Act n. 694 of 23 December 1974.

According to art.30, law enforcement act n°773, published 18 June 1931, offensive weapons are defined as being firearms and all other weapons whose natural use is to inflict harm on other people, including sharp or cutting weapons such as daggers, stilettos and so fort. Regarding the blunt weapons, sharp, cutting or puncture weapons it is necessary to verify that these are sent as hold baggage correctly packed. These weapons follow the rules of the standard baggage: in case of extra weight, size or number of pieces, and extra baggage fee will be paid.

The operator shall handle law enforcement officers or other person authorized on duty to carry weapons on board in accordance with current laws and requirement of the customer airlines as described below:

- check-in handling and boarding of passengers carrying weapons
- notification to the Pilot-In-Command of the seat numbers of these passengers if applicable

For the firearms a dedicated procedure is described below.

### 2.4.6.1 Firearms and Ammunitions

These items, that must always be reported in the reservation phase, can be accepted as registered baggage only, (see PBM 2.1.4.1) tagged to the final destination and on condition that:

- the firearms are unloaded, dismantled and packed into special closed containers;
- ammunition is packed and adequately protected against knocks and sudden movements in appropriate metal, wood or fibre containers provided with safety locks and which are shock and fire proof; that ammunition must not exceeding quantities 5Kg/11lbs for passenger, comprehensive of package
- Firearms and ammunition (total weight max 23 kg/50 Lbs of which max 5 kg/11 pounds for ammunitions) must be sent in separate containers; only one fee will be applied (see ITA Baggage Policy Chap. 16)

***The transport of ammunition with inflammable or explosive bullets is strictly forbidden. (ATT: An exemption may be provided, if the appropriate authority is based on national rules permitting the transport of the articles in question and comply to the existing safety standards):***

***The presence of undeclared firearms and ammunition shall be immediately reported to the Local Competent Authorities to allowed the appropriate security checks of the baggage. At the same time the Operator shall inform the H24 ITA Aviation Security Department via e-mail to: CentraleOperativaSicurezza@ita-airways.com ph.n. 06 6562 5000 and to a Representative of the Customer Airline.***

Manual inspection of suspicious baggage may only be carried out by State Police and where available, in the presence of the passenger (ref. ITA Security Program cap. 5.3.2.6)

***Firearms, as detailed in PBM 2.1.4.1 must always be considered in excess to the free baggage allowance and is subject to the payment of a fee (see the Baggage Policy Chap. 16)***

Considering the particularity of such baggage, it will be necessary to provide the passenger with exact information concerning Police regulations and any Customs formalities (see Timatic). This will allow the passenger to prepare accurate documentation before departure thus avoiding any possible objection of the Authorities, which could cause serious difficulties and consequent delays.

Inform the checked-in passenger in a foreign airport that in Italy firearms must be cleared through the

Customs at the first domestic airport in the itinerary, while, when departing from Italy to a foreign State, exportation formalities must be done in the last domestic airport in the itinerary.

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#### 2.4.6.2 Fire arms in the hold: check-in

- The Handling Operator shall check that the passengers are in possession of the appropriate documentation for the transport and carrying of firearms in compliance with the regulations of the countries of the stations of boarding, transit and disembarkation (consult TIMATIC).
- Have the passenger fill in the "Declaration for the Transportation of Firearms and Ammunition as Baggage" (when AZ operating mod. ZZ91073880/SXA) which must be filled in and counter-signed in triplicate.
- Invite the passenger to adhere scrupulously to the instructions described in documentation (in case of AZ flights form ZZ91073880/SXA) The station's copy must be kept on file at the station or by the handling agent for two years.
- Before check-in, direct the passengers leaving an Italian Station to the Airport Police Station in order to check documentation (in case of AZ operating flights the 3 copies of mod. ZZ91073880/SXA must be duly stamped).

The stamped copies must be delivered as specified at the bottom of the form and the first copy in particular:

- within Italy, must be handled in at the airport Police Office;
- abroad, must be attached to the General Declaration of the station of departure or, if this is not required, should be handed in to the Authorities.

If the flight destination is within Italy inform the passenger that he/she must collect his/her firearms at the airport Police Station by presenting the copy in his/her possession.

- Check-in the passenger entering the edit **\*WEAP\***, if missing. Select the number of pieces and the bag's type. Than proceed by issuing the EMD
- Tag the containers with the appropriate "ARMI/WEAPONS" (when AZ operating mod. ZZ91077628/SXA tags and "MUNIZIONI/AMMUNITION" mod. ZZ91077629/SXA tags) and check that the passenger names and surnames appear on them.
- The check-in agent shall send a telex informing:**
  - Load Control Department,**
  - Security AZ: FCODEAZ** (Centrale di Sicurezza Area h24)
  - AZ duty Supervisor of all destinations and transit points of the itinerary**, with the information regarding **name of pax, number of weapons and/or ammunitions and related to the category of the Arm declared on model ZZ91073880/SXA** (eg hunting, sports, etc.).

In case of arms departing, in transit, on arrival grant the telex and mail as per the below:

To/From and in transit to:	Indirizzo Telex	Inviare obbligatoriamente anche la mail a:
<b>FCO</b>	FCODEAZ - FCOKKAZ FCOKZAZ - FCOKBAZ FCOKWAZ	
<b>LIN</b>	FCODEAZ - LINSSXH LINKKAZ - LINMAXH LINLAXH - LINKWXH	<a href="mailto:centraleoperativa.securitylin@seamilano.eu">centraleoperativa.securitylin@seamilano.eu</a> <a href="mailto:linkk@ita-airways.com">linkk@ita-airways.com</a> <a href="mailto:centraleoperativasicurezza@ita-airways.com">centraleoperativasicurezza@ita-airways.com</a>
<b>MXP</b>	FCODEAZ - MXPMAXH LINMAXH - LINKKAZ	<a href="mailto:ritck.hnd@airporthandling.eu">ritck.hnd@airporthandling.eu</a> <a href="mailto:loadcontrol.hnd@airporthandling.eu">loadcontrol.hnd@airporthandling.eu</a> <a href="mailto:MXPKK@ita-airways.com">MXPKK@ita-airways.com</a> <a href="mailto:MILKK@ita-airways.com">MILKK@ita-airways.com</a> <a href="mailto:ictsmxp@ictseurope.com">ictsmxp@ictseurope.com</a> <a href="mailto:ivan.verde@ictseurope.com">ivan.verde@ictseurope.com</a> <a href="mailto:patrick.ghilotti@ictseurope.com">patrick.ghilotti@ictseurope.com</a> <a href="mailto:anna.zambelli@ictseurope.com">anna.zambelli@ictseurope.com</a>
<b>For AZ Outstations</b>	ITA Airways Station Manager/Local Security Representative shall inform all local staff about the correct telex addresses to be used	

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After being tagged, the weapons and firearms must be handed over to the Airport Police Office, who will supervise the dispatch to the Ramp and the correct stowage on board (see HLM chapter 3.3.8)

**-Handling “non-weapons”:** If a customer requests to transport so-called “non-weapons” (such as air guns, etc.), contact the local authority at the departure airport to determine if items transported by the passenger should be classified as weapons.

#### 2.4.6.2.1 Transit

Wherever a connection is scheduled in the course of the journey (int/naz, naz/int, int/int, naz/naz), inform and advise the passengers to enquire with the transit station staff for information about customs and/or police procedures regulating the export, import and transit of firearms.

**In particular in Italy:**

- upon arrival the customs clearance of the firearms must be carried out at the airport of entry into Italy even if they are in connection for another destination within the country;
- upon departure the export procedures must be fulfilled at the airport of departure from Italy, even if the passenger checked-in at another national airport and the firearms are tagged for a foreign destination.

#### 2.4.6.2.2 Arrival

The weapons will be escorted by the Security Company in charge or by the Authority in charge, activated by the “Centrale di Sicurezza Aerea” or by the Carrier/Handler, from the Aircraft to the local airport Police Office who will deliver the weapons to the passenger.

#### 2.4.6.2.3 Transportation of weapons and ammunition on aircraft whose cargo hold is accessible from cabin passengers

Is it possible under the following conditions:

- weapons and ammunitions separated from each other and set in their cases;
- place these cases in the hold to the opposite front loading door, under any baggage, so that they prevent their immediate accessibility and visibility, taking care not to damage the cases;
- accurate and timely information to the pilot- in- command about the seat number of passengers carrying weapons, as provided by rules and laws involved

#### 2.4.6.3 Arms in cabin: check-in

According to Act n.694 of 23 December 1974 regulating the transportation of firearms on board of aircraft, the people listed below in possession of suitable identification are allowed to take their firearms into the passenger cabin:

**In Italy:**

- Members of the “Polizia di Stato”;
- Member of the “Arma dei Carabinieri”;
- Members of the “Corpo della Guardia di Finanza”;
- Members of the “Corpo della Polizia Penitenziaria”;
- Members of the “Corpo Forestale dello Stato”
- Members of the “Corpo degli Agenti di Custodia”;
- Officers, non-commissioned Officers and Men of the Italian State Forces FF.AA., in possession of suitable documents certifying that they are travelling on duty;
- Prefects and vice prefects of police;
- Provincial Administrative Inspectors
- Judges.

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**In addition to the Staff mentioned above, ITA allows military trainees (on or off duty) to travel into the cabin of any aircraft with their dress swords: such items have no sharp point or edge and therefore are not classified as prohibited articles, as weapons.**

Police shall be informed about passengers travelling with arms and inform the carrier (Station Manager or HCC). Station manager and HCC should ask ramp agent to transmit the information to the Captain verbally or by writing a note on the load sheet reporting the number of passengers and their seats.

Those passengers are identified with the code "ARMD"

**To add the code ARMD check-in:**

- select passenger name on Passenger List
- select passenger name and click on "Add/Remove"
- add ARMD (Armed travelling with weapons in cabin) edit code
- check in the passenger

**Abroad (with the exception of the United Kingdom)**

Abroad, as an exception, armed person (escorts to Statesmen or similar) could be admitted on board only under a formal approval given to the carrier by the Local Police Authorities interested in the itinerary (both origin and destination). It is up to the Captain anyhow to take the final decision on whether to board such passengers

If the provider handles law enforcement officers with weapons that will not be carried on board (in the cabin) of the aircraft, the provider in accordance with applicable law or requirements of the customer airlines shall handle and board such weapons to ensure:

- an authorized and duly qualified person has determinate any weapon to be boarded is not loaded
- the weapon is stowed in a place inaccessible to any unauthorized during the flight
- the pilot-in-command is informed about the presence of weapon.

## 2.5 BULKY AND/OR HEAVY AND/OR FRAGILE BAGGAGE

A/M	Class	Seats	Horizontal locking Dimension in cm (width x depth x height)
A319 144 seats	J	2A, 2F	46 x 60 x 60
		19F	43 x 40 x 60
		19EF	97 x 40 x 60
A320 171 seats	J	2A, 3F	46 x 60 x 60
	Y	19F	43 x 40 x 60
		19EF	97 x 40 x 60
A32S 174 seats	J	2A, 2F	46 x 60 x 60
	Y	19F	43 x 40 x 60
		19EF	97 x 40 x 60
A32S 180 seats	J	2A, 3F	46 x 60 x 60
	Y	19F	43 x 40 x 60
		19EF	97 x 40 x 60
A320 neo	J	2A, 3F	46 x 60 x 60
	Y	19F	43 x 40 x 60
		19EF	97 x 40 x 60
A321 neo 165 seats	J	1A	46 x 60 x 60
	P	20A	43 x 40 x 60
	Y	31EF	97 x 40 x 60
A330 256 seats	J/P	1E, 1G / 8A, 8L	46 x 60 x 60
	Y	20A, 20L	43 x 40 x 60
		20DE/20GH	97 x 40 x 60
A330 291 seats	J/P	1E, 1H / 20 A / 20L	46 x 60 x 60
	Y	36 AL	43 x 40 x 60
	Y	36 DE/GH	97 x 40 x 60
A350 319 seats	J/P	NO	
	Y	row from 31 to 42 and from 45 to 54 seats A, L	46 x 60 x 60
	Y	row from 31 to 42 and from 45 to 54 seats A, L	43 x 40 x 60
	Y	row from 31 to 42 and from 45 to 54 seat E (especially for Cello)	97 x 40 x 60
A220F	J	2A, 2F	46 x 60 x 60
	Y	19E	43 x 40 x 60
	Y	19EF	97 x 40 x 60

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## 2.6 Passenger comfort devices

A series of devices are commercially available to make the passenger's flight more comfortable.

Please refer to the guideline in Chap. 16 called "Personal Comfort devices" to verify which devices are approved for transport and use on board.

The authorized devices can be used only if they comply with the requirements and procedures established by the Company in Chap. 16 and below:

- Transport and use of authorized devices is allowed on board of all flights operated by the carrier, in Economy class only
- Ground staff inform the passenger that he/she is responsible for installing the device in accordance with the manufacturer's instructions and that the final verification is assigned to the Cabin Crew
- The device must be included in the baggage allowance
- If the device is inflatable, it must be provided with a method to equalize pressure during a cabin de-pressurization incident
- It must not contain lithium ion batteries with a value equal to or greater than 100WH
- Seat assignment:
  - The device can be installed and used in the Economy Y class only, behind seats equipped with a drop-down table (e.g. not behind bulkheads) preferably on window side seats.
  - Alternatively, it is possible to assign seats on the aisle side seats or in the middle row (a/m long-haul flights) in the case of households occupying the entire row. The use of this device must not disturb the other passengers.
- On-board installation and use:
  - the installation and the use of the device is allowed only during the cruise, (NO TAKE OFF - NO LANDING).
  - The Cabin Crew ensures that the device is installed so that no safety problem (in case of turbulence, de-pressurization, etc.) occurs and does not interfere with the aircraft structures. Also check that no damage is caused to the seat/table on which it is installed and/or that it does not prevent the regular operation of the armchair (table, recline) and seat belts. Check that there are no inconveniences to passengers setting nearby.

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## 2.7 Organic and biological materials and life-saving drugs

### 2.7.1 Organic materials carried in cabin with escort

The carriage **in cabin (with escort) of organic material belonging** to the following categories on all flights operated by the ITA:

- Cells-Tissues-Oocytes-Spermatozoa-In vitro cultures
- Fresh haemopoietic stem cells-Blood-Embryos
- Frozen cells-Gametes-Umbilical cords

This type of transport in case of INZ or INC flight must always be authorised in accordance with local regulations. Documents must be available in both languages: Local language and English.

If the Polaria found irregularities during the checks before entering the sterile area, the transport could not be carried out and the passenger must be cancelled from the flight.

The containers must be fitted with absorbent material and must be accompanied by a declaration that specifies that the content does not belong to the DG category.

#### 2.7.1.1 Carriage in cabin of Cells-Tissues-Oocytes-Spermatozoa-In vitro cultures

The reservation of such items must always be made through Call Center, with the following documentation:

- the sender's statement (issued by the healthcare institution) attests that the material is not infected or pathogenic and does not constitute a danger to human health
- details regarding the type of material
- the number, size and weight of the container (s)

It is possible to carry in cabin max 2 containers of organic material per passenger, of 40Lx20Wx25H in size and weight not exceeding 10 kg (container included). If the size exceeds what above, but is still included within 50Lx40Wx40H, the CBBG procedure must be applied. The container must be suitable for the transport of organic materials.

In the case of material contained in DRY ICE or DRY SHIPPER, prior authorization must always be requested at the e-mail: Dangerousgoods@ita-airways.com

**The material that cannot be subjected to an X-ray control, shall have received a pre-authorization at booking stage.**

Check-in operator, prior to deliver the boarding card, shall:

- verify the documentation and the info relating to the transport of organic material
- make sure that the container complies with the requirements to travel in the cabin (maximum dimensions: 40Lx20Wx25H, weight not exceeding 10 kg container included), preferably placed under the seat in front of the passenger. If the case it excess in size, but is still included within 50Lx40Wx40H, the CBBG procedure must be applied.
- do not assign seats on emergency exits
- ask the passenger to inform the cabin crew about the type of transport.

The crew must be informed of the material transported and allocation on board. In the PIL the SSR MEDA is written.

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### 2.7.1.2 Carriage in cabin of Fresh haemopoietic stem cells-Blood-Embryos

In addition to the 2.7.1, if these materials come from non-EU countries, a formal authorization for transport to the local air-health authority must be requested and an affirmative feedback shall be expected before any confirmation.

### 2.7.1.3 Carriage in cabin of Frozen cells-Gametes-Umbilical cords

In addition to the 2.7.1, the transport of these materials is possible in compliance with the IATA regulations in force: DGR Dangerous goods Regulations, Cap. 2 "Limitations": Authorization must be requested to DangerousGoods@ita-airways.com

## 2.7.2 Organic materials and biological substances carried in cabin without escort

The **carriage of organic materials and biological substances without escort in cabin of ITA scheduled flights, on Italian territory is allowed.**

Transport can be requested by the responsible of the Centri Regionali Trapianti (CRT), located on Italian territory, when, for reasons of necessity and urgency, they cannot use other means of transport (public or private) normally used for such transfer.

**It is specified that *biological substances* can travel in two different ways:**

1) **With organic materials** (consisting of blood tubes, with lymph nodes and spleen required to perform pre-transplant histocompatibility tests). In this case the biological substance will travel into its own separate container that must always follow the container of the organ to which it refers. Biological substance and organic material have to travel together and if one of the two is cancelled it will have be cancelled also the other.

2) **Not together with organic materials.** In this case the biological substance will travel following the standard procedure (described below).

The booking and the activity coordination is under the responsibility of the Ground Operation Control

The Captain must be informed of the transport

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For stowage on board and for any seats to be blocked, according to the measures communicated by the CRT, please refer to the table below:

Type of container	PLACEMENT*		
	A319/320/A320-321 neo	A220F	AIRBUS A330/350
<b>TYPE 1</b> maximum size: L55cm; W35cm; H25cm	OVERHEAD COMPARTMENTS	OVERHEAD COMPARTMENTS	OVERHEAD COMPARTMENTS or Closet FWD (where available)
<b>TYPE 2</b> maximum size: L55cm; W42cm; H33cm	OVERHEAD COMPARTMENTS or 1 pax seat if dispo** (see chapter 2.5)	OVERHEAD COMPARTMENTS row 23/24 until 43 kg or 1 pax seat if dispo** (see chapter 2.5)	Closet FWD (where available) or 1 pax seat if dispo** (see chapter 2.5)
<b>TYPE 3***</b> maximum size: L64cm; W44cm; H49cm	2 pax seats if dispo** (see chapter 2.5)	2 pax seats if dispo** (see chapter 2.5)	2 pax seats if dispo** (see chapter 2.5)

\* If there are information on how to properly stow the container on board, these must be respected (direction ecc.)

\*\*The Ground Operation Control of ITA is required to let block one pax seat, or 2 seats in case of Type 3, window side, not near the emergency exits, preferably in the back rows of the aircraft. GCC shall make a previous check about the flight booking situation.

\*\*\* If the container dimensions exceed the maximum allowed by the Type 3, the transportation is not possible.

**N.B. The container dimensions of the biological substance travelling together with the organic material can never exceed the measurements indicated for type 1.**

## BOARDING OF THE CONTAINER

The departure station KK or his delegate must have had confirmation that, before boarding, the container has been subjected to Polaria checks, which must have given the authorization to the carriage.

If the Polaria does not give the authorization or does not carry out the checks on the container, it is not possible to proceed with the carriage.

If the container has an electronic device to detect and transmit information such as, for example: geo-location or internal temperature control systems, the electronic device must be mandatory deactivated by CRT staff that accompanies the container, before delivery it on board.

Once on board, the Captain or his delegate, shall ensure that the container is intact.

If it is intact, the container should be stowed on board, strictly observing the shipping instructions indicated (transport position on board, directions, etc.), by one of the following persons:

- directly from the CRT staff accompanying the container
- from Ramp agent
- from Cabin Crew

## IRREGULARITIES

In the event of irregularities, the station must promptly notify the Ground Operation Control of ITA and follow the instructions.

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## FLIGHT ARRIVAL at DESTINATION

If, once the flight arrives at its destination, the staff appointed by the CRT is not already presented at the stand, unless differently indicated by the Ground Operation Control of ITA, the ramp agent collects the container from the CPT and delivers it to Polaria for temporary storage.

### 2.7.3 Transport of Life-saving Drugs

**This procedure is applicable to the urgent transport of life-saving drugs in the cabin passengers exclusively on ITA domestic flights.**

Such transport may be requested by each individual Prefecture involved (PREF) when, for matter of necessity and urgency, it is not possible to use the other means of transport (public or private) usually used for such transfer

The request can be exclusively done through the Ground Operation Control.

The Ground Operation Control sends an email containing the RTF form to the ramp office which prints it in triplicate to be delivered to the flight CPT

In the absence of a duly signed form, transport cannot be guaranteed.

Respecting the measurements indicated in the RTF model, the container must be positioned as indicated in the following table:

Type of container	PLACEMENT	
	A 319/320/220F/320 - 321 neo	A330/A350
<b>Maximum size:</b> L55cm; W35cm; H25cm	<b>OVERHEAD COMPARTMENTS</b>	<b>OVERHEAD COMPARTMENTS</b> or <b>Closest FWD</b> (where available)

#### Note

If there are information on how to properly stow the container on board, these must be respected (direction etc.)

N.B. The container dimensions can never exceed the measurements indicated.

The KK of departure station (or, if not present, the Ground Operation Control) must have confirmation that, before boarding, the container has been subjected (or is not to be subjected) to radiogenic control by the Polaria which must therefore have given a positive opinion to the transport itself.

In the event of a package escorted by Polaria, radiogenic control may be exempted.

In the event of a Polaria negative opinion, it is not possible to proceed with the transport of the container on board

## BOARDING OF THE CONTAINER

In the event that an electronic device for detecting and transmitting information (such as geolocation or internal temperature) was affixed to the container, this electronic device must be deactivated by the personnel appointed by the PREF accompanying the container, before the delivery on board.

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Once the container is on board, the Flight Crew, should check that the container is intact.

If positive, it must be placed on board by the personnel appointed by the PREF accompanying the container (or alternatively by the Ramp agent or the cabin crew) according to the indicated modes of transport. Furthermore, to store the container correctly, it is mandatory to comply with the instructions (if any) regarding the direction of transport.

The Captain is required to sign a copy of the RTF form to certify the handover, which will be held by the person who delivers the package.

#### **IRREGULARITY in TRANSPORT**

In the event some irregularities of carriage occurs, the Ground Operation Control must be immediately informed by the station and the station must follow the instruction given by them.

#### **ARRIVAL of FLIGHT at DESTINATION**

Upon arrival at destination, upon delivery of the container, the Captain keeps a copy of the RTF form signed by the staff in charge of the collection, who in turn keeps a copy duly signed by the flight Captain.

If there are no PREF personnel already present on the stand, the Ramp agent collects the container from the Flight Crew and delivers the container to Polaria for temporary storage, unless otherwise indicated by the PREFETTURA.

## **3 BOARDING**

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## 3.1 INTRODUCTION

The Station is responsible for all traffic operations relating to departure and must therefore take all the necessary steps in advance in order to:

- ensure the availability of suitable areas and efficient and functional means (loading bridge, mobile lounges, apron buses, etc.) so as to ensure the smooth running of boarding operations;
- wherever possible, carry out boarding in several stages to ease the flow of passengers;
- guarantee that the scheduled time and the established modalities for automated boarding are respected;
- ensure continuity and coherence in the information to be transmitted on board also about the reasons for any possible delays;
- ensure the greatest possible accuracy when checking the number of passengers on board;
- reduce the risk of baggage identification procedures due to the absence of passengers on board;
- communicate to the flight crew:
  - the time of departure and start boarding, especially in the event of delays, at the time of signing in or at the time of arrival of the aircraft for flights in transit;
  - the imminence of the completion of boarding so that flight departure procedures may begin on time.

This will ensure both punctuality and the continuity of action between the closure of the doors and the actual departure thereby avoiding those delays which are often unjustly blamed on ATC.

Boarding operations may be supervised by Local Police or Carrier Security Staff.

### 3.1.1 BOARDING OF CUSTOMER AIRLINES FLIGHT

The Operator shall guarantee in any time of the boarding process, to identify and transfer to load control, single or cumulative weights of following items checked at the gate:

- checked passengers, including non revenue, staff, jump seat.
- hold baggage, including those items that are extra allowance, like duty free
- transit passengers and baggage
- "Gate/Ramp delivery" (strollers tagged for ramp delivery) and other items taken at the gate
- non standard passengers groups
- non standard items

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## 3.2 GATE CHECKS

### Travel Title and Documentation:

- If available in the DCS used, the input to check for duplicate passport numbers is required before opening the gate. In this case, invite the passenger(s) to the gate for data correction.
- Gather the passengers through flight announcement and provide the information according to the text listed in the "Ground Announcements" manual (downloadable from the folder of Chap. 16 of the PBM).
- carry out document action control wherever required by the destination. The security rules set that it is mandatory, on all flights leaving Italy, to check the passport also on boarding, with attention to the likeness between the passenger and the photo which must not appear to have been replaced. Abroad only, according to Local Law and with the authorization of ITA Security Department, document checks at the gate may not be performed.
- verify flight number, date, destination and passenger name on the boarding pass. passenger's name must match with the one on his/her document;
- Only when boarding passengers who have previously disembarked from the same flight, verify that the boarding tag bears the stamp referred to in the previous paragraph (or it is marked as agreed), and that the flight/date are matching. Should data be unlike or lacking, additional checks need to be carried out, in order to verify that the
- passenger is actually checked in the system. Withdraw the landing card, if it has been previously delivered.
- verify correspondence between Crew Must Go personal id, as for Italian Authorities requirements, the company card alone is not enough for boarding;

**Note:**

**passengers with a check in from a self channel: Internet (web check-in) or mobile check-in shall be subjected to all the required checks, documents and tickets, as in chapter 1.1.1, including a cross check between the name on the ticket and the passenger document, in a carefully and scrupulous way as it is the unique moment in which such checks can be fulfilled.**

### Hand Baggage:

- check that all hand baggage meets the requirements (max.115 cm). **Any cabin baggage exceeding the expected size or in the case of operational reasons must be: collect the baggage, tag it with a "Limited Release" label (signed by the passenger) to the final destination as shown on the ticket (see PBM 2.3.1), deliver the baggage identification tag to the passenger, insert the commercial standard weight of 8 Kg (kg 10 for passengers holding tickets originating from Brazil), add in DCS system to the luggage registered to the passenger, provide notification to Ramp agent / Load control for due registration of pieces / weight in the DCS system and Load sheet.**

### Boarding:

- direct the passengers to the aircraft, to the doors according to their respective classes and seat numbers, or board the passengers via the loading bridge, following the instructions given for differentiated boarding, wherever possible;

### Boarding in case of FUELLING / DEFUELLING with passengers on board

- after receiving the request from the Station Manager or his delegate, the gate agents, to inform the passengers, make the specific announcement contained in the "Ground Announcements" manual

### TOB (total passengers on board including Infant)

- notify the manager of the coordination of station operations the number of passengers boarded after checking that there are no missing passengers. Otherwise perform a final call.

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Persisting these situation:

- carry out the automatic or manual tick using the progressive check-in numbers indicated on the boarding passes (in case of passengers who have previously been disembarked use the boarding tag left to them);
- promptly identify missing passengers;
- make the nominative call;
- in case of a discrepancy between the total number of passengers and those already boarded, activate the following search and control measures:

A) activate both local and general name call announcements to search for passengers and simultaneously transmit to the ramp agent and/or local departments responsible for the coordination of activities the details of the missing passengers (full name, seat occupied on board, checked baggage registration number to promptly initiate the search for the registered baggage, and any other useful details for identifying the passenger)

B) verify that it is not a double erroneous acceptance in the system due to possible homonymy and/or double booking and/or acceptance error (possible erroneous reprint of the same boarding pass)

C) verify if the passenger is traveling alone and/or he/she is in a multiple PNR (or linked to the PNR of other passengers) and in this case, check the boarding status of the other PNR members

D) verify that the discrepancy is not due to special acceptance cases such as EXST and CBBG special services (for which two boarding passes may be issued by DCS for a single passenger)

E) check if the passenger is joining from the same station or in transit from anywhere else and, in this latter case, ensure the arrival time of the feeder flight if congruous and/or the presence of assistance for transit as provided by other ground staff

F) in the case of missing originating passengers, activate also the checks provided by the airport facilities to verify if passenger(s) are in the terminal and have passed through security checks (e.g. the registration of checked baggage for passengers accepted via web/app or the purchase of an ancillary service at the airport; the recorded passage through security checkpoints, any comments and/or details that may have been entered into the system at any airport touchpoints, etc.)

G) if possible, verify with the competent Airport Authorities (First Aid, Border Police, and Guardia di Finanza in the case of Extra-Schengen destinations, etc.) to confirm that the missing passenger is not stopped due to sudden illness or because of additional checks for immigration or customs reasons.

If the missing passenger does not show up at gate and the TOB discrepancy still persists, a careful search must be conducted on board the aircraft, even in the absence of checked baggage. The ground staff, who should have already communicated the seat to the Ramp Agent at the beginning of the search, will request through him/her that the cabin crew carry out an onboard check with name and seat verification. If necessary, cabin crew will make name announcements to ensure, for flight safety, confirmation of the presence or absence of the passenger on board.

➤ In case of a **POSITIVE FEEDBACK** (so that the passenger's presence on board is confirmed):

- - the handling staff assigned to boarding and/or the Ramp Agent, if authorized, must validate the passenger's presence through a visual check with boarding pass (also shown in digital format) and by checking passenger's identity through ID document. To safeguard the entire process, the only verbal confirmation from the cabin crew will not be sufficient; a visual check by the handling ground staff is required whether the flight is parked at a loading bridge or a remote stand.
- if one/more passengers, properly checked in with one or more pieces of hole baggage are still missing the ground agent with the cooperation of the Ramp agent, requests the cabin crew to verify on board the presence/absence of the passengers communicating to them the name and the assigned seat.

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- ground staff will then stop the baggage search if it is planned and still ongoing, update the DCS system as quickly as possible by boarding the missing passenger, and confirm the TOB to the competent authorities to authorize the safe flight departure.

- both the ground staff and the cabin crew will record the action carried out and the positive outcome of the on-board search in their respective official documentation (for the flight crew, the cabin report; for the handling ground staff, the boarding report or any other paper and/or digital support provided at the airport to keep track of boarding dynamics and timings), ensuring in both cases to always indicate the surname and first name of the verified passenger and the seat occupied on board as shown in the system.

➤ In case of NEGATIVE FEEDBACK (so that the passenger's presence on board is not confirmed):

- the Handler personnel assigned to boarding and/or the Ramp Agent, if authorized, must receive direct communication from the cabin crew, reconfirming the name and seat number of the passenger being searched for; the communication must always take place in person with at least one of the boarding staff and the Ramp Agent present in the cabin to confirm the passenger's absence.

- the boarding staff must then update the TOB by removing the passenger from the DCS system and confirming the need to offload the checked baggage, if present.

- Load Control operator or the Ramp Agent, if authorized, must update the load plan (load sheet) and present it again to the Captain in command for acceptance.

- for applicable flights, staff assigned to gate and/or the Ramp Agent print the updated copy of the PIL (Passenger Information List) and deliver it to cabin crew.

- both the ground staff and the cabin crew will record checks carried out and the negative outcome of the on-board search in their respective official documentation (for the flight crew, the cabin report; for the Handler ground staff, the boarding report or any other paper and/or digital support provided at the airport to keep track of boarding dynamics and timings), ensuring in both cases to always indicate the surname and first name of the verified passenger and the seat occupied on board as shown in the system.

In the event of a discrepancy in the TOB (Total on board) due to:

- **passenger mistakenly boarded on the wrong flight:** after verifying the actual destination through the check of the paper or electronic boarding pass, the ground staff will proceed with the immediate disembarkation of the passenger and subsequent support actions (boarding on the correct flight, rebooking or rerouting on subsequent flights, etc.)
- **passenger holding a boarding pass for the correct flight but not present on the accepted list:** the ground staff, after verifying the correspondence between the ticket, boarding pass, and passenger's ID, will correct the data in the DCS System and align the baggage if present.

**Note:** If the flight Captain, for any reason, requests the disembarkation of a passenger, they must coordinate with the ground staff the procedures for disembarking any baggage

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### 3.2.1 Post boarding gate procedures

At the end of boarding, the sending/archiving of flight documentation (e.g. MCO, FIM, Excess baggage coupon, etc.), shall be managed as laid down in the Documentation Handling (downloadable from the Chap. 16 of the PBM)

In order to satisfy safety regulations and comply with the Crisis Manual requirements, All INTERNATIONAL Flight folders containing any paper documentation, must be available on departure station for at least 12 hours after flight take off and/or until the flight reaches its final destination.

The boarding cards of passengers holding **ELECTRONIC TICKETS**, when retained, will be kept from the station until the arrival of the flight to destination as per Crisis Manual.

### 3.2.2 Other operations to be performed in the event is activated the Crisis Unit

Being understood as indicated in the preceding paragraph 3.2.1 regarding the storing of the documentation, in the event that the Crisis Unit intervene following an event, the airport must meet the following paperwork, photocopy it and send it by fax or mail to the Nucleo Certificazione Lista Passeggeri di Fiumicino (NCLP).

**NCLP:**

- Fax +39 06 6562 8915 / 8916 / 8917 / 8942
- Ph+39 06 6562 8918 / 8919 / 8920 / 8921 / 8922 / 8924 / 8932
- SITA ROMXCAZ ROM5BAZ
- certification.room1@ita-airways.com
- certification.room2@ita-airways.com
- certification.room3@ita-airways.com
- certification.room4@ita-airways.com
- certification.room5@ita-airways.com
- certification.room6@ita-airways.com
- certification.room7@ita-airways.com

flight boarded with "paperless" mode in other DCS	- PIL of passengers accepted that the supplier handling issue after the flight departure - list of passengers with ETK - scanner of any document or paper tickets available
charter flight	preserves the PIL, the list of pax accepted that the supplier handling issues after the flight departure and the complete list of pax on board that will be transmitted by the Charter and Groups Sales office.
For Stations that perform manual check-in	attach the coupons or the boarding passes on numbered sheets, three coupons/boarding cards per sheet.

Finally, pay attention to the collection of any further documentation exists both at the boarding gate is at the ticket, including any material trashed.

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	BOARDING PRIORITIES	Ed 2/ Apr 20 2022	

### 3.3 BOARDING PRIORITIES

For passenger boarding the priority criteria listed below must be followed, unless local or temporary problems arise:

1. passengers with physical or sensory disability (all the PRM category), stretcher passengers or those needing oxygen therapy so that emergency procedures on board can be thoroughly explained and the normal flow of passengers is not hindered; unaccompanied minors;
2. passengers indicated in the announcement text (see the "Ground Announcements" manual (downloadable from folder of Chap. 16 of the PBM)
3. in the event of critical flights board last passengers with free or reduced fare tickets who travel according to seat availability.

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	DIFFERENTIATED BOARDING	Ed 2/ Apr 20 2022	

## 3.4 DIFFERENTIATED BOARDING

To ensure an orderly and smooth flow of passengers and to avoid crowding and hindrances on board the aircraft boarding must be carried out in several stages.

### 3.4.1 Boarding from Loading Bridge:

- a subdivision of passengers into rows shall be performed according to their seat numbers always respecting the boarding priorities listed at point 3.3; Business Class - Long Haul passengers can decide to board at any time.

### 3.4.2 Boarding by Bus:

- Y class and C class passengers shall be boarded through at least 2 doors, always respecting the boarding priorities listed at point 3.3. Therefore, the standard boarding announcements for Domestic and International flights must be given (see "Ground Announcements" manual, Chap. 16).

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	BOARDING STANDARDS	Ed 2/ Apr 20 2022	

### 3.5 BOARDING STANDARDS

For opening and managing gate standards and for automatically boarding procedures carried out granting the arrival on board of the first passenger, refers to Standard Manual downloadable from the Chap. 16 of the PBM.

The boarding of the passengers will therefore take place within the time limits set for each type of aircraft. If it is appropriate/necessary to board the passengers before the scheduled standard time, this must be done by prior agreement between the Captain and the Station.

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	IRREGULARITIES AND DELAYED BOARDING	Ed 2/ Apr 20 2022	

## 3.6 IRREGULARITIES AND DELAYED BOARDING

In the event of irregularities resulting in a delay the Station must inform the crew immediately of both the length of and the reasons for the delay which were communicated to the passengers by ground staff.

This will avoid any discrepancies in communications which would result in conveying a negative impression to the passengers.

Boarding must be carried as scheduled if exists the possibility of sudden developments which might permit take-off at a very short notice and when the flight is being subject to traffic curtailments by Air traffic Control, even if due to a slot delays are expected under 2 ours from std.

in the case of more than 2 hours delay, with no provision of reduction, the OCC department will manage the ETD and any delay of boarding operation shall be shared with Captain and Station Manager.

This will facilitate to:

- avoid losing the slot, which would cause further delay;
- relieve the congestion of the airport infrastructures (Pre-boarding halls, Waiting Areas, Apron Buses) which are inadequate in exceptional circumstances.

In this case the station shall inform the flight crew in advance and decide together with the Senior Cabin Crew Member whether any catering supplement is required (e.g: soft drinks, especially in the summer) to ensure passengers' comfort on board.

In any case boarding cannot be carried out without the presence on board of:

- at least one member of the Cockpit Crew, when fuelling is in progress and
- the required and stated number of Cabin Crew members necessary in the event of an emergency since station personnel is not qualified for such a task; and whenever the Captain or the Ramp Agent in charge have communicated their disagreement to the Station within the time limits

If anyone other different from the flight Captain (Operational Co-ordination, Maintenance, Flight Crew Presentation, etc.) requests a postponement of boarding procedures, immediate communication must be given to the Station, specifying the length of the delay and the relative causes.

If for any reason it is considered necessary or convenient to board the passengers ahead of the standard scheduled time, this should be done following agreement between the Captain and the Station.

passenger must **always** be informed by the boarding agent, within the boarding time originally scheduled, according to the text in "Ground Announcements" manual.

### 3.6.1 Boarding of passengers previously disembarked

Whenever a Flight Irregularity occurs and the disembarkation of all passengers on board the aircraft is made necessary (see PBM 3.8.1 for disembarkation procedures), at the time of the new boarding the gate agent shall verify the boarding tag bears, if present, and that the flight/date are matching (see PBM 3.2 - gate checks). when data are incomplete or missing, If the landing cards were delivered, shall withdraw them and additional checks shall be carried out, in order to verify that the passenger is actually checked in the system.

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	DISEMBARKATION ORDER	Ed 2/ Apr 20 2022	

### 3.7 DISEMBARKATION ORDER

Every station should monitor their flights in advance (the best solution will be at - 48h, from ETD) in order to manage, in the best possible way, any possible disruption.

\*\*Should it become necessary to downgrade, upgrade or disembark passengers for overbooking or operational reasons (e.g. inoperative seats, change of aircraft, etc.) from a cabin or a flight, refers to the guidelines indicated by ITA.

Only if it has not be possible to re-protect all the passenger on the flight, those passengers disembarked should be rerouted **on the first available flight** (then not necessarily on the immediate following one).

In the case where the flight is subject to overload and to disembark freight and passengers already checked in due to operative reasons is required (e.g. change and/or variation of A/C, incomplete flight crew, variation of fuel load, weather conditions, etc.) follow the general criteria described below /for details verify the specific table published at Chap. 16 of the PBM):

1. dead load;
2. first disembark passengers who are of the least economic or commercial importance and those who do NOT present re-routing problems;
3. when conditions are equal disembark the following category of passengers:
  - a. **originating passengers with no connections** at another station;
  - b. **in transit** passengers from other flights **with no connections** at another station;
  - c. **originating passengers with connections** at another station;
  - d. **in transit** passengers from other flights **with connections** at another station.

At transit stations the order of disembarkation is applicable only to originating traffic and **NOT** to passengers in direct transit.

The only exception to the above regulation are the PAD (passengers available to disembark) who can also be disembarked at a transit station so that paying passengers can be accepted (see PBM 14.5.4).

#### 3.7.1 Disembarkation of all passengers owing to an IROP

Whenever a Flight Irregularity occurs and the disembarkation of all passengers on board the aircraft is made necessary (i.e. change of aircraft or long delay), the following procedures shall be activated:

**The Senior Cabin Manager** shall make an announcement on board (follows an abstract) in order to inform passengers of the unexpected need and related steps to take upon disembarkation and new boarding: [...] *Please show your boarding tag when leaving the aircraft and preserve it for the next boarding operations.* [...]

##### **The Ground Operator, upon disembarkation:**

shall stamp (or alternatively mark as appropriate), the front face of the boarding tag shown by passengers at the gate (or as they step out the bus in case of remote-stand parking).

Should this no longer be in passenger/s possession (it is lost), a copy of the original boarding tag shall be printed, stamped (or marked as appropriate) and handed over to the passenger.

When the disembarkation is over, the rubber stamp (if used) shall be stored in a location, non reachable by non-authorized staff;

## **4 DISEMBARKATION**

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	INTRODUCTION	Ed 2/ Apr 20 2022	

#### 4.1 INTRODUCTION

Upon arrival of the aircraft, Ground staff must:

- take all the necessary steps for rapid and monitored disembarkation of the passengers;
- ensure supervision and be ever ready and available to deal with any requests or to intervene in case of irregularities. Passengers must carry out the required arrival formalities directly (health, police, baggage retrieval, customs);
- ensure that any messages for passengers are delivered by using the appropriate panels, where installed;
- identify, from the messages received, those passengers for whom it will be necessary to proceed to the regularisation of:
  - the flight coupons, due to errors made during check-in at the station of origin;
  - outstanding payments.

During baggage reclaim, in case of complaints on the part of any passengers owing to baggage mishandling, apply the procedures as in PBM 13.1.3.

Disembarkation operations may be supervised by Local Police or Carrier Security Staff

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	PASSENGERS IN TRANSIT DISEMBARKATION OR STAY ON BOARD	Ed 2/ Apr 20 2022	

#### 4.2 PASSENGERS IN TRANSIT DISEMBARKATION OR STAY ON BOARD

Passengers in transit are usually disembarked from the aircraft and accompanied to the airport, where they await re-embarkation without undergoing any further formalities.

The Station will decide whether to disembark the passengers or keep them on board depending on the local situation and on considerations pertaining to individual flights:

- the necessity to recuperate delays;
- adverse weather conditions at the station;
- conditions limiting the use of the airport facilities;
- refuelling, etc;
- provisions of the local Authorities.

Should it be decided to keep the passengers on board during the transit, the Station must:

- inform the Captain of the aircraft so that cabin crew may, in turn, inform the passengers;
- send a telex message to all the next stations en route so that they in turn may evaluate whether to keep passengers on board or disembark them.

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	CONNECTING PASSENGERS	Ed 2/ Apr 20 2022	

## 4.3 CONNECTING PASSENGERS

Connecting passengers are those passengers who, on arriving at a given station, continue their journey on the first available flight of the chosen Carrier to their final destination or to the next stop-over station.

Connecting passengers with a regular booking/ck-in are indicated in the PTM (Passenger Transfer Message) to inform the Carriers involved of passengers continuing on their flights, so that the required assistance may be arranged for.

If the PTM indicates any short connections and/or misco the station must:

- arrange for alternative connections taking into particular consideration the passengers' nationality;
- assist the passengers who are entitled to services at the Company's expense (transportation, meals, hotel accommodation) as established in the PBM 5.2;
- direct passengers with "through check-in" passes to the boarding gate;
- inform the competent department about the transfer of the short connection baggage onto the passengers continuation flight;
- take any necessary steps to ensure that passengers requiring special assistance are boarded on their connection flight.

### 4.3.1 Check-in

The station agent must:

- carry out the usual check-in operations for those passengers without boarding pass;
- record the baggage data from the original flight coupon checking that the arrival time of the outbound flight corresponds to the flight departure time, also conforming with the provisions of the Station Coordinator;
- if a through check-in passenger does not show-up at the boarding gate, the through check-in must be cancelled and any baggage belonging to the passenger disembarked.

**Note:**

The baggage belonging to passengers in transit who miss their connection or do not show-up at the boarding gate for reasons beyond their control **must not be loaded on board**. (Annex 17 ICAO). For baggage re-protection refer to the "**RUSH**" procedure in PBM 13.1.1

- if a passenger arrives at the gate with his/her baggage, check on the flight coupon that the baggage is not in addition to that already registered by the station of origin for the final destination.

If the baggage is additional:

- - add it in the system

For connections from other Carriers to ITA flights, if baggage is missing, at the passenger's request the delivering Carrier must initiate the automatic tracing system sending a **FWD** message to all stations involved.

At the passenger's arrival the Company final destination station must issue the standard P.I.R. and initiate the usual tracing procedures.

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The above-mentioned procedures must be applied in compliance with the Reso IATA 780, in order to accelerate tracing operations and provide the Passengers with the best assistance, as well as for the purposes of any compensation, damages and/or recovery from third parties. (see PBM 13.1.1).

#### 4.3.2 Delays caused by late arrival of connecting passengers

The departure of an AZ group flight may be delayed in order to wait for connecting passenger, within the time limits and on the conditions stated in the following procedure.

Domestic flights can only be delayed in exceptional cases, each case to be evaluated and agreed upon with the Leonardo da Vinci Airport Network Co-ordination Office (FCOWWAZ).

- A flight must not be delayed in order to wait for a number of passengers lower than:
  - 15 passengers for international flights
  - 10 passengers for intercontinental flights
- The Station must have precise information on the estimated time of arrival of the delayed flights, also relating to local air traffic congestion situations;
- the connecting passengers must hold confirmed bookings for their continuing flight and must be arriving on a delayed flight, either of the Company or of other Carrier;
- it must be impossible to re-route these passengers on other Company flights or on those of a Carrier in pool;
- it must also be possible to transfer the late passengers' baggage to the scheduled flight. If this does not occur, apply baggage re-protection according to the "**RUSH**" procedure in PBM 16.1.1;
- checked-in passengers having connection flights at the station of arrival must not be caused to miss such connections;
- the wait must not cause further delay in obtaining take-off permission from the air traffic authorities;
- the delayed departure must not cause further delay in obtaining landing permission at the station of arrival;
- international or intercontinental flights may be delayed up to 15 minutes, providing that the above conditions are respected;
- contact the Leonardo da Vinci Airport Co-ordination Office for more serious delays or for lower numbers of passengers than those established, communicating all the necessary information (commercial, operational, air traffic) so that the Company may take appropriate action.

## **5 OPERATIONAL IRREGULARITIES**

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## 5.1 OPERATIONAL IRREGULARITIES

**"Operational irregularities" are all those events that affect flight regularity or the service offered to the passengers, such as:**

- cancelled flights;
- delayed flights;
- route variations;
- diversions;
- station omissions;
- missed connections;
- change of aircraft version and/or aircraft;
- seat unavailability in the chosen class of service;
- presence at the station of a number of passengers holding "OK" tickets higher than the number of passengers the aircraft can accommodate;
- a higher number of passengers on board than that which the class of service can accommodate;
- reduced assistance on board.

In the case of an event leading to operational irregularities the competent Bodies (Operative Coordination, Operation Centre, Flight Captain, Station Manager, Line engineer, Catering, etc.) must exchange all information in detail concerning the type and extent of the irregularity.

Any decision agreed upon verbally between the various competent bodies should subsequently be confirmed in writing (telex, mails, reports, etc. see also cap16.5), if considered necessary.

When the irregularity occurs at the Station, the Station Manager must:

- inform FCOWWAZ immediately of any expected variation in flight operations by entering the updated take-off time in the automatic system or by sending a telex.
- trace the original cause, which is identified and transmitted by XBT/FCO in a "plain language message" - via agent set or via telex - so that passengers may be precisely and directly informed;
- send the same "message" to the Flight Crew of departure flights so that passengers may be duly informed once on board;
- immediately inform passengers in detail of the operational irregularity, in order to limit as far as possible any inconvenience caused, applying the criteria given in the "Information to the Public" procedure (PBM 18.5);
- deliver to all customers, in accordance with Reg CE261/04, Mod 8138 with the information on passengers right and assistance provided
- arrange all opportune actions in order to offer to the passengers the due assistance, both during the wait and in the event of involuntary re-routing;
- send the "PAX DISPO" message even in case of delay more than 2 hours;
- follow, in case of involuntary re-routings, the PBM 5.2 procedure;
- apply the disembarkation order
- whenever a flight irregularity occurs and the disembarkation of all passengers on board is made necessary, follow the procedures set forth in PBM3.6.1
- take decisions independently, following the provisions contained in the company manuals, and inform **OCC and the Stations on route** as soon as is possible.

If the operational irregularity is solved sooner than announced, any decisions concerning the possible interruption of any assistance operations already started, should be taken in agreement with OCC or if communication with the latter is not possible, with the Captain of the flight concerned.

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### 5.1.1 Flight cancellation

**It is responsibility of the station to provide assistance and to organize all the operations aimed to issue a DBC (if applicable) by an external service provider.**

Station, in accordance with Reg. CE261/04, deliver to all passenger Mod 8138 with the information of passengers right and provide assistance. If cancellation is NOT an AZ fault, station inform passenger that the compensation is not expected, while providing assistance in accordance with CE261/04 Reg.

Otherwise, if cancellation is due to AZ, the station delivers the Instruction for compensation (detailed procedure and forms are available in the folder of Chap. 16 of the PBM).

Note: Do NOT send mail if IROP is due to: ATC, strike, weather conditions, Aircraft damage (download available, see Chap. 16 of the PBM).

In case of cancelled flight, passengers are entitled to cash compensation by the operating Carrier, or its delegate, as reported in the following Table according to reg CE261/104:

Flight Distance	Compensation, in Euro	50% reduction if STA of repro flight is
Under 1500 Km	250	less than 2 hours
Legs within the EU over 1500 Km and other legs between 1500 and 3500 Km	400	less than 3 hours
Over 3500 Km	600	less than 4 hours

#### Important

- the Regulation does not apply to passengers who travel for free or at a reduced fare not available to the public. On the contrary applies to passengers holding tickets issued under a Frequent Flyer Programme (MPZ) or other commercial program by an air carrier or tour operator and to the children who occupy a seat, even in the face of very discounted or promotional fare, provided it is accessible to the public
- it will be care of the Carrier/Operator to distribute to all passengers involved, the information flyer (mod.8138 available at Chap. 16) regarding compensation and assistance rights.

**Furthermore, the passengers involved are given the possibility of choosing among:**

- the full refund within 7 days (in cash, by electronic bank transfer, by bank deposits or bank cheques, or – upon agreement signed by the passenger – by travel vouchers of the ticket price paid by the passenger for the part/s of trip not flown, or the part/s already flown if the flight has become useless with respect to the passenger initial journey plan, and a return flight to the original point of departure, as soon as possible;
- the boarding on an alternative flight to the final destination, under equivalent transportation conditions, as soon as possible;
- the boarding on an alternative flight to the final destination, under equivalent transportation conditions, on a later date at the passenger convenience, depending on seat availability.

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**Tickets shall be reimbursed according to Ticketing procedures.**

The passenger is always entitled to receive free of charge:

- meals and drinks in proportion with the wait duration;
- hotel accommodation, if necessary (further stay/overnight stay);
- airport/hotel transfer;
- two telephone calls or telex, fax or e-mail messages.

**In the event of flight cancellation, no compensation will be issued if the carrier can prove that cancellation is due to exceptional circumstances that could have not been prevented even adopting all necessary measures.**

**These circumstances are indicated in section 5.2.1 "Force Majeure".**

Furthermore, **no compensation is provided for if:**

- the passenger is advised at least 2 weeks before the scheduled flight departure date;
- the passenger is advised between 2 weeks and 7 days before the scheduled flight departure date and is re-protected on another flight departing not more than 2 hours before the scheduled time of departure and arriving to final destination not more than 4 hours after the scheduled time of arrival;
- the passenger is advised less than 7 days before the scheduled flight departure date and re-protected on another flight departing not more than 1 hour before the scheduled time of departure and arriving to final destination not more than 2 hours after the scheduled time of arrival

### **5.1.2 Delayed flight - assistance during waits**

When a delayed flight may reasonably be predicted, with respect to the scheduled departure time, according to the following Table:

Flight Distance	Delay
under 1500 Km	over 2 hours
between 1500 and 3500 Km, and within the EU over 1500 Km	over 3 hours
over 3500 Km	over 4 hours

When the delay is more than 2 hours, deliver to the messengers the form with the instruction for compensation. In all cases, the entitled passenger will be provided with the following assistance, as long as that does not imply a further flight delay:

- meals and drinks in proportion with the wait duration
- 2 telephone calls, or telex, e-mail or fax messages
- hotel accommodation and airport/hotel transfer, if the delay makes it necessary to postpone the departure time previously scheduled for 1 day.

In case of delay in arrival more than 3 hour compared to the original arrival time, passengers are entitled to receive a compensation provided by Reg. CE261/04. (see Chap. 16 Mod 8138).

Each passenger involved can go to check-in desk or boarding gates and request the text listing his/her rights on the subject of cash compensation and assistance.

**In case of delays of more than 5 hour, passengers shall be entitled to what provided for in Chapter 5.3 for "SERIOUS DELAYS".**

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### 5.1.3 Change of version or type of aircraft

When, in order to guarantee the flight's punctuality a flight is carried out in with another Carrier aircraft, with inferior cabin standards different from that scheduled, staff must:

- inform all passengers (Business, Premium Economy and Economy class)
- only passengers travelling in Business and Premium class, fill in two copies, sign (airline and passenger) the form "TCV" (see Chap. 16), in order to enable to issue the TCV.
- store a copy for a period of 24 months

Issue TCV as per the values illustrated on the following Table:

**EURO**

Flight leg	Business Long haul	PREMIUM	Business
INTERCONTINENTAL	260	200	--
INTERNATIONAL	--		150

At the end of the day:

- the station send the MOD "TCV" (an e-mail for each passenger) for the appropriate actions as per the specific procedure

#### 5.1.3.1 Change of version or type of aircraft with lower capacity

Every time a scheduled aircraft is replaced with another one with lower seat capacity, all previously checked-in passengers will be disembarked according to disembarkation order

If a passenger is downgraded, for example due to a different cabin configuration, or if there is no seat available on the same original cabin class, fill in the downgrading form, downloadable at Chap. 16 (regulation CE261/04 Art.10)

Any additional disembarked passenger will receive assistance according the regulation CE261/04 (Art 4)- DENIED BOARDING.

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#### **5.1.4 Presence at the station of a number of passengers holding "OK" tickets which is higher than the number of the aircraft accommodation.**

If there are passengers with tickets marked OK although not on the "station booking list", put them on the waiting list as non-booked passengers.

Fill the flight assigning all available seats, assist the passengers who have arrived by the check-in time limits according to the procedure "Involuntary re-routing".

#### **5.1.5 Presence on board of higher number of passengers related to class of service capacity.**

Check, first of all, whether any boarding errors have occurred, then:

- if there is seat availability, proceed with any transfer of class directly on board;
- if necessary, disembark the passengers in excess according to the priorities established in the disembarkation order. Retrieve disembarked passengers' baggage and apply the regulations for involuntary re-routing;
- in order by Reg CE261/04 art 14 give passengers Mod 8138 with the information of their right. Re-protect passengers providing the assistance as following paragraph.

#### **5.1.6 Reduced assistance on Board**

In the case of unavailability to load schedule catering service, the Station Manager, in agreement with the Operative Coordinator, is possible, and with the Captain of the flight, may delay the take-off so that the meal may be offered on ground.

If the lack of catering supplies is caused by a strike of the catering company staff, passengers should be duly informed.

#### **5.1.7 Omission of a Station**

If a scheduled Station is omitted, all the Stations en route must be informed immediately so that they may:

- guarantee the rapid re-routing of passengers, baggage, cargo and mail;
- cancel any special assistance no longer required;
- ensure that correct information is given both to the departing passengers and to the people waiting at the omitted stations;
- ensure to grant the assistance on the new landing station.

In case of the station omission is due to reasons for which the company is not responsible (see Chap 5.2.2), no compensation must be granted and, where the passenger does not intend to continue the journey via surface transportation but wishes to return to the original point of departure, the flight coupon must be used.

If the passenger is not in possession thereof, issue a FIM.

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## 5.2 INVOLUNTARY RE-ROUTING

Involutary re-routing is the transportation of passengers to their final or stop-over destinations by means of transport other than those scheduled (Company services, services of other Carriers, surface transport) as a consequence of one of the following operational irregularities:

- cancellation of a flight;
- significant delay of a flight with respect to schedule;
- omission of the destination or stop-over station;
- denied boarding on the booked flight;
- denied boarding on the previously booked connecting flight;
- interruption of a flight en route.

### 5.2.1 Types and causes of involuntary re-routing

Involutary re-routing may be caused:

- **by force majeure**  
when the causes determining the irregularity are completely beyond the Company's control, unavoidable and unpredictable, such as, for example:
  - **exceptional security measures for passengers, baggage, aircraft and airport;**
  - **aircraft damaging**
  - **adverse weather conditions;**
  - **war or political events;**
  - **ATC or air traffic congestion;**
  - **inefficiency of other bodies operating at the station;**
  - **strikes of Company employees or other bodies.**
- **by the Company**  
when the Company is definitely responsible for the irregularities occurred. For example:
  - lack of the flight crew and/or the aircraft due to causes not of force majeure;
  - overbooking;
  - missed connection due to operational reasons caused by AZ.

**Note:**

As regards HOTAC assistance in case of involutary re-routing refers to the paragraph 5.2.3.1 "Hotel Accommodation".

### 5.2.2 Re-routing procedures

The following order of preference must be observed for alternative re-routing:

1. transfer to another class on the same flight
2. transfer on an other flight
  - reroute on the first available flight,

The baggage must always be relabelled and rerouted, up to the final destination as per **RE-ROUTED** procedure chapter 13.1.1

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### 5.2.2.1 Baggage re-routing

The agent who is re-routing the passenger must make provision to re-rout baggage as well.

### 5.2.2.2 Hotel Accommodation

If re-routing in the same day is not possible, arrange hotel accommodation for passengers regardless of whether they are originating or transit, taking care, if possible, of returning the checked-in baggage.

Hotel accommodation will always be provided at the Company's expense for those passengers holding high revenue tickets such as long haul Business Class and Premium Class tickets, and the accommodation should be of the same standard of service.

**For ID ticket holders the rule of assistance under the Ce261/2004 is not valid, even if reserved or already in possession of a boarding pass.**

**Note:**

**In case of adverse weather conditions, all transit passengers who have started their journey and therefore holding a boarding pass, must be provided with hotel accommodation. (HOTAC)**

**Note:**

Whenever passengers travelling in group, in which there are minors too (e.g. students-body, groups leaving for holiday camps, etc.), are provided with hotel accommodation, the group/s leader/s shall be given a contact phone of a Company's Responsible, available 24H, who should be contacted for any request of assistance (see chapter 8)

### 5.2.3 Involuntary Upgrading

**Involuntary upgrading may be carried out, at no extra cost for the customer, only in order to avoid to leave passenger on the ground, by following carrier procedure.**

**Note:**

**the Company's employees travelling for duty purposes on economy class Y on ITA Flights, can be upgrade, subject to availability, to Business class or if not available in Premium class, upon flight closure, if this step does not adversely affect flight's punctuality.**

**Priority should be granted to the employees of the Company over those of the other Carrier**

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#### 5.2.4 Involuntary downgrading

Involuntary downgrading may only take place when all the available seats in the passenger's original class of booking have been allocated.

The carrier shall refund to the passenger within 7 days:

- **30% of the price of the leg concerned, in case of flight distance lower than or equal to 1500 Km.**
- **50% of the price of the leg concerned, in case of legs included between 1500 and 3500 Km and for all legs over 1500 Km within the EU.**
- **75% of the price of the leg concerned, for all legs over 3500 Km.**

**The compensation may be paid by electronic bank transfer, by bank deposits or bank cheques, or – upon agreement signed by the passenger – by travel vouchers.**

The baggage allowance remains the same as that for the original class of booking.

#### 5.2.5 Re-routing by surface means of transport

**It may sometimes occur that passengers must be rerouted by surface means of transport such as:**

1. private buses with which specific agreement shave been signed;
2. taxis or private car with driver only for long haul Business class passengers
3. pullman, bus, train.

#### 5.2.6 Re-routing of Charter flight passengers

In the case of Company Charter flights, should the Company be unable to, owing to factors beyond its control or to irregularities for which it is not responsible:

- land at the station of destination scheduled according to the "Charter" agreement;
- carry out the flight owing to adverse weather conditions, technical problems, etc.;

the passengers must be rerouted on scheduled flights, as established for the involuntary re-routing of passengers travelling on scheduled flights, in the cheapest class of service.

Should the necessity for re-routing of a "Charter" flight arise at one of the stations en route refer to the "**Flight Interruption**" section of this procedure.

When Charter passengers are rerouted on a scheduled flight of another Carrier the Company must pay the normal fare applied by the Carrier for the class of service used.

**When a chartered flight is delayed/cancelled, the same rules applied to scheduled flights, concerning the assistance during waits, and DBC compensation, must be followed.**

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## 5.3 PROCEDURES DURING SERIOUS DELAYS

A “serious delay” means a flight which is running more than 5 hours behind schedule or has been rescheduled.

In addition to the normal assistance provided for in case of delay, passengers are entitled to: meals, telephone calls, hotel accommodation; **in case the passenger wishes to give up the delayed flight, he/she is entitled to:**

- **the refund, within 7 days, of the part/s of trip not flown, or the part/s already flown** if the flight has become useless with respect to the passenger's initial journey plan, **together with a return flight to the original point of departure, as soon as possible.**

**For the need to refund the ticket shall be given the required form (see attachment Chap. 16)**

Each passenger involved in the irregularity can go to check-in desks or boarding gates and request the **text containing his/her rights on the subject of cash compensation and assistance.**

### 5.3.1 General guidelines

1. The entire local carrier team should be involved.
2. Supervisors should have a high profile, dynamic presence as should all the staff dedicated to customer care during the event.
3. A constant flow of clear, precise information to the customers and between the various departments involved.
4. The Station Manager should have ample discretionary powers to decide on staff deployment and the authorisation on expenditure which will be motivated in the concluding report.
5. Local supervisors (KK/UP) should be on call in order to guarantee their presence if the situation becomes critical.
6. Close liaison and co-operation with the aircraft crew (cabin and cockpit) on giving information and assistance to passengers.

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### 5.3.1.1 Departure subject to a serious known delay (new ETD already scheduled)

The KK or his substitute supervisor shall:

- inform the local commercial Representative of the delay;
- activate all available staff, according to a plan agreed on with the Representative, to give passengers assistance; place extra staff where necessary around HUB stations;
- dedicate one or two telephone lines to information flow and passenger assistance activity (Bookings, Hotels, Transfers);
- instruct the Booking department to contact passengers (J - C and Y Class) who have a contact number and communicate the new ETD to avoid long waits in the airport;
- arrange for alternative flights for J/C/Y passengers who request them, with due regard to Company interests;
- identify all categories of passengers present on the flight who need special assistance (WCH - BLIND - DEAF - UMNR - AOXY - STCR - PPOC etc.) and dedicate sufficient staff to cater to their needs, if necessary use specialised staff from other companies or associations;
- organise all the assistance usually given for operational irregularities:
  - hotels;
  - overnight emergency kit, if available, for passengers sent to hotels who need them;
  - refreshment and meals (in hotels if necessary);
  - transfers to and from the airport (differentiated by ticket class or at least keeping them distinct);
  - transfers to and from home for passengers resident in the area and a letter of apology with information on how to contact the local Representative for further assistance;
- during the wait in the airport distribute game packs to the children using the standard sets supplied on board (if available) or buying them where necessary;
- use all available staff to accompany passengers during transfers (to/from the airport), to settle them into hotels and take them to restaurants, in order to guarantee continuity of care and information;
- give instructions to the hotels to offer customers complete assistance, waiving normal rules (e.g. on the number of phone calls allowed per passenger etc.);
- tell the check-in desks to be flexible on excess baggage;
- check that passengers with subsequent connections have been rescheduled, keep them informed and issue them with their boarding ticket for the second leg of the flight where possible;
- arrange for passengers to have their baggage returned if they request it where possible, if this is not possible alert the destination point to send the baggage back on the next flight for passengers who decide to cancel their bookings;
- inform passengers that if they have been rerouted their baggage will follow so they will be able to collect it at final destination;
- evaluate upgrading according to apply upgrading following the criteria described in par. 5.2.4
- check the number and type of meals loaded on board and verify any necessary; changes due to the rescheduling and/or reconfiguration of the aircraft;
- co-ordinate with the aircraft crew the apology announcement to be made for the disservice and inform the cabin crew of any passengers needing special assistance;
- keep the transit stations and final destination stations involved constantly up to date on the situation, the general mood of the passengers, what has been done to assist them and any further action necessary in transit/arrival, flag the presence of passengers on board needing special care (UMNR, WCH, BLIND, DEAF, OXYG, YOUNG/OLD PAP, etc) (for FCO the tx should be addressed to FCOKWAZ)
- send off a final report on events and action taken once the episode is over as soon as possible to the UP/CU departments, your own Department, and for their information to the Customer Services Department, Station Managers, Customer Relations Department, so that the event can be analysed.

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### 5.3.1.2 Indefinite delay/Cancellation of flight forecast (new ETD unknown)

As well as the above activities, the KK or Supervisor must also:

- take responsibility for the new schedule and decide what assistance to offer passengers if delays should be reiterated;
- organise all possible alternatives for re-routing passengers using other Carriers (even in higher classes) and/or surface transport (if necessary send an ITA representative with the passengers on the bus or alternative flight if with a different Carrier).

### 5.3.2 Chartering a substitution aircraft

As well as the actions described above, when an aircraft is chartered from another operator, staff must:

- Check cabin quality and refer to the Network and Representatives Co-ordination Office any anomalies which could damage the service and the Company's image (Cleanliness, Structural cabin efficiency: seats, toilets, ovens);;
- Inform customers beforehand that they will be travelling on an aircraft which has been chartered from another operator in order to guarantee flight regularity;
- Make a special announcement apologising for the change of aircraft due to the emergency situation once passengers have boarded;

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### 5.3.3 Assistance on arrival

#### 5.3.3.1 Principal check list for transit assistance:

Those passengers arriving from flights that suffer from long delays as to loose the connections shall be offered dedicated assistance during transit by giving them all that is required to reprotect them till final destination (boarding card and rerouting confirmation, checked baggage) as well as hotel accommodation, surface transportation to/from the hotel, courtesy lunch coupons to be used at the hotel or at the transit stations and anything needed till the new flight departure time.

#### 5.3.3.2 Principal check list for assistance on arrival:

Dedicated assistance shall be granted on arrival, facilitating the required passport and customs checks and attend the baggage delivery at luggage carousel. to those passengers, terminating at the station, arriving from flights who suffered long delays.

### 5.3.4 INAD meals

Subject to any local regulation, during the stay of the INAD at the airport, the distribution of meals at the station for this category of passengers will be handled as follows:

- meals must be granted, including any breakfast, if the passenger has not already had it on the incoming flight or the departing flight is not provided
- the delivery of meals, when it is due (as described in previous paragraphs), must take place at the premises reserved to the INAD.

The time slots for the provision of meals are the following:

- breakfast 06.00-09.30
- lunch 12.00-14.00
- dinner 18.30-21.00

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## 5.4 DENIED BOARDING COMPENSATION - D.B.C.

In cases of denied boarding the Company must offer a compensation to all passengers holding valid tickets with a regularly confirm and registered booking and who presented themselves at check-in within the set time limits.

No compensation shall be issued when:

- the denied boarding takes place for flight cancellation owing to causes for which the Company is not responsible or which are completely unpredictable, and therefore not preventable even adopting the maximum care, such as:
  - **aircraft damage;**
  - **exceptional security measures for passengers, baggage, aircraft and airport;**
  - **adverse weather conditions;**
  - **war or political events;**
  - **ATC or air traffic congestion;**
  - **inefficiency of other bodies operating at the station;**
  - **strikes of Company's employees or other bodies.**

No compensation shall be issued when:

- transportation cannot be ensured - even if only partial - owing to government requisition of the seats on board;
- the passenger refuses to undergo security checks or to comply with Company's legitimate instructions;
- the behaviour, the state of health or conditions of a passenger is such that the Company is authorised to refuse transportation, as provided by the "General Conditions of Carriage"
- any other circumstances occurs on the grounds of which the Company is entitled to refusing the passenger transportation, as provided by the Company's "General Conditions of Carriage" or in conformity with international law provisions.

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#### 5.4.1 D.B.C IN THE EUROPEAN UNION (EU)

The EU regulations on this subject are applied to the passengers departing from an airport situated on the territory of a EU Member State, subject to the dispositions of the treaty; and to the passengers departing from an airport situated in a third country, whose destination is an airport situated on the European Union's territory, If there isn't any local inherent disposition.

Passengers must have arrived at the check-in desk by the means and the time indicated in writing by the Carrier, the authorised travel agency or the tour operator, and hold a properly confirmed reservation and a valid ticket.

Furthermore, they must have the necessary documents, in compliance with the General Conditions of Carriage.

**The above-mentioned passengers could be entered in the waiting list of the first available flight. They must always be REBOOKED to their final destination *on the first flight still available*.**

**Where it is impossible to board all booked passengers absolute priority must be given to passengers with reduced mobility (PRM) and unaccompanied minors.**

**Before denying a passenger boarding, ALWAYS check for volunteers who are willing to not board the flight. A voluntary passenger who accepts compensation for denied boarding shall have no further claim against the Company. (See chapter 5.4.2 VOLUNTARY DBC). Volunteers passengers too are under the rule of the repro on the first available flight.**

**passengers who have been denied boarding are entitled to** cash compensation by the operating Carrier as reported in the following Table according to the scheduled arriving time of the new flight:

Flight Distance	Compensation, in Euro	50% reduction if STA of repro flight is
Under 1500 Km	<b>250</b>	less than 2 hours
Legs within the EU over 1500 Km and other legs between 1500 and 3500 Km	<b>400</b>	less than 3 hours
Over 3500 Km	<b>600</b>	less than 4 hours

The Airline company, at the check-in desk and at the boarding gate, will give to each passenger involved in the irregularity the text containing their rights in subject of cash compensation and assistance (Mod. 8138)

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**Furthermore, the passengers involved are given the possibility of choosing among:**

- a. the full refund within 7 days (in cash, by electronic bank transfer, by bank deposits or bank cheques, or – upon agreement signed by the passenger – by travel vouchers of the ticket price paid by the passenger for the part/s of trip not flown, or the part/s already flown if the flight has become useless with respect to the passenger's initial journey plan, and a return flight to the original point of departure, as soon as possible; without forcing flights which are already critic on a booking point of view;
- b. the boarding on an alternative flight to the final destination, under equivalent transportation conditions, as soon as possible;
- c. the boarding on an alternative flight to the final destination, under equivalent transportation conditions, on a later date at the passenger's convenience, depending on seat availability.

To enable the practice management by the external provider, give passengers who are entitled the instruction for the compensation (in the folder IROP of Chap. 16)

In all cases in which occurs the obligation to apply Reg CE261/04 airport should act as follow:  
 after receive OCC telex (for cancellation, telex will be sent when the decision to make a cancellation is done - "Cancellation in progress" -) which contain information about type of IROP, flight and date, reason if known (if due to weather reasons, ATC, strike, aircraft damage compensation is NOT applicable), in accordance with RegCE261/04:

- deliver Mod8138 with the passenger rights,
- Repro passenger giving the provided assistance (see paragraph 5.1). In this phase means NOT depending by airline company the delay more than 3hrs and cancellation due to weather reasons, ATC, strike, aircraft damage),
- in case of IROP with some causal NOT ITA fault, advise passenger that DBC is NOT expected, while giving the provided assistance (see paragraph 5.1).
- In all cases, except those mentioned above, deliver the information for the compensation (in the folder IROP of the Chap. 16 of the PBM) (for delay flight, that form will be delivered only for delay more than 2hrs).

At the end of the day:

- the station send the an e-mail for any single passenger so that Customer Relations can activate the compensation in favour of the customer. (Refers to the folder IROP in the Chap. 16)

**Note:**

**Do NOT send any mail to Customer Relation if IROP is caused by: ATC, strike, whether reasons, aa/mm damage.**

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**In case of a change of route, even if the arrival to destination is anticipated, the D.B.C. should be paid to passengers with a 50% reduction.**

If a passenger is boarded in a lower class of service he/she will be entitled to a refund as provided in Ch. 5.2 "Downgrading".

In addition, passengers who are denied boarding will be offered complementary services, such as:

- meals and drinks in proportion with the wait duration
- hotel accommodation, if necessary (further stay/overnight stay)
- airport/hotel transfer
- two telephone calls or telex, fax or e-mail messages

**Note:**

The D.B.C. must not be paid to passengers travelling with tickets issued on the basis of concession, type AD ID GE IG etc.

On the contrary, it is applied to the passengers holding tickets issued within a Frequent Flyer program or other commercial programs of air carriers or tour operators and to children occupying a seat, even when in presence of a very discounted or promotional fare, provided that it is saleable to the public.

**The Station Manager is responsible for controlling the correct application of procedures by adopting specific supervision measures to the service provided by the Handler.**

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## 5.4.2 VOLUNTARY D.B.C.

In order to reduce the negative effects caused by overbooking, stations should **ALWAYS** undertake an active search for passengers prepared to accept disembarkation on a voluntary basis in return for adequate alternative travel arrangements and a “Transportation Credit Voucher”, **TCV**.

**The TCV for a higher value than the indemnity recognised by European DBC rules can only be used at the carrier's selling points in order to buy tickets for flights of ITA flights where ITA is the marketing carrier.**

**The aim is to gradually transform the “denied boarding customer” into a VOLUNTARY DBC.**

**A voluntary passenger who accepts compensation for denied boarding shall have no further claim against the Company.**

### 5.4.2.1 Flight management

For flights with a high over-sale potential the Revenue Management (RM) should inform the station involved of any critical situation by 7.00 p.m. of the previous day indicating:

- the flight number
- the number of volunteers required
- alternative re-routing for volunteers.

The Station Manager brief the front line staff (ITA personnel and the Handling Agent) of any critical situation at the shift meeting, passing on the information received from the RM; if no information is available from RM they must analyse the operative, arrange alternative flights and identify the number of volunteers potentially necessary.

In the outbound area one or more of the staff gather information and coordinate the search for volunteers:

- the sign board (totem) is turned on where available, for passenger information;
- check-in staff are briefed on the need to find volunteers for a given flight, excluding priority passengers (e.g. PRM, UMNR etc.);
- if available an assigned member of staff contacts passengers queuing to check-in and hands out the appropriate leaflet;
- a special counter is opened to handle volunteers, make immediate provision for their alternative travel arrangements on the first flight with seats still available and issue their **TCVs** for the appropriate amount as illustrated in the following Table.

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### Compensation due to VOLUNTARY DBC

<b>Flight distance</b>	<b>TCV amount in Euro</b>	<b>reduction if STA of repro flight is within the following terms</b>	
Under 1500 Km	<b>350</b>	less than 2 hours	<b>175</b>
Legs within the EU over 1500 Km and other legs between 1500 and 3500 Km	<b>500</b>	less than 3 hours	<b>250</b>
Over 3500 Km	<b>800</b>	less than 4 hours	<b>400</b>

**Note:**

The TCV is as provided for in the Administrative procedure non-transferable, non-refundable and the LOST TICKET procedures are not applicable, therefore the TCV will not be reissued in case of loss/theft. **The TCV may be utilized on flight of the Company and where the Company is the marketing carrier.**

If necessary the search for volunteers should also be carried out among checked-in passengers in the boarding area as follows:

- an assigned member of staff or boarding area staff, with the appropriate leaflets, should contact passengers who do not have any checked-in baggage, always excluding the priority passengers mentioned above (such as: VIP, PRM, UMNR etc);
- refer back to the external co-ordination point;
- fill in two copies (with both signature) the form for voluntary DBC (see the folder IROP of the Chap. 15);
- make the alternative arrangements as agreed on the first flight with seats still available

#### 5.4.2.2 Post-Flight actions

passenger Management may use any free seats for passengers on S/BY or for the volunteers themselves, who will still be entitled to the **TCV** already issued.

At the end of the day:

- ground staff send an email for any passenger, as per the procedure downloadable from the folder IROP of the Chap. 16

Note: Do NOT send e-mail to Customer Relation if IROP is caused by: ATC, strike, weather, aa/mm damage.

**The Station Manager is responsible for controlling the correct application of procedures by adopting specific supervision measures when the service is provided for by a Handler.**

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## 5.4.3 DENIED BOARDING PROCEDURE USA

For flights departing from USA, because of a specific local regulation, additional rules for compensations apply.

### 5.4.3.1 Denied Boarding procedure departing from USA stations

In terms of volunteer assistance and research (also required by the European regulation), passengers who accept to be voluntary denied boarding are entitled to obtain all the information on their rights and the compensation methods, before agreeing with the carrier an receiving a TCV compensation.

If there were not enough volunteers, other passengers may be denied boarding involuntary, safeguarding certain categories of passengers who have boarding priority over others, such as: PRM and UMNR

When to deny boarding to a customer is needed, it is mandatory to give him/her immediately, in addition to the required assistance and required re-routing, also:

- the Informative document "Compensation for Denied Boarding" (downloadable from the folder Chap. 16) which illustrates the terms, conditions and limitations for denied boarding
- the TCV PAX DOT compensation form, entirely filled in two copies (downloadable from the folder Chap. 16)

Amount of Denied Boarding Compensation are:

from 0 to 1 hour delay on arrival compared to scheduled one	no compensation
from 1 to 4 hours delay on arrival compared to scheduled one	200% of one-way fare (but no more than 1,075\$)
over 4 hours delay on arrival compared to scheduled one	400% of one-way fare (but no more than 2,150\$)

Holders of award tickets who should be denied boarding are also entitled to compensation. The reference fare on which to calculate the amount of compensation shall be the lowest fare charged for a ticket in the same class of service.

In case of denied boarding the ancillary fees must also be refunded, if the service is not guaranteed on the new flight.

The regulations on passenger rights also include, if departing flights are delayed, some specific announcements (see announcement manual in the section dedicated to the USA) and a Tarmac procedure, that is the need of assistance on board (starting from 2 hours of delay) and to allow, if possible, the disembarkation of passengers in cases of delay on the runway exceeding 4 hours, with priority to disabled passengers. The station shall monitor the actions taken in case of delay.

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## 5.5 SYSTEM FAILURE - check-in and boarding in manual mode

This procedure will be a useful guide in case of the system became inoperative and it should be adapted to the different airport facilities/situations and also to the mode in which the failure happened (for example, if it occurs before or during the check-in-boarding operations, if it is partial or total and if only one station or more stations are involved).

### 5.5.1 REQUIRED FORMS LIST

All stations are required to print in advance the followings forms:

- form 1, "Manifesto Passeggeri" (version "free seating flight" and "assigned seating flight")
- form 2, "API DATA"
- form 3, "Manual Boarding" Sequence A (version "free seating flight" and "assigned seating flight")
- form 4, "Manual Boarding" Sequence A+M or M
- seat map of the aircraft

The download of forms 1,2,3 and 4 ("Free seating flight" and "Assigned seats flight" version) is available on the Intranet and Extranet to Chap. 16.

Each station is requested to keep a printed copy of the seat map of the aircraft and all the forms that are necessary to finalize check-in and boarding process.

### 5.5.2 CHECK-IN OPERATIONS

A specific range of sequences will be assigned to each check-in desk (or transit desk, if available), for each flight. The sequences should be used, starting from number 1000.

The check-in desk will be provided with:

- PNL (If available. If it were possible, to obtain the necessary data, contact some other stations)
- Form 1 Manifesto Passeggeri
- Form 2 API DATA
- Seat map, a specific range of seat numbers will be assigned to each check-in desk (**only in case of ASSIGNED SEATS FLIGHT**)
- boarding cards
- manual bag tag
- Priority bag tag

#### 1. Passenger with web/kiosk/mobile boarding card, at the check-in counter for additional services (e.g. baggage to be checked):

- Insert on form 1, at the column "Seq. N°", the sequence number generated by the manual mode (M) and/or the sequence number generated by the automatic mode (A).
- Then write on the boarding pass the sequence M that we have generated, next to the sequence A, the one which already exists.

#### 2. Passenger at the check-in counter without boarding card:

- it is mandatory to check-in passengers one by one (single check-in)
- fill in the form 1, starting from the first number of sequence in our list. (**Only in case of assigned seats flight:** use our seat map exclusively distributing the seats that we were allocated).
- Then fill in the following fields of the boarding pass:
  - name, surname
  - flight/date
  - from/to
  - class of travel
  - sequence of check-in M
  - gate number
  - boarding time
  - seat number (**only in case of assigned seats flight**)
  - n° ETKT
- fill in the baggage tag with flight/date and the first stop of the flight and transit station. (Please, tag the baggage to the final destination also in case of multi-leg flights!)
- if necessary, fill in the form 2

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### 5.5.3 DATA COLLECTIONS AT THE END OF CHECK-IN OPERATIONS

When all passengers are checked-in, the Supervisor shall perform the following actions:

- A. collect from every check-in point all filled forms
- B. take note of the total number of passengers and baggage registered at that time
- C. all forms 1 and 2 have to be delivered to the boarding gate of the flight
- D. fill in a general Seat Map (**only in case of assigned seats flight**), combining those filled in at the check-in counters and send to the boarding gate the list of seats still available at that time
- E. keep at least one check-in point available to manage any "last" passenger (in this case a new Manifest Passengers form 1 named "LAST", will be used)
- F. share the data at point B. with the colleagues involved in the flight departure
- G. when the "LAST" check-in counter has been closed, withdraw the LAST Manifest Passenger form 1 and provide the boarding gate and the colleagues involved, with the final number of Passengers and Baggage.
- H. deliver to the gate the "Manifesto Passeggeri LAST" form 1

### 5.5.4 BOARDING OPERATIONS

(ATT: if only the gate is affected by the failure of the system, use the list of checked-in passengers to proceed to the tick)

**3 different situations may occur at the boarding gate:**

1. passengers provided with an automatic boarding card (printed before the system has become inoperative and showing only the sequence A) going directly at the gate. They are not in the form 1 list. **On their boarding card it is only visible the SEQUENCE A**
2. passengers provided with an automatic boarding card printed before the system became inoperative and showing only the sequence A. They have approached a check-in desk after the system has become inoperative. They are in the form 1 list. **On their boarding cards are visible BOTH THE SEQUENCES A+M**
3. passengers provided with the manual boarding card printed after the system became inoperative and showing only the sequence M. they are in the form 1 list. **On their boarding card it is only visible the SEQUENCE M**

**Gate will be provided with:**

- **form 3:** you have to use it to record and check off passengers referred to in point 1) **ONLY SEQUENCE A**
- **form 4:** you have to use it to record and check off passengers referred to in point 2) and 3) **BOTH THE SEQUENCES A+M or ONLY SEQUENCE M**

#### 5.5.4.1 PRE-BOARDING

It is necessary to identify and separate passengers who are in the form 1 list (provided with boarding card showing only sequence M, or both of the sequences A+M) from those who are not in the form 1 list, with automatic boarding card showing only sequence A. Proceed with the registration of the latter by filling in the mod.3. (**only in case of assigned seats flight**, verify that the seats allocated to them are available in the general seat map. Otherwise, proceed to change the seat and inform the Supervisor about the update).

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**Use the following announcement to separate passengers:**

*“Signore e Signori,  
a causa dell’ interruzione del sistema automatico di accettazione, preghiamo i passeggeri che non si sono presentati ad un banco check-in, in aeroporto di avvicinarsi al gate.  
Grazie”*

*“Ladies and Gentleman,  
due to a temporary fault of the automatic check-in system, we kindly ask our passenger that did not contact a check-in desk, here in the airport, to approach the gate.  
Thank you”*

Verify that the sum of the passengers in the list on the modules 1 and 3, does not exceed the number of seats available on board. If necessary, adopt the procedure relating to the overbooking (research PAD, volunteers, etc.).

#### 5.5.4.2 BOARDING

When the announcements are done, proceed with the boarding operations (in case of free seating flight the appropriate announcement must be done)

##### Check the correspondence between the boarding pass and the ID card of the passenger

Additionally:

1. **in case of passengers provided with boarding cards showing the only sequence A, proceed with ticking off the boxes of the form 3 as follows:**
  - adult and child: make a diagonal line (/) on the sequence shown on the boarding card
  - INFANT: make an X on the sequence shown on the boarding card (obviously will be the same of the sequence of the adult associated).
2. **in case of passengers provided with boarding cards showing both the sequences A+M or the only sequence M, proceed with ticking off the boxes of the form 4 as follows:**
  - adult and child: make a diagonal line (/) on the sequence shown on the boarding card
  - INFANT: make an X on the sequence shown on the boarding card (obviously will be the same of the sequence of the adult associated).

#### 5.5.5 FINAL OPERATIONS

- Send the messaging to the involved destination and/or transit stations via fax, mail or by phone (as agreed with the station), highlighting passengers with luggage in transit tagged to the final destination (Form 1).
- Notify the numbers of those electronic tickets whose status has to be turned into **“used”**.

Boarding can be considered finished when the sequences form (form 4) has been filled in, ticking off the notified sequences, by obtaining the TOB. For further confirmation, it is also necessary to do the passengers head count on board.

## **6 SCP- PRM (Special Categories of Passengers)**

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	SPECIAL CATEGORIES OF PASSENGERS (SCP)	Ed2 Rev 1/Oct 15 2022	

## 6.1 SPECIAL CATEGORIES OF PASSENGERS (SCP)

For safety purpose, SCP (Special Categories of Passengers), following the definition of the EASA (European Aviation Safety Agency) regulation, are intended to be persons requiring special conditions, assistance and/or devices when carried on a flight.

The above category is composed by:

- PRM (passengers with Reduced Mobility) who, without prejudice to Regulation (EC) No1107/2006, are person "whose mobility is reduced due to any physical disability, sensory or locomotory, permanent or temporary, intellectual disability or impairment, any other cause of disability, or age.
- infants and unaccompanied children UMNR
- deportees, inadmissible passengers or prisoner in custody

SCP shall be carried under conditions that ensure the safety of the aircraft and its occupants and their number should not exceed the number of passengers capable of assisting them in case of emergency situation and shall not be allocated, nor occupy, seats with direct access to emergency exits or where their presence could impede crew members in their duties, obstruct access to emergency equipment or impede the emergency evacuation of the aircraft.

In order to respect the safety requirement above could be necessary to book the passengers on an alternative flight to the desired one.

## 6.2 PWD and PRM DEFINITION AND PROCEDURES

The term PWD (Passengers with disabilities) refers to individual functioning, including physical limitation, sensory impairment, cognitive, intellectual and mental disabilities, neurodevelopmental conditions and chronic diseases. Non-visible disability are defined as disabilities that are not immediately apparent. With the term PRM are intended passengers whose mobility is reduced due to any physical disability (sensory or locomotory), permanent or temporary, intellectual disability or impairment, any other cause of disability, or age who needs some degree of special accommodation or assistance over and above that provided to other passengers are defined PRM. PWD and PRM require specific attention from the Company staff and the staff of the other carriers eventually involved (for interline itineraries) who must activate appropriate measures and arrange for dedicated equipment/services in order to ensure them the best possible service in the safest conditions both on the ground and during the flight. In order to improve their identification at all stages: reservation, check-in and ground management a standardization is needed.

PWD and PRM are divided in two macro groups: passengers who require a special assistance, to whom generally a medical clearance to fly is not needed, but it is only required a verification that the information added in the system (SSR) at booking stage are the one needed and requested by the passenger and passengers defined "medical cases", who need a medical authorization to fly.

Physical disability	WCHR	(Ramp) Passengers who require a wheelchair to walk long distance to/from the aircraft. They are able to get up and down the stairways and move around inside the aircraft.
	WCHS	(Step) Passengers who are able to move around the aircraft cabin independently, even if with difficulty. They are unable to get up and down the stairway. This code includes passengers without both upper limbs, or with an upper limb or both in plaster or cast, with a lower limb in plaster or cast or both lower limb in plaster or cast which allow the passenger to bend the knees and stay seated. As per par.6.2.12.3.2 if in possession of personal wch or scooter, the specific code shall be pointed out to give evidence of type of power supply, weight and dimensions.
	WCHC	(Cabin) Passengers who need a wheelchair during boarding, disembarkation and in order to move around the aircraft during the flight. As per par.6.2.12.3.2 if in possession of personal wch or scooter, the specific code shall be pointed out to give evidence of type of power supply, weight and dimensions.

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Cognitive disability	DPNA	Passengers affected by a mental disorder with intellectual or developmental disability. Depending on the kind of assistance and the autonomy of the passengers they can travel with or without an escort. The SSR must specify details. A certificate of a specialist: neurologist, psychiatrist or neuro-psychiatrist is required for evaluation.
Sensory disability	BLND	Blind passengers
	DEAF	Deaf passengers
Medical Cases	AOXY	Passengers who need company extra oxygen during the flight
	STCR	Passengers needing a stretcher. In this procedure are included passengers: with a lower limb, or both lower limbs in a full cast not allowing them to remain seated during the flight, with the seat belt fastened, as the seat during take off, turbulence and landing shall be in upright position.
	MEDA	Passengers with medical condition who require a medical authorization to fly. This code includes passengers who travel with their respiratory device. Must always be associated to the specific code related to level of disability.
	MEQT	Passenger traveling with an electro medical apparatus. It must be checked with a MEDA code. If the apparatus is not present in the ANNEX 1 (list of electro medical apparatus), verify the possibility of use on board.
	PPOC	Passenger traveling with an oxygen concentrator. It must be checked with MEDA code. If the apparatus is not present in the Chapter 16, verify the possibility of use on board.
	POXY	Passenger travelling with his own oxygen apparatus (stroller). It must be checked with MEDA code. If the apparatus is not present in the ANNEX 1 (list of electro medical apparatus), verify the possibility of use on board.

## 6.2.1 General Rules

European regulation requires passengers at least 48h advance booking in order to allow carriers and airports to organize the assistance needed

At airports located in the territories of the European Community the assistance and the equipment to move PRM on the ground are under Managing Body of the airport responsibilities.

If the 48h time limit cannot be respected the company will make reasonable efforts to accommodate passengers who request a dedicated assistance late or directly at the station, without penalizing the flight regularity and respecting flight safety measures.

PWD and PRM and their escorts (safety assistant or personal care attendant) must always have a confirmed reservation for the whole itinerary, including any legs involving another carrier even for any special services requested

As per European regulation 1107/2006, an air carrier may refuse, on the ground of disability or reduced mobility, to accept a reservation or to embark a PRM only in order to meet applicable safety requirements established by international, Community or national law.

PWD and PRM passengers have the right to free transportation, in cabin or in hold, of:

- guide or service dogs (SVAN)
- two own mobility aids (e.g. walker, crutches etc. One manual and foldable wheelchair is allowed in cabin only on board of 330 . See chapter 6.2.12.3)
- one personal medical apparatus to be used on board or at flight destination (e.g. POC) of dimension equivalent to a cabin baggage;
- medicines or medications in cabin and eventually syringes or auto injectors to take them.

### in the HOLD of aircraft:

- one piece of checked baggage of 23 kg to carry medical material (e.g. sanitary device such as incontinence pad, draining devices as catheters, etc.)

Other specific requests of free transportation shall be evaluated with Revenue Management Department.

If PWD or PRM are considered self-reliant, they can escort a CHLD or an INFT.

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## 6.2.2 Additional payments and services

Costs related to special medical equipment supplied by the Company (e.g. stretchers or oxygen apparatus) and expenses for eventually PRM temporary hospitalization or ambulance transportation, even during transit if needed, are at passengers care.

PRM both STCR/AOXY are charged only for the STCR service.

## 6.2.3 When escort is required

The concept of escort has been replaced by the notion of safety assistant and personal care attendant.

### 6.2.3.1 Personal care attendant definition (escort for pax personal needs on board)

Those kind of escorts must be able to assist PWDD or PRM in theirs personal needs during the flight (eating, use of the lavatory facilities, taking medicines etc.). The personal care attendant is not responsible for the PWD/ PRM during an emergency aircraft evacuation, that duty is performed by the "safety assistant". Safety assistant and personal care attendant might be the same person.

If passengers conditions are such to leads one to believe that the passengers will need an escort for their personal needs, **they must be always informed that flight attendants can help them in reaching the toilette and opening food packages. They can't help them in taking medicine, food or inside the toilettes. Therefore if they need to be helped advice them to travel with a "personal care attendant".**

### 6.2.3.2 Safety assistant definition (escort for safety evacuation)

Safety assistant is a person of at least 16 years old, physically and mentally able, willing to evacuate the PRM in case of emergency or to understand and apply safety instructions on behalf of the PRM.

A safety assistant can escort only one PWD/PRM and cannot escort an infant or a child at the same time.

**A safety assistant is required and receives a dedicated briefing by the crew on board, whenever the PWD/PRM is not self-reliant** because is:

- not able to appropriately respond to flight safety instructions because of a mental disability
- not able to physically assist in his/her own evacuation because of severe mobility impairment (such as: unfasten their seat belt, leave their seat and reach an emergency exit unaided, retrieve and fit a life jacket and an oxygen mask without assistance)
- not able to establish some means of communications with flight attendants because of a severe seeing and hearing impairment
- need to use a POC (personal oxygen concentrator) or other kind of medical apparatus and is not able to see/ hear the possible alarm sign of the equipment and take appropriate action
- required by the booking procedure of group of Non mobile PRM in order to be sure to respect the safety requirement that the number of SCP on a flight.

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To respect the safety measure established by EASA (European Aviation Safety Agency), station managers must verify that the SCP (Special Categories of passengers PRM, INFT, UMNR, INAD, DEPO, and detainees) on a flight don't exceed the number of passenger capable of assisting them in case of an emergency evacuation. If necessary, they must propose an alternative flight to those exceeding passengers, during booking operations.

#### 6.2.4 Definitions of Self-reliant/Non Self-reliant, Mobile/Non Mobile PWD/PRM

PRM, for emergency evacuation and their assistance during the flight, are defined as Self-reliant or Non Self-Sufficient, Mobile or Non Mobile according to the scheme below:

- <i>Mobile</i> :	can reach an emergency exit unaided by an able bodied person
- <i>Non Mobile</i> :	require the help of an able bodied person to reach the emergency exit; but can contribute to their own evacuation
- <i>Self-reliant</i> :	a) can respond to flight safety instructions, physically assist in their own evacuation, to establish communication with flight attendants; unfasten seat belt, retrieve and fit a life jacket and an oxygen mask b) can, without assistance, to cope with their personal needs including meals, use of the lavatory, etc.:
- <i>Non Self-reliant</i> :	a) can't: follow the safety briefing, respond to flight safety instructions, physically assist in their own evacuation because of a severe mobility impairment (e.g. passengers not able to physically assist in their own evacuation are people who have four paralysed limbs), not able to establish communication with flight attendants (need a safety assistant); can't unfasten seat belt, retrieve and fit a life jacket and an oxygen mask. b) aren't able to cope with their personal needs including meals and use of the lavatory, etc.:

\*As per European regulation 1107/2006, an air carrier may refuse, on the ground of disability or reduced mobility, to accept a reservation or to embark a PWD/PRM only in order to meet applicable safety requirements established by international, Community or national law.

As per the above paragraphs b), it is reiterated that passengers must be always informed that flight attendants can help them in reaching the toilette and opening food packages. They can't help them in taking medicine, food or inside the toilettes. Therefore if they need to be helped it is strongly recommended to travel with a "personal care attendant".

Customers affected by Down Syndrome, if able to understand and follow flight safety instructions, can travel alone.

#### 6.2.5 Medical clearance

Although PWD/PRM are not obliged to give proof (medical or of any other nature) to justify the assistance required and therefore carriers may not request such proof as a pre-requisite to sell a ticket or for transportation, when the medical condition of any passengers are such that a reasonable doubt exist that a passenger may complete the flight safely, the carrier or an Agent, on behalf of a carrier, can request a medical clearance.

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### 6.2.5.1 PWD or PRM who require a Medical Clearance

The SSR MEDA (Medical case) not to be used for passengers with disability or reduced mobility who only require special assistance or handling at the station to be boarded/offloaded.

PRM who require a medical clearance to fly, apart from the specific code which identify the type of disability, must be booked using the SSR MEDA too (**see paragraph 6.2.5**)

The following category of passengers need a medical authorization with a prognosis “**Good**” (at the point 16 of the MEDIF) for the flight:

- **with the Competent Physician of ITA: STCR, STCR/AOXY, AOXY**
- **without the approval of the ITA Physician: MEDA, MEQT, POXY**

**Passengers travelling with POC** (personal oxygen concentrator) must still be booked using the SSR MEDA and only require a medical certificate, signed by a qualified doctor, which must certify:

- the passenger using the POC can travel by air safely
- the need for the POC for all or part of the travel
- the oxygen flow needed
- they are able to see/hear the safety sound and light signal of the apparatus and take action without assistance or if an escort is required to perform such activity;

### 6.2.5.2 Information form for passengers who request assistance

With the aim to grant that all the useful information to complete a booking of a passenger is correct and as standardize as possible, to better organize the assistance needed, the IATA has foreseen the optional form A “Information sheet for customer requiring special assistance”. The same information in a standard format must be added in an electronic format in the booking system (PNR) to organize adequate assistance for the customer and be transmitted to each carrier involved in the itinerary.

**The form A is mandatory only in the case in which a medical authorization to fly is needed. In this case it must be filled in by the passenger or his/her delegate and presented together with the MEDIF form (part B1 and B2).**

### 6.2.5.3 MEDIF – Medical Information Form

When a medical clearance to fly is needed the complete fill in of the MEDIF form is required.

IATA has foreseen a form to gather medical information called “Information sheet for passengers requiring medical clearance” composed of two part B1 and B2. The form, completed in its two parts, must be filled in and signed by the passenger's attending physician, and be signed by the passenger or a delegate prior to be sent to the Call Center to finalize the procedure. The passenger's physician must indicate, among other information, if an escort is required and the prognosis for the journey, that is valid as a medical clearence for air travel. The only exception is the STCR, AOXY or STCR/AOXY, for which the Physician of the Company authorization is needed.

**The MEDIF must not be dated more than 7 days prior to the departure date (10 days USA itineraries). Exception: if the form used and approved for the departure contains the return date as well, it is considered valid and authorized even for the return flight.**

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The Company must transmit all the data gathered in the MEDIF to all the other Carriers who will be involved in the PRM itinerary in order to allow them to pre-coordinate all the services required during transit, connection and arrival.

The origin station or the transit station, if the original flight is not an ITA flight, must scan the MEDIF, or the other medical certificate presented on a different form, and sent it to: **MEDIF@ita-airways.com**

Sending to the mailbox is valid as an archive of the form itself. However, any additional copies of the scanned medical certificates sent to the mailbox must be destroyed at flight arrival at destination and, anyhow, no later than 24 hours following the flight departure.

#### 6.2.5.4 How to use the FREMEC

The FREMEC (Frequent Traveller's Medical Card) is acknowledged by IATA and issued by some Carriers (not ITA) in order to facilitate air travel by regular passengers who are permanently disabled or chronically ill; it can be accepted by the IATA Carriers as a medical clearance for air travel within its validity and subject to any limitation(s) stated thereon for identification of the holder's incapacitation.

Whenever special assistance or handling is required, the further information communicated by the passengers verbally or written in the form A "Information sheet for customer requiring special assistance", in addition to the data written in the card itself, must be added in a standard format in the reservation (PNR) to allow all the stations involved in the itinerary to organize the services.

Possible additional requests which differ from what stated in the card not only related to handling management, including boarding or disembarking, must be evaluated and, if needed, an additional medical clearance can be required (MEDIF).

#### 6.2.6 Meda Passenger (Medical Case)

Those passengers defined MEDA (Medical Case) by the IATA are passenger who, for the following reasons, are subject to a prior medical clearance for air travel and in some cases be escorted:

- **can suffer from any disease** that could be contagious and communicable to the other passengers;
- **would require, for their physical and/or mental condition, medical assistance and/or special equipment** during ground operations and during the flight (e.g. passengers using MEQT, PPOC, POXY etc.);
- suffered a recent injury or **surgery**
- **might have their medical and/or mental condition aggravated during or because of the flight** and represent a risk for themselves and/or the other passengers and/or for the safety and/or punctuality of the flight (including diversion of the flight and unscheduled landing);
- **are premature babies** (the air travel is always not advisable for infant born less than 7 days);
- **are pregnant women**, that although they shall not be considered as "Incapacitated passengers", shall be required a medical clearance whenever from the information given by the passenger when booking or during check-in appears that:
  - confinement may be expected in less than four weeks;
  - there is uncertainty of progress of pregnancy or time of confinement;
  - that there were previous multiple births;
  - complications in delivery may be expected.

When pregnant women are in normal health and with no pregnancy complications, shall normally be accepted without medical clearance

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- **are persons both blind and deaf**, such PRM don't need a medical clearance (they must not need to fill the MEDIF unless they have other pathologies), but they must be accompanied by a safety assistant.
- **are minors to whom, for specific and certified medical conditions, is allowed to be seated in theirs parent/escort lap or using a child restraint device** even if they already overcome the age to be infants (e.g. paraplegic or tetraplegic children)

**As for premature babies, pregnant women and passengers both blind and deaf, it doesn't exist a specific IATA code those passengers shall be indicated at booking stage as MEDA and reservation agent shall record all the information on PRM typology in their PNR. the MEDA code shall be associated to the specific code regarding the kind of disability.**

**Those passengers travelling with a POC must be able to see and hear the sound and light warnings signal of the apparatus in case of theirs activation and be able to take appropriate actions or travelling with an escort able to perform such functions. The Medif must state this requirement (see the Annex 1 folder 19 for further details).**

Whenever a MEDA code appears in the passengers' list, ground staff shall verify the passengers' PNR in order to know the correct PRM category and apply the relevant procedure.

The Carrier obligatorily request to MEDA PRM to supply a medical clearance and, whenever some circumstances occurs, to have an escort as indicated in chapter 6.2.3. Only exception is represented by passenger both BLND & DEAF to whom is required an escort and to fill in the section E of the MEDIF but not a medical clearance.

The other Carriers involved in PRMs' itinerary shall be notified by the Company of all the data recorded in the MEDIF and in the shaded areas of the FREMEC, if applicable, in order to let them pre-coordinate all the services required during the transit and the arrival.

#### 6.2.7 Stretcher service

STCR service is allowed, at a fee, on board of almost ITA aircraft in the fleet. The stretcher service is precluded to infants and those who do not reach 1 meter in height. For the other limitations always verify on Aircraft Configuration Chart (chap. 15). In the case of flights using the territorial continuity system, the service is guaranteed.

**Those passengers who need a STCR are requested to have a medical clearance for air travel and must be accompanied. If medical assistant is needed, the escort must be a physician or a nurse. All expenses related to medical assistance and ground transports (e.g. ambulance) are at passengers expenses.**

The stretcher is not a permanent aircraft equipment, it is installed on board, only when booked by the passenger on specific flight/date.

It can be installed only one stretcher per flight, in economy class, on last rows.

Stretcher passengers can be AOXY at the same time.

#### 6.2.8 Company oxygen medical apparatus

Passengers who require special oxygen equipment on board during the flight are identified by the IATA code AOXY.

AOXY apparatus is not a permanent aircraft equipment; it is installed on board of some aircraft, only when booked by the PRM, on specific areas / classes according to aircraft type and according to whether the passengers is: AOXY only or both AOXY and STCR. It is subject to availability, that must be verified during booking stage, even on the basis of the quantity of oxygen needed by the passengers and flight duration.

On aircraft where the service is available, it is allowed 1 AOXY and 1 STCR, both services may be booked at the same time by a single passenger.

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The apparatus, which must be located at a window seat, maintains a continuous standard flow of 4 litres per minute and it is equipped with a gargle humidifier which can be attached to a nasal cannula or to a oro-nasal mask.

The flow is set by the Engineering Department in agreement with the Competent Physician of the Company, on observance of the Italian Laws, and may not be altered by any other department.

Oxygen therapy on board is under the exclusive control of the Cabin Attendants.

Company oxygen apparatus is available only on board, it can't be used prior of the embarkation, nor during transit or during disembarkation. Those passengers needing oxygen in a continuing flow, even during the above phases, must provide theirs own arrangements (e.g. by using a POC)

### **6.2.9 AOXY and or STCR equipment request**

The request for special STCR, of the AOXY equipment must be sent to the Customer Center to the competent departments that will coordinate among them to give a rapid answer.

### **6.2.10 Request for special medical equipment**

PRM may request the carriage of the installation on board of their special medical equipment. on board. The Customer Center receiving such a request shall notify it to the Technical / Operative Departments involved, after considering the practicability will give a final reply to the request.

#### **6.2.10.1 Request for transportation/use of passengers medical equipment**

Portable medical support equipment are all kind of small size electrical/electronic equipment, powered by battery, used for passengers' medical diagnosis, treatments and surveillance (e.g. POC Personal Oxygen concentrators, mini glucose meter, suction systems, infusion pumps, CPAP, etc.)

All equipment other than oxygen concentrators (PPOC) and passenger own oxygen (POXY), for which a specific code exist, must be booked as MEQT and the type of apparatus must be specified, the MEDA code must be added.

For further information regarding: use on board, brand and type already verified as safety to be carried on aircraft, for which it is not required to ask for a new authorization, refers to Annex 1 "List of approved Medical Equipment apparatus" (downloadable form the folder PRM of Chap. 16)

In all other cases reservation offices shall send a request, including detailed information on the equipment (type, technical specification, builder) provided by the passenger, to the Technical/Operative Department involved, that will analyse/authorize the transportation, whenever possible.

Inform the passenger to carry an adequate number of batteries for the entire flight duration considering possible delays (about 150% of flight duration). If the apparatus contains a lithium battery, it must not exceed 100Wh, additional spare batteries rated below 100 wh each can be carried on board, provided they are individually packed and protected to prevent short circuits. Lithium batteries can't be carried in hold.

Small gaseous or air cylinders necessary for medical purposes (registered as POXY) **not exceeding 5 kg in gross weight**, are allowed in cabin subject to carrier approval.

When the apparatus are accepted on board, they can be carried in the cabin (see DG tab chapter 2), in excess to the standard cabin allowance, and must be stowed under the seat in front of the passenger who need it. The passenger must NEVER be located at an emergency exit row or in front of a bulkhead: they cannot be used on board

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After evaluation of Revenue Management, equipment which are bigger than standard, may be carried on board free of charge.

### 6.2.11 PREGNANTS

Pregnant women shall not be regarded as "Incapacitated passengers", unless some particular conditions exist for which it is better no to travel by flight, therefore they should be always suggested to volunteer information about their health conditions.

Whenever pregnant women are in normal health conditions or with no pregnancy complications, they shall normally be accepted, without medical clearance. Pregnant women must have a medical clearance for air travel and booked as MEDA, whenever, from the information given by the passenger at time of booking or at check-in, appears that:

- confinement may be expected in less than four weeks;
- there is uncertainty of progress of pregnancy or time of confinement;
- that there were previous multiple births;
- complications in delivery may be expected.

### 6.2.12 PRM who do not require a medical clearance

The following PRM are not required to fill in the MEDIF, but the agent must verify that the information added at reservation stage (SSR) are correct and correspond with the real passenger's requests and specific needs:

- **WCHR, WCHS, WCHC, BLND, DEAF, BLND/DEAF, DPNA (for DPNA passengers consider any single case see paragraph 6.2.12.2)**

**Note: If the PRM mentioned above are in a physical and/or mental conditions, even temporary, which puts them within one of the type of PRM to whom a medical authorization to fly is required they must be booked also with MEDA code and a medical clearance to fly shall be requested.**

#### EXCEPTION:

- prior the flight departure, the Carrier may require a passenger to supply a medical certificate whenever it or its delegate is informed that a passenger suffers from a communicable disease, or he/she can cause a risk for flight safety, including diversions or emergency landings, he/she needs medical assistance or equipment (e.g. passengers who shows evident respiratory difficulties) or might get worse cause of the flight.
- in the case of a high level of health emergencies from local areas or from abroad, the Operator must activate the indications coming from the local air health unit together with the representative of the assisted Carrier.

#### 6.2.12.1 Passengers with sensory disability: BLND and DEAF or Both BLND/DEAF

Passengers who identify themselves as BLND or DEAF must be given the same possibility as the other passengers to access information.

Communicate any information directly to the BLND passengers and, in case of disruption, read calmly and clearly, without comments the leaflet regarding passengers' rights (As per the European Regulation 261/2004). On board of medium haul flights are available briefing cards with safety instructions in braille.

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Communicate with DEAF passengers by using visual means (monitor, writing, etc.) and, in case of passengers using lip reading, ground staff shall use normal speaking tone, speak rather slowly, keep the hands away from the mouth and maintain eye contact with the passenger.

**As there isn't a IATA code identifying passengers who are both BLND and DEAF, at time of booking they should be indicated in the PNR as MEDA**, even if they are not requested to show a medical authorization to fly, in the PNR must be specified they are **BLND/DEAF**.

Both **BLND/DEAF** passengers, because of their particular condition that impede communication of safety measures by the flight attendant, **are always requested to travel with a safety assistant**.

The PNR must specify if they travel with an assistance dog. The dog travels free of charge in cabin and with no weight limit (see PBM Chap. 2 SVAN)

Assistance must be proposed not imposed to BLND or DEAF or MEDA - BLND/DEAF PRM travelling with an escort. In the case they don't want to be assisted, the ground staff, after informing the Ramp and the ramp the crew about such a passenger, must send a telex to all the other stations involved in the itinerary signalling that no assistance is needed.

#### 6.2.12.2 Passengers with cognitive disability (DPNA)

DPNA are passengers affected by an intellectual or development disability. Some examples of DPNA passengers are: people affected by Alzheimer, Autism, brain injury or intellectual following incidents, cognitive disability, people affected by Down Syndrome, etc.

On the basis of their degree of autonomy, that is if they are able to understand and apply safety instructions given by flight attendants, they can travel alone or need an escort. It is always necessary a case by case evaluation. It is therefore necessary a certificate issued by a psychiatrist, neurologist or neuro-psychiatrist attesting a psychophysical fitness to flight and the possible need of an escort (a facsimile of the certificate is available at the folder Chap. 16 of the PBM)

It is not normally requested a medical authorization to fly, but if needed SSR MEDA shall be entered in the PNR.

How to handle DPNA who travels alone:

- on departure accompany the passenger from check-in to the gate, assist him/her at embarking and ensure handover to the crew
- on arrival meet and accompany the passenger till the people waiting for him/her or to the surface means of transport (e.g. taxi)
- in case of transfer accompany him/her from one flight to the other and assist the passenger by ensuring handover to the crew of the new flight

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### 6.2.12.3 Passengers with mobility disability

On the basis of the mobility disability, passengers can be booked as WCHR, WCHS or WCHC. Stations must have wheelchairs to move such passengers in all phases, from the designated point to check-in, security checks, boarding, during transit, on arrival, retrieve baggage, emigration and security procedures.

At all stations where the service is available, the transport of disable passengers (WCHC excluded) can be done by mini car.

Whenever airport infrastructures allow it, particularly WCHC passengers should be allowed to reach the aircraft by using their own device (wheelchair, scooter, etc.) and to receive it back on arrival near the aircraft, even in case of transit. Inform the stations of transit/arrival accordingly to allow device handling.

Whenever what above is not possible, cause of airport infrastructures, inform the passenger and give adequate assistance in all phases: boarding, transit and arrival. Label the device till the final destination and inform the passenger to retrieve it at carousel.

All ITA aircraft are equipped with a wheelchair to enable non-mobile passengers to move around during the flight. On board of 330 to one passenger, on a first come first served basis, it is allowed to stow a foldable, manual wheelchair in an appropriate compartment. After registration of the corresponding SSR (WCHC-S-R) the appropriate code shall be used to describe the type of power supply, size and weight.

#### 6.2.12.3.1 PRM with a leg/s in plaster or in a full cast

On the basis of the seriousness and consequent ability to walk, such passengers can be identified as: WCHR, WCHS, WCHC or, if not able to remain seated with the seat in upright position at least during take off and landing, as STCR.

Those passengers, as all the other PRM, with a limb in plaster or in a full cast should never be assigned at emergency exits seats, neither should occupy or constitute an obstacle of an aisle;

Even thought they are not directly at an emergency exit, on aircraft 330 seats located in the middle row corresponding to the emergency exit shall never be assigned to passengers with limb immobilized or in plaster, because they are in the same row of the emergency exit, in the only passage way, in the economy part of the aircraft, from one side to the other, therefore such passengers could constitute an obstacle and slacken the emergency evacuation of the aircraft in the case only one side of the emergency exit would be available.

Refers to the following guidelines whenever in presence of a passenger with a limb in plaster:

- **with an upper limb in plaster** or with a brace assign them a aisle seat paying attention that the limb in plaster remains on the inward side of the seat.
- **with a lower limb in plaster or a straight cast that allow the passenger to travel in a sitting position**, he/she must be seated at a windows seat, facing the bulkheads so that the plastered limb remains on the inward side of the seat. The limb in plaster must not obstruct the aisle.
- **with both lower limb in plaster or a lower limb in plaster or in a full cast that force him/her to travel in a reclining position also during take-off and landing**, must book a stretcher, therefore the STCR procedure must be applied to him/her. As they are not able to use the standard airline seat in a sitting position.

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### 6.2.12.3.2 Kind of batteries for mobility devices WCH

Ensure that the customer hold the manufacturer instruction of the wheelchair/scooter or an informative form with the details of the kind of battery, to verify and have all the additional element on the correct handling of the wheelchair/scooter and relevant battery.

The transportation of PRMs' mobility devices is allowed, free of charge, with different modalities depending on the kind of batteries:

- **Folding wheelchair WCMP – Manual Power**

One folding wheelchair belonging to the WCH passenger may be carried in cabin, space permitting, otherwise it must be carried in hold. On 330 aircrafts there is a special stowage in the cabin to store one fold-able passenger's wheelchair, on a first come first service basis.

- **Wheelchairs with battery power**

To avoid damaging the aircraft and to ensure flight safety, battery run wheelchairs, loaded as registered baggage, and so treated as dangerous goods, are subject to the regulations shown on the next points:

- **Wheelchairs with WCBD dry cell batteries**

May be accepted only in hold after checking that the battery has been disconnected and the terminals have been isolated to prevent accidental short-circuits.

- **Wheelchairs with WCBW wet cell batteries**

if the wheelchair or mobility aid is loaded, stowed, secured and unloaded always in an upright position then the battery may remain installed in the wheelchair. The battery terminals must be insulated to prevent accidental short circuits. If the wheelchair or mobility aid cannot be loaded stowed, secured and unloaded always in an upright position, the battery must be removed and the wheelchair or mobility aid then be carried as checked baggage without restriction. The removed battery must be carried in strong, rigid packagings as follows:

- resistant;
- made of impermeable, rigid material (must not allow the liquid to escape)
- lined with sufficient absorbent material to guarantee the total absorption of the liquid if there were to be a leak;
- the container must be clearly marked with the code WCBW (Wet Cell Battery) and a "This Way Up" arrow to ensure that the container is stowed in the correct upright position.
- the battery has been disconnected and the terminals have been isolated and where possible capped to prevent accidental short circuits.

The battery, in the container described above, and the wheelchair may be loaded separately as registered baggage and their whereabouts on the aircraft must be subjected to Dangerous Goods requirements, accounted for the load control and reported to the Captain.

- **Wheelchairs with lithium-ion batteries WCLB**

These batteries may only be accepted if:

- battery terminals are protected from short circuits (e.g. by being enclosed within a battery container, and the battery is securely attached to the wheelchair);
- carried in a manner so as to prevent unintentional activation and that they are protected from being damaged by the movement of baggage, mail, stores or other cargo.
- the battery must respect the requirement of the UN Manual of Tests and Criteria part III section 38.3
- can be deactivated by switching off its key
- in the case where the battery is not secured to the device, the battery must be removed and carried in cabin in a protective bag and the maximum capacity of the battery must not exceed 300Wh or for devices with 2 batteries is of 160 Wh

**For further details see table DG chapter 2**

Interline transportation can be guaranteed only on after a booking confirmation from all the other receiving carriers.

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### 6.2.13 On-Board wheelchairs

All ITA aircraft are provided with a wheelchair to move PRMs passengers around the cabin only.

### 6.2.14 Passengers traveling with liquid medicines and syringes or diabetic

Medicines, insulin and devices required to administer it included, must be carried in the cabin baggage, in order not to suffer from alteration due to the change in temperature in the hold and to be easily accessible during the flight even in case of long delays or disruptions.

Passengers who suffer from diabetes don't need a medical clearance, unless they haven't been in hospital in the past 30 days proceeding the flight.

**Passengers are authorized to carry syringes and liquid, gel or paste medicines, for personal use only, sufficient for the entire journey (flight out, stay and flight back). Security checks can be passed upon production of the following documents:**

- medical certificate, dated no more than 30 days prior to the departure, attesting the need, quantity, way of taking and administration modalities of the medicine.
- medical instructions sheet,

Inform the passenger that the syringes eventually used during the flight must be given to the crew members who will arrange their waste disposal.

Syringes and medicine travel under the passengers custody and liability.

### 6.2.15 Guide and service dogs transportation SVAN

PRMs who travel with a guide or recognized assistance dog can carry it free of charge, in cabin, without weight limit and kennel, provided they are leashed and the owner holds a muzzle to be used only if requested by the captain of the flight (just in the case the dog, during the flight shows an aggressive behaviour).

Guide and assistance dogs transportation is free of charge even when carried in hold, even if requested by the passenger.

The free transportation of guide dogs is possible only when escorting a disable not when they travel with a trainer.

Guide dogs or service dogs may be identified by an identification card or label, the presence of a harness and for/to USA simply by the verbal and credible insurance of the passenger. If the dog shows aggressive behaviour (growled) carry it in the hold (see PBM 6.3.3)

For itineraries to/from USA, see paragraph Travels to/from USA.

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### 6.2.16 PWD and PRM traveling as a group

In order to grant transportation, at booking stage of the flight already, of non de-ambulatory self reliant PRMs travelling in group respecting the safety requirements not to exceed the number of passengers capable of assisting them in case of an emergency evacuation, the Customer Centre shall insert the correct codes identifying theirs needs (SSR) in the reservation and inform the group leader about:

- how many safety assistant will be required;
- escorts characteristics;
- PRMs and their escorts check-in procedures;
- their check-in scheduling.

Once the booking has been confirmed, Customer Centre, **48 hrs prior to departure**, inform the competent department

The communication is needed to allow:

- to the AZ network coordination/aircraft scheduling to program, whenever possible, the aircraft turnaround with adequate time to facilitate the departing/transit/arriving operations
- to departing, transit and arrival stations to ensure that the appropriate resources are available to board them. t the stations located in the territories of the European Community in coordination with the managing bodies of the airports.

The departing station must:

- pre-assign seats, dividing them in small sub groups, not at emergency exit, escorts must be assigned seat next to them.
- welcome them to the check-in area, issue the boarding cards and the baggage tags for any member of the group;
- inform the flight's Captain and the Cabin Crew the presence of the group(s) and their escorts on the flight;
- co-ordinate boarding with the Cabin Crew to ensure the personalised safety briefings on board required for them;
- alert transit and/or arrival stations of the PRM and their specific needs;
- if the PRM are not boarded for any reason alert **immediately** all stations along their route by telex, complete with motivation.

Transit station must:

- proceed to disembark them after other passengers coordinating with the crew
- inform immediately all stations along their route in case they are not boarded for any reason
- co-ordinate boarding with the Cabin Crew to ensure the personalised safety briefings on board required for them;

the arrival station must:

- they should be disembarked last, always liaising with the Cabin Crew.

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### 6.2.17 Booking

PRMs and theirs safety assistant or personal care attendant must always have a confirmed booking for the whole itinerary, including any legs involving another carrier even for any special services requested.

At time of booking it is required to clarify the correct type of PWD/PRM and indicate the services needed:

- tell the PWDDs/PRMs and theirs escorts how long time in advance they need to show up at the station

### 6.2.18 Flight pre-coordination

PWD/PRM require a special attention by all the stations involved in the itinerary origin, transit and destination which, after recognising the PRM type, must arrange specific action to pre-coordinate all the special equipment and services requested by the customer at time of booking, both on the ground an on board of the aircraft.

### 6.2.19 Check-in

At time of check-in it is required to verify:

- the application of the right procedure for the PWD/PRM type, if not the agent shall adopt the adequate measures in order to correct it;
- verify and confirm specific seats previously request during booking stage (e.g. bulkhead seats). Assign bulkhead seats prioritizing disabled passengers who request them at booking stage 24h prior to schedule departure flight or if they check-in at least 1h before the standard check in time for the general public. If already assigned change the seat to the able passenger (including BSCT). After that term seat will be assigned only if available, it is not more a must to reassign seats
- that all the documents of the PWD/PRMs and theirs escorts are complete and valid for all the itinerary, included the interline one;
- if a Medif is required verify:
  - that is has been signed
  - if an escort is needed or not (point 7 of the MEDIF). If an escort is needed verify that (at point 16 of the MEDIF) the prognosis for the trip is "Good"
  - on the basis of the flight date if the MEDIF is valid for the return flight too (point 16)
- that all the seats and services requested are confirmed by all the carriers involved in the itinerary
- offer to the passenger preferably aisle seats, but if the passengers ask for a different seat, try to assign it, but never on exit rows
- when issuing the boarding cards inform the passenger and/or the operator deputy for the assistance to keep boarding card available to be checked by cabin crew on board

Station agents can deny boarding to a PWD/PRM passenger and a specific report must be sent via mail to Station Coordinators, Customer Relations in all the cases where passengers that show up:

- suffer from a contagious disease that could cause a risk for the safety of the flight (including change in routing or emergency landing)
- passengers who present a medical certificate with a prognosis different from "Good"
- passengers who don't present a medical certificate and declare or is evident that:
  - they have suffered a recent injury or surgery
  - need medical assistance (by way of example and not limited to, who presents evident respiratory or alert difficulties)
  - who travel with medical equipment

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## 6.2.20 General rules for seat assignments

To ensure that any emergency evacuation of the aircraft is as safe and quickly as possible, without hindering the entire procedure, the following seating guidelines must be followed:

- never assign PRM on emergency exit seats
- they can occupy first row seats if there is a bulkhead between the seats and the emergency exit
- passenger on WCHC:
  - aisle seat with movable armrest to ease theirs movements or first row if a bulkhead exists
- POC users (personal oxygen concentrator) or other electrical devices: seats window side, to prevent pipes or wires going from the apparatus to the passenger nose or mouth may hinder the evacuation
- passengers with guide dogs or service dogs: preferably placed in front of a bulkhead or other places where there is space room for the animal, but it does not impede access to emergency exits, occupy the aisle, nor impede the activity of the flight attendants. If possible the seat next to the passenger travelling with the service animal (SVAN) shall be left vacant.
- passengers with small size service dogs any place except on emergency exits
- passengers with immobilized limbs who need more legroom, passengers with semi-rigid legs, but so that they can still travel seated with the seat-belt fastened, and the seat in the upright position, should preferably be located in front of a bulkhead or where there is more legroom, not on the emergency exits, the limb should not obstruct the aisle.
- passengers with an upper limb in plaster or a disability affecting only one side of theirs bodies: must be seated aisle side with the healthy part of the body at the aisle, in order to facilitate their movement in case of emergency.
- passengers with a lower limb in plaster or immobilized in a rigid position so they can still travel seated with the seat-belt fastened, should preferably be positioned in front of a bulkhead windows seats.
- passengers with only one leg or both legs in plaster in a way that the they must travel in a reclined position must travel as STCR.
- never assign passengers with limb in plaster or brace even at seats of the central row of the row corresponding to the emergency exit 330.

Seats next to PRM must be assigned:

- firstly: to possible escorts
- as an alternative: to Company's employees travelling on service or concessionary tickets, respecting their class
- lastly: to the other NO PRM passengers

## 6.2.21 Information to the flight crew

The flight's Captain must be given sufficient warning of the presence of the PRMs on board because he/she may accept or refuse the permission to board them after examining a series of factors, as for example:

- particularly unfavourable flight conditions for the PRM;
- significant documentation, health certificates, investigations carried out at the departure point;
- lack of a suitably qualified escort;
- evident signs that the PRM's physical and/or mental conditions may represent a risk to the PRM him / herself and/or to the other passengers and/or to the flight's safety and/or to punctuality by causing diversions or emergency landings;
- PRM is on a return flight to his/her place of habitual residence;
- assistance and transport organization to PRM destination.

The flight's Captain and the Senior Cabin Crew Member must be informed by the ground staff also by the means of the automatic list of the special passengers (PIL) and when the station is (even temporarily) not automated they must be given the information by using the paper Form

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## 6.2.22 Boarding and disembarkation

Gate agents, when verifying the boarding cards must inform the passenger and/or the operator deputy for the assistance to keep boarding card available to be checked by cabin crew on board

**PWD/PRM and their escorts, when present, except under particular operative circumstances, should be boarded before the other passengers and disembarked after the other passengers.**

The pre-boarding is required so that the cabin staff have the time to illustrate safety equipment and procedures, point the exits out and show to the PWD/PRM and his/her escort their seats while the aircraft is still empty according to the Company Safety Rules.

STCR and completely immobile passengers must be pre-boarded. Other passengers with reduced mobility must be offered a pre-boarding and must be boarded prior and disembarked after the other passengers whenever possible. When a post boarding is needed, inform the flight captain.

The above operations must be coordinated with the crew taking care in carrying them out during the pre-boarding or after the disembarkation and never at the same time as the other customers.

**Exception:**

**No assistance must be given to BLND or DEAF PRM travelling with an escort, if there isn't a specific request. They shall be considered, when boarding or disembarking, as the other customers.**

The station after informing the Ramp and the ramp the crew about such a situation, must send a telex to the other stations involved in the itinerary signalling this kind of PRM.

All that is useful in order to give the right priority to the numerous assistance optimizing the dedicated employees for satisfying customers expectations.

When in transit PRMs and their escorts should be allowed to remain on board as long as this does not contravene safety rules.

### 6.2.22.1 PRM not boarded, disembarked along his/her itinerary

In the case of a PRM not boarded or disembarked along his/her itinerary due to a PWD/PRM no-show, for other operative reasons or because the Captain refuses permission, the station must send an explanatory telex, complete with the reasons why the PRM was not boarded or was disembarked, in good time to all stations involved, including the PRMs final destination and:

FCOJNAZ, ROMRDAZ, MILRDAZ (or to selected departments caught up in the appropriate procedures) this will ensure that the appropriate action is taken to cancel any assistance foresees and/or any special services which had been requested. For FCO send the telex as well to: FCOSDXH

### 6.2.22.2 Assistance on departure, connection, transit, arrival

PRMs shall be assisted in any steps such as checking-in, boarding, disembarking, transit, arrival and during their luggage recovery formalities (at airports located in the European Community territories such operations are at Managing bodies of airports care):

- departing** from the check-in to the embarkation and the entrustment to the crew
- at gate:** in addition to the standard announcements, in case of irregulars operations, gate changes, flight delays, passengers who self identify as disable should be individually briefed (especially if they are not accompanied).
- connection:** from the take over of the PRM from the crew to the boarding on the other flight and the hand over to the crew of the other carrier

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**transit:** from the flight disembarkation to the boarding, when in transit PRMs and their escorts should be allowed to remain on board as long as this does not contravene safety regulations.

**arrival:** from the disembarkation to the luggage recovery and customs formalities

**ATTENTION:**

**The disable passenger may not be left alone by who is en-charged for the assistance for more than 30 minutes unless differently agreed with the passenger (ENAC Doc. 30, Dec 2009)**

**Following the European Rule 261/2004 in case of irregular operations, if the BLND passengers request it, ground agent must read aloud, with no comments, the note relating to cancellations, delays and denied boarding, depending of the case occurred.**

### 6.2.23 Oversize Passengers

Those passengers who, due to theirs dimension and weight, appears obviously not able to fit in only one aircraft seat, if there are seats available on the flight, should be assigned preferably an aisle seat and the seat adjacent to them should be blocked.

For safety reason, don't assign them at emergency row seats, particularly at window emergency exit seats, in order not to obstacle emergency evacuation.

If there are not additional empty seats on the flight and passengers dimension impede to accommodate them in only one seat, those passengers should be offered the opportunity to change flight.

For passengers who desire to buy an additional seat (EXST)

### 6.2.24 Medical Certification Requirements

A medical certificate must necessarily have some substantial requirements:

- the name, surname, qualification, and possibly the healthcare facility of the certifying doctor;
- the personal details of the patient or applicant;
- the subject of the certification with any diagnosis and, where required, the prognosis;
- the place and date of issue;
- the doctor's signature with the professional's registration details (registration number, Order, and province of registration).

The stamp is not a tool that the doctor is legally required to have, therefore the registration details (registration number, Order, and province of registration) can be indicated by any means (handwriting, typing, etc.).

When the documentation is related to the POC, prescriptive certifications dated one year before the trip can also be accepted. For the transport of medications, the prescription must be no older than 30 days.

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## 6.3 ITINERARIES FROM/TO USA

The USA regulation 382 CFR 14, Non-discrimination on the Basis of Disability in Air Travel, is valid only on flight with origin/destination United States.

According to the rule, for a better handling, what is required by the 382 is extended to itineraries to/from USA.

The following paragraph represent a guide line to highlight the characteristic of the above rule.

The rule does not impose to carriers to offer two seats for one ticket (e.g. to accommodate a guide dog or an obese passenger), neither to grant a seat in a different class for which the passenger already hold a ticket.

### 6.3.1 Advanced booking

The company has the right to require **48h advance notice** when the following services are required:

- STCR o incubators
- any kind of medical equipment: respirators, ventilators, oxygen concentrators
- electrical wheelchairs as considered Dangerous Goods
- passengers travelling with assistance dogs
- passengers both BLND and DEAF
- groups of 10 disabled passengers with a disability travelling as a group

In any case is strongly recommended to all PRMs passengers to advice in advance in order to receive an appropriate service to theirs specific needs, but the lack in advance booking is not a reason to deny boarding.

If the 48h advance notice is not complied with, the company will make all reasonable efforts to assist PRM passengers, without compromising the safety and punctuality of the flight.

### 6.3.2 CRO (Complaint Resolution Official)

In all those stations that have flights to/from USA the presence/availability of a CRO (Complaint Resolution Official) must be always ensured even by phone at no cost for the passenger.

He/she is designated by the Airline: CRO is a mediator, whose presence is required in all those critical situations that involve our PRMs passengers or someone who self define as a PRM;

At any time where a critical situation occurs or may occur with a PRM the passenger must be offered the opportunity to contact a CRO, in person or by phone.

Whenever called the CRO must fill in the "Report of Complaint" form (downloadable from Chap. 16) and in the event of a PRM passenger being denied boarding for safety reason, CRO must fill in the "Denied Boarding" form too (downloadable from Chap. 16) specifying the reason for denying.

CRO must follow the internal procedure of the station regarding the forms to be sent to customer care department (in case of flight being denied) in order to allow them to send a written answer to the passenger within 10 days and regarding the way of file the form "Report"

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### 6.3.3 Assistance dogs

The assistance dog definition for DOT is:

*A service animal is as a dog, regardless of breed or type, that is individually trained to do work or perform tasks for the benefit of a qualified individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.*

At booking stage, that should be done at least 48 hours prior of flight departure, the passenger must provide a self-declaration on a DOT's form, related to the state of health, behaviour and training of the dog **"Service Animal Transportation Form"**.

On flight taking 8 hours or longer, DOT required the fill in of another form that is **"Service Animal Relief Attestation Form"** in which the passenger certifies that the animal can relieve itself in a sanitary manner or will not need to relieve itself during flight (Both forms can be downloaded by the folder in Chap. 16)

Only if the passenger books less than 48 hours the form can be delivered directly at the station. In that case the station agents will do all possible to accommodate the animal without delaying flight's departure. Only in this case the form must be scanned and sent to the e-mail address: MEDIF@ita-airways.com to be stored and then been trashed.

Forms can be downloaded by the DOT site, from the carrier site and must be available in paper at the stations with a direct connection to/from USA stations.

Service dogs must be harnessed, leashed, or otherwise tethered in airport an in the aircraft.

The number of service dogs traveling with a single passenger with a disability can be up to two, unless there is no space available on the flight.

A service dog must fit on their handler's lap or within its handler's foot space on the aircraft and not encroach other passengers' foot space (unless the other passenger is willing to), if the animal is too large:

- first try to move the passenger to another seat location within the same class of service that will accommodate the animal. If there are no alternatives, station managers, their delegates or the CRO (Complaint Resolution Official) may require that the animal be transported in the cargo hold free of charge;
- in order to do what above the passenger must be able to find an appropriate cage in which to carry the animal and there must be availability in the hold of the aircraft for such carriage
- or moved on another flight with legroom for the dog and the passenger

If dogs is as big as a guide dog preferably assign a bulkhead seat, while if the dog is small as a pet, they can be seated in a seat other than bulkhead, but never at an emergency exit.

Even when the animal behaviour doesn't allow it to be carried in cabin (growl, bark, etc.) the animal can be carried in hold.

The passenger might require to be seated in a different seat apart from the bulkhead assigned by the company as long as there is another seat in which when the animal is seated/placed/curled up on the floor, no part of the animal extends into the main aisle(s) of the aircraft and the service animal is not at an emergency exit row seat.

*(Note: "If the passenger chooses a seat other than a bulkhead seat, the Company is not required to permit the passenger to specify a particular seat of his/her choosing eg 7C" Section 382.81 )*

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The food for the dog is not considered "equipment" of the disable therefore it is subject to standard size, weight and baggage allowance limits.

The only question that can be asked to passengers intended to travel with their dogs to understand if they are service animals are:

1. Is the animal required to accompany you due to a disability? (yes or no)
2. What work or task is the animal trained to perform? (passengers should provide a description)

Station managers, their delegate or CRO who believe that a passenger has falsified information on the DOT form or the animal has been denied boarding for one of the above reasons, including moved on a later flight to be accommodated MUST sent an e-mail with a detailed explanation to: Roberto.Cuesta@ita-airways.com .

#### **6.3.4 Bulkhead seat**

Bulkhead seats must be assigned, with priority over all other passengers, also the infant with bassinet, to passengers on wheelchairs, to facilitate theirs movements, if no seats with movable armrest are available, passengers with lower limb in plaster or immobilized, allowing them to travel with the seat in upright position, passengers traveling with service dogs:

- if they request it at booking stage at least 24h prior to flight schedule departure time
- if they request for it at the station at least one hour before the standard check-in time for the general public
- if they don't check-in at least one hour before, assign the bulkhead seat, if available, it is not required to reassign a seat already assigned to another passengers. They have priority over passenger who required the BSCT.

Bulkhead seats priority is not extended in favour of PRM companions if they don't have the function of safety assistant or personal care attendant.

#### **6.3.5 Safety assistant**

In cases where the company believes that the passenger is unable to travel alone for safety reasons only, it can request that the passenger travels with a "safety assistants". The company is not forced to provide a safety assistant (looking for someone available to evacuate the passenger in case of emergency situation).

#### **6.3.6 Personal attendant**

Passengers should not be denied boarding because they don't have a personal care attendant (to assist him/her in eating or taking medicines or inside toilettes). Some guide lines on the official interpretation on the rule have been published in which it is specified that the carrier agents can't know which measure the passengers have taken to travel, in any case inform the passenger that flight attendant don't provide personal care assistance therefore if they need such help it is advisable to travel accompanied by a personal care attendant.

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## 6.4 ANAC Regulation 280 on passengers with disabilities - outline

The ANAC 280 regulation rules the transport of person with disabilities on the Brazilian territory, extensively including person aged 60 (sixty) or over, a pregnant woman, a nursing mother, a person accompanied by a lap child (infant), as well as person with reduced mobility or any person who, due to some specific condition, has a limitation in his/her autonomy, either travelling alone or accompanied.

Compared to what ITA already applies for all other disabled passengers, the regulation requires a discount to the accompanying person of the disable which apply to tickets issued in Brazil or sold through any channel directed to the Brazilian market. The passenger must communicate the presence of such accompanying person at least 72 hours prior of flight departure.

For methods and details of application refers to what indicated in specific communication.

The escort must be over 18 (eighteen) years of age and be able to provide the necessary assistance.

The person responsible for accessibility must be available for contact in person or by other means that allow immediate attention at passenger request.

**7 PASSENGERS with INFANT- INF (SCP)**

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## 7.1 SCP - PASSENGER WITH INFANT

Passenger travelling with infant under 2 year of age are considered as SCP (Special Categories of Passengers see chapter 6.1)

Each infant must have an accompanying person who may be a parent, both minor and over 18, or an adult. Only one infant per adult is allowed, even if the infant travels with its own seat by using an approved car seat or CARES safety belts (CRD-Child Restraint Devices).

For safety reasons infants must travel in the lap of the accompanying persons or, if they use a CRD, they must be seated next the escorting adult.

During taxiing, take-off, landing, turbulence phases and whenever the Captain deems it appropriate for safety, the infant must be properly belted (using the extension belts) to his/her escort, retained to an approved car seats (CRD) or CARES safety belts.

During the other phases of the flight the infant should be carried on escorts' lap, in the CRD or, on the aircraft where the service is available, into a bassinet anchored to a bulkhead in front of the escort's seat.

Premature Babies shall be considered as MEDA cases and they must hold the medical authorization declaring they are fit to fly. Air travel is not recommended for infant in the first 7 days of life.

For transportation of passengers with infant on the Carriers in agreement with the Company, the stations must comply with the instruction sent to the network time by time.

### 7.1.1 INFANT (in the lap of the escort)

A quota of infant is fixed for each aircraft type and depends on:

- the number of extra oxygen masks for infant available on board the aircraft
- the standard number, or extra on request, of infant life-jackets available on board the aircraft
- the number of the extra loop belt.

In the booking phase the availability of seats must be verified and the SSR "INFT" must be entered

Seat assignment:

- never next to the emergency exits;
- provided with an extra oxygen mask
- 1 passenger with infant only per row section

To proceed with the Check-in:

- check that the infant is associated to an accompanying adult
- check that both hold a valid ticket, the infant cannot occupy a seat, for the baggage allowance refer to the Baggage Policy
- the infant ticket is charged at charges in force, he/she is not entitled to occupy a seat. His baggage allowance is described in the ITA Baggage Policy
- check that passengers have valid documents for the entire itinerary (passports, visas, etc.)
- check that the "SSR INFT" has been added and, if not present, enter the codes of any additional services requested

Entering of the codes ensures:

- the automatic entering of the information in the PSM (Passenger Service Message) which, at take-off, will be automatically sent to all stations along the itinerary and to the final destination station so that all required actions may be taken;
- the automatic entering of the passenger into the Special Passenger List which must then be delivered to the Flight Captain and to the Cabin Crew Supervisor;
- automatic printing of the required services codes on the boarding pass;
- assign seats according to the general rules indicated above and specific to aircraft as in the Aircraft Chap. 16
- hand over the boarding passes.

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## 7.1.2 Restraint Device - CRDs

Provided the CRD can be installed properly on the respective aircraft seat, the CRDs are considered acceptable for the use on board if they comply with the Personal Comfort Device-CRD Guidelines, Table C file (downloadable from the folder Chap. 16 of the PBM)

### 7.1.2.1 Specifications for infant/child using CAR SEAT (Child seat)

Bookings for infants/child travelling with their car seats must be finalized only by the carrier.

In flight pre-coordination phase, the operator checks that the number of booked infants plus the number of CHLD with CARS SSR (CAR SEAT + CARES belts) do not exceed the quota set for infants.

If the quota of infants per aircraft is exceeded, the operator shall verify that an adequate number of infant life jackets and additional belts have been boarded.

The check-in agent shall verify that:

- a confirmed reservation with the SSR CHLD exists
- even the infant in the PNR is identified with the SSR CHLD (date of birth)
- the SSR CARS is inserted (identifies the CAR SEAT and the CARES safety belts)
- car seat is approved for the child's actual weight
- the car seat is in good condition and approved in compliance with the requirements
- each infant/child has an accompanying person
- only 1 car seat (CRD) is allowed per row section
- passengers have travel documents valid for the entire journey (passports, visas, etc.)
- the seat assignment is: window side, not on emergency exits, nor in the row before or after the emergency exit (an infant/child in a CRD should not hinder evacuation for any passenger)
- the accompanying adult is located at the adjacent seat to the infant or child

CRD must remain anchored to the passenger seat during all phases of the flight, unless if not used, it can be safely stored.

Specify that the correct use of the device is under the responsibility of passengers using it, as the escort of the infant/child is responsible for the proper anchoring of the CRD in accordance with the instructions of the provider (e.g. in the direction of travel or with the backrest facing the direction of travel).

The escort shall ensure that the infant/child remains seated in the CRD with seat belts fastened whenever the "Seat Belts ON" signal is turned on. In the event of seats provided with "air-bag" a specific "extension belt" must be used to deactivate the system

In case of passenger with an infant who wants to use the car seat on board that does not have a seat reservation, do not proceed with check-in and ask the passengers to go to the ticket office (seat and ticket reservation as CHLD).

A pre-boarding is offered to passengers travelling with an INFANT or a CHILD who will use an approved car seat on board the aircraft in order to allow the adult escorting the infant to properly install the CRD (CRD Cares Restraint Device) and to allow the flight attendants to illustrate the appropriate safety instructions.

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At the gate: pay particularly attention in verifying that the car seats of passengers who did web check in complies with the approved one and that infant/child and escort have been assigned seats that meet the rule specified above.

### 7.1.2.2 Specifications for infant/child using CARES Belts

As an alternative to the car seat, on board of all flights operated by ITA, for infant and child safety a belt CARES can be used (owned by the passenger).

The CARES Belt must be anchored to the seat structure by the passenger who intends to use it. Cabin Crew must be informed and shall verify the correct installation of the device.

Bookings for infants/child travelling with their cares belts must be finalized only by ITA.

In flight pre-coordination phase, the operator checks that the number of booked infants plus the number of CHLD with SSR CAR (CAR SEAT + CARES belts) do not exceed the quota set for infants.

If the quota of infants per aircraft is exceeded, the operator shall verify that an adequate number of infant life jackets and additional belts have been boarded.

The check-in agent shall verify that:

- the SSR CHILD has been entered (enter the codes of the requested services)
- the SSR CARS is inserted (which identifies the CAR SEAT and the CARES safety belts)
- each infant/child occupy his own seat
- the infant/child is able to sit in upright position without the help of support
- the infant/child is less than 100 cm tall and weigh between 10 kg (22 lb) and 20 kg (44 lb)
- any infant/child has an accompanying person
- there is only 1 car seat (CRD) per row section
- passengers have travel documents valid for the entire journey (passports, visas, etc.)
- the booking is confirmed as CHLD
- the cares belt is in good condition and approved in compliance with the requirements
- that the assigned seat is correct: window side, not on emergency exits, nor in the row before or after the emergency exit. Do not assign seats in Business of A330. See Chap. 16. An infant/child in a CRD should not hinder evacuation for any passenger
- the infant/child escort occupies a seat next to the infant/child

Specify that the correct use of the Cares belt is under the responsibility of passengers using it. Passengers must ensure that the infant or child complies with the required weight and height requirements and that is able to sit upright without the need for support, that the harness will act properly and is installed on the aircraft seat in appropriately according to the manufacturer's instructions

The escort shall ensure that the infant/child remains seated in the CRD with seat belts fastened whenever the "Seat Belts ON" signal is turned on. In the event of seats provided with "air-bag" a specific "extension belt" must be used to deactivate the system

In case of passenger with an infant who wants to use the cares belt on board that does not have a seat reservation, do not proceed with check-in and ask the passengers to go to the ticket office (seat and ticket reservation as CHLD). Check that there is a sufficient number of infant life jackets and additional belts on board

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A pre-boarding is offered to passengers travelling with an INFANT or a CHILD who will use an approved CARES belt on board the aircraft in order to allow the adult escorting the infant to properly install the CRD (CRD CARES Restraint Device) and to allow the flight attendants to illustrate the appropriate safety instructions.

Cabin Crew should verify that:

- the device is installed so that it does not impede the proper functioning of the Chair (table/recline) and not cause damage to the seat
- the device does not disturb the other passengers
- the CARES harness is in good condition and approved in compliance with the requirements

### 7.1.3 Bassinet in cabin

The bassinet, that must be requested at booking stage, is identified with the IATA code BSCT

Where the bassinet service is available, it can be requested for infant weighing less than 11 kg and less than 76 cm in length (on A330 bassinet is available in Premium and Economy only).

The use of cradles owned by the passenger is not permitted.

The place dedicated to this type of service, as indicated in the Chap. 15 Aircraft, is equipped with hooks for the bassinet and an additional oxygen mask, in front of a fixed and rigid bulkhead

The bassinet upon arrival must be returned to the cabin crew

## **8 UNACCOMPANIED MINORS - UMNR (SCP)**

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## 8.1 SCP - UMNR

Unaccompanied Minors are considered SCP - Special Categories of Passengers - (chapter 6.1)

In the case of ITA flights, are defined UMNR those passengers who travel alone:

- on domestic flights (Italy), in the age group between **5 effective years and 14 non finished years**
- on INT/INC itineraries, in the age group between **5 effective years and 15 non finished years**

In the case of Customer Airlines, refer to the respective Ground Operations Manuals.

**Attention:**

- Unaccompanied minors must never be left on their own.
- The person accompanying the minor must remain at the station until the flight has taken off.
- UMNR may not make Stop-Overs

The Company is responsible for the supervision and the custody of the unaccompanied minors from the moment they are taken in charge until the moment they are entrusted to the delegated person.

At the station the UMNR are taken in charge by ground staff who will follow, oversee and keep them under control in all phases. The *Senior Cabin Crew Member* (SCCM) will supervise the minors, until they are handed over again to the ground staff of the arrival station in charge. The ground staff will follow, oversee and keep UMNR under control till they will be taken over by the delegate person.

On board, the SCCM (Senior Cabin Crew Member) will ensure that constant assistance is given to UMNR.

In case of change of flight crew, the SCCM (Senior Cabin Crew Member) must inform the Captain and the new colleague of the presence of the UMNR on board.

If this is not possible, the SCCM must ensure that the UMNR is entrusted to the Station Staff, taking note of the name, last name and Company ID number (as shown by the company ID card) of the Station Staff member who takes charge of the UMNR.

This category of UMNR must **always** hold a PNR (passenger name record), which must show:

- age, date of birth
- confirmed flights to destination, even for interline routes;
- name, address and telephone number of the person accompanying the minor to the airport;
- name, address and telephone number of the person meeting the minor at the station of arrival.

For transportation of UMNR passengers on the Carriers with whom the Company have an agreement, the Stations must comply with the instructions sent by the network.

**Note:** Passengers aged 5 effective years to 14 non finished years (on domestic itineraries within Italy) and 15 non finished years (on international and intercontinental flights) are considered unaccompanied minors (UMNR) even when they are travelling with someone over 14 (on domestic itineraries within Italy) and 15 (on international and intercontinental itineraries) but under 18. A person who is not legally an adult may not take responsibility for another minor, therefore the minor remains under the responsibility of the carrier. Consequently the usual procedures for unaccompanied minors must be necessarily applied. An exception to the general rule is constituted by the "emancipated minors" who are minors who reached an equivalent status of people coming of age even if they are not yet 18 years old; usually they are parents still minors.

**A minor shall be considered as unaccompanied, and therefore handled in accordance with the UMNR procedure, even if he/she is traveling with an adult, but in different classes of service.**

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### 8.1.1 Number of UMNR allowed on board

The number of UMNR allowed on board is 5 for NAZ flights and 7% of cabin capacity for INZ/INC flights. It is allowed to exceed this limit only after a careful assessment considering the number of SCP on board compared to the number of booked passengers.

**Note:**

For school parties, sports groups and camps is required 1 escort every 12 minors.

Primarily, must be assigned the aisle seats close to the galleys, starting from the seats at the rear of the aircraft to the front. When in presence of more than one UMNR, try to keep them in group to obtain a "UMNR zone" easy to be checked by Flight Attendants. Try to keep the seat next to them free or assign them preferably to families with children (see chap. 20).

**Attention:**

**when in presence of both UMNR and Prisoners, INAD and/or DEPO, move UMNR in the first rows. If the flight is an international one and minors travel in economy class, move UMNR to one of the first rows after the curtain. Inform the crew about the movement.**

### 8.1.2 Documents

UMNR must carry the "UM" folder containing the following documents:

- the ticket;
- the "**AFFIDAVIT**" form, useful to collect information about transportation of unaccompanied minor duly filled in as follows:
  - in three copies for direct flights;
  - multiple copies for routes with interline connections (two extra copies for each connection station. ATT: UMNR may not make stop-overs).
- all the required documents provided by the countries involved in the itinerary (e.g. passport, visa, vaccination certificates ecc.);
- where required, the authorisation to travel accompanied by a person other than parents or legal guardians, issued by the competent authorities. *Italian legislation, for children under 14 years of age (non-finished years) of Italian nationality, travelling outside the country of residence (in case of residence abroad, the boarders are the one of the country of residence) provides for the "Dichiarazione Sostitutiva di Accompagno" issued by the competent Police Office or Italian Consulate abroad, in which the Company is indicated as the carrier to which the minor is grant in custody*

**Note:**

**the Station Staff must keep the copy of UM form for a period of two years in the archive (the form must be available at the Station or from the handling agent).**

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### 8.1.3 Check-in

- Check that the UMNR number restrictions are respected;
- check that the fare applied is the correct one, including the specific fee for the itinerary (naz/int/inc);
- check the documentation contained in the UMNR's folder;
- if the UMNR does not have an "**AFFIDAVIT**" form make sure that the reservation (PNR) contains all the data required by the procedure (see PBM 8.1). If the procedures have been carried out correctly fill in the form in the number of copies required for the itinerary and get the parent or adult accompanying the UM to sign them;
- place the form "**AFFIDAVIT**" in the UMNR folder. The top copy of the form, must contain the personal details of the SCCM (name, last name, and Company ID number as shown in the Company card) that takes in charge the UMNR, and remains stored in the departure station's files.
- if the UMNR is over 12 modify the passenger category from C (CHD) to A (Adult) during the check-in procedure;
- check-in the UMNR entering the code "UMNR", if not already present in reservation. Entering the code ensures:
  - the automatic entering of the information in the PSM (Passenger Service Message) which, at take-off, will be automatically sent to all stations en route and to the final destination station so that all required action may be taken;
  - the automatic entering of the passenger's name into the Special Passenger List (PIL) which must be delivered to the Flight Captain and to the SCCM;
  - the UMNR code is automatically printed on the boarding pass;
- allocate aisle seats near the Cabin Crew service areas (for exceptions and seats allocation details see table 8.1.1). **Never allocate UMNR seats next to the exits**, including emergency exits;

#### 8.1.3.1 UMNR with industrial Discount Ticket

In the case of **mandatory UMNR with Industrial Discount Tickets** without booking fee (stand by), the SSR UMNR and data necessary for filling the UM form, must be entered in the PNR starting from 24 hours before flight departure, so that the quota of UMNR of the flight will not decrement. The PNR will contain the entire itinerary. All the data relating to the persons accompanying the minor to the station of departure as well as the persons receiving the minor upon arrival, will be shown in the OSI.

ID tickets can be used only for point to point flights.

The mandatory minor procedure will be applied (after verifying that the maximum number of UMNR on the flight has been met) in accordance with the procedure described for the paying minor: in this case **the additional fee for UMNR service will not be applied**. The UMNR holding a Supplementary tickets, must pay the fee.

Minors aged 14 effective years to 18 non finished years (on domestic itineraries within Italy) and aged 15 effective years to 18 non finished years (on international and intercontinental flights) flights, can use the **UMNR voluntary service** (see chapter 8.1.8) **even using ID tickets by paying the same fee applied for this kind of service to paying passengers**.

The fee must be paid by issuing and EMD, for the itinerary where this is available, and MCO where it is not.

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### 8.1.4 Boarding

The Ground Staff, when taking charge of the minor, must make sure that there is correspondence between the name, the surname, the flight number, the destination, and the ID card/passport, ticket/ boarding card and "**AFFIDAVIT**" form. Then the UMNR can be entrusted to the **SCCM** in charge, who will write his/her personal information (name, surname, Company ID number, as shown by the company ID card) on the form. The top copy of the form must be retained for the departure station files.

If the minor does not board for any reason:

- the station of arrival and any transit/connection stations must be informed immediately via telex;
- inform the person who accompanied the minor to the airport.

**Note:**

If, for operative reasons, the UMNR must be re-routed to destination via ground transport or accommodated at a hotel, he/she must always be accompanied by an attendant.

In the meantime, the person who accompanied the minor to the airport and the person awaiting him/her at the station of destination, must **ALWAYS** be informed immediately.

**Note:**

Whenever passengers travelling in group, in which there are minors too (e.g. students-body, groups leaving for holiday camps, etc.), are provided with hotel accommodation, the group/s leader/s shall be given a contact phone of a Company's Responsible, available 24H, who should be contacted for any request of assistance (see PBM 5.2)

**Note:**

In order to avoid that owing to operational problem the UMNR remain with no re-protection on the same day, **in the case of itineraries involving a transit, UMNR shall not be booked on the last flight of the day.** The only exception are the stations where there is only one flight a day.

### 8.1.5 Transfer from other carriers to Company's flights

Check the documentation contained in the other Carrier folder. If needed, the station will do additional copies of the documents to give to the cabin crew. Station agent will take charge of the minor giving his/her personal particulars (name, last name, Company ID number, as shown in the Company card) to the Cabin Crew that will write them on the "**AFFIDAVIT**" form. This form will be kept by the other Carrier.

### 8.1.6 Transfer from the Company's flights to other carriers

Entrust the minors to the staff of the other Carrier, keeping a copy of the "**AFFIDAVIT**" form for the Station files, duly completed with the personal particulars (name, last name, company id number, as shown in the Company card) of the **SCCM** (Senior Cabin Crew Staff) who has taken charge of the UMNR;

When transporting UMNR passengers on Carriers who have an agreement with the Company, follow the instructions given to the network each time

### 8.1.7 Arrival

Station operator:

- take charge of the UMNR from the Cabin Crew on board, giving his/her personal particulars (name, last name, company ID number, as shown in the Company card);
- assist the UMNR in retrieving his/her baggage and in the carrying out of the necessary formalities;
- entrust the UMNR **ONLY** to the persons specified on the "**AFFIDAVIT**" form, checking their identity and having them sign a copy of the form

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### 8.1.8 VOLUNTARY UMNR

Passengers can buy the "**Voluntary UMNR**" service, paying a fee.

This service is dedicated to children aged:

- *14 effective years-18 non finished years*, on domestic flights (Italy)
- *15 effective years-18 non finished years*, on INT/INC itineraries.

The booking service, the assistance at the airport and on board are exactly the same described for the **mandatory UMNR**, who are aged:

- *5 effective years-14 non finished years*, on domestic flights (Italy)
- *5 effective years-15 non finished years*, on INT/INC itineraries

The forms to be fill and the way to administering it, in case of voluntary UMNR will be the same as for the mandatory UMNR.

UMNR age will be always indicated in reservation and verified by the check-in agent, because this is the only way to distinguish the two types of UMNR (the same SSR is used for voluntary and mandatory UMNR).

	mandatory UMNR	voluntary UMNR
Age	<ul style="list-style-type: none"> <li>• <i>5 effective years-14 non finished years</i>, on domestic flights (Italy)</li> <li>• <i>5 effective years-15 non finished years</i>, on INT/INC itineraries</li> </ul>	<ul style="list-style-type: none"> <li>• <i>14 effective years-18 non finished years</i>, on domestic flights (Italy)</li> <li>• <i>15 effective years-18 non finished years</i>, on INT/INC itineraries.</li> </ul>
Booking	mandatory over the entire journey	mandatory over the entire journey
Payment	fee is included in the ticket price	EMD-A (MCO, EMD if not possible)
Document	see PBM 8.1.2	see PBM 8.1.2

In case of connecting flights, where transit fee is not provided, the EMD-A will be linked only to the first leg of the journey and the first leg of the eventually return flight.

Fees for voluntary or mandatory UMNR are one way: origin-destination

## **9 INAD - SCP**

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	SCP - INADMISSIBLES PASSENGERS - INAD	Ed 2/ Apr 20 2022	

## 9.1 SCP - INADMISSIBLES PASSENGERS - INAD

**INAD** are considered **SCP** (Special Categories of passengers, see definition at cap.6.1)

These are passengers who are refused admission or prosecution to a country of destination or transit by boarder authorities, for reasons such as: lack of a visa, expired passport, etc.

### 9.1.1 General Information

The station must keep constantly updated concerning the documents required to entry in the various Countries:

- by consulting the TIMATIC - Travel Information Manual (through the TIMATIC);
- by maintaining continuous contact with Security Office FCODEAZ

The boarding of INAD passengers must be denied by the Local Representative for the Security whenever the communication of such passengers is done by the local Police Authorities less then two hours prior to the flight departure.

**Note:**

At the station, the Local Representative for the Security must ask local Authorities the reasons for the denied entry, if the Authorities have not already communicated the reasons as provided in Annex 9 of the ICAO regulations.

This information is necessary as the station must always state the non-responsibility of the Carrier to the local Authorities when the reasons for denied entry are outside the Carrier's control (e.g.: insufficient means of livelihood, forgery of the passenger's documents which is not easily detectable, political reasons, etc.).

This will create the basis for contesting any penalties, fines or other costs imposed on the Carrier by the local Authorities.

Some countries, in fact, do impose sanctions against Carriers in cases of negligence in the checking of passenger documents (ICAO Annex 9).

In the event of particularly serious situations which may cause local Authorities to deny authorisation to take off,  
or

in the event of illegal interference of the local Authorities (eg: unauthorised inspections on board, etc.), the station must request the intervention, through the local Representative, of the Italian Consular Authorities, informing: Security Department FCODEAZ via telex.

A detailed report of the events must later be sent to Aviation Security Centre ITA (centraleoperativasicurezza@ita-airways.com; Ph. +390665625000 - 5201), FCODEAZ.

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## 9.2 HANDLING OF INAD AT DEPARTING STATION

### 9.2.1 Re-routing

If a passenger arriving on the flight of a certain Carrier is declared INAD by the local Immigration Authorities, that same Carrier, as provided in Annex 9 of the ICAO Standard 3.36, is responsible for:

- the immediate re-routing of that passenger back to the station of departure,  
or
- the immediate re-routing of that passenger to a country where he/she will be allowed entry.

The station must agree the re-routing of the passenger with the local Authorities, also taking into consideration any continuing flights.

When there is more than one INAD the station must agree a re-routing programme with the local Authorities, boarding the INAD passengers on different flights.

The INAD may travel accompanied or unaccompanied. The escorts must be allocated in the seats next to the INAD;

INAD, and escorts if any, should be allocated at the window rear seats of the aircraft, far from the emergency exits, and the adjacent seats in the area are to be assign last, whenever is possible.

The number of unaccompanied INAD (including DEPO) must not exceed the number of the Flight Attendant assigned for that flight. The boarding of a family composed of women and children, in addition to the numeric limit mentioned before, can be allowed by the Local Representative for the Security, in agreement with the Captain.

When in presence of INAD and DEPU exceeding the numeric limit defined per aircraft, if necessary, disembark DEPU, even if they are regularly booked, before the other paying passengers.

The station must immediately inform the Captain of the flight concerned, through the appropriate station documentation, of the presence on board of the INAD, and escort if any. The Local Representative for the Security should value, together with the Captain, the acceptance of escorted INAD passengers exceeding the foreseen number per aircraft. The Local Representative and the Captain should agree upon the modalities of boarding INAD, that in any case must be boarded separately from the other passengers.

### 9.2.2 Check-in

- Check the ticket's validity or issue a new ticket
- The rules are valid also for passenger traveling with ID ticket
- Should it be impossible for the Carrier responsible for the re-routing to re-issue the ticket, all other Carriers are under obligation to do so when requested by the local Authorities.
- Retrieve any baggage belonging to the passenger and re-tag it for the new destination and the Police Authority should be requested to inspect the INAD passenger and his/her hand or hold baggage.
- Stand by INAD registered baggage until the passenger has been boarded.
- Enter "INAD". Entering such code will ensure:

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- the automatic entering of the information in the PSM (passenger Service Message) which, at take off, will be automatically sent to all stations along the itinerary and to the final destination station, so that all required actions may be taken;
- the automatic inclusion of the passenger's name in the Special passenger List, which must then be delivered to the Flight Captain and to the Cabin Crew Supervisor;
- that the INAD code is automatically printed on the boarding pass.

- Re-route the passenger to the original departure station, when the passenger possesses valid papers for that route as provided in the TIM, on flights of the same Carriers who participated in the outbound journey.  
Should this not be possible, re-route the passenger to his/her country of citizenship (informing the local Authorities of the fact), on the cheapest route, using where possible the same carriers involved in the outbound journey as:

- the Carriers involved in the outbound journey are proportionally responsible for the re-routing journey;
- carriers which were not involved in the outbound journey but which are used for the re-routing journey must:
  - Quickly report the presence of the INAD, and escort if any, to flight Captain; The Captain may deny boarding to INADs when he/she considers (from passenger behaviour) that their presence on board could represent a danger to the safety of the flight and of other passengers.
  - Report the presence of the INAD, and escort if any, to the flight control department.
  - Assign seats
  - Hand out the boarding pass.

#### 9.2.2.1 Advising the involved stations of the presence of INAD

The station must always send a telex to transit / connection / destination stations copy to Aviation Security Centre centraleoperativasicurezza@ita-airways.com; Tel. +390665625000-5201), FCODEAZ; above telex should contain the following data in the order shown:

- "INAD" code;
- station / flight / date / arrival;
- passenger's name / nationality;
- complete route (always specify station of origin of the journey);
- reasons for denied entry;
- IATA code of the agency that issued the ticket (if known);
- Expenses eventually met for INAD (e.g. Lunch, dinner, snack, hotel)
- EMD/MCO amount, if any
- Fine eventually applied to the Company
- evaluation of dangerousness of the passenger
- if passenger has an ID ticket
- eventual presence of escort

This will allow:

- the creating of a Data Bank;
- detection of the most critical areas;
- the activation of any corrective measures;

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### 9.2.2.2 INAD ticket

For information on the use, issuance or recovery of the ticket for the INAD, refers to the detailed procedure downloadable from the folder of Chap. 16 of the PBM.

### 9.2.3 Boarding

- before flight departure, the Pilot in Command must be informed of the presence of the INAD passenger on board and the reasons for his/her denied entry in the country, if known;
- give the INAD documentation to the Pilot in Command, along with any further information received from the local Authorities.

In case of dangerous INAD passengers, the station must inform:

- the Security Department FCODEAZ, by telex or phone, in order to agree upon the necessary action to ensure flight security;
- the Captain, that can deny the INAD embark when he judges (for passenger behaviour) that his presence on board could represent a danger to the safety of the flight and of other passengers. Captain coordinates with the Chief Escort the use of handcuffs if needed;

### 9.2.4 Deliver the INAD personal documents to flight crew

If requested by the Authorities, the check-in agent must deliver the INAD passengers' identification documents to the boarding agents so that they may be given to the flight Crew.

**The check-in agent must:**

- give the documents to the Cabin Crew Supervisor;
- send an informative telex to the transit/connection/final destination stations so that Police Authority could be advised to collect the document of the passenger;

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**The Cabin Crew Supervisor must:**

- avoid receiving documents in presence of INAD passengers;
- at the arriving hand over the INAD documents to the Local Police Authority at the station or, if it is not present, to the Local Representative for the Security who will take care to give the documents to the Local Police.

**Note:**

The Company is in no way responsible for the temporary custody of the above mentioned documents.

When local Authorities do not entrust the INAD passengers' identification documents to the Company:

- request a "Substitution Declaration" from the local Authorities, as provided by the regulation in Annex 9 of the ICAO, where applicable, testifying to the collection of the INAD's travel documents;
- deliver this documentation to the boarding attendant who will deliver it to the crew of the re-routing flight.

This documentation must be collected at the station of transit/connection and/or destination, which will have been informed in advance via telex, by the local Authorities of the stations concerned in the re-routing journey.

### 9.2.5 INAD escort on board

As a guide line, the escort personnel should operate such service without weapons.

The Company (Local Representative for the Security and Pilot in Command) must be informed when, for exceptional case, the Authorities request to operate an escort with armed personnel. Such notification, shall include the number and seat location of the authorized armed person on board the aircraft.

Weapons must be kept discharged and with the magazine off.

Never discharge the weapon inside the aircraft.

Chief Escort must coordinate with the Captain the use of handcuffs if needed and with Cabin Crew Supervisor on the communication modalities to use during the flight.

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## 9.3 HANDLING OF INAD passengers AT ARRIVAL AND TRANSIT STATIONS

- Disembark the INAD after the other passengers, except under particular operative circumstances.
- Entrust the INAD documentations exclusively to the Local Police Authority.
- Assist the INAD passenger in dealing with the Local Authorities in order to ease transit/arrival formalities.

## **10 DEPO (SCP)**

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	SCP - DEPORTEES: HANDLING ON DEPARTURE	Ed 2/ Apr 20 2022	

## 10.1 SCP - DEPORTEES: HANDLING ON DEPARTURE

Deportees are considered SCP (Special Categories of Passengers, see definition at Cap.6.1)

Deportees are passengers who previously had legally been admitted to a country or who had entered a country illegally, and who, at some later time, are formally ordered to be removed from that country or transferred, in some cases also within Italy, for Local Authorities decision, eventually following extradition requested by the Authorities of another Country. In this last event, the responsibility for carriage of such passengers lies entirely on the above -mentioned Authorities.

These Passengers travel with a standard flight ticket and may, or may not, be under Police escort.

If the deportees are escorted, IATA code **DEPA** (Deportee Accompanied) should be used.

If not escorted, IATA code **DEPU** (Deportee Unaccompanied) should be used.

**Note:**

Deportees, and escorts if any, should be allocated, in economy class, in the windows seats at the rear of the aircraft which are not next to exits, including emergency exits, and adjacent seats in the area are to be assigned last, where possible.

The number of DEPU (unaccompanied, including INAD) must not exceed the number of the Flight Attendant assigned for that flight.

The boarding of a DEPU family composed of women and children and/or DEPA passengers in addition to the numeric limit mentioned before, can be allowed by the Local Representative for the Security, in agreement with the Captain.

Police Authority must notify to the Local Representative for the Security, in writing and not less than 2 hours prior of the flight departure when intend boarding the DEPO.

The boarding of DEPO passengers must be denied by the Local Representative for the Security whenever the communication of such passengers is done by the local Police Authorities less then two hours prior to the flight departure and it is critic in a booking point of view.

The notice must contain the following information:

- passengers identity;
- the reason for transportation;
- an evaluation of how dangerous the passenger is, including the reason for the escort presence or lack;
- escort names and qualifications (for DEPA);
- type of the available documentation;
- desired modalities for passengers boarding.

The Police Authority should be asked by the Local Representative for the Security about:

- confirmation on the DEPO acceptance in the state/airport of destination;
- confirmation about the authorization to journey through third country (if the route foresees it)
- an accurate inspection of the DEPO and his hand and hold baggage.

Local Representative for the security shall verify the seats availability for DEPU for the other flights involved in the itinerary.

DEPO baggage must be kept stand by till passengers boarding.

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### 10.1.1 Check-in

Enter the “DEPA” or “DEPU” code in the check-in list;

Entering of the code will ensure:

- automatic update of data in the PSM (passenger Service Message) which, at take off, will be automatically sent to all stations en route and to the final station so that all required actions may be taken;
- the automatic inclusion of the passengers name in the Special Passengers List, which must then be delivered to the Flight Captain and to the Cabin Crew Supervisor;
- that the DEPA or DEPU code is automatically printed on the boarding pass.
- assign windows seats, in economy class, at the rear of the aircraft which are not next to emergency exits (in case of DEPA, the escort MUST be allocated next to the deportees);
- hand-out the boarding pass.

### 10.1.2 Advising the involved stations/carriers on the presence of Deportees.

**It is responsibility of departing Stations to inform the transit or arrival airport of the presence on board of DEPO and theirs possible escorts**

**It is responsibility of the Local Representative for the Security, or delegate, of the arrival Station, to give notice to the airport police department the imminent arrival of DEPO passengers.**

The station must send telex to:

- the transit, connection and destination stations, and to Aviation Security Center FCODEAZ, so that can inform the local Police Authority about the presence of the DEPO boarding;
- any Carriers involved in the transportation.

The telex must contain:

- the "PAP DEPA or DEPU" code;
- the passengers name;
- the reasons why the passenger was expelled from the Country or the reason of the transfer within the Country, whenever possible;
- the passenger entire route, specifying the connection stations, Carriers, flight numbers and their respective dates;
- any special requests for the necessary assistance or equipment (hotel accommodation en route etc.).and all the expenses incurred
- the accompanying documentation of
- nominative of the escort agents
- risk assessment of passenger

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### 10.1.3 Boarding

The station must:

- inform the Captain of the presence on board of the deportee. Any documentation should be delivered to the Captain;
- the Captain, after the boarding, may deny the embarkation to the deportee when he/she considers (for the deportee behaviour) that his/her presence on board could represent a danger to the safety of the flight and of other passengers or may request an escort;
- come to an agreement with the Captain about the deportee boarding modalities that should possibly be before the other passengers and in any case separately from them.

### 10.1.4 Deportees' documents entrusted to the crew

Upon request of the Authorities, the passengers identification documents must be delivered to the boarding attendant who must entrust them to the flight crew.

**Note:**

The Company is in no way responsible for the temporary custody of such documents.

**The gate agent must:**

- entrust the documents to the Cabin Crew Supervisor;
- send a telex informing transit / final destination stations so that they could advise the Police Authority and, in the case of a DEPU, the documents at passengers arrival could be withdrawn by the police.

**The Cabin Crew Supervisor must:**

- avoid receiving documents in presence of DEPO.

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## 10.2 DEPORTEES: HANDLING ON ARRIVAL

- Disembark the DEPU AFTER ALL OTHER passengers, except under particular operative circumstances;
- help the DEPA/U in any dealings with the local Authorities in order to ease arrival formalities.

**Note:**

Should the aircraft need to return to the station, the competent Authorities must be informed immediately so that the deportee can be taken back into custody upon arrival of the aircraft.

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## 10.3 DETAINEES

Detainees travelling escorted exclusively by Penitential Police (POLPEN) within Italian national boundaries on Domestic flights. The code used for those passengers is DEPA. Agent can be booked and ticketed with the name POLPEN.

Note: do not allow reservations and tickets in favour of Police Officers using the acronym POLPEN that can be used and refers only to Penitential Police. Police Officers must be book and tickets must be issued with theirs name.

### 10.3.1 Maximum number of Detainees allowed

The number of Detainees and their escorts must not exceed **30% of the flight's total capacity**, as determined for each aircraft type.

#### 10.3.1.1 Exceptions

Penitential Authorities must contact IN DUE TIME the Security Department (FCODEAZ phone 06.6562 5000) in order to jointly evaluate those situations where detainees and escort would account for over a 30% of the available passenger seats on any given flight.

Under these circumstances the competent authorities should determine whether to split the detainees between two different flights or organise a dedicated flight.

### 10.3.2 Prison Authorities' duties

Penitential Authorities must:

- book POLPEN and DEPA with the alias "DEPA" for the detainees and "POLPEN" for the escorts members. If the reservation is made by a Travel Agency, it must immediately request the confirmation of the booking to the Booking Office in order to verify the availability of the seats reserved to such category of passengers;
- guarantee that detainees passengers and their escort not exceed 30% of the flight's total capacity. Under these circumstances the competent authorities should determine, in agreement with the Security Department (FCODEAZ phone +39066562500), whether to find alternative solutions.
- guarantee that detainees and escorts will be at the airport at least 1 hour before the flight's departure time.
- guarantee that the Police Officer in charge holds the "POLPEN" form completed with tickets and company ID numbers of escorts members and detainees and the name of the prison for which they are travelling.
- guarantee that detainees and their luggage have been accurately examined;
- guarantee that detainees are able to travel without compromising the safety of the flight, the passengers and the crew and will not in any way damage the Company's image;
- guarantee that detainees are able to travel without compromising the safety of the flight, the passengers and the crew and will not in any way damage the Company's image;
- guarantee that the police escort's weapons will be unloaded and the magazine removed;
- weapons should be unloaded far from the aircraft;
- liaise with the flight's Captain on any particular circumstances and about the use of any restrictive and/or coercive measures which may be necessary and will however be used under the sole responsibility of the police officer in charge of the escort;
- guarantee that when boarding is directly from the apron, without going through the gate, detainees and escorts will be under the aircraft at least 35 minutes prior to the flight's departure time.

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### 10.3.3 Central Booking Office duties

The Company's call centre, having received in due time a request from the Prison Authorities, must manage the booking directly in order to check the contingent determined by aircraft type.

As soon as the booking has been confirmed, the call centre must send a information to:

- The Departure Station
- Network Co-ordination / OCC
- The Security Department

In case of transport for over a third of the available seats on any given flight, the call centre must contact the Prison Authorities and the Security Department (FCODEAZ) in order to jointly determine whether to split the detainees between two or more different flights or organise a charter flight.

### 10.3.4 Departing station's duties

The Departure station must:

- carry out flight pre-coordination and block seats to the detainee and his/her escort, according to the following criteria:
  - economy class windows seats, at the rear of the aircraft which are not next to exits, including emergency exits;
  - adjacent seats in the area should be the last to be assigned to other passengers;
  - don't assign UMNR next to detainees;
- liaise with the Airport Authorities, and where necessary with the Prison Authorities and the Handling Agent in order to make the necessary arrangements for check-in and boarding.

When the detainee and police escort arrive at the airport, the station must:

- cooperate with the police officer in charge of the escort, with the Airport Authorities, with the Handling Agent if necessary, and the flight crew in order to organise check-in, boarding and briefing, asking for an accurate inspection of the detainee and his/her hand and hold baggage.

#### 10.3.4.1 Check-in

The station should:

- verify that the Police Officer in charge holds the "polpen" form filled with ticket numbers, company id numbers of the escorts' members and identifying number of the detainees.
- inform the chief of the escorts that the form must be handed over together with the boarding cards
- proceed with the check-in
- enter in the system code "DEPA"

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The above code ensures:

- that the information is automatically inserted in the PSM (Passengers Service Message) and will be sent to all the stations along the itinerary and to final destination as soon as the flight is airborne so that they can take appropriate action;
- that the passengers is automatically inserted in the special passengers check-in list which must then be delivered to the Captain and to the Chief Purser;
- that the code sign DEPA is automatically printed in the correct space on the passengers boarding pass;
- assign seats by using the criteria describe above;
- hand over the boarding pass;
- report Detainees and police escort to the flight control;
- report Detainees and police escort to the Captain and the Chief Purser.

- give the boarding to the passengers;
- if the itinerary includes more than one leg, perform a **through check in**;

#### 10.3.4.2 Boarding

The station must co-ordinate boarding with the Airport and Prison Authorities and the Flight's crew.

Detainees and their escorts must always be boarded before all the other passengers so that the Captain has sufficient time to brief the Police Officer in charge of the escort.

The Polpen form, completely filled in, must be withdrawn at the gate together with the boarding cards.

When boarding is directly from the apron without going through the gate detainees and their escorts must be under the aircraft at least 35 (thirty-five) minutes before scheduled departure time.

The police officer in charge of the escort will hand the boarding cards to the Ramp staff who will then deliver them to the gate.

If it occurs the Police Officer in charge must hand over boarding cards and "polpen" form duly filled in to the ramp agent who will then bring them to the gate agent.

Once the flight is airborne the station must send a telex to transit stations and/or final destination.

If the detainee does not board for any reason, the station must send an explanatory telex listing reasons to transit stations and/or final destination.

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### 10.3.4.3 Refusal to transport after boarding

Captain cannot refuse the transportation of detainees and their escorts.

### 10.3.5 Transit station's duties

On receipt of the telex informing them of the arrival of the detainee and his/her escort, liaise with the Airport and Prison Authorities in order to establish the necessary procedures for the detainees transit, including the boarding cards which must be handed over to the Escort leader.

The station must make sure that the vehicles necessary for transporting the detainee and escort are ready under the aircraft on time.

Once the flight has landed the transit station must manage the Prison Authorities, the Airport Authorities the Handling Agent and the flight crew, the operation of disembarkation, boarding of the new aircraft and do the required briefing.

### 10.3.6 Arrival station's duties

On receipt of the telex informing them of the arrival of the detainee the station must liaise with the Airport and Prison Authorities in order to establish the necessary procedures for the detainees disembarkation and make sure that the vehicles necessary for transporting the detainee and escort are ready under the aircraft on time.

Once the flight has landed the station must manage the Prison Authorities the Handling Agent the Airport Authorities and the flight crew the disembarkation procedures.

Detainees and their escorts should be the last to disembark, after all the other passengers have completed disembarkation.

### 10.3.7 Chartered flights

The Prison Authorities must request in due time a chartered flight to the Security Department (FCODEAZ phone 06.6563.5000) and to the "Pianificazione aeromobili" Department in order to evaluate the possibility to set up the flight.

Once the flight has been confirmed, the Charter Flights' Department must:

- liaise with the Airport and Prison Authorities at the departure Airport and with the Company's staff at the departure Airport in order to co-ordinate the operational details of the flight;
- report the presence of the detainees, by means of a telex, to all the Company Departments and Offices involved.

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### 10.3.7.1 Operational Details

The aspects which must be determined, in addition to those normally required by a scheduled flight, are following:

- airport arrival time
- check-in procedures
- boarding procedures and timing
- aircraft positioning
- crew
- catering on board

### 10.3.7.2 Reporting the presence of Detainees

The telex shall be sent to the following Company's Departments and Offices:

• The Departure Station	.....KKAZ
• Network Coordination / OCC	FCOWWAZ
• The Security Department	FCODEAZ

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## 10.4 “Polpen” form

The “polpen” form is a document foreseen by the Italian Ministry of Justice which allow escorts and detainees to travel with the alias DEPA and POLPEN in accordance with the European rule 820/2008.

The form must contain the following information:

- passengers tickets numbers
- the code depa or polpen
- the identifying code of the detainees and the company id numbers of the escorts agent

e.g.:

0551234567890, POLPEN, company id number XXXXXX  
 0551234567891, DEPA, identifying number XXXXXX

### 10.4.1 Polpen form management

The polpen form must be withdrawn together with boarding cards and added to the flight envelope.

When more than one flight is involved in the itinerary the form must be withdrawn at the origin station.

In the event of an accident on board occurred to an escort or a detainee, the station manager must send the accident report together with the Polpen form to the Aviation Security Center of the ITA Security Department (centraleoperativasicurezza@ita-airways.com; Phone. +390665625000-5201)

In the event of an airplane accident the station manager must send the “polpen” form to the Aviation Security Center of ITA (centraleoperativasicurezza@ita-airways.com; Phone. +390665625000-5201)

In the event that the above described situations occurred at the transit station, the station manager must ask and verify that the origin station, which kept the original polpen form, fax the form to the Operational Security Department.

## **11 VIP POLICY**

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	VIP passengers CLASSIFICATION	Ed 2/ Apr 20 2022	

## DEFINITION

These are Passengers of notable commercial, political or economic importance who therefore, should be given special attention.

### 11.1 VIP passengers CLASSIFICATION

VIP001 (VIPA)      Prime Ministers in office;  
                           Italian and foreigner Heads of State;  
                           Presidents of the Italian Senate and of the Italian Chamber of Deputies;

VIP002 (VIPB)      Ministers of State in office;  
                           Secretary of Italian Parties;  
                           Italian Commissioners at the European Economic Community;  
                           Cardinals and the highest Ministers of other Religions;

Bodies the level of which is at least that of Operational Unit Office and, in the periphery, CU, UP, UZ, UW, UJ, KK, KD and RD, must always send an assistance telex to the station for VIP001 (VIPA), VIP002 (VIPB). For other categories, the telex should be sent when considered necessary.

The station must in any case take action to ensure assistance to any non-reported VIPs by sending the assistance telex to the stations en route.

For the policy of management of VIP passengers and for the loyalty program, refer to the procedure included in the folder of Chap. 16

## 12 TRAVEL BENEFITS

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	General Rules	Ed2 Rev5/Nov 2 2023	

## 12.1 General Rules

All travel facilities that are issued to employee are granted at the discretion of the company.

Passengers benefiting from free or discounted tickets are ALWAYS subject to personal identity checks.

Passengers travelling with free or discounted air tickets can be identified by the special codes printed in the "Fare Basis/Ticket Designator" box. For example, these codes indicate the type of discount, booking rights, and the purpose of the trip.

Staff travelling in no case must constitute an obstacle to the regular operations or service.

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	DUTY TRAVEL	Ed 2/ Apr 20 2022	

## 12.2 DUTY TRAVEL

Ground staff travelling on duty are entitled to use bookable tickets (ID00S1) for domestic, international and intercontinental flights.

The baggage allowance provided is described below:

	Y	J
DOM	1pc x 32kg	
INT. / INC.	2pc x 32kg	2pc x 32kg

### 12.2.1 Must-Go

Staff members belonging to specific categories, when traveling on duty for mandatory and specific reasons that do not allow to postpone the flight, are authorized to travel as "MUST-GO".

The Must Go status entitles to the highest priority in transport and this specific categories, even if not booked, must always be boarded on the requested flight even if this causes the denied boarding of revenue passengers.

The "MUST-GO" status is exclusively applicable on Company flights.

The flight Crew traveling on duty is authorized to travel as "MUST GO" (CMG-Crew Must Go)

The "MUST-GO" Crews travel with a boarding pass marked "MUST-GO" and an "ID" ticket, if they are based in other locations on the network, with the "ID00S1/CMG" code printed in the "Ticket Designator" box

#### 12.2.1.1 Check-in

During the Must Go staff manual check-in phase, the airport operator must carry out the standard passengers operations by entering the CMG code.

During the check-in phase, the airport operator must ALWAYS verify that the "Crew" label is present on the CMG baggage. If it is missing, the airport operator will provide the passenger baggage tag to the CMG and he/she will fill it in by also entering his/her own ID member number.

At the end of the operation the name of the Must Go will be included in the special passenger list.

In case of operational irregularity (cancellation, serious delay, etc.) the MUST-GO passenger should always be rerouted on the first available flight, and the re-routing data must be communicated to both the unit involved as well as to the station of destination.

In the countries requiring the "General Declaration", the Must-Go passenger should always be recorded on that form entering the CMG code, followed by the name and IATA code of the station of destination, if different from that of the crew on duty.

No boarding fee must be paid by staff travelling as Must-Go.

#### 12.2.1.2 CMG Boarding

Must Go staff are boarded through the specific flight gate in accordance with standard procedures.

For the Italian authorities, at the boarding time, the CMG must also show a valid identity document, such as a passport. The only Crew Member or Company card will not be considered sufficient.

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	FLIGHT CREW CONCESSIONS	Ed 2/ Apr 20 2022	

## 12.3 FLIGHT CREW CONCESSIONS

Flight crew benefit from a concession denominated: CRB (Return to base)

The specific nature of the above travel passes does not allow the transportation of PETC, INFT, CHLD, AVIH, UMNR, etc.

Below you find the description of the cabin crew roles:

- Senior Cabin Crew Member, long and medium haul: **SCCM**
- Senior Cabin Manager, long haul: **SCM**
- Cabin Manager medium haul: **CM**
- Flight Attendant: **AA/VV** (Cabin Crew Member)

### 12.3.1 CRB - Return to base

According to the agreement with ENAC, the flight crew benefits from an exemption to the payment of airport taxes on a unique, predetermined leg, between two domestic (within Italy) "operative bases", in order to allow the flight personnel to reach their work operative base from the operative base eventually nearest theirs place of residence, and vice versa.

For any crew member, in addition to the Crew Member ID issued by ENAC, must also be issued by the Carrier a specific company ID card containing the staff personal data, the operative base of work IATA code and the one of the operative base nearest to the place of residence; in order to apply the exemption, both ID badges and identity document must be shown at the check-in and at the gate.

In order to manage such kind of passenger, a specific code **CRB** (Crew Return to Base) has been created to differentiate the staff entitle to travel using such exemption from the rest of the passengers.

To manage the counting of passengers on board, CRB will increment the CMG's counter and they must be indicated in the DUV (Dichiarazione Unica del Vettore).

The check-in of crew staff travelling as CRB must be carried out as indicated below. The check-in agent have to:

- verify that the "operative base" and the "base of residence" on the Company badge (or on a letter attesting their new base of residence, if the company badge has not been updated yet) are the one of the flight on which the employee wants to travel (if FCO/TRN is written on the badge, the badge holder can be checked in only from FCO to TRN and vice versa). They cannot be checked in as CRB on flight/routes different from the one written in the badge. Exception to this rule are LIN and MXP stations which are interchangeable.
- verify that the correspondence between the names on the ID card, the Company badge and the identity document
- enter a manual fake paper ticket constituted by the Company identifier number - 055 - followed by:
  - 888 1 + ID number

To add the correct position of the CRB in the priority list, do faith at the qualification reported on:

- **ON THE ID COMPANY CARD**  
or
- **on the qualification document** issued by e-mail from Human Resources for the **SCM (Senior Cabin Manager)**. The document attesting the qualification must contain the name in the address line of the e-mail. This name must correspond to the name on the Company ID card that will be shown at the time of check-in.

**if not reported, the qualification with the lowest priority will be entered into the system.**

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	FLIGHT CREW CONCESSIONS	Ed 2/ Apr 20 2022	

### 12.3.2 CRB boarding priority

CRB have the lowest priority on the flight.

CRB within the same professional category have the same priority among themselves.

In order for the system to determinate the correct priority based on the professional qualification the letter identifying the category must be added, following the kind of concession CRB as described below:

1. Captains: CRBC
2. Pilots: CRBP
3. Senior Cabin Manager: CRBS
4. Cabin Manager: CRBM
5. Cabin Crew Member: CRBA

For Senior Cabin Crew Manager identification is valid the qualification letter issued by the HR department.

Upgrade in the upper class, when allowed, can be done even if the meals are not available.

## **13 LOST & FOUND**

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	INTERNATIONAL TRACING SYSTEMS	Ed 2/ Apr 20 2022	

## 13.1 INTERNATIONAL TRACING SYSTEMS

For baggage tracking the Carrier use the automatic system World Tracer

### 13.1.1 Mishandled Baggage

Mishandled baggage is baggage that, for a variety of reasons, does not travel on the same flight as the passenger and it is distinguished between:

1. FOUND Baggage, whose destination tag is different from where it has been found;
2. ON - HAND Baggage, whose tag corresponds to the station where it has been found; or baggage without a tag.

According to IATA Resolution 780, any IATA Carrier will be required to transport the baggage rerouted with a RUSH tag, if the directives set forth in PBM 13.1.1.1 and 13.1.1.2. have been fully observed.

The most direct route must be chosen when sending baggage. Whenever possible use ITA flights and/or other Carriers - preferably in code-sharing - which are considered to be sufficiently reliable (in that case always write on the re-routing tag and on the FWD message the operating carrier's flight number).

This is necessary since the Carrier used for re-routing the baggage is not liable for any damage or loss that might occur, unless it has been implicated in the initial mishandling.

If the passenger resides in a city served by an international airport, not operated by ITA, use international flights whenever possible that have that station as final destination.

The upper part of the (RUSH) tag must always indicate the final station of destination and the final flight/date of the chosen route

Where cities are served by several airports, the baggage must be rerouted to the station of destination indicated on the tag.

For any Limited Release (signed by the passenger) Bag with 01 code (check-in after limited time) NO HOME DELIVERY is expected.

#### 13.1.1.1 Found Baggage

##### Definition:

- Baggage tagged for a specific flight and failed to load;
- or transported to the wrong destination;
- or unloaded at a station prior or subsequent to the destination on the tag.

##### Actions for re-routing baggage:

- **immediately enter the tag receipt number** of the not boarded baggage into the World Tracer system
- if a baggage is handled in the Land Side area, **keep it in a secure storage**, seal it, put in WT preferably in the RK element or in the SI element and restore the seal number in the register "Giacenza Magazzino" downloadable at PBM Chap. 16 until the re-routing phase. If an electronic register is used, it must contain the same fields as the paper form downloadable from the folder of Chap. 16 of the PBM.

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- **always reroute baggage** to the final station of destination indicated on the original receipt, according to the following procedures:
  - **using the red “RUSH” tag, for baggage subject to customs, or the green tag for baggage not subject to customs.**  
The unaccompanied baggage must be subjected to additional and appropriate security checks, even if it has already undergone a security check upon checking in, unless the airline establishes that the baggage misguided is attributable to causes independent of the passenger's will. Only in this case the baggage may be forwarded to the destination and may be boarded without additional security checks, provided that it is kept under the carrier's custody in a guarded and supervised area and already subject to controls.
  - **exclusively in FCO, the “MOVE TO” procedure is applied:** on ITA flights in case of operative irregularities caused by aircraft related problems such as holds unavailability, space/weight problems, which implicate the left behind of an entire baggage container, it could be rerouted to the destination, after being placed in a guarded and supervised area (both the luggage and the container are handled as Rush), on the first available ITA flight (if it is with container too). The baggage transfer operation will be performed by using the “MOVE TO” function of the BagManager reconciliation system (SITA). The arrival station will receive the detailed “bag manifest” with the list of all the baggage involved.

**Baggage rerouted by other Carriers via flights of the company may be loaded on board if:**

- It bears a “RUSH” tag;
- It has already undergone security checks as provided for in the PNS;
- It includes a FWD message stating the cause of mishandling.

Sent baggage must ALWAYS include a FWD message

The TX field must be used only for addresses of offices different from LL, if any (ex: ramp, security, station manager of another carrier etc.), and above all at the connecting stations of both inbound and outbound carriers.

**Note: Any type of baggage rerouting involves sending a FWD message. If case of “MOVE to” procedure the “bag manifest” (detailed list of all baggage involved) must be sent to the arrival station.**

*The documentation shall be kept at least for 24 hours or for the entire flight, if it is longer than 24 hours*

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### 13.1.1.2 "On Hand" Baggage

**Definition** - A piece of baggage tagged for the station where it is found, or without a tag, or baggage which is left in the baggage claim area after passengers have collected their own.

**Actions to be undertaken by the Company or the Handling society:**

- **Seal the baggage**, put in World Tracer the RK element, or however in the SI element and restore the seal number in the register "Giacenza Magazzino" downloadable at PBM Chap. 16
- **Keep the baggage** in a safe storage area, sealing it and write the seals number in a register until the time of delivery
- **Contact the owner**, if the data is available, and arrange for delivery thereof c/o the station (never deliver to domicile before verifying if an ITA PIR has been filed).
- **Always input the receipt number** of the not boarded baggage into the World Tracer system by the input **QOH** (quick on hand).
- **After that (in any case within the space of 24 h following the insertion of the QOH) in the event that it is not possible to find the baggage owner, input the baggage data into the World Tracer**, to create the OHD.
- When baggage is requested by other stations and/or carriers (through the necessary ROH request), prior to sending, **request from the latter additional details regarding the baggage** (e.g. combination lock number, any minor description details, etc.) so as to ensure a true match. This will reduce cases where the baggage is returned to the sender because it does not correspond to the requested baggage ("no match").
- In case of a match, send the baggage following the instructions of the requesting station, **ALWAYS filling out the red "RUSH" tag** for baggage subject to customs, and the green tag for baggage not subject to customs. **ALWAYS** indicate the AHL reference number on the RUSH tag. Such baggage must necessarily undergo security controls as set forth in the PNS on page 2, chapter 5.3.
- using the FOH transaction (forward-OHD-bag) **close the file and send message** to the stations involved in the itinerary. This will avoid further and useless circulation of messages within the system.

At 48 hours after inputting the data in the system any file still open will automatically be transferred to the Headquater LZ; World Tracer code HDQAZ (FCOLZAZ). The baggage must be rerouted to the Unit Headquater LZ which will proceed with the 2<sup>nd</sup> phase of the search after 2 days from the OHD creation, through the FLZ transaction (the OHD is not to be closed).

**Note:** an On Hand baggage can not be delivered at home if it is not present in the system its AHL

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### 13.1.1.3 Mishandled Baggage: re-routing and Delivery

In the case of delivery by courier, refers to the detailed procedure available on the specific folder of the Chap. 16 of the PBM

when home delivery service is present, the arrival Station of the luggage shall always:

- Clear baggage through customs, whenever possible, without the owner's intervention, who must however be previously notified;
- For inspection by customs, seal again the baggage and write in World Tracer in FF "INSPECTED BY CUSTOMS" and report the new seal number.
- Weigh baggage indicating the weight in the relative documents;
- **ALWAYS** input into the system, through the appropriate BDO transaction (Baggage Delivery Order) all the details of the baggage that is going to be delivered (transaction allowed up to a maximum of 10 baggage) including TN element. The relevant document, or document provided by the local authorities will be printed in three copies (one signed by the courier with date/time that is taking over for the company, one for the courier and one that must be returned to the Company signed by customer with date/time of delivery to allow control and storage), or print two copies each BDO (or BDO list summary using MBD transaction) or list of baggage of which the withdrawal is made showing the same elements of the BDO also indicating the date/time of the withdrawal; give a copy to the courier, make sign the second, taking care to keep it for 2 years);
- If the AHL contains one bag, close the file in World Tracer; in case of more bag, file should be closed only if all the bag arrived, otherwise suspend the TN-CT-BI corresponding to bag found;
- contact the passenger to inform him about the discovery of the luggage, verify that delivery information are correct and inform him that the courier will contact him soon for a schedule of delivery.
- Verify that the delivery note contains the space for the passenger's signature: as "acknowledge receipt", which must be filled in as a guarantee of the baggage delivery.

### 13.1.1.4 Management of the warehouse

The Company is responsible for baggage up to the time of delivery, so have to take the necessary precautionary measures to ensure maximum security during the period in which it holds.

The warehouse, where possible, should be organized in order that luggage, once processed and register, are separated in DISPO - RUSH - OVER - OHD.

Baggage with PRIORITY label must be processed with priority

When a bag comes in the warehouse:

- seal the bags and pockets in any way as to make impossible their opening;
- write seal number in form "Giacenza Magazzino" (downloadable at Chap. 16) and in the file preferably in the RK element or in the SI element.

Daily check all luggage DISPO for which there was not a positive telephone contact with the passenger.

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### 13.1.1.5 Action file

The management of the warehouse, as well as the research activities of luggage, must be carried out primarily through the action file of the WT system. This is an electronic mailbox containing messages sent automatically by the system.

All messages must be processed by agent as soon as possible and deleted only after careful selection. The not cancelled messages will remain in action file for 7 days, then will be sent to the default telex address identified for that airport.

Particular attention should be paid for the following types of messages that must be handled with priority:

- WM: World tracer Matches
- AA: Action messages
- SP: System Prompts
- PR: Purged/Retired
- EC: Electronic Communication
- FW: Forward messages

### 13.1.2 Causes of inefficiency

In order to collect data for research on corrective procedures aimed at improving the service, the stations must indicate the cause of the inefficiency for each file positively closed.

The detailed procedure of the causes of inefficiency refer to the folder of the Chap. 16 of the PBM

### 13.1.3 Lost Baggage

When a passenger complains of failure of his/her baggage to arrive at the relevant baggage claim area, upon arrival of a flight (regularly scheduled or charter) an AHL must always be entered in the World Tracer system, and a copy of the PIR must be given to the passenger.

In case of a system failure, issue a manual PIR filling out Mod. "AHL MANUALE", subsequently creating an AHL and destroying the copy of the PIR.

A copy of the PIR/AHL must be given to the passenger together with the "Mod.Delay Delivery" and "Mod.Inventory form (downloadable at Chap. 16). In case of specific request of the passenger, give also the Complaint form CCN

**Note:**

The AHL/PIR must NEVER be issued at the connection station, whether online or interline, unless the passenger decides to interrupt the trip. Only in this case, if the last Carrier to transport the baggage is not able to return it, will the passenger be required to file a lost baggage report.

For the consequence related to the outcomes of failure to close AHL/OHD and the procedure for the variation of the RL/FS codes in the AHL refer to the folder of the Chap. 16 of the PBM

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	EXPENSES FOR DELAYED DELIVERY AND LIABILITY LIMITS	Ed 2/ Apr 20 2022	

## 13.2 EXPENSES FOR DELAYED DELIVERY AND LIABILITY LIMITS

If the delay in baggage delivery exceeds 24 hours, the passenger (of the regularly-scheduled or charter flight) is entitled to a refund for the essential expenses incurred.

The reimbursement will be granted within the limits set by the Montreal Conference however not more than 1,288 SDR per passenger as required by law.

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	DAMAGE/PILFERAGE	Ed 2/ Apr 20 2022	

### 13.3 DAMAGE/PILFERAGE

The carrier is not liable for loss or damages to protruding parts or removable (belts, wheels, handles) connected to wear or the normal handling of baggage, unless the damages affect the use of the baggage. The station will not open a DPR into the system in the above mentioned cases

Upon baggage delivery, where the passenger (of a scheduled or charter flight) reports a refundable damage (damage and/or pilferage) to his/her checked baggage, the station must **enter a DPR into the system**

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## 13.4 HDQ, ADMINISTRATION & SUPERVISORY OFFICE ACTIVITY & RESPONSIBILITY

The Lost & Found Network Control office monitoring and coordinating the activities carried out by the airports.

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	LOST & FOUND ITEMS	Ed 2/ Apr 20 2022	

## 13.5 LOST & FOUND ITEMS

### 13.5.1 FOUND

Objects belonging to the passengers and found on Company premises or on board Company aircraft must be immediately handed in to the local Lost and Found Office (LL), which will then proceed to carry out the initial search so as to quickly trace the legitimate owner.

If the outcome is negative the LL must:

- Deposit the found item in a safe place. Where provided for by local laws, the object must be handed over to the competent local authorities, and a receipt issued;
- ALWAYS enter the item in the specific automatic "Found Property Register" using the "RFP" transaction;
- Enter the following data in the manual register, where provided for by the airport authorities:
  - Date and place of finding;
  - Name of the person who found the item;
  - Item and weight description (parcels, bags, etc.);
  - Storage place.

If precise data is available (passenger name, flight number, etc.), carry out all possible actions, with other company units if necessary, to obtain useful information for tracing the owner.

If the owner resides in a locality different from where the item was found, duly inform him/her that the item is held at the station.

### 13.5.2 Delivery

The passenger must always be informed that the carrier is not in any way responsible for the condition in which the object has been found (for example, torn or stained clothing, non-functioning objects, etc.).

Upon return of the object to the owner, the LL employee must:

- Request the passenger (or the authorized person) to sign a receipt for delivery which must then be filed and keep the receipt for 2 years.
- Enter the passenger identification data together with the delivery date of the item (through the "AFP" transaction) in the automatic/manual register.

As regards documents, in particular personal documents, and goods that can be imported in limited quantities (tobacco, alcohol, perfumes, coffee, tea, etc.), the provisions of the local authorities must be followed.

NEVER the object found can be sent to another station.

The objects found and unclaimed by the owner and taken into temporary custody by the Carrier, if applicable must be delivered to the local airport entity responsible for the receipt of lost items, according to the time-lines provided by law in each District Airport. The sale of the objects must be documented in the form "Cessata giacenza" downloadable at Chap. 16 that will be stored for 2 years.

Where the objects remain in custody of Carrier and local regulations permit, will be donated to charity to one or more recognized charities, according to the time-lines provided by law in each District Airport. The sale of the objects must be documented in the form "Cessata giacenza" (downloadable at Chap. 16) and will stored for 2 years.

### 13.5.3 LOST

When the Station has the direct management of the found items, the L&F office must record also the loss report

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	CREW BAGGAGE	Ed 2/ Apr 20 2022	

## 13.6 CREW BAGGAGE

The regulations governing crew baggage mishandling differ in part from those of passenger baggage, as:

- Crew baggage is loaded separately into a specific compartment.
- Crew baggage is labelled with a CREW or CREW MUST GO tag, as well as name tags

### 13.6.1 Lost Baggage

The stations create an AHL, inputting Y/CABIN CREW or Y/COCKPIT CREW in the PS field and deliver the same form that is delivered to paying customers

To avoid prolonged searches, - due to the continuous movements of crew members - have them fill out the "Contents List" leaflet for each piece of baggage, and obtain the name of the station indicated on the CREW tag, on the CREW MUST GO (...LLAZ) tag, or on the name tag of the crew members.

Offer the on-duty crew the same First Need Kit given to passengers in place of essential expenses, recording the distribution of the Kit in the AHL.

Send a copy of the AHL to the destination station of the baggage and to FCOLZAZ, inputting the data in the TX field, and indicating the crew-member schedule for the next 4/5 days so that the baggage can be forwarded as quickly as possible.

It's mandatory open the PIR simultaneously with the arrival of the flight. The only exception to the procedure and open the PIR at the end of the opening day rotation, is granted in the case where the presentation of sailing to the airport Lost & Found location of a malfunction were to threaten the punctuality of the next flight on which the crew must embark or start working PIR is still open at the end of working day, the same day, at the last airport from its rotation

At the end of the 48 hour, the AHL file is automatically transferred to the HDQAZ action file of the Central Headquarter LZ (FCOLZAZ).

*Note:*

*In case of crews the baggage tracking will stop after 21°days, even when the search has had a negative result. The CRB is not entitled to reimbursement.*

In case of definitive lost luggage, reimbursement will be provided by contract category.

Hand luggage is mandatory in custody of the employee, so no form of reimbursement is provided

### 13.6.2 Found Baggage

Obtain from the CREW or CREW MUST GO baggage tag the name of the station indicated by the person concerned in order to reroute the baggage if lost.

If baggage is not tagged, use the name tag attached outside or inside the baggage.

Reroute the found baggage with the first available flight to the LL of the station indicated on the tag, together with a FWD; or keep the baggage in a safe storage place, if it is found in the same station as that indicated by the person involved. In this second case, input an OHD in the World-tracer system.

If the baggage has arrived at the station indicated on the CREW or CREW MUST GO baggage tag, and in the meantime it has been requested by the station where the crew is, the station indicated on the tag must reroute

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the baggage following the instructions contained in the "Mishandled Baggage: re-routing and Delivery" Procedure (see PBM 13.1.1).

Baggage not collected, including crew member baggage must be rerouted to FCOLZAZ, as set forth for all other baggage.

### 13.6.3 Damaged and/or Pilfered Baggage

The stations will issue a DPR, inputting Y/CABIN CREW or Y/COCKPIT CREW in the PS field, and send a copy to CBC

The crew member must be informed to send a written claim to the body responsible.

The DPR is not issued for damaged and/or pilfered for CRB baggage, nor do any of the standard procedures apply.

## **14 SUPPORT OPERATIONS**

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## 14.1 GENERAL INFORMATION

Support operations are vital to correct flight management.

The stages of coordination can be divided into:

- PRE-COORDINATION
- COORDINATION

The coordination process will only be successful if the manager maintains constant contact with all the bodies concerned in order to "refine" any required procedures.

In particular regarding:

### Reservations

- to constantly update data concerning booked passengers and special assistance;
- to improve the management of station operations by continuous "realigning" of the sales policies in response, for example, to operational anomalies connected with particular periods (critical seasonal periods, etc.);

### Catering

- to check the quantity of catering supplies to be boarded, their compatibility with departure time, loading times, supplies and, more generally, the management of the stores;

### Crews

- to provide all information connected to their tasks and to the assistance to be provided to passengers during the flight.

### Cargo and Mail

- to obtain information relative to the quantity and peculiarities of the cargo in advance and inform Handling Agents so that they may prepare the necessary equipment in due time.

### Co-mail

- ITA uses the Company Mail service to handle any documentation owned by the Company. SER Department manages the process from the head-quarter of FCO. All Stations are required to:
  - send the documentation in special pockets identified by appropriate labels
  - encode the pockets with a DN (dispatch number)
  - before departure, on arrival send a telex completed by flight number, cargo hold, total pieces, to: FCOKAXH -ROMGUAZ - FCODIAZ
  - any Station the originates Co-mail must be in accordance with applicable provisions of the Authority in relation to Security Operations required for Co-mail and their contents.

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### **Handling Agent**

- to check the standards and quantity of the services received.

### **Operations Coordination**

- for all that which concerns the rotation and maintenance of aircraft, crew shifts and problems related to passengers.

### **FCO and MXP Station Operations Centre**

- ITA will have the Operational Governance of the processes

### **Airport Authorities**

- to establish and maintain a relation sheep of collaboration, also in a view of possible logistic and/or organizational advantages.

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	PRE-COORDINATION	Ed 2/ Apr 20 2022	

## 14.2 PRE-COORDINATION

The pre-coordination stage includes any activity to prepare the flight so that it can operate according to operational and commercial standard required by the Carrier, as well as at preventing operational problems during the management stage.

Pre-coordination actions which are carried out as early as possible in relation to the critical stage of the flight allow:

- a detailed investigation of phenomena;
- a wider selection of alternative decisions;
- a better thought-out plan of action.

### Activity Identification

Moreover the pre-coordination stage is articulated in a series of activities aimed at preventing operational problems and at formulating a programme which takes into account as many variables as possible in view of the Company's interests and always according to company budget directives specific of the Ground Operations Department.

In particular:

- acquiring information on the situation at the station;
- collecting information about flights;
- detecting and pointing out anomalies relating to flights;
- the search for solutions/definitions of programmes and compatibility checks;
- communication of the programme to all internal and external departments of the operationally involved

### Acquiring information on the situation at the station

For this purpose it is necessary to check:

- checking of updates given to the handler for the correct planning of means and resources;
- the state of the links and information flow within the station and between the various functions;
- any problems with or requests of the Airport and Security Authorities;
- any problems attributable to the Handling Agent and support actions

### Collection of flight information

The main elements to be ascertained and checked refer to, for example:

- ETA - STD - ETD;
- Aircraft type/Code/ Use;
- CREW members/Crew shifts;
- Load Message/PTM;
- Actual offer;
- Stand/Gate;
- Total passengers booked - Groups - Transit - Assistance to Special passengers;
- Fuel;
- Loading Instructions;
- Catering to load;
- Any technical anomalies of the Aircraft
- Aircraft rotation.

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	PRE-COORDINATION	Ed 2/ Apr 20 2022	

### Detecting and notifying anomalies

Once as much information as possible has been collected concerning the situation at the station and the flight, the coordination Manager must notify any alterations to the standard programme.

### The Operational Manager on duty of the precoordination, research of solutions/definitions of programmes and compatibility checks

This is the objective of all pre-coordination activities. When defining a programme special attention must be paid to the following elements:

- Company operational requirements (punctuality, regularity);
- Company commercial requirements (transit waits, priorities, etc.);
- compatibility with the requirements Operations Coordination (aircraft rotation - crews - DTO problems, etc.);
- compatibility with the situation at the Station (various regulations: Airport Authorities, Security, etc.);
- expense reduction and quality of service (optimisation of existing resources).

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	FLIGHT COORDINATION	Ed 2/ Apr 20 2022	

## 14.3 FLIGHT COORDINATION

### 14.3.1 Flight Management

ITA will grant the governance and the constant monitoring of the activities of flight management of the carrying out of the planned operational activities (or activities which have been realigned following pre-coordination interventions). thanks to the presence of Station Managers and Duty Managers for the land side and for the air side as well.

That stage include the conduct of the planned operational activity (or any realigned activity following the interventions done during the pre-coordination stage)

ITA will grant the constant updates and realignment of the information of all the flights of the network

### 14.3.2 Clearance according to Countries

For "Clearance" we intend the documentation required by the Authorities of the various countries for each departure, transit or arrival flight.

**Station Managers must promptly inform FCOHWAZ of any variation in the procedures in force, in order to permit rapid and constant updating.**

More specifically the documents requested by the Authorities are the following:

1. General Declaration;
2. passenger Manifest (at the stations where it is required);
3. Cargo Manifest;
4. Mail Manifest;
5. AV7 (document produced by the post office)

As regards the Clearance to be presented at flight departure, the staff of the station must respect the provisions of the local Authorities., for in transit flight as well.

### 14.3.3 General Declaration

The General Declaration is the basic "Clearance" document for the aircraft and its cargo and must be filled in where Local Authorities require it.

The form is divided into several parts in order to satisfy the requests of the various Authorities (Customs, Police, Health).

The General Declaration may be used:

1. as an "EXIT" declaration for clearance at departure;
2. as an "ENTRY" declaration for clearance upon arrival.

In the case of multi-leg flights insert "as below" in the blank space "Arrival at" and list all the localities touched by the flight in the "Locality" column of the "FLIGHT ROUTE" section.

For MUST GO always enter the name of the passenger and the IATA code for the destination when other than that of the crew on duty.

The operators in charge are authorised to carry out variations if necessary.

The General Declaration must be signed by a Company's representative, not necessarily by the Flight Captain.

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In the non automated stations, insert the correct number of copies required for the countries of destination in the document folder on board.

Deliver the copies requested to the Airport Authorities according to local regulations.

**Note:**

The General Declaration must be filled in by the Station of arrival on the basis of the data which may be accessed in the automatic system. At certain Stations (as from peripheral KK's communication) the local Authorities require that the required copies of the General Declaration be delivered on board.

#### 14.3.4 Passenger Manifest

The passenger Manifest is a document which is required by some countries for the Clearance of passengers in arrival, departure or transit.

At the station where the manifest is required it is automatically send by telex, unless paper copies are requested on board by provision of the local Authorities.

Unless specifically forbidden the passenger Manifest may contain the names of passengers for several destinations in the line order of sequence. In that case insert in the blank space:

Place of Disembarkation, (locality and country) the note "see below" and then enter the destinations in front of the names appearing in the "Surname and Name Initials" column.

It is always advisable to verify special Company regulation or information regarding the regulations in force in the various countries (eg: health provisions, cargo categories, restrictions, etc.).

ATTENTION: For Italy the compilation of DUV (Exclusive Declaration of the Carrier) is required.

#### 14.3.5 Filing of Flight Documentation

The documentation for each flight listed below must be stored at the airport by the operator or be found at the handling agent for a **period of 6 months** (see HLM):

- General Declaration;
- Cargo Manifest
- Mail Manifest
- AV7 (document issued by the post office)
- DUV (Unique Carrier Declaration)

The documentation for each flight listed below must be stored at the airport by the operator or by the handling agent for a **period of 2 years**:

- "AFFIDAVIT" form (Information form for unaccompanied minors)
- Declaration of transportation of weapons/ammunition as registered baggage
- passenger Manifest (at the stations where is required)
- the form for the acceptance of animal

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	ASSISTANCE TO PASSENGERS IN CASE OF INJURY OR ILLNESS	Ed 2/ Apr 20 2022	

## 14.4 ASSISTANCE TO PASSENGERS IN CASE OF INJURY OR ILLNESS

Whenever a passenger is injured or affected by a sudden illness during a flight a series of actions must be carried out.

Passengers are covered **solely and exclusively** by an insurance against accidents and the Carrier's civil liability. The insurance coverage is granted by the possession of the travel document (ticket) with which the passenger is travelling.

### 14.4.1 Premises

The accident to the customer must have taken place:

- on the means of transport provided by the Carrier to reach the airport
- on the means of transport provided by the Carrier to board the aircraft
- on the aircraft
- on the means of transport provided by the Carrier, following disembarkation, to the place of destination
- at the airport, in an agency, in the terminal

The illness of a passenger of which the station should directly know (an operator assist to the event) or being reported from others, should not be under-evaluated as it could have a direct negative impact on passenger's health or on the prosecution of the flight.

### 14.4.2 Communication crew - station

In the event of illness or injuries occurred on board of the aircraft the captain shall inform, through the dedicated frequencies, the station manager as to coordinate the eventual actions required prior to flight arrival.

The station manager or a delegate must, as soon as receives the information, coordinate with the managing body of the airport for the assistance and with the station first aid for the actions required.

### 14.4.3 Actions

- Immediately give the injured passenger first aid assistance and have him/her examined by a Company doctor or at the first-aid clinic at the station.
- Expenses for the medical examination must be covered by the Company
- Should the passenger refuse to undergo a medical examination, add this information too in the report, writing the name of persons who where present at the event.
- Should the accident occur prior to departure, the passenger must be boarded only following approval of the doctor who examined him/her and after the doctor has issued a MEDIF or other medical certificate confirming the passengers' fitness to fly, in which the prognosis should be indicated: **"Good"**, **"Unfavorable"** to the prosecution of the journey.

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**NOTE:**

In situation where a passenger's medical conditions are such as to have reasonable doubt that he/she can continue the flight safely, without requiring assistance during the flight, an air carrier can evaluate if the passenger is able to continue the fly and can request a medical certificate to sustain such evaluation (ENAC Circolare Generale 02A art. 7.2)

- Write a detailed report of the accident. Particularly specifying the location where the accident took place, the causes which led to it and its dynamics, and the name of persons who where present and possibly be able to report what happened.  
It should also be specified whether the passenger incurred any kind of expense.
- Invite the passengers to contact the Customer Relations department. **No statement regarding the accident and the causes that led to it must be given to the passengers.**
- Send within 3 days all the original documentation to Insurance Risk Management Department to the following e-mail address: **insurance@ita-airways.com**

**Whenever the event is severe, the details documentation mentions above, must be sent to immediately.**

**Note:**

If the accident or illness occurs prior to departure the flight must not be delayed to wait for the injured passenger.

Short delays may be authorised by the Station Manager.

Should the passenger be unable to travel as a result of the accident or fall ill ensure that their baggage is retrieved and cancel any bookings on connecting services.

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## 14.5 INFORMATION TO THE PUBLIC

Announcements related to irregularities/delays must **ALWAYS** highlight:

- the primary cause of the irregularity
- the **Availability** of the Carrier to offer assistance to minimize the inconvenience to customers
- special assistance and/or specific services for which it is important to ensure adequate information
- **Liability** attributable to third parties

### 14.5.1 Departing Flights

The general visual systems must display DELAYS of over 15 minutes. This to ensure that passengers are provided with correct and constant information which effectively corresponds to reality.

For DELAYS and other irregularities communication must be concentrated near the gates where it should be limited to the passengers of the flight concerned according to the following modalities.

- **DELAYS-boarding time:**  
without the "OK to board" at the time of the scheduled boarding time, the dedicated announcements shown on the announcement manual, (in the folder of the Chap. 16 of the PBM) must be done. This in order to avoid tensions and complicated situations and to guarantee the respect of the regulation in force related to passengers information.
- **DELAYS-over 15 minutes:**  
please refer to the announcement manual. These announcements must be made at the gate including the reasons for the delay, which must be highlight clearly and exhaustively.
- In the event of **FURTHER DELAYS**:  
the same criteria should be promptly adopted updating passengers on the progress of the situation at the end of the delay previously announced.
- **CANCELLATIONS/DIVERSIONS:**  
these must be displayed on the Visar Solaris Panels and the announcements must be made as promptly as possible to allow the passengers' transferral to another station.

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#### 14.5.2 Languages

The announcements must be made in the following languages in the order of priority given:

##### **ITALIAN AIRPORTS:**

1. Italian;
2. English;
3. Language spoken in the country of destination of the flight (optional).

##### **REST OF THE WORLD**

Perform announcements in the languages specified in the full handling contract.

The Station Manager is in charge of having the announcements translated into the local language. In preparing the message in the local language it is advised not to carry out a literal translation but to use words and expressions characteristic of the language in question.

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## 14.6 INFORMATION BETWEEN APT & HDQ DUE TO SIGNIFICANT IRREGULARITIES

**Aim** – To ensure the rapid communication of correct information during operational irregularities to the appropriate Company management functions, enabling them to deal with the media and other external organisations efficiently and to put in place the correct handling of passengers and their baggage.

**Circumstances** – during an event with serious negative consequences on flight regularity/punctuality and/or on the Company image.

**What to do** – provide information as rapidly as possible using the means designated by the Company.

**Some examples** – the following list illustrates the general areas of application

- Partial or total unscheduled shut-down of the airport;
- Serious problems with station infrastructure;
- Significant IT systems downtime;
- Accidents or damage to aircraft or problems with dangerous goods (integrating the HLM and aircraft assistance manuals);
- Flights diverted (incoming Station);
- Aircraft returns to departure point after take off;
- Serious delays and/or flights rescheduled for next day;
- Injuries or physical problems to the customers before or after flights (this integrates the specific procedures detailed in PBM Chap. 14.4);
- Delays or situations which involve members of the establishment, opinion makers or anyone influential.
- The event of a bomb threat condition or an increased security threat condition, in accordance with Airport and National Authorities (procedures are described in the ITA Security Program chap. 14. For the part related to the notification refers to the Security program chap 13 and the SeMS Manual chap 7 and 8).

The above list of events is obviously completed by the events described in the *Crisis Manual* which are to be managed in accordance with the agreed procedures.

**Action** – The Station Manager or his/her direct representative must immediately inform the following:

- the OCC – the Operation Control Centre – in the person of the duty Coordinator
- the Security Manager (only in case of a threat to Security - see ITA Security Program cap.13 and 14)
- the Stations' Line Manager
- the Company Press Office
- the person and unit listed in the table below

To the distribution list [DamageAndDGITA@ita-airways.com](mailto:DamageAndDGITA@ita-airways.com), the use of which is expressed in the summary table “Document / Actions” the following recipients are linked: Accountable manager, Ground Operations Nominated Person, Security Manager, Operations Control Centre, Compliance Monitoring Manager, Safety Manager, Maintenance Nominated Person, Maintenance Control Centre, Insurance

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The email shall contain the following information:

- place, date and time (local) of the occurrence,
- type and registration of the aircraft,
- flight number,
- short event description,
- any aircraft damages and/or involved person, infrastructures, etc.,
- photographs of damage and GSE / equipment involved
- DG Documentation (NOTOC and Shipper Declaration, if applicable),
- any other available documents concerning the event.

 <small>INSPIRED BY <i>Alitalia</i></small> VOL. I - PBM	SUPPORT OPERATIONS							14.6	Page 13
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## DOCUMENT / ACTIONS

EVENT	GSR	STATION DISRUPTION REPORT	AIRCRAFT DAMAGE DamageandDGITA@ita-airways.com	DUTY MANAGER: 0665627200-01-02-03 than send a mail to: <u>Occ-DutyManager@ita-airways.com</u>	CALL: AVIATION SECURITY CENTER 0665625000 than send a mail to: <b>FCODEAZ</b>	MAIL to: for ITA <sup>1</sup> to: <b>ITA.Disruption@ita-airways.com</b> for ESO <sup>1</sup> to: <b>ESO.Disruption@ita-airways.com</b>	MAIL to: <b>sicurezzadellavoro@ita-airways.com</b>	Insurance Insurance@ita-airways.com
DELAY <2ORE	NO	NO	NO	YES	NO	YES	NO	NO
DELAY >2ORE	NO	YES	NO	YES	NO	YES	NO	NO
Aircraft Damage	YES	NO	YES	YES	NO	YES	NO	YES
Cancellation	NO	YES	NO	YES	NO	YES	NO	NO
Diversion	SI	YES	NO	YES	YES	YES	NO	NO
APT Closure	SI	NO	NO	YES	YES	YES	NO	NO
Bomb Alarm	SI	NO	NO	YES	YES	YES	NO	NO
Medical emergencies	YES	NO	NO	YES	NO	YES	NO	NO
Unruly	YES	YES	NO	YES	YES	YES	NO	NO
Bag on board without pax <sup>2</sup>	YES	YES	NO	YES	YES	YES	NO	NO
Pax on wrong flight	YES	YES	NO	YES	YES	YES	NO	NO
Back to the parking/Aborted take off <sup>3</sup>	YES	YES	NO	YES	YES	YES	NO	NO
Media impact <sup>4</sup>	NO	YES	NO	YES	YES	YES	NO	NO
Pax injury <sup>5</sup>	NO	NO	NO	NO	NO	NO	NO	YES
Safety at work	NO	NO	NO	NO	NO	NO	YES	NO
Injuries at work	NO	NO	NO	NO	NO	YES	NO	NO

1 The mailing list **ITA** or **ESO Disruption** include: Post Holder Ground Security Department, Station Managers FCO, Duty Manager OCC, Italian Stations Coordinators (in ITA) or Outstations Coordinators (in ESO)

2 Bag on board of a not boarded pax

3 A/C back to the parking, to the stand, aborted take off

4 As an example but not exhaustive: passenger injured during boarding/disembarking/on board, disorder on board, dispute between passengers, any situation of discomfort for passengers with a media impact

5 see the procedure at chapter 18.04

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	ERP MANUAL - HUB STATION DRILLS	Ed 2/ Apr 20 2022	

## 14.7 ERP MANUAL - HUB STATION DRILLS

In order to guarantee complete efficiency in the event of a flight emergency, even during the most critical stages, preparation and familiarity with the processes involved are essential.

**To achieve this aim, each station shall perform a periodical drill (at least one every two years) to test their level of preparation and ability to manage emergency situations efficiently. Stations also have to periodically check the contacts by communicating changes to the Crisis Management and Security (ref. sect 1, 1.8 of the Crisis Manual)**

The following points are fundamental:

- The ERP Manual, its check lists and any other elements needed during an emergency must all be perfectly organised and easily accessible, even when the Local Command Centre Leader (KK) is not on duty;
- All staff who might be involved in an emergency, whether directly employed by the Company or not (Handling Agent, airport Epic, etc) must be familiar with the contents of the ERP Manual and the instructions it contains;
- Complete and update at least once a year and when there are changes in liability, the annex LCC-11 (Local Command Center Checklist), which summarizes the telephone contacts of the airport, business and service bodies involved in the emergency.

Given that drills are carried out within the parameters of each station in terms of local conditions and infrastructure it is advisable to use check list n°11 as a starting point. Check list n°11 is the reference sheet for each Station Manager which gives useful general information on crisis management.

During the drill the station should test the functions carried out by the local authorities as scheduled in the check lists but **avoid**:

- involving central company departments;
- requesting the flight block in the system;

and the following points should **also be carried out**:

- If you have any paper documents (coupons, boarding passes, etc.), you should simulate their sending for the certification of the passenger list limited to the 1st level, photocopying (numbering the sheets) or scanning the docs to the fax number or the email address defined with your line; for HUB, an internal transmission flow must be laid down; the Stations where the system of the Company is not in use, also keep PIL and the list of passengers with an electronic ticket.
- time the drill from start to finish taking note of the how long each stage takes;
- make a note of any comments and suggestions on the processes involved which should be subsequently discussed with the line;
- file all the relevant documentation which must be available to the line.

The above to be added to and to integrate the norms and conditions established by the department responsible for the ERP Manual (LCC-11) and the local authorities.

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	HEALTH EMERGENCIES	Ed 2/ 20 Apr 2022	

## 14.8 HEALTH EMERGENCIES

In case of public health emergencies, on the recommendation of the World Health Organization or by order of the competent Italian Ministries or other countries one, some specific measures are introduced in order to limit as much as possible the possible spread of the infection

These measures are communicated to passenger on the carrier official website

Detailed procedures and announcements are available and downloadable from the Chap. 16 of the PBM and in the communications sent time by time to the stations.

**15 AIRCRAFT**

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	AIRCRAFT CHART	Ed2 Rev12/Feb 28 2025	

## 15.1 AIRCRAFT CHART

### 15.1.1 A350 "359" (319 seats)

*EI-IFA; EI-IFB; EI-IFC; EI-IFD; EI-IFE; EI-IFF*

*Aircraft Version: J 33 (A DH L) - P 24 (AC DEGH JL) - Y 262 (AC DEH JKL)*

#### SCP-SPECIAL CATEGORIES OF PASSENGERS:

The number and categories of SCP on a flight should not exceed the number of passengers capable of assisting them in case of an emergency (for the complete definition see chapter 6.1).

They shall not occupy seats with direct access to emergency exits.

- **PRM: NO PRM at row 44 AC DEH JL.** The toilette with facilities for disabled passengers is located between rows 43 and 44. Preferably offer PWD (Persons with Disabilities) an aisle seat and follow the standard rule for SCP.

<b>STCR</b>	56-57-58ABC and seats 56-57-58JKL
<b>AOXY</b>	NIL
<b>PPOC</b>	any seat in J; window seat of the row A or L in P; in Y window seat or seat of the row E
<b>MEQT</b>	The equipment, if not placed under the seat, must be anchored at a window side
<b>SVAN</b>	bulkhead seat; preferably row 30 seat J or C otherwise any seat as per SCP rule, no exit rows. They must not occupy an aisle or be an obstacle to the service on board.

- **INFANT:** 10 per flight (standard number considering the availability of life jackets and extension belt. It can be exceeded, under the SCP limits on a flight, if the flight is not full and additional extension belts and life jackets are available).

	J	P	Y
<b>with car seat</b> (never assign emergency exit row nor on forward or backward row)	NO	NO	preferably 30A,30L for car seat; 30B,30K for escort
<b>with BSCT</b> (maximum contingency: 3)	1D,1H	20A,20C	30D, 30H, 44D, 44H or, alternatively, 30E and 44E if the adjacent seats are not already occupied with bassinet facility
<b>in adult lap</b>	1 x row segment	1 x row segment	1 x row segment

- **UMNR:** Preferably assign aisle seat located next to galleys attended by cabin crew, starting from the seat listed above and continuing towards the center. In presence of groups of UMNR, group them as to obtain a "UMNR zone" to be easily controlled by cabin crew. If seats are available, keep adjacent seats free or, if not possible, preferably assign next to them families with children. Always assign seats for UMNR as far away as possible from those designated for DEPO (Deportees), INAD (Inadmissible Passengers) and persons in custody.

J	P	Y
first rows	aisle seats	57JKL, 58JKL

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	AIRCRAFT CHART	Ed2 Rev10/Oct 30 2024	

- **DEPU (unescorted):** the number of DEPU, also counting any unescorted INAD, must not exceed the number of the flight attendant designated for the flight (see PBM 9.2.1 and 10.1 for any exceptions). Assign seats at the rear of the aircraft from last row, moving forward.
- **DEPA (accompanied):** for escorted deportees a minimum of two escorts is generally required for each DEPA. The escort must be assigned to the seats immediately adjacent to those assigned to the DEPA, respectively on the right and left.
- **Person in custody + Escort** (identified in the system with the SSR **DEPA** as well): for each flight, the number of Person in Custody added to the number of agents escorting them, must not exceed 30% of the aircraft's seats. However, the aforementioned numerical limit can be exceeded on the basis of agreements between the authority and the Security Department of ITA. Assign seats at the rear of the aircraft.

#### **ANIMAL AND BAGGAGE:**

- **PETC** 6 per flight (not on first row and on emergency exits).
- **AVIH** for quantity and loading see HLM.
- **CELLO** (and similar)

Baggage dimension	J	P	Y
L52 x P40 x H135	NO	NO	From row 31 to row 42 and from row 45 to row 54 seat E

  

Baggage dimension	J	P	Y
L50 x P25 x H135	NO	NO	From row 31 to row 42 and from row 45 to row 54 seat E

- **CBBG and musical instruments** (PBM 2.4 and following)

Baggage dimension (L x P x H)	J	P	Y
46 x 60 x 60	NO	NO	from row 31 to row 42 and from row 45 to row 54 seat A, L
43 x 40 x 60	NO	NO	from row 31 to row 42 and from row 45 to row 54 seat A, L
97 x 40 x 60	NO	NO	from row 31 to row 42 and from row 45 to row 54 seat A, L

#### **OTHER:**

- **Crew: 12**

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	AIRCRAFT CHART	Ed2 Rev11/Dec 17 2024	

### 15.1.2 A330 (256 seats);

**EI-EJG; EI-EJH; EI-EJM; EI-EJO; EI-EJP**

**Aircraft Version: 256; J20 (AC DEGH JL) - P17 (AC DEGH JL) - 219Y (AC DEGH JL);  
J20 (AC DEGH JL) - P17 (AC DEG JL) / Y213 (AC DEGH JL); J20 / Y236**

#### SCP-SPECIAL CATEGORIES OF PASSENGERS:

The number and categories of SCP on a flight should not exceed the number of passengers capable of assisting them in case of an emergency (for the complete definition see chapter 6.1).

They shall not occupy seats with direct access to emergency exits.

- PRM:** seats marketed in the DCS with the symbol of the wheelchair: **26C, 27C (NO PRM at row 29 DEGH)** are to be preferably assigned to non ambulatory passengers, to whom assign an aisle seat. At booking stage they appear as not assignable in order to preserve them to stations. In J class the recommended seats for the wchc customer and his eventual companion are those to rows CD-HJ. Agents should preferably offer PWD an aisle seat and follow the standard rule for SCP.

<b>STCR</b>	ONLY Y 40,41,42 AC; 1 x Flight
<b>AOXY</b>	Subject to availability check (oxygen quantity required / flight time) and number of seats to be blocked; ONLY 1 AOXY per Flight
<b>PPOC</b>	any seat in J; in P or Y window seat or middle rows E or G
<b>MEQT</b>	The equipment, if not placed under the seat, must be anchored at a window side
<b>SVAN</b>	bulkhead seat; in J preferably 2D, 4D; in P 8C; in Y12C otherwise any seat as per SCP rule, NO EXIT ROWS

- INFANT:** 10 per flight (standard number considering the availability of life jackets and extension belt. It can be exceeded, under the SCP limits on a flight, if the flight is not full and additional extension belts and life jackets are available)

	J	P	Y
<b>with car seat</b> (never assign emergency exit row nor on forward or backward row)	all EG seats	preferably 8A for car seat; 8C for escort	preferably 12A/L for car seat; 12C/J for escort
<b>with BSCT</b> (2 in PY area)	NO DISPO	8A/L (preferably window side) E - G too	12A,L, 29E (preferably window side)
<b>in adult lap</b>	1 x row segment	1 x row segment	1 x row segment

- UMNR:** Preferably assign aisle seat located next to galleys attended by cabin crew, starting from the seat listed above and continuing towards the centre. When in presence of groups of UMNR group them as to obtain a "UMNR zone" to be easily controlled by cabin crew, keep adjacent seats free or preferably assign next to them families with children. Keep them far from DEPO, INAD and persons in custody.

J	P	Y
any aisle seats. NO EG seats	aisle seats	starting from 42,41 JL

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	AIRCRAFT CHART	Ed2 Rev11/Dec 17 2024	

- **DEPU (unescorted):** the number of DEPU, also counting any unescorted INAD, must not exceed the number of the flight attendant designated for the flight (see PBM 9.2.1 and 10.1 for any exceptions). Assign seats at the rear of the aircraft.
- **DEPA (accompanied):** for escorted deportees are generally required a minimum of two escorts for any DEPA
- **Person in custody + Escort** (identified in the system with the SSR **DEPA** as well): for each flight, the number of Person in Custody added to the number of agents escorting them, must not exceed 30% of the aircraft's seats. However, the aforementioned numerical limit can be exceeded on the basis of agreements between the authority and the Security Department of ITA. Assign seats at the rear of the aircraft.

### ANIMAL AND BAGGAGE:

- **PETC** 6 per flight (not on first row and on emergency exits). Preferably: 9-10ACJL (E seats equipped with anchor bar), 16-28DEGH, 30H, 31-38DEGH, 39GH (more comfortable).
- **AVIH** for quantity and loading see HLM
- **CELLO** (and similar)

Baggage dimension	J	P/Y
L52 x P40 x H135	EG	bulkhead seats window side
Baggage dimension		J/P/Y
L50 x P25 x H135		NO EXIT ROW

- **CBBG and musical instruments** (PBM 2.4 and following)

Baggage dimension (L x P x H)	J/P	Y
46 x 60 x 60	1 EG 8AL	
43 x 40 x 60		20AL
97 x 40 x 60		20 EFG

### OTHER:

- **Crew: 8/7**

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	AIRCRAFT CHART	Ed2 Rev11/Dec 17 2024	

### 15.1.3 A330 "339" (291 seats);

**EI-HJN; EI-HJO; EI-HPA; EI-HPB; EI-HJP; EI-HJR; EI-HJS; EI-TYA; EI-TYB; EI-TYC; EI-TYD**

**Aircraft Version: 256; 291; J30 (AC DEGH JL) - P24 (AC DEGH JL) - 291Y (AC DEGH JL);**

#### SCP-SPECIAL CATEGORIES OF PASSENGERS:

The number and categories of SCP on a flight should not exceed the number of passengers capable of assisting them in case of an emergency (for the complete definition see chapter 6.1).

They shall not occupy seats with direct access to emergency exits.

- **PRM:** seats marketed in the DCS with the symbol of the wheelchair: **56H, 57H** as the toilette equipped for disable is located at the rear (**NO PRM at row 43DEGH**) Aisle seats are to be preferably assigned to non ambulatory passengers. At booking stage the above seats appears as not assignable in order to preserve them to stations.

Agents should preferably offer PWD an aisle seat and follow the standard rule for SCP.

<b>STCR</b>	Currently not available
<b>AOXY</b>	Currently not available
<b>PPOC</b>	any seat in J; in P or Y window seat or middle rows E or G
<b>MEQT</b>	The equipment, if not placed under the seat, must be anchored at a window side
<b>SVAN</b>	bulkhead seat;  otherwise any seat as per SCP rule, NO EXIT ROWS. Not obstruct the emergency exit nor the aisle.

- **INFANT:** 10 per flight (standard number considering the availability of life jackets and extension belt. It can be exceeded, under the SCP limits on a flight, if the flight is not full and additional extension belts and life jackets are available)

	J	P	Y
<b>with car seat</b> (never assign emergency exit row nor on forward or backward row)	all EG seats	preferably 20 AL for car seat; 20 CJ for escort	preferably 30 A/L for car seat; 30 C/J for escort
<b>with BSCT</b> (2 in PY area)	NO DISPO	20 A or C (preferably window side)	30 A o C, D o E, L o J (preferably window side)
<b>in adult lap</b>	1 x row segment	1 x row segment	1 x row segment

- **UMNR:** Preferably assign aisle seat located next to galleys attended by cabin crew, starting from the seat listed above and continuing towards the centre. When in presence of groups of UMNR group them as to obtain a "UMNR zone" to be easily controlled by cabin crew, keep adjacent seats free or preferably assign next to them families with children. Keep them far from DEPO, INAD and persons in custody.

J	P	Y
any aisle seats	aisle seats	starting from 60 AC

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	AIRCRAFT CHART	Ed2 Rev12/Feb 28 2025	

- **DEPU (unescorted):** the number of DEPU, also counting any unescorted INAD, must not exceed the number of the flight attendant designated for the flight (see PBM 9 and 10 for any exceptions). Assign seats at the rear of the aircraft.
- **DEPA (accompanied):** for escorted deportees are generally required a minimum of two escorts for any DEPA
- **Person in custody + Escort** (identified in the system with the SSR **DEPA** as well): for each flight, the number of Person in Custody added to the number of agents escorting them, must not exceed 30% of the aircraft's seats. However, the aforementioned numerical limit can be exceeded on the basis of agreements between the authority and the Security Department of ITA. Assign seats at the rear of the aircraft.

### ANIMAL AND BAGGAGE:

- **PETC** 6 per flight, not on first row and on emergency exits, nor at the last rows or 58-59-60 posti E-H
- **EXTRASEAT** permitted in Economy Cabin
- **AVIH** for quantity and loading see HLM
- **CELLO** (and similar)

Baggage dimension	J	P/Y
L52 x P40 x H135		bulkhead seats window side

Baggage dimension	J/P/Y
L50 x P25 x H135	NO EXIT ROW

- **CBBG and musical instruments** (PBM 2.4 and following)

Baggage dimension (L x P x H)	J/P	Y
46 x 60 x 60	1E, 1H 20 A / 20L	
43 x 40 x 60		36 AL
97 x 40 x 60		36 DE, 36GH

### OTHER:

- **Crew: 10**

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	AIRCRAFT CHART	Ed2 Rev11/Dec 17 2024	

#### 15.1.4 A321 NEO (165 seats);

**EI-HXA; EI-HXB; EI-HXC; EI-HXD; EI-HXE; EI-HXF; EI-HXG**  
*Aircraft Version: 165 (J12/P12/Y/141) - J(AF), P (AC DF), Y (ABC DEF)*

#### SCP-SPECIAL CATEGORIES OF PASSENGERS:

The number and categories of SCP on a flight should not exceed the number of passengers capable of assisting them in case of an emergency (for the complete definition see chapter 6.1).  
 They shall not occupy seats with direct access to emergency exits.

- **PRM:** seats marketed in the DCS with the symbol of the wheelchair: **52C or 53D** are to be preferably assigned to non ambulatory passengers, to whom assign an aisle seat. At booking stage they appears as not assignable in order to preserve them to stations.  
 Agents should preferably offer PWD an aisle seat and follow the standard rule for SCP.

<b>STCR</b>	seats at row 50-51-52 ABC
<b>AOXY</b>	NIL
<b>PPOC</b>	window seat
<b>MEQT</b>	The equipment, if not placed under the seat, must be anchored at a window side
<b>SVAN</b>	bulkhead seat or after curtain; preferably 30A otherwise any seat as per SCP rule, NO EXIT ROWS

- **INFANT:** 10 per flight (standard number considering the availability of life jackets and extension belt. It can be exceeded, under the SCP limits on a flight, if the flight is not full and additional extension belts and life jackets are available)

	Y
with car seat	seat near the window; far from EXIT ROW (no previous or next row)
with BSCT	NO DISPO
in adult lap	1 x row segment

- **UMNR:** Preferably assign aisle seat located next to galleys attended by cabin crew, starting from the seat listed above and continuing towards the centre. When in presence of groups of UMNR group them as to obtain a "UMNR zone" to be easily controlled by cabin crew, keep adjacent seats free or preferably assign next to them families with children. Keep them far from DEPO, INAD and persons in custody.

Y
starting from last row

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	AIRCRAFT CHART	Ed2 Rev8/Mar 15 2024	

- **DEPU (unescorted):** the number of DEPU, also counting any unescorted INAD, must not exceed the number of the flight attendant designated for the flight (see PBM 9.2.1 and 10.1 for any exceptions). Assign seats at the rear of the aircraft.
- **DEPA (accompanied):** for escorted deportees are generally required a minimum of two escorts for any DEPA
- **Person in custody + Escort** (identified in the system with the SSR **DEPA** as well): for each flight, the number of Person in Custody added to the number of agents escorting them, must not exceed 30% of the aircraft's seats. However, the aforementioned numerical limit can be exceeded on the basis of agreements between the authority and the Security Department of ITA. Assign seats at the rear of the aircraft.

### ANIMAL AND BAGGAGE:

- **PETC** 6 per flight (Preferably in the front rows except the first row and not on the emergency exits).
- **AVIH** for quantity and loading see HLM
- **CELLO** (and similar)

Baggage dimension	Y
L52 x P40 x H135	30 F
Baggage dimension	Y
L50 x P25 x H135	NO EXIT ROW

- **CBBG and musical instruments** (PBM 2.4 and following)

Baggage dimension (L x P x H)	J / P / Y
46 x 60 x 60	1A
43 x 40 x 60	20A
97 x 40 x 60	31EF

### OTHER:

- **Crew: 5**

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	AIRCRAFT CHART	Ed2 Rev8/Mar 15 2024	

### 15.1.5 320 (171 seats)

**EI-IKF; EI-IKG; EI-IKL; EI-IKU**

*Aircraft Version: 171 variable (ABC DEF)*

#### **SCP-SPECIAL CATEGORIES OF PASSENGERS:**

**The number and categories of SCP on a flight should not exceed the number of passengers capable of assisting them in case of an emergency (for the complete definition see chapter 6.1).**

**They shall not occupy seats with direct access to emergency exits.**

- **PRM:** seat marketed in the DCS with the symbol of the wheelchair **8C** are to be preferably assigned to non ambulatory passengers, to whom assign an aisle seat. At booking stage they appears as not assignable in order to preserve them to stations.

Agents should preferably offer PWD an aisle seat and follow the standard rule for SCP.

<b>STCR</b>	only Y 28-29-30-31 ABC 1 x flight
<b>AOXY</b>	subject to availability check (oxygen quantity required / flight time) and number of seats to be blocked; ONLY 1 AOXY per Flight from 1ABC to 9ABCDEF
<b>PPOC</b>	any seat in J; in Y window seat
<b>MEQT</b>	the equipment, if not placed under the seat, must be anchored at a window side
<b>SVAN</b>	bulkhead seat or after curtain; preferably 1C otherwise any seat as per SCP rule, NO EXIT ROWS

- **INFANT:** 10 per flight (standard number considering the availability of life jackets and extension belt. It can be exceeded, under the SCP limits on a flight, if the flight is not full and additional extension belts and life jackets are available)

	J/Y
with car seat	seat near the window, far from EXIT ROW (no previous or next row)
with BSCT	NO DISPO
in adult lap	1 x row segment

- **UMNR:** Preferably assign aisle seat located next to galleys attended by cabin crew, starting from the seat listed above and continuing towards the centre. When in presence of groups of UMNR group them as to obtain a "UMNR zone" to be easily controlled by cabin crew, keep adjacent seats free or preferably assign next to them families with children. Keep them far from DEPO, INAD and persons in custody.

J	Y
any aisle seats	starting from 31ABCDEF

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	AIRCRAFT CHART	Ed2 Rev8/Mar 15 2024	

- **DEPU (unescorted):** the number of DEPU, also counting any unescorted INAD, must not exceed the number of the flight attendant designated for the flight (see PBM 9.2.1 and 10.1 for any exceptions). Assign seats at the rear of the aircraft.
- **DEPA (accompanied):** for escorted deportees are generally required a minimum of two escorts for any DEPA
- **Person in custody + Escort** (identified in the system with the SSR **DEPA** as well): for each flight, the number of Person in Custody added to the number of agents escorting them, must not exceed 30% of the aircraft's seats. However, the aforementioned numerical limit can be exceeded on the basis of agreements between the authority and the Security Department of ITA. Assign seats at the rear of the aircraft.

### ANIMAL AND BAGGAGE:

- **PETC** 6 per flight (Preferably in the front rows except the first, in economy class from the row after the curtain and seats 3-10 ABCDEF, 14-30 ABCDEF. Not on the emergency exits)
- **AVIH** for quantity and loading see HLM
- **CELLO** (and similar)

Baggage dimension	J/Y
L52 x P40 x H135	first row*, window side
Baggage dimension	J/Y
L50 x P25 x H135	NO EXIT ROW

- **CBBG and musical instruments** (PBM 2.4 and following)

Baggage dimension (horizontal position) (L x P x H)	J/Y*	Y
46 x 60 x 60	2A 3F	
43 x 40 x 60		19F
97 x 40 x 60		19 EFG

\* On flight with "Superior" class the first row seats are located in the Superior zone

### OTHER:

- **Crew: 4**

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	AIRCRAFT CHART	Ed2 Rev11/Dec 17 2024	

### 15.1.6 A320 "32S" (174 seats)

**EI-DSU; EI-DSW; EI-DSY; EI-DTA; EI-DTB; EI-DTE; EI-DTG; EI-DTH; EI-DTI; EI-DTJ; EI-DTM; EI-DTN; EI-DTO; EI-EIA; EI-EIB; EI-EIC; EI-EID; EI-EIE**

*Aircraft Version: 174 variable (ABC DEF)*

#### **SCP-SPECIAL CATEGORIES OF PASSENGERS:**

**The number and categories of SCP on a flight should not exceed the number of passengers capable of assisting them in case of an emergency (for the complete definition see chapter 6.1).**  
**They shall not occupy seats with direct access to emergency exits.**

- PRM:** seats marketed in the DCS with the symbol of the wheelchair: **8C or the first seat C available after the curtain** are to be preferably assigned to non ambulatory passengers, to whom assign an aisle seat. At booking stage they appears as not assignable in order to preserve them to stations. Agents should preferably offer PWD an aisle seat and follow the standard rule for SCP.

<b>STCR</b>	ONLY Y 28-29-30-31 ABC; 1 x Flight
<b>AOXY</b>	Subject to availability check (oxygen quantity required / flight time) and number of seats to be blocked; ONLY 1 AOXY per Flight from 1 to 9 ABCDEF
<b>PPOC</b>	any seat in J; in Y window seat
<b>MEQT</b>	The equipment, if not placed under the seat, must be anchored at a window side
<b>SVAN</b>	bulkhead seat or after curtain; preferably 1C otherwise any seat as per SCP rule, NO EXIT ROWS

- INFANT:** 10 per flight (standard number considering the availability of life jackets and extension belt. It can be exceeded, under the SCP limits on a flight, if the flight is not full and additional extension belts and life jackets are available)

	J/Y
with car seat	seat near the window; far from EXIT ROW (no previous or next row)
with BSCT	NO DISPO
In adult lap	1 x row segment

- UMNR:** Preferably assign aisle seat located next to galleys attended by cabin crew, starting from the seat listed above and continuing towards the centre. When in presence of groups of UMNR group them as to obtain a "UMNR zone" to be easily controlled by cabin crew, keep adjacent seats free or preferably assign next to them families with children. Keep them far from DEPO, INAD and persons in custody.

J	Y
any aisle seats	starting from 31ABCDEF

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	AIRCRAFT CHART	Ed2 Rev8/Mar 15 2024	

- **DEPU (unescorted):** the number of DEPU, also counting any unescorted INAD, must not exceed the number of the flight attendant designated for the flight (see PBM 9.2.1 and 10.1 for any exceptions). Assign seats at the rear of the aircraft.
- **DEPA (accompanied):** for escorted deportees are generally required a minimum of two escorts for any DEPA
- **Person in custody + Escort** (identified in the system with the SSR **DEPA** as well): for each flight, the number of Person in Custody added to the number of agents escorting them, must not exceed 30% of the aircraft's seats. However, the aforementioned numerical limit can be exceeded on the basis of agreements between the authority and the Security Department of ITA. Assign seats at the rear of the aircraft.

### ANIMAL AND BAGGAGE:

- **PETC** 6 per flight (Preferably in the front rows except the first, in economy class from the row after the curtain and seats 3-10 ABCDEF, 14-30 ABCDEF. Not on the emergency exits)
- **AVIH** for quantity and loading see HLM
- **CELLO** (and similar)

Baggage dimension	J/Y
L52 x P40 x H135	first row*, window side
Baggage dimension	J/Y
L50 x P25 x H135	NO EXIT ROW

- **CBBG and musical instruments** (PBM 2.4 and following)

Baggage dimension (horizontal position) (L x P x H)	J/Y*	Y
46 x 60 x 60	2A 2F	
43 x 40 x 60		19F
97 x 40 x 60		19 EF

\* On flight with "Superior" class the first row seats are located in the Superior zone

### OTHER:

- **Crew: 4**

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	AIRCRAFT CHART	Ed2 Rev8/Mar 15 2024	

### 15.1.7 A320 "32S" (180 seats);

**EI-DSV; EI-DSX; EI-DSZ**

*Aircraft Version: 180; Y180 (ABC DEF)*

#### SCP-SPECIAL CATEGORIES OF PASSENGERS:

The number and categories of SCP on a flight should not exceed the number of passengers capable of assisting them in case of an emergency (for the complete definition see chapter 6.1).

**They shall not occupy seats with direct access to emergency exits.**

- **PRM:** seats marketed in the DCS with the symbol of the wheelchair: **8C** are to be preferably assigned to non ambulatory passengers, to whom assign an aisle seat. At booking stage they appears as not assignable in order to preserve them to stations.

Agents should preferably offer PWD an aisle seat and follow the standard rule for SCP.

<b>STCR</b>	NIL
<b>AOXY</b>	Subject to availability check (oxygen quantity required / flight time) and number of seats to be blocked; ONLY 1 AOXY per Flight; 1 ABCDEF
<b>PPOC</b>	window seat
<b>MEQT</b>	The equipment, if not placed under the seat, must be anchored at a window side
<b>SVAN</b>	bulkhead seat or after curtain; preferably 1C otherwise any seat as per SCP rule, NO EXIT ROWS

- **INFANT:** 10 per flight (standard number considering the availability of life jackets and extension belt. It can be exceeded, under the SCP limits on a flight, if the flight is not full and additional extension belts and life jackets are available)

	Y
with car seat	seat near the window; far from EXIT ROW (no previous or next row)
with BSCT	NO DISPO
in adult lap	1 x row segment

- **UMNR:** Preferably assign aisle seat located next to galleys attended by cabin crew, starting from the seat listed above and continuing towards the centre. When in presence of groups of UMNR group them as to obtain a "UMNR zone" to be easily controlled by cabin crew, keep adjacent seats free or preferably assign next to them families with children. Keep them far from DEPO, INAD and persons in custody.

Y
starting from 32 ABCDEF

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	AIRCRAFT CHART	Ed2 Rev8/Mar 15 2024	

- **DEPU (unescorted):** the number of DEPU, also counting any unescorted INAD, must not exceed the number of the flight attendant designated for the flight (see PBM 9.2.1 and 10.1 for any exceptions). Assign seats at the rear of the aircraft.
- **DEPA (accompanied):** for escorted deportees are generally required a minimum of two escorts for any DEPA
- **Person in custody + Escort** (identified in the system with the SSR **DEPA** as well): for each flight, the number of Person in Custody added to the number of agents escorting them, must not exceed 30% of the aircraft's seats. However, the aforementioned numerical limit can be exceeded on the basis of agreements between the authority and the Security Department of ITA. Assign seats at the rear of the aircraft.

### ANIMAL AND BAGGAGE:

- **PETC** 6 per flight (Preferably in the front rows except the first and seats 3-10 ABCDEF, 14-30 ABC-DEF. Not on the emergency exits).
- **AVIH** for quantity and loading see HLM
- **CELLO** (and similar)

Baggage dimension	J/Y
L52 x P40 x H135	first row *
Baggage dimension	Y
L50 x P25 x H135	NO EXIT ROW

- **CBBG and musical instruments** (PBM 2.4 and following)

Baggage dimension (L x P x H)	J / Y*
46 x 60 x 60	2A, 3F
43 x 40 x 60	19F
97 x 40 x 60	19EF

\* On flight with "Superior" class the first row seats are located in the Superior zone

### OTHER:

- **Crew: 4**

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	AIRCRAFT CHART	Ed2 Rev11/Dec 17 2024	

### 15.1.8 A320 NEO (180 seats);

32B": **EI-INA; EI-INB; EI-INC; EI-IND; EI-INE**  
 "32N": **EI-HJD; EI-HJE; EI-HOA; EI-HOB; EI-HOC; EI-HOD; EI-HOE; EI-HOF; EI-HOH; EI-HOI; EI-HOJ; EI-HOL; EI-HOM; EI-HON;**  
*Aircraft Version: 180; Y180 (ABC DEF)*

#### SCP-SPECIAL CATEGORIES OF PASSENGERS:

The number and categories of SCP on a flight should not exceed the number of passengers capable of assisting them in case of an emergency (for the complete definition see chapter 6.1).

They shall not occupy seats with direct access to emergency exits.

- **PRM:** seats marketed in the DCS with the symbol of the wheelchair: **8C** are to be preferably assigned to non ambulatory passengers, to whom assign an aisle seat. At booking stage they appears as not assignable in order to preserve them to stations.

Agents should preferably offer PWD an aisle seat and follow the standard rule for SCP.

<b>STCR</b>	"32B" type: seats 30-31-32DEF; "32N" type: seats 30-31-32ABC
<b>AOXY</b>	NIL
<b>PPOC</b>	window seat
<b>MEQT</b>	The equipment, if not placed under the seat, must be anchored at a window side
<b>SVAN</b>	bulkhead seat or after curtain; preferably 1C otherwise any seat as per SCP rule, NO EXIT ROWS

- **INFANT:** 10 per flight (standard number considering the availability of life jackets and extension belt. It can be exceeded, under the SCP limits on a flight, if the flight is not full and additional extension belts and life jackets are available)

	Y
with car seat	seat near the window; far from EXIT ROW (no previous or next row)
with BSCT	NO DISPO
in adult lap	1 x row segment

- **UMNR:** Preferably assign aisle seat located next to galleys attended by cabin crew, starting from the seat listed above and continuing towards the centre. When in presence of groups of UMNR group them as to obtain a "UMNR zone" to be easily controlled by cabin crew, keep adjacent seats free or preferably assign next to them families with children. Keep them far from DEPO, INAD and persons in custody.

Y
starting from 32 ABCDEF

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	AIRCRAFT CHART	Ed2 Rev8/Mar 15 2024	

- **DEPU (unescorted):** the number of DEPU, also counting any unescorted INAD, must not exceed the number of the flight attendant designated for the flight (see PBM 9.2.1 and 10.1 for any exceptions). Assign seats at the rear of the aircraft.
- **DEPA (accompanied):** for escorted deportees are generally required a minimum of two escorts for any DEPA
- **Person in custody + Escort** (identified in the system with the SSR **DEPA** as well): for each flight, the number of Person in Custody added to the number of agents escorting them, must not exceed 30% of the aircraft's seats. However, the aforementioned numerical limit can be exceeded on the basis of agreements between the authority and the Security Department of ITA. Assign seats at the rear of the aircraft.

### ANIMAL AND BAGGAGE:

- **PETC** 6 per flight (Preferably in the front rows except the first and seats 3-10 ABCDEF, 14-30 ABC-DEF. Not on the emergency exits).
- **AVIH** for quantity and loading see HLM
- **CELLO** (and similar)

Baggage dimension	J/Y
L52 x P40 x H135	first row*
Baggage dimension	Y
L50 x P25 x H135	NO EXIT ROW

- **CBBG and musical instruments** (PBM 2.4 and following)

Baggage dimension (L x P x H)	J / Y*
46 x 60 x 60	2A, 3F *
43 x 40 x 60	19F
97 x 40 x 60	19EF

\* On flight with "Superior" class the first row seats are located in the Superior zone

### OTHER:

- **Crew: 4**

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	AIRCRAFT CHART	Ed2 Rev11/Dec 17 2024	

### 15.1.9 A319 (144 posti):

*EI-IMB; EI-IMF; EI-IMH; EI-IMO;  
 EI-IMM; EI-IMN; EI-IMT; EI-IMV; EI-IMW; EI-IMX; EI-IMS*  
*Versione aeromobile: 144 variabile (ABC DEF)*

#### SCP-SPECIAL CATEGORIES OF PASSENGERS:

The number and categories of SCP on a flight should not exceed the number of passengers capable of assisting them in case of an emergency (for the complete definition see chapter 6.1).  
 They shall not occupy seats with direct access to emergency exits.

- **PRM:** seats marketed in the DCS with the symbol of the wheelchair: **8C or the first seat C available after the curtain** are to be preferably assigned to non ambulatory passengers, to whom assign an aisle seat. At booking stage they appears as not assignable in order to preserve them to stations. Agents should preferably offer PWD an aisle seat and follow the standard rule for SCP.

<b>STCR</b>	NIL
<b>AOXY</b>	Subject to availability check (oxygen quantity required / flight time) and number of seats to be blocked; ONLY 1 AOXY per Flight from 1 to 7 ABCDEF
<b>PPOC</b>	window seat
<b>MEQT</b>	The equipment, if not placed under the seat, must be anchored at a window side
<b>SVAN</b>	bulkhead seat or after curtain; preferably 1C otherwise any seat as per SCP rule, NO EXIT ROWS

- **INFANT:** 10 per flight (standard number considering the availability of life jackets and extension belt. It can be exceeded, under the SCP limits on a flight, if the flight is not full and additional extension belts and life jackets are available)

	J/Y
with car seat	seat near the window; far from EXIT ROW (no previous or next row)
with BSCT	NO DISPO
in adult lap	1 x row segment

- **UMNR:** Preferably assign aisle seat located next to galleys attended by cabin crew, starting from the seat listed above and continuing towards the centre. When in presence of groups of UMNR group them as to obtain a "UMNR zone" to be easily controlled by cabin crew, keep adjacent seats free or preferably assign next to them families with children. Keep them far from DEPO, INAD and persons in custody.

J	Y
any aisle seats	starting from 26 ABCDEF

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	AIRCRAFT CHART	Ed2 Rev8/Mar 15 2024	

- **DEPU (unescorted):** the number of DEPU, also counting any unescorted INAD, must not exceed the number of the flight attendant designated for the flight (see PBM 9.2.1 and 10.1 for any exceptions). Assign seats at the rear of the aircraft.
- **DEPA (accompanied):** for escorted deportees are generally required a minimum of two escorts for any DEPA
- **Person in custody + Escort** (identified in the system with the SSR **DEPA** as well): for each flight, the number of Person in Custody added to the number of agents escorting them, must not exceed 30% of the aircraft's seats. However, the aforementioned numerical limit can be exceeded on the basis of agreements between the authority and the Security Department of ITA. Assign seats at the rear of the aircraft.

### ANIMAL AND BAGGAGE:

- **PETC** 6 per flight (Preferably in the front rows except the first, in economy class from the row after the curtain and seats 3-8 ABCDEF, 10-25 ABCDEF. Not on the emergency exits
- **AVIH** for quantity and loading see HLM
- **CELLO** (and similar)

Baggage dimension	J/Y
L52 x P40 x H135	first row*
Baggage dimension	J/Y
L50 x P25 x H135	NO EXIT ROW

- **CBBG and musical instruments** (PBM 2.4 and following)

Baggage dimension (horizontal position) (L x P x H)	J/Y	Y
46 x 60 x 60	2A 2F*	
43 x 40 x 60		19F
97 x 40 x 60		19EF

\* On flight with "Superior" class the first row seats are located in the Superior zone

### OTHER:

- **Crew: 3**

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	AIRCRAFT CHART	Ed2 Rev8/Mar 15 2024	

### 15.1.10 A220 (148 seats);

**EI-HHI; EI-HHJ; EI-HHK; EI-HHL**  
*Versione aeromobile: Y 148; variabile (AC DEF)*

#### SCP-SPECIAL CATEGORIES OF PASSENGERS:

The number and categories of SCP on a flight should not exceed the number of passengers capable of assisting them in case of an emergency (for the complete definition see chapter 6.1).

**They shall not occupy seats with direct access to emergency exits.**

- **PRM:** seats marketed in the DCS with the symbol of the wheelchair: **5D** are to be preferably assigned to non ambulatory passengers, to whom assign an aisle seat. At booking stage they appears as not assignable in order to preserve them to stations. Agents should preferably offer PWD an aisle seat and follow the standard rule for SCP

Toilette marked as disable is located at the very rear of the aircraft row AC side.

<b>STCR</b>	NIL
<b>AOXY</b>	NIL
<b>PPOC</b>	window seat
<b>MEQT</b>	The equipment, if not placed under the seat, must be anchored at a window side
<b>SVAN</b>	bulkhead seat or after curtain; preferably 1C otherwise any seat as per SCP rule, NO EXIT ROWS

- **INFANT:** 10 per flight (standard number considering the availability of life jackets and extension belt. It can be exceeded, under the SCP limits on a flight, if the flight is not full and additional extension belts and life jackets are available).

	Y
with car seat	seat near the window; far from EXIT ROW (no previous or next row)
with BSCT	NO DISPO
in adult lap	1 x row segment <b>seat A or C. Not at the rows D E L</b>

- **UMNR:** Preferably assign aisle seat located next to galleys attended by cabin crew, starting from the seat listed above and continuing towards the centre. When in presence of groups of UMNR group them as to obtain a "UMNR zone" to be easily controlled by cabin crew, keep adjacent seats free or preferably assign next to them families with children. Keep them far from DEPO, INAD and persons in custody.

Y
starting from last row

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	AIRCRAFT CHART	Ed2 Rev8/Mar 15 2024	

- **DEPU (unescorted):** the number of DEPU, also counting any unescorted INAD, must not exceed the number of the flight attendant designated for the flight (see PBM 9.2.1 and 10.1 for any exceptions). Assign seats at the rear of the aircraft.
- **DEPA (accompanied):** for escorted deportees are generally required a minimum of two escorts for any DEPA
- **Person in custody + Escort** (identified in the system with the SSR **DEPA** as well): for each flight, the number of Person in Custody added to the number of agents escorting them, must not exceed 30% of the aircraft's seats. However, the aforementioned numerical limit can be exceeded on the basis of agreements between the authority and the Security Department of ITA. Assign seats at the rear of the aircraft.

### ANIMAL AND BAGGAGE:

- **PETC** 6 per flight (Preferably in the front rows except the first and seats 3-10 ABCDEF, 14-30 ABC-DEF. Not on the emergency exits).
- **AVIH** for quantity and loading see HLM
- **CELLO** (and similar)

Baggage dimension	J/Y*
L52 x P40 x H135	first row*
Baggage dimension	Y
L50 x P25 x H135	NO EXIT ROW

- **CBBG and musical instruments** (PBM 2.4 and following)

Baggage dimension (L x P x H)	J / Y
46 x 60 x 60	2A, 2F*
43 x 40 x 60	19E
97 x 40 x 60	19EF

\* On flight with "Superior" class the first row seats are located in the Superior zone

### OTHER:

- **Crew: 3**

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	AIRCRAFT CHART	Ed2 Rev12/Feb 28 2025	

**15.1.11 A220 "223" (149 seats);**

**EI-HHM; EI- HHN; EI-HHO; EI-HHP; EI-HHR-EI-HHU**

*Versione aeromobile: Y 149; variabile (AC DEF)*

**SCP-SPECIAL CATEGORIES OF PASSENGERS:**

**The number and categories of SCP on a flight should not exceed the number of passengers capable of assisting them in case of an emergency (for the complete definition see chapter 6.1).**

**They shall not occupy seats with direct access to emergency exits.**

- **PRM:** seats marketed in the DCS with the symbol of the wheelchair: **5D** are to be preferably assigned to non ambulatory passengers, to whom assign an aisle seat. At booking stage they appears as not assignable in order to preserve them to stations. Agents should preferably offer PWD an aisle seat and follow the standard rule for SCP.
- Toilette marked as disable is located at the very rear of the aircraft row DEF side (Lav D2 AFT RH)

<b>STCR</b>	NIL
<b>AOXY</b>	NIL
<b>PPOC</b>	window seat
<b>MEQT</b>	The equipment, if not placed under the seat, must be anchored at a window side
<b>SVAN</b>	bulkhead seat or after curtain; preferably 1C otherwise any seat as per SCP rule, NO EXIT ROWS

- **INFANT:** 10 per flight (standard number considering the availability of life jackets and extension belt. It can be exceeded, under the SCP limits on a flight, if the flight is not full and additional extension belts and life jackets are available).

	<b>Y</b>
with car seat	seat near the window; far from EXIT ROW (no previous or next row)
with BSCT	<b>NO DISPO</b>
in adult lap	<b>1 x row segment seat: A or C and D or E or F</b>

- **UMNR:** Preferably assign aisle seat located next to galleys attended by cabin crew, starting from the seat listed above and continuing towards the centre. When in presence of groups of UMNR group them as to obtain a "UMNR zone" to be easily controlled by cabin crew, keep adjacent seats free or preferably assign next to them families with children. Keep them far from DEPO, INAD and persons in custody.

<b>Y</b>
starting from last row

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	AIRCRAFT CHART	Ed2 Rev8/Mar 15 2024	

- **DEPU (unescorted):** the number of DEPU, also counting any unescorted INAD, must not exceed the number of the flight attendant designated for the flight (see PBM 9.2.1 and 10.1 for any exceptions). Assign seats at the rear of the aircraft.
- **DEPA (accompanied):** for escorted deportees are generally required a minimum of two escorts for any DEPA
- **Person in custody + Escort** (identified in the system with the SSR **DEPA** as well): for each flight, the number of Person in Custody added to the number of agents escorting them, must not exceed 30% of the aircraft's seats. However, the aforementioned numerical limit can be exceeded on the basis of agreements between the authority and the Security Department of ITA. Assign seats at the rear of the aircraft.

### ANIMAL AND BAGGAGE:

- **PETC** 6 per flight (Preferably in the front rows except the first and seats 3-10 ABCDEF, 14-30 ABC-DEF. Not on the emergency exits).
- **AVIH** for quantity and loading see HLM
- **CELLO** (and similar)

Baggage dimension	J/Y*
L52 x P40 x H135	first row *
Baggage dimension	Y
L50 x P25 x H135	NO EXIT ROW

- **CBBG and musical instruments** (PBM 2.4 and following)

Baggage dimension (L x P x H)	J / Y
46 x 60 x 60	2A, 2F*
43 x 40 x 60	19E
97 x 40 x 60	19EF

\* On flight with "Superior" class the first row seats are located in the Superior zone

### OTHER:

- **Crew: 3**

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	AIRCRAFT CHART	Ed2 Rev11/Dec 17 2024	

### 15.1.12 A220 (125 seats);

**EI-HLA; EI-HLB; EI-HLC; EI-HLD; EI-HLE; IA-DVA; IA-DVB; EI-MVC; EI-MVE**  
*Versione aeromobile: Y 125 variabile (AC DEF)*

#### SCP-SPECIAL CATEGORIES OF PASSENGERS:

The number and categories of SCP on a flight should not exceed the number of passengers capable of assisting them in case of an emergency (for the complete definition see chapter 6.1).

**They shall not occupy seats with direct access to emergency exits.**

- **PRM:** seats marketed in the DCS with the symbol of the wheelchair: **4D** are to be preferably assigned to non ambulatory passengers, to whom assign an aisle seat. At booking stage they appears as not assignable in order to preserve them to stations. Agents should preferably offer PWD an aisle seat and follow the standard rule for SCP.
- Toilette marked as disable is located at the very rear of the aircraft row AC side (Lav L E)

<b>STCR</b>	NIL
<b>AOXY</b>	NIL
<b>PPOC</b>	window seat
<b>MEQT</b>	The equipment, if not placed under the seat, must be anchored at a window side
<b>SVAN</b>	bulkhead seat or after curtain; preferably 1C otherwise any seat as per SCP rule, NO EXIT ROWS

- **INFANT:** 10 per flight (standard number considering the availability of life jackets and extension belt. It can be exceeded, under the SCP limits on a flight, if the flight is not full and additional extension belts and life jackets are available).

	Y
with car seat	seat near the window; far from EXIT ROW (no previous or next row)
with BSCT	NO DISPO
in adult lap	1 x row segment <b>seat: A or C and D or E or F</b>

- **UMNR:** Preferably assign aisle seat located next to galleys attended by cabin crew, starting from the seat listed above and continuing towards the centre. When in presence of groups of UMNR group them as to obtain a "UMNR zone" to be easily controlled by cabin crew, keep adjacent seats free or preferably assign next to them families with children. Keep them far from DEPO, INAD and persons in custody.

Y
starting from last row

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	AIRCRAFT CHART	Ed2 Rev8/Mar 15 2024	

- **DEPU (unescorted):** the number of DEPU, also counting any unescorted INAD, must not exceed the number of the flight attendant designated for the flight (see PBM 9.2.1 and 10.1 for any exceptions). Assign seats at the rear of the aircraft.
- **DEPA (accompanied):** for escorted deportees are generally required a minimum of two escorts for any DEPA
- **Person in custody + Escort** (identified in the system with the SSR **DEPA** as well): for each flight, the number of Person in Custody added to the number of agents escorting them, must not exceed 30% of the aircraft's seats. However, the aforementioned numerical limit can be exceeded on the basis of agreements between the authority and the Security Department of ITA. Assign seats at the rear of the aircraft.

### ANIMAL AND BAGGAGE:

- **PETC** 6 per flight (Preferably in the front rows except the first and seats 3-10 ABCDEF, 14-30 ABC-DEF. Not on the emergency exits).
- **AVIH** for quantity and loading see HLM
- **CELLO** (and similar)

Baggage dimension	J/Y*
L52 x P40 x H135	first row *
Baggage dimension	Y
L50 x P25 x H135	NO EXIT ROW

- **CBBG and musical instruments** (PBM 2.4 and following)

Baggage dimension (L x P x H)	J / Y
46 x 60 x 60	1A, 1F*
43 x 40 x 60	19E
97 x 40 x 60	19EF

\* On flight with "Superior" class the first row seats are located in the Superior zone

### OTHER:

- **Crew: 3**

## **16 APPENDIX**

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	Attachments and Forms	Ed 2/ Apr 20 2022	

## 16.1 Attachments and Forms

The "Appendix" section of the manual is divided in folders containing forms and additional documents necessary to meet the requirements of national and international regulations, IATA standards, Standards and detailed operative procedures of the Company as well as indications of a more purely commercial characters to be applied all over the network.

The content of the folders in the "Annex" section is edit by personnel of the Ground Operations department of ITA.

These documents are contained in a folder named "PBM Chap. 16 Appendix".

The folder contains sub-folders divided by subject, here below the complete list:

1. Aircraft Types and Seat Map Configuration
2. Ancillary
3. Baggage Check-in
4. Baggage Policy
5. COVID Emergency
6. Ground Announcements
7. IROPS
8. Lost & Found
9. Passenger Check-in, Boarding, Disembarkation
10. PRM
11. Reservation & Ticketing
12. Skyteam
13. Standards & Services
14. UMNR
15. Unruly Disruptive