Standard Operating Procedures
for
Passengers' Handling

MAR 2023

PART 1

COMPANY PROFILE

ITA AIRWAYS

IATA CODE : 055

HUBS : FCO & LIN

CARGO : MXP

DCS : AMADEUS ALTEA

FLIGHT CODE : AZ

ITA
AIRWAYS

ITA AIRWAYS: ITALIA TRASPORTO AEREO

The Company is totally owned by the Italian Ministry of Economy and Finance

The airline has been active since November 2020

AIMS	STRATEGY	WEBSITE
➢ Boosting tourism and foreign trade	➢ Strong digitalization	➢ www.itaspa.com
➢ Innovation	➢ Environmental, social and governance sustainability	➢ www.ita-airways.com (redirect)
➢ Integrated mobility		

FLEET

65 aircrafts: 14 wide-bodies
                             51 narrow-bodies

4 **Airbus A220-300** (148 seats)
17 **Airbus A319** (144 seats)
30 **Airbus A320** (171/174/180 seats)
8 **Airbus A330** (256 seats)
- Business Class 20 seats
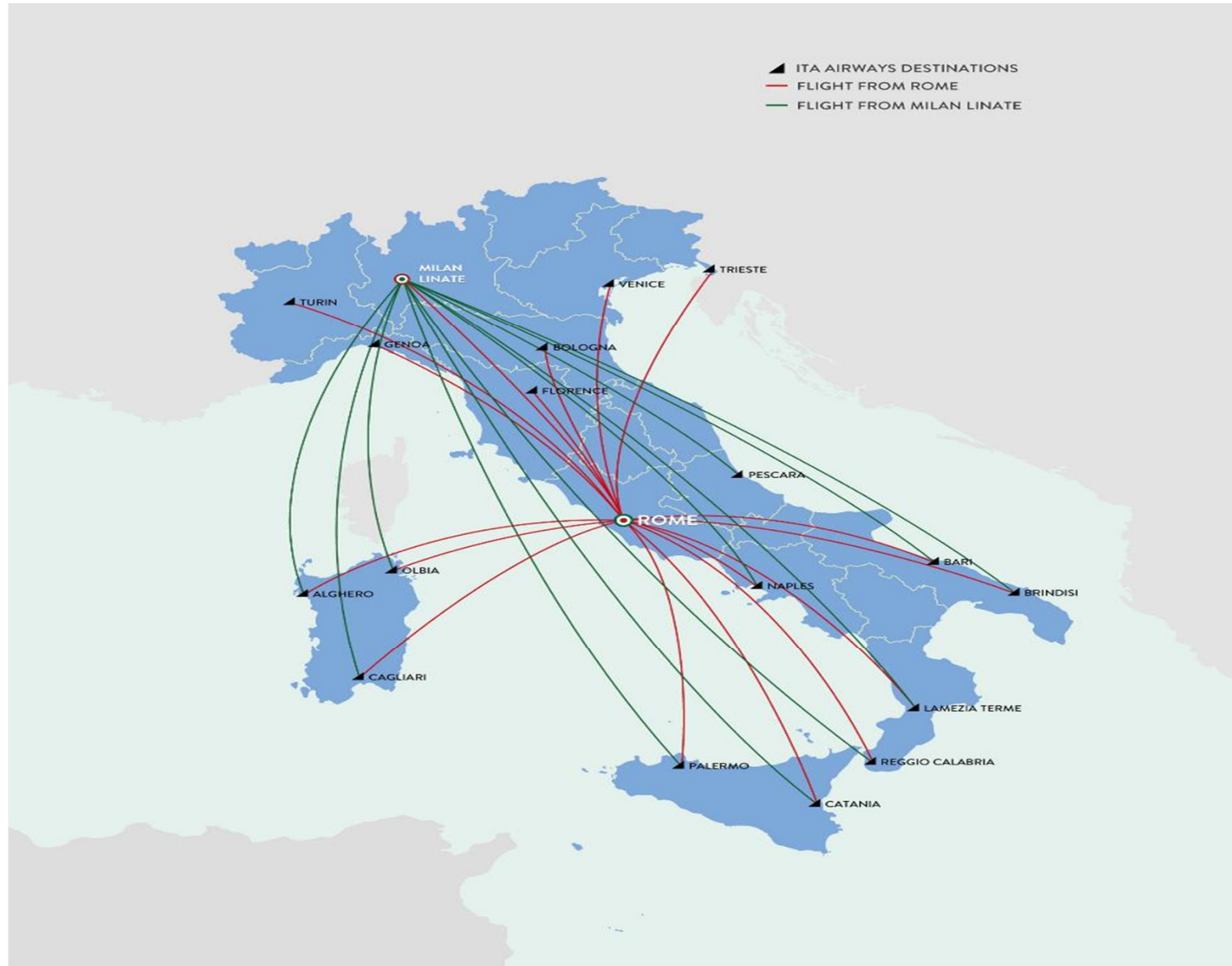- Premium Economy 17 seats
- Economy 219 seats
6 **Airbus A350-900** (334 seats)
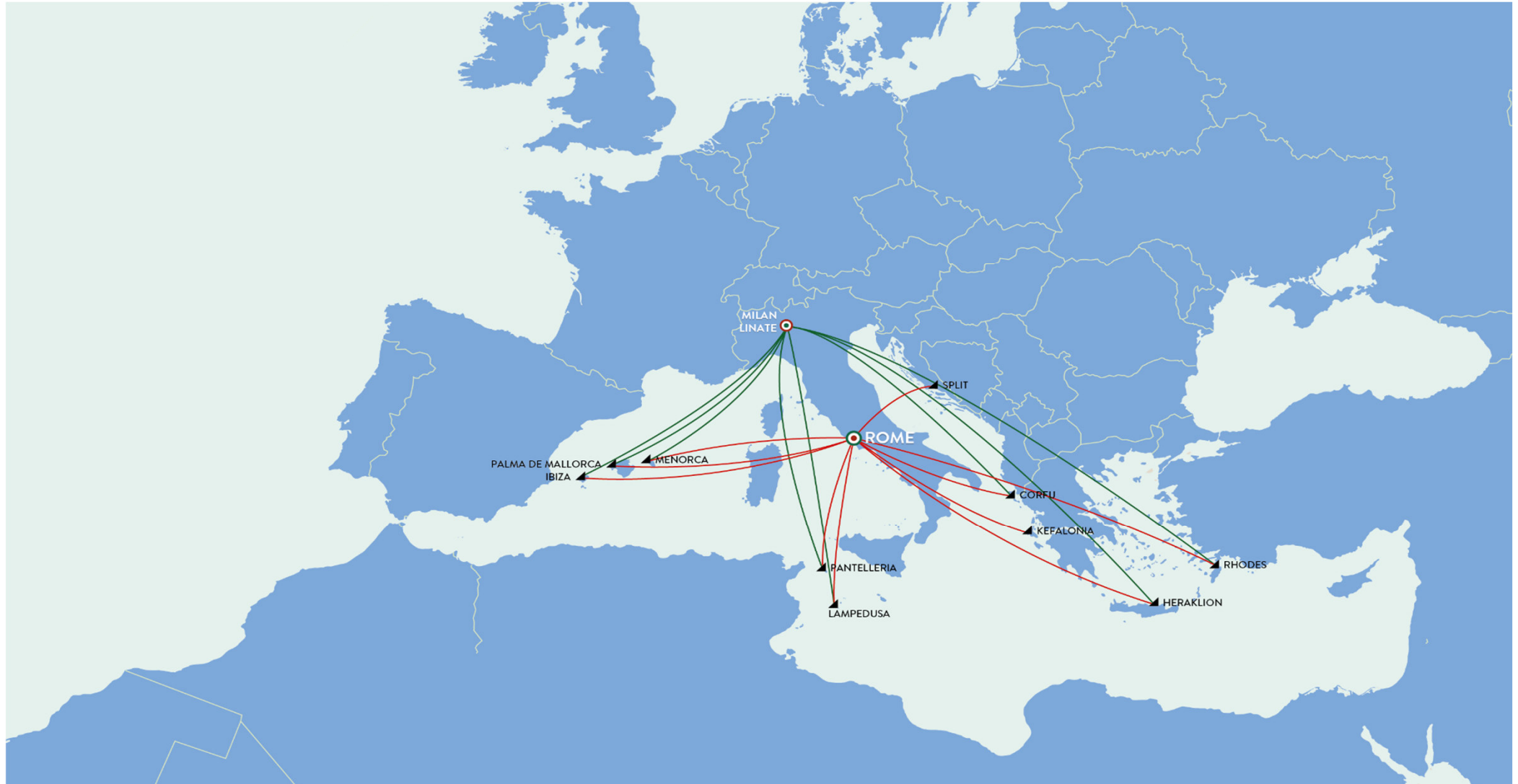- Business Class 33 seats
- Economy 301 seats

NETWORK

NETWORK

SEASONAL FLIGHTS – SUMMER 2023

INTERCONTINENTAL FLIGHTS

WASHINGTON and SAN FRANCISCO: June/July 2023
RIO DE JANEIRO: October 2023

GLOBAL ALLIANCE *SKYTEAM*

An alliance of 19 airlines to offer a broad global network.
Through codeshare with SkyTeam partners, our network is steadily growing, and we can easily guarantee competitive services for a better Customer Experience :

Skypriority: exclusive services in more than 1,000 airports worldwide to reduce waiting times

➢ Check-in and priority baggage
➢ Priority passages for security checks
➢ 790 Lounge SkyTeam e dei partner

Skytransfer: SkyTeam Airlines Seamless Travel Experience

SkyCare & Protect: commitment for all partner companies to implement safety measures to protect the health of customers at every stage of the journey

SKYTEAM · AEROFLOT · AerolíneasArgentinas · AEROMEXICO · AirEuropa · AIRFRANCE · CHINA AIRLINES · CHINA EASTERN · CZECH AIRLINES · DELTA · Garuda Indonesia · ITA AIRWAYS · Kenya Airways · KLM · KOREAN AIR · MEA · SAUDIA · TAROM · Vietnam Airlines · XIAMENAIR

ITA AIRWAYS

CODESHARES AGREEMENTS

Thanks to 17 codeshare agreements we are expanding our commercial offer. Further agreements will be signed as soon as we receive government approvals.

FIDELITY PROGRAM: "VOLARE"

"VOLARE" is the new ITA Airways fidelity program active from 15th October 2020.

The tiers are five:
- *Smart - MIL*
- *Plus (ELITE SKYTEAM) - ULC*
- *Premium (ELITE PLUS SKYTEAM) - FAL*
- *Executive (ELITE PLUS SKYTEAM) - FAP*
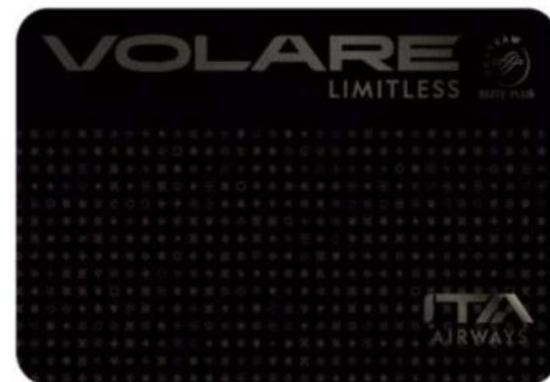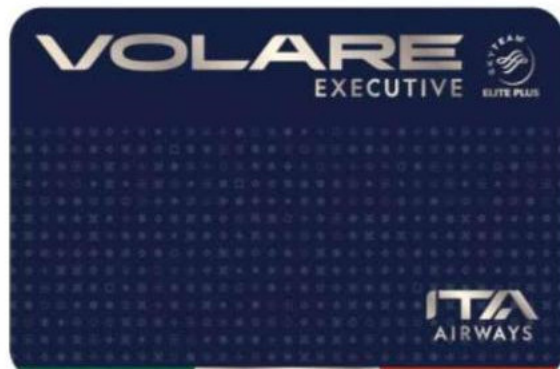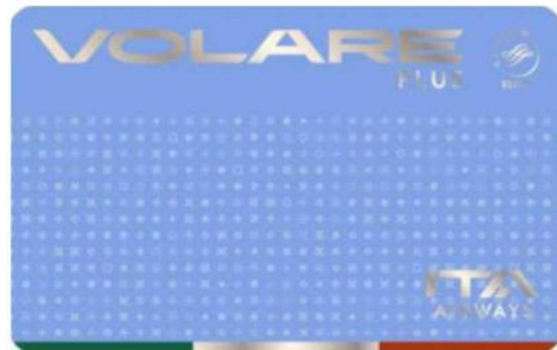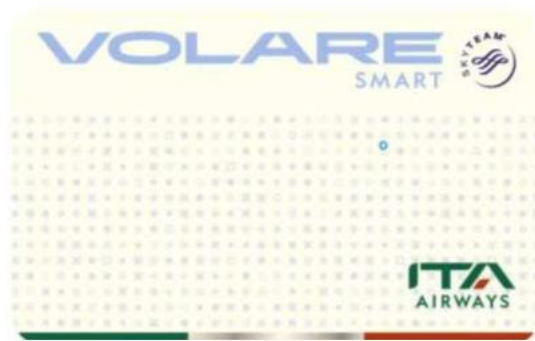- *Limitless - PPS*

The enrollment is available on:
- ITA Airways website
- Company APP

The program allows to receive miles and status, and purchase the upgrade from Economy to Business class or another class.
The status for tier Premium passengers can be recognized through «Status Match» campaign for a selected list of airlines.

FIDELITY PROGRAM: "VOLARE"

VOLARE PROGRAM TIERS

❑ **Smart** Basic level

❑ **Plus**   Access with 30.000 qualifying points   (Elite in Skyteam)

❑ **Premium**   Access with 60.000 qualifying points   (Elite Plus in Skyteam)

❑ **Executive/Executive per sempre** Access with 90.000 qualifying points   (Elite Plus in Skyteam)

❑ **Limitless**   Private Club – Invitation only (Elite Plus in Skyteam)

PART 2

CHECK-IN PROCEDURES

TICKET AND TRAVEL DOCUMENT CHECKS

Always refer to the Travel Information Manual (TIM)

In case of help: <u>Centrale di Sicurezza Aerea ITA AIRWAYS</u>
(+39 06 6562 5000)

Passenger must hold a valid flight ticket, fare and booking class must correspond

Verify that name on ticket and passport, or ID, correspond (also for WEB check-in passengers and MOBILE check-in passengers)

Passenger holding a damaged passport or ID card must not be boarded (regardless of the destination) without prior authorization of the Immigration Authority.

In the electronic tickets, the status mostly involved in possible frauds is the following:

NOGO STATUS

«No longer valid for travel»

→ refer to Ticketing Office

REVENUE INTEGRITY RULES

➢ **TYPOLOGICAL FARES**

- The agent must verify that the passenger is entitled to the special ticket fare (youth passengers, military staff, clergy, etc)

- In case of positive check the agent must proceed with regular check-in, if not, the passenger must adjust the ticket at the ticketing counter.

➢ **CORRECT COUPON SEQUENCE**

- Automatic check of coupon uplift in the correct sequence

- The agent must verify that the previous legs are flown, if not, the passenger must adjust the ticket and the fare basis will be recalculated

ADDITIONAL CHECKS

➢ *VISA*: endorsement on a passport indicating that the holder is allowed to enter, leave, or stay for a specified period of time in a country.

➢ *APIS*: («Advanced Passengers Information System») requested for UK, Corea (iAPP), Mexico, Japan, Brazil, China, India, Russia, Cuba, U.A.E. (APP), Israel (iAPI): name, family name, date of birth, gender, passport number, date of issue, expiring date.

➢ *APIPLUS for USA + SECURE FLIGHT*: name, family name, date of birth, gender, passport number, date of issue, expiring date, address PLUS contact information (phone numbers/email)

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ADDITIONAL CHECKS

➢ **_ESTA_** («Electronic System for Travel Authorization») is also required by USA: it is a request to board a USA flight, not an authorization to enter the Country.

➢ **_EVUS_**: all nationals of People's Republic of China (PRC) who have been issued a 10-year visa (B1, B2, B1/B2) are required to apply and obtain an Electronic Visa «EVUS» prior of boarding to USA (http://www.cbp.gov/EVUS)

➢ **_ETA_** («Electronic Travel Authorization»): requested by Australian and Canadian Immigration Authorities.

➢ **_CONTACT PERSON_** (Emergency plan): USA, Brasil and random Europe.

USA

American authorities require:

➢ *APIPLUS* (Advanced Passengers Information System)
➢ Secure Flight and contact information

➢ Any passengers travelling under Visa Waiver Program (*TWOV*) must hold:
➢ Maximum stay of 90 days return ticket
➢ Microchip machine readable passport
➢ ESTA authorization
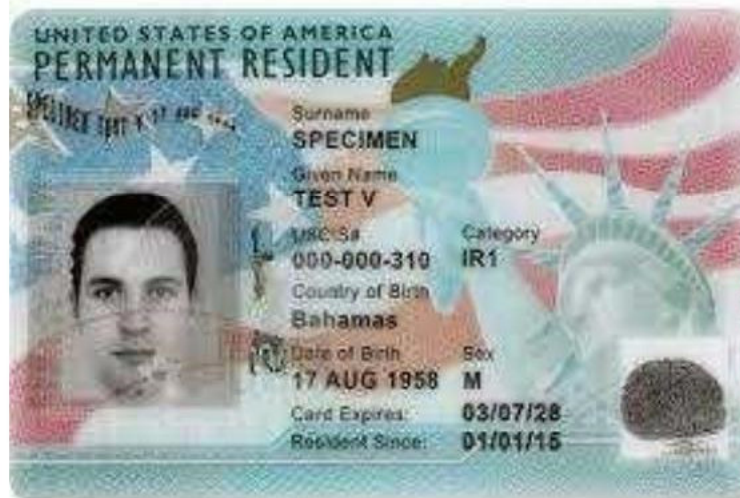
SCHENGEN VISA (to Europe)

RESIDENCY PERMIT

USA VISA

Issuing Post Name	Control Number	
BANGKOK	15201432340001	
Surname		
▬▬▬▬▬▬		
Given Name		Visa Type /Class
▬▬▬▬▬▬		R K1
Passport Number	Sex	Birth Date	Nationality
F201546	F	02OCT1966	THAI
Entries	Issue Date	Expiration Date	
1	22MAY2006	22NOV2006	1010

Annotation
FIANCEE OF GREGREY D. RIVERS
FINGERPRINTS WAIVED - VISA CLASS   78728119

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VNUSASRISANNA<NONGNA<<<<<<<<<<<<<<<<<<<<<<<
I644615<<46HA6550091F0624211K1BNK03PVF402438

USA GREEN CARD and ALIEN RESIDENT CARD

USA PASSPORT (card)

RUSSIA VISA, single and multiple entry

SEAT ACCOMODATION

➢ Seats can be pre-reserved or assigned during check-in operations

➢ Accomodation must not affect safety rules

➢ If a station is exceptionally not using a DCS, but a manual check-in, the operator must report passenger's data to Load Manager

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EXIT ROW

➤ It must be occupied only by able-bodied passengers (ABP)

➤ Exit row must not be occupied by the following categories:

❑　　INFT, UMNR, CHLD, INAD, DEPU («SCP»)

❑　　Passengers with PETC or CBBG

❑　　Overweight passengers

❑　　Pregnant Women

❑　　Passengers who might obstruct the Cabin Crew in their duties

➤ In A319 and A320 (medium haul), almost one passenger each side must be allocated on the exit

ADVANCED SEAT SELECTION

On ITA flights, the system assigns not prereserved seats on the base of operational criteria and fare basis. The system tries to allocate together passengers in the same PNR.

For selected fares and passengers, the change of the seat will be performed under payment.

The fare is related to each flight segment, not to all the itinerary.

Seat assignment is free of charge for: VIP, PRM, UMNR, DEPO, INAD, CBBG, EXST, SVAN.

CHLD must be allocated always next to an adult of the same PNR.

THROUGH CHECK-IN

The system allowes to check-in a passenger automatically, with a single operation, for originating and connecting flights.

It is available for online (ITA/ITA) and interline flights (IATCI), if an agreement is existing.

Passenger must be booked on both flights, holding a single ticket with flight segments in compliance with Minimum Connecting Time (MCT).

The baggage must be sent to the final destination, if the passengers has confirmed flights with a single ticket.

If the segments are not in conjunction, the baggage must stop to the intermediate point.

BAGGAGE

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

➢ *ALLOWANCE*:   Amount of baggage, expressed in weight, size and number of pieces, that may be presented at the check-in desk.

➢ *HAND (CABIN) BAGGAGE* : One piece – 115 cm (55x35x25) – commercial weight: 8 ks, to be stored in the overhead compartments

Plus: 1 accessory from the following (to be stored under the seat):

❑ Laptop

❑ Handbag/small purse

❑ Small backpack

➢ *CINERARY URNS:* can be transported only if properly sealed and accompanied with cremation certificate ramp and crew must be informed

BAGGAGE POOLING

NOT PERMITTED

Exception: only to an adult who accompanies one or more children (CHD and/or INF), even if not booked on the same PNR.

In any case:

➢ NEVER apply to schools group and

➢ NEVER apply between two adults, even if with children

CHECKED BAGGAGE (STANDARD RULE)

Piece concept allowance, each baggage item must not exceed a total of 158 cm (h+l+w), max. 32 ks (30 ks in UK).

If exceeding 32 ks, the bag becomes cargo.

➢LIGHT Fares: no bags

➢Economy: 1 x 23kg

➢Premium Economy: 2 x 23kg

➢Business: 2 x 32kg

➢Superior (within Italy): 2 x 23kg

➢Infant (LIGHT): 1 stroller

➢Infant (Economy/Premium/Business): 1 stroller + 1 bag 10 kg

For updated information and exceptions to standard rule, please refer to the last version of the Baggage Policy.

BAGGAGE CHECK-IN

Make sure the baggage:

➢Has name tag

➢Is not damaged

➢Is not labelled as dangerous goods

➢Apply the "HEAVY" label if the baggage weight is over 25 kgs

➢Attach the Priority label to VIP baggage

FORBIDDEN ITEMS

➢Guns, firearms & weapons, etc

➢Pointed/edged weapons and sharp objects, pointed, etc.

Exceptions may apply

FORBIDDEN ITEMS

Items always forbidden in hold:

➢Explosives, gases, flammable liquids

➢Toxic or infectious substances

➢Radioactive material

➢Corrosives

WEAPONS & AMMUNITIONS

➢ Can be onloaded only if respecting the company procedure described and detailed in the PBM
➢ Must not exceed quantities 5Kg/11lb for passenger

➢ Check-in the passenger entering the edit **WEAP**, if missing
➢ Select the number of pieces and the bag's type, then 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 Aerea 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 (e.g.; hunting, sports, etc.)

WEAPONS & AMMUNITIONS

➢ Can be onloaded only if respecting the company procedure described and detailed in the PBM

➢ In case of arms departing/in transit from-on/arrival from-to FCO, ensure communication to the following addresses:

➢ Security AZ: FCODEAZ
➢ FCO Station Manager: FCOKKAZ
➢ HCC Load Control Manager: FCOKBAZ + phone call ph.06-65636374
➢ HCC Duty Manager: FCOKWAZ + phone call ph. 06-65634890
➢ In case of arms departing/in transit from-on/arrival from/to LIN, ensure communication to the following addresses: LINSSXH/LINKKAZ/LINMAXH/LINKQXH/LINKWXH/LINASAZ
➢ For AZ outstations local KK will inform all staff about the telex addresses to use. 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)
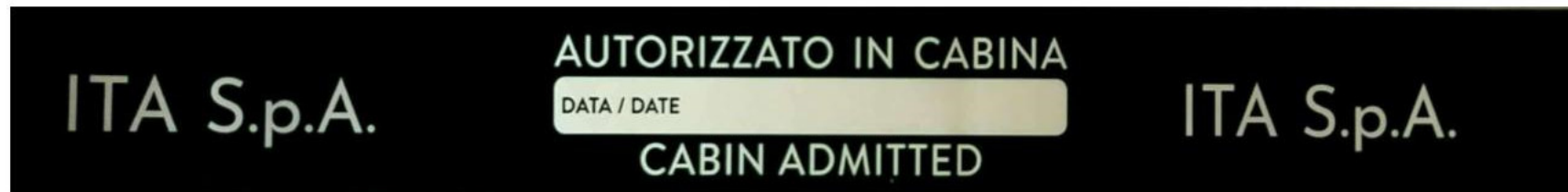
MANUAL TAGS

➢ *"PRIORITY"* tag (for Business Class, Premium Economy Class, VIP), see sample

➢ *"CABIN ADMITTED"* tag (max. 55x35x25 cm/22x14x10 in):

The agent must fill in the TAG with day/month/year

MANUAL TAGS

➢ *"HEAVY"* tag (bags from 25 kgs until 32/30 kgs):

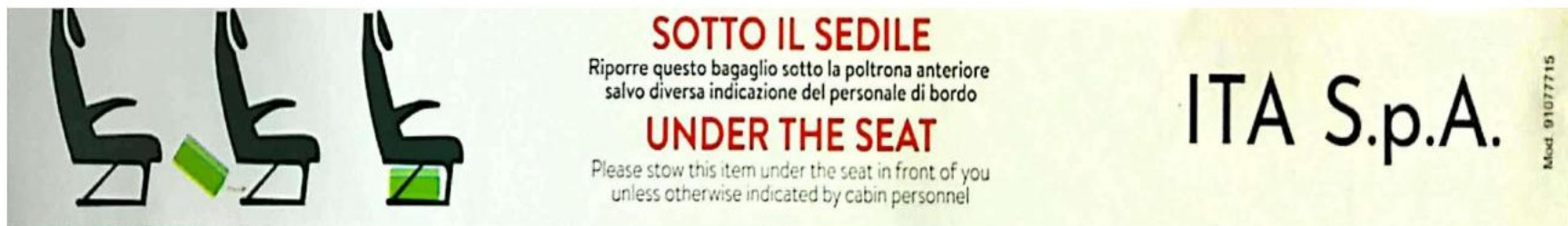➢ *"ITI"* tag (bags to MIA, but in connection with an international flight **out** US, i.e. FCO-MIA-BOG):

MANUAL TAGS

➢ Tag for baby stroller:

➢ Tag «Under the seat»:

EXTRA BAGGAGE

In Economy/Premium Economy Class, a piece of baggage is considered to be excess baggage when it weighs more than 23 kg (up to a maximum of 32 kg) and/or is larger than 158 cm (the sum of width + height + depth up to a maximum of 203 cm).

In Business/First Class a piece of baggage is considered to be excess baggage when its total dimensions are greater than 158 cm up to a maximum of 203 cm.

For extra baggage fees, please refer to the last Baggage Policy.

SPORT EQUIPMENT

Sport equipment will **not** be considered included in baggage allowance, all sports equipment will be checked in addition to the standard
baggage and fixed fees will apply for each one-way flight.

A piece of baggage is considered to be excess baggage when it weighs more than 23 kg (up to a maximum of 32 kg) and/or is larger than 158 cm (the sum of width + height + depth up to a maximum of 300 cm).

Special fees apply on:

➢ *PETC/AVIH*

➢ *WEAPONS & AMMUNITIONS*

➢ *CBBG (included CELLO)*

➢ *ETHNIC/SEAMEN/MILITARY/PRM*

PET IN CABIN - PETC

Dogs, cats, birds (no parrots and parakeets), ferrets, hamsters, rabbits can travel as PETC under specific conditions:

➢The kennel must not exceed the dimension (cm40x20x24), must Be ventilated and waterproof and permits the animal to hold a natural position and lie down

➢Heigher (more than 24 cms) kennel can be accepted if semi-rigid or soft

➢Total weight of kennel, pet and food must not exceed 10 kg

➢The pet must not have an unpleasant smell

➢The pet must be at least 3 months old

➢The passenger must look after the pet during the flight

➢No more than 5 pets

ALIVE ANIMAL IN HOLD (AVIH)

The transportation in hold must respect following conditions:

➢The AVIH cage in hold must have metal vents and clamping closure

➢Kennel must be ventilated and waterproof, and permits the animal to hold a natural position and lie down

➢Total weight of kennel, dog and food must not exceed 75 kg

For kennel dimensions or other species, please refer to HLM

For PETC/AVIH travel documentation, always consult the TIMATIC

ITA AIRWAYS

PASSENGER WITH INFANT

Infants = under 2 years of age.

Infant should be seated on parent's lap; infant can occupy a

passenger's seat only using an approved car seat.

Each infant must travel with an adult.

A quota of infants is fixed for each aircraft type, which depends on:

➢The standard number of infant life-jackets

➢The number of the extra loop-belt

➢The number of extra oxygen masks

Infant in cabin must be never seated next to the emergency exit.

Only 1 passenger with infant is allowed for each section of row

CAR SEAT (CRD) PROCEDURE

➢ The infant has a confirmed reservation with a CHD fare

Adults travelling with infants are allowed to use a car-seat at following conditions:

➢Only 1 Infant per Adult is allowed

➢The Infant's car seat is approved and in good conditions

➢Only one car seat is checked in per row section, in window seat
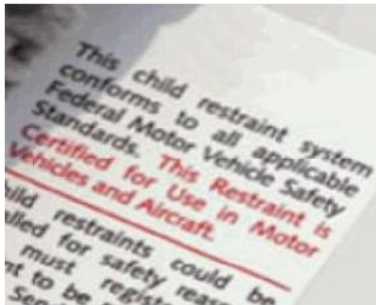
➢CHD and the adult are both checked in, with SSR CARS

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CAR SEAT (CRD) PROCEDURE

➤European standards (approved labels):

ECE R44/03
Universal
0-13 kg
(E1)
02 301027
00189Z

ECE R44/04
Universal
0-13 kg
(E1)
02 301027
00189Z

➤US standards (approved labels):

This child restraint system conforms to all applicable Federal Motor Vehicle Safety Standards. This Restraint is Certified for Use in Motor Vehicles and Aircraft.
...ild restraints could be ...lled for safety rea... must regist... ...t to be Se...

FAA APPROVED IN ACCORDANCE WITH 14 CFR 21.305 (d) APPROVED FOR AIRCRAFT USE ONLY

ITA AIRWAYS

SPECIAL CATEGORIES OF PASSENGERS

SCP include: PRM, Infants and Children, Unaccompanied Minors (UMNR) Deportees, inadmissible passengers or prisoners in custody.

For PRM, their mobility could be reduced due to:

➢Physical or sensorial, permanent or temporary intellectual disability

➢Impairment

➢Age

PASSENGERS WITH REDUCED MOBILITY

PRM are divided into:

➢**WCHR** *(wheelchair-ramp)* is able to get up and down the stairways, but needs wheelchair to reach the aircraft

➢**WCHS** *(wheelchair-steps*) is able to move around the aircraft, but unable to get up and down the stairways

➢**WCHC** *(wheelchair-cabin)* needs a wheelchair during boarding, disembarkation and to move around the aircraft during the flight

➢**DPNA** *(with intellectual or development disability)* Alzheimer, Autism, Down Syndrome

PASSENGERS WITH REDUCED MOBILITY

➤*BLND BLIND*

➤*DEAF DEAF*

➤*STCR STRETCHER*

➤*MEDA MEDICAL CASE*

requiring specific authoritation to fly, i.e. contagious

diseases, medical condition aggravated during the flight,

premature babies, pregnant women (in case of expected

delvery in less than 4 weeks/uncertainty of

pregnancy/previous multiple births/complication in

delivery), and MEQT, PPOC, POXY

PASSENGERS WITH REDUCED MOBILITY

➤ *AOXY,* needing company extra oxygen during the flight

➤ *MEQT,* travelling with an electro-medical apparatus; checked

   with a MEDA code

➤ *PPOC*, travelling with an oxygen concentrator; checked with

   a MEDA code

➤ *POXY,* travelling with his/her own oxygen apparatus (stroller);

   checked with MEDA code

PRM CATEGORIES

➢*STCR, STCR/OXYG, BLND/DEAF, MEDA*

NON SELF SUFFICIENT:

must always travel with a safety assistant, at least 16 years old, capable to evacuate the PRM in case of emergency or to understand safety instructions

➢The personal care attendant and the safety assistant can be the same person

ITA
AIRWAYS

MEDICAL CLEARANCE

PRM who require a Medical Clearance:

STCR, STCR/AOXY, AOXY, MEDA, MEQT, PPOC, POXY

Passengers using POC (personal oxygen concentrator) as alternative to MEDIF, especially on flights to/from USA, must hold a medical certificate issued by a licensed physician, stating that they can safely travel by air, need the POC, and are able to see/hear the safety sound and light apparatus signals without assistance.

➢Passengers affected by contagious disease (authorized to travel by a doctor)

➢Those whose medical conditions could worsen during, or due to the flight

➢Premature babies

➢Paraplegic/tetraplegic children allowed to be seated in their parent/escort lap or using a CRD

MEDICAL CLEARANCE

PRM who do not require a Medical certificate:

- WCHR
- WCHS
- WCHC
- BLND
- DEAF
- BLND/DEAF (only safety assistant required)
- DPNA (for DPNA make an evaluation for each single case)

MEDICAL CLEARANCE

Pregnant women need MEDIF if:

✓ delivery may be expected in less than four weeks

✓ uncertainty of pregnancy progress or time of delivery

✓ previous multiple births

✓ complications in delivery can be expected

MEDIF must not be dated more than 7 days prior to the departure (10 for USA) and must be kept in the station for a 3 months period.

SVAN

SVAN: Guide and service Dogs (i.e., for BLIND and/or DEAF)

Condition of trasportation:

➢No weight limits and free of charge

➢Not subject to quota limits for PETC/AVIH

➢Without container, with muzzle and/or a leash (to be used if needed)

➢To be seated in front of a rigid bulkhead, not by the emergency exit

➢SVAN to UK are subject to PET Travel Scheme (UK authorities)

ASSISTANCE DOGS

US DOT cancelled the obligation to carry for free emotional/psychiatric service dogs (ESAN)

➢ Itinerary: stations with a direct connection to/from USA

➢ Reservation at least 48h prior to departure

➢The passenger must complete the "Service Animal Transportation" form (flt < 8 hrs), or the "Service Animal Relief Attestation" form (flt > 8 hrs) from US DOT or Company website

➢If dog is big as a guide dog assign a bulkhead seat, if small also other seats (but never Emergency Exit)

➢ The only questions to be asked to passengers travelling with these dogs are:
- Is the animal required to accompany you due to a disability? (Yes/No)
- What work or task is the animal trained to perform? (Description)

CRO-COMPLAINT RESOLUTION OFFICIAL

Encounter A Problem?

If a customer encounters a disability-related issue (under the Air Carrier Access Act –ACAA) about an airline accommodation or service, asks to speak to the airline's Complaint Resolution Official (CRO).
A CRO is the airline's expert in disability related issues in air travel and has the authority to resolve complaints on behalf of the airline.

Airlines are required to make one available, at no cost, in person at the airport or by telephone during the times they are operating.

UNACCOMPANIED MINORS

MANDATORY UMNR:

Age: 5 - 14 yrs (not completed) on domestic flights

5 - 15 yrs (not completed) on INT and INC flights

These categories are considered UMNR also if travelling with:

- someone aged 14-18 yrs (not completed)

- an adult in another service class

VOLUNTARY UMNR: (assistance on request):

Age: 14 – 18 yrs (not completed) on domestic flights

15 - 18 yrs (not completed) on INT and INC flights

All these assistances are subject to a charge

UNACCOMPANIED MINORS

The PNR must show:

➢ confirmed flights to destination

➢ name, address and phone number of who accompanying the minor at the airport and of the adult meeting the minor on arrival

➢ all the information must be collected in the «AFFIDAVIT» form and kept at the station for 2 years

➢ all documentation must be inserted inside the UMNR's folder

➢ Never seat the UMNR next to the Exit

➢ Never leave the UMNR unattended

If an italian child (minor than 14 yrs) is expatriating from residency with someone different from parents/legal guardian, the «Dichiarazione Sostitutiva di Accompagno» («Accompany Declaration») is requested.

The Accompany Declaration is issued by a Police HQ or an Italian Embassy/Consulate (if abroad) and it is valid max. 6 months, only for one return journey.

DEPORTEES

Deportees are passengers who entered a country illegally, or have legally been admitted by Country Autorities and then have been subject to a exclusion order/decree.

If deportees are escorted, IATA code *DEPA* must be used.

If deportees are not escorted, IATA code *DEPU* must be used.

Accommodation: window seats in Economy class, at the rear of the aircraft, never at the emergency exit

The number of DEPU must not exceed the number of Flight Attendants

DEPORTEES

➢ *Refer to the company procedure described and detailed in the PBM ITA Airways*

➢ 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 incurrent the accompanying documentation of nominative of the escort agents, risk assessment of passenger.

INAD

Inadmissible passengers, whose admission is refused due to:

➤Missing/expired visa

➤Expired passport

Carrier is responsible for travel documentation check before and during boarding (TIM – Travel Information Manual – TIMATIC).

In case of mistakes, the Carrier can be fined by the local Authorities on arrival or transit stations and it is responsible to re-route the INAD to the departing station, at Company's expenses.

During check-in, enter the code INAD, assign window rear seats, far from the emergency exit.

ITA AIRWAYS

STAFF LEISURE TICKETS

➤ Discounted tickets: only be purchased through **myIDTravel** platform

➤ **The listing is mandatory for all types of travel benefits**

➤ Dress code and correct behaviour are always requested as for Company policies

➤ Travel benefits are distinguished in:

Annual Leave

Firmed

Stand by

ZED (Zonal Employee Discount)

DUTY TRAVEL STAFF TICKETS

Staff travelling on duty such as:

➢CMG – CREW MUST GO or DEAD HEAD

➢Ground staff on duty travel

are entitled to bookable tickets (ID00S1).

SERVICE ONE - Staff baggage allowance is:

✓ Domestic flights: 1pc x 32 kgs

✓ INT/INC flights: 2pc x 32kgs in Economy Class and in Business Class

CREW CONCESSIONS

CFS - CREW OFF DUTY They must show at the check-in desk:

➢ Company ID

➢ Crew member certificate issued by ENAC

➢ A valid ID/passport

- They must purchase the tickets on **myIDTravel** platform

- Listing is mandatory

CREW CONCESSIONS

Crew Member certificate:

CREW CONCESSIONS

Crew Identification card by ITA Airways:

CREW CONCESSIONS

«CRB» - Crew Return to Base

This benefit is valid for commuters only between 2 **domestic airports**: the operative base and the airport nearest to the residency.

Documents required at the check-in desk:

➢ Crew member

➢Company badge

➢Identity document

The check-in agent must:

➢Verify that the itinerary matches the one on the ID card (if not, don't check-in as CRB, except LIN and MXP)
➢ Insert the proper priority code in the system (see Company badge or qualification document by HR)
➢ Insert the fake paper ticket authorized by the Company

STAND-BY LIST

Passengers could be placed on stand-by if :

➢A flight is fully booked

➢A flight is overbooked

➢The authorized seat count is lower than the existing seats

Following categories should NEVER be placed on stand-by:

➢VIP

➢UMNR, AOXY, STCR and helper

➢CMG

➢ENAC Inspectors

➢ITA employees on duty travel tickets

➢OAL on duty travel tickets

For flight closure in ALTEA, please refer to the last Operational Communication

ANNOUNCEMENTS

Perform the announcements as follows:

➢ Always facing the customers

➢ Using a clear and natural voice

➢ Not impersonal or in a hurried manner

➢ Always in full compliance with the standard required by the company

BOARDING

Staff must be present at gate for gate opening:

Aircraft	A319	A320	A330
Remote stand	ETD - 60'	ETD - 60'	ETD - 90'
Loading bridge	ETD - 55'	ETD - 55'	ETD - 90'

ITA AIRWAYS

BOARDING

Automatic boarding: ON TIME BOARDING PROCEDURE

If there is no delay or different communicaton by crew or ramp agent

Aircrafts	A319/320	A330
Remote stand	-40'	-70'
Loading bridge	-35'	-65'

BOARDING

First passenger on board and TOB reporting:

Aircrafts	A319/320	A330
First pax o/b	-30'	-60'
TOB remote stand/loading bridge	-15'	-15'

BOARDING

Boarding priority criteria:

1. PRM, STCR, OXYG, UMNR

2. Passengers specified in the announcement manual

3. In the event of critical flights, PAD passengers shall be boarded last

PASSENGERS' RIGHTS

In case of irregularities, refer to:

1) «Passengers' Rights Charter» by ENAC

1) EC REG. 261/2004 (overbooking, cancellations, delay)

2) EC REG. 1107/2006 (PRM)

JUMP SEAT ACCOMMODATION

In case of critical flights, jump-seats can be assigned to the following passengers (able body):

➢ ITA Airways Flight Crew Members not travelling for duty (cabin and cockpit)

➢ ITA Airways Cabin Crew Members not travelling for duty (only in cabin)

➢ ITA Airways Ground STAFF and passengers travelling with concessions'tickets ID/ZED (only in cabin)

THANK YOU!

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