ITA AIRWAYS

Standards Service Manual

Airport Handling

Introduction

This document identifies the Service standards in the management of Airport operations.
ITA Airways undertakes to monitor the service provided, with respect to the established standards, through periodic and systematic surveys aimed to:
• Verify the consistency between the quality of the services provided and ITA Airways' expectations
• Initialize the monitoring of the identified indicators to ensure the continuous improvement of services

The programmed values are defined with reference to the contractual terms and constantly revised by balancing the effective ability to achieve the expected standards whilst boosting the quality of the services.
The Handling Company must strictly comply with what is defined in this manual, to achieve and maintain the Service Standards at a level equal to or higher as set by ITA Airways.
This Manual is organized into different sections that refer to specific areas and operational flows.
For specific Airline procedures, refer to ITA Airways Operating Manuals:

- ➢ Passenger and Baggage Manual – PBM
- ➢ Ground Operations Manual - GOM
- ➢ Ground Operations Training Manual - GOTM
- ➢ Standard Service Manual
- ➢ No Transit Check Manual (included in the GOM)
- ➢ IATA AHM (ITA Airways Manual)
- ➢ IATA DGR (Dangerous Goods Manual)
- ➢ IATA SGHA (Standard Ground Handling Agreement)
- ➢ Fueling Manual
- ➢ Operations Manual - General Basic
- ➢ Crisis Manual
- ➢ Ground Announcements Manual

Revision index

Standard #	Previous	New	Type	Applicability	Notes
2.1		Reference to Special Assistance desk	Add	Global	When applicable in contract
2.3		Reference to Operative Centre	Add	Global	
2.3.5		Revenue Integrity	Add	Global	
4		Reference to boarding flow	Add	Global	
4.1		Staff at gate	Add	Global	
4.1	Pre-boarding	Replaced title	Amendement	Global	
4.2		Pre-boarding	Add	Global	
4.3		Priority Boarding	Add	Global	
4.4		Boarding by rows	Add	Global	
4.5		Boarding announcements	Add	Global	
4.6	Start boarding	Boarding operations	Amendement	Global	
4.6		Boarding instructions	Cancellation	Global	
4.6		Hand baggage tag	Add	Global	
5.2.2		UMNR supervision	Add	Local	Where VIP Lounge exists
5.2.2		Boarding start announcements	Add	Local	Where VIP Lounge exists
5.4		Ceremonial MAE	Add	Local	FCO only
6.5		Sales Summary	Add	Global	

Legenda:

Standard = paragraph or sub-paragraph number

Previous = summary of revised text

New= amended or new text

Type= Revision (change to an existing text) - Add (totally new text) Cancellation (removed text)

Applicability= Global (when applied worldwide) Local (when applied locally, specify where)

Index

ITA Airways style

Making the Customer experience unique has always been one of the main challenges.
For us, it is not just a matter of satisfying a primary need, but of structuring an "enveloping" experience, characterized by emotional elements. We want to guarantee the Customer with a smooth experience that accompanies him throughout his journey, from the early stages of exploration to the "moment of truth" and beyond. We want our Customers to buy not just a service, but the idea of how they will feel by using that service.

1 The Staff

In every moment of contact with the Customer, the personnel must operate in a professional way and in line with the communicated operating procedures. Smoking or using mobile phones for private communications in front of Customers is never allowed, as well as consuming food and drinks.
All staff must have a good knowledge of Italian and English languages and, where possible, should address Customers in their mother tongue. In all working environments quiet tones must be used avoiding slang talking.
With the Customers, the staff must never:

- o Ignore a Customer who needs assistance
- o Disclaim responsability
- o Side with the Customer in criticizing ITA Airways services or products
- o Use a too technical language
- o Make sensitive information on operations accessible to Customers

1.1 Corporate image

The care and image of the Handling staff, as well as clothing accessories complementary to the uniform, must follow the standards and guidelines indicated by ITA Airways.
Staff dedicated to Customers must respect those elements of uniformity and identification to make the service better appreciated.

Front line staff represents the image of the Company, they can positively affect the perception of the Customers and contribute to build a brand personality.

By showing Customers that we care about ourselves and our appearance, we spread the message that we will take care of them too.

1.1.1 Uniform
The staff must always wear the company uniform perfectly clean and ironed. Changes to the model are not allowed and personal clothing or accessories are not permitted.

1.1.2 Appearance and personal care
a) Hair must always be clean, neat and well combed. If longer than the base of the neck and / or fluffy, they must be gathered at the nape in a chignon or French twist.
b) Hair accessories must be discreet, small, in natural color and without ornaments. Sponge rubber bands and flannel for hair are not allowed.
c) The make-up must give a natural, not showy look, avoiding excessive bright colors.
d) Only small and classic jewels are allowed. Piercings and tattoos are not allowed.
e) The watch must have a classic shape and color.
f) Hands must be tidy, nails short and with clear or transparent nail polish
g) Men must wear a classic short cut and the use of wet-effect gel is not allowed. The beard must be shaved or groomed daily and is permitted only if complete with mustache, short and compact.
h) Sunglasses are not allowed in internal areas.

1.2 Skills

Staff must be trained and updated on the ITA Airways operating procedures, which must be followed in compliance with the assigned duties. Operators must also be proficient in using the IT tools and applications.
The training of each professional profile must be carried out according to the training programs as indicated by ITA Airways, who defines and measures standard skills.

1.3 Hospitality

Hospitality represents the most significant moment when you connect with the Customer. The attitude to assistance and care, positively influences the relationship with the Customer and may provide a lifelong experience.
Smiling is a global language, understood and appreciated in all cultures; it creates a pleasant atmosphere with the Customers and a peaceful working environment with the Colleagues.
Through a smile or a gesture of cordiality you can also show to the waiting in line Customer that we have noticed him and that we will soon be available for him.

2 Check-in

2.1 Airport desk preparation

All check-in desks must be recognizable with the ITA Airways logo. Dedicated desk must indicate:

· Flight number
· Destination
· Departure time
· Code-share flight when expected

The Premium counters will be equipped with special branded code dividers provided by ITA Airways. The check-in desks must be clean, organized, and complete with all the necessary material, such as:

- Information posters relating to the transport of dangerous material, in compliance with the provisions of the local Authorities
- Information brochures relating to Passenger Rights (EU Reg. 261/2004)
- Information brochures relating to the transport of hand luggage
- Information brochures in English and Italian on the new European safety rules in airports for the transport of liquids (EU Reg. 1546/2006)
- ITA Airways promotional material

The counters must be attended considering operational needs and ensuring the delivery of service with respect of defined waiting times.

Where applicable dedicated desk must be available for:
- Baggage drop-off
- Family (UMNR)
- PRM

All ITA Airways materials (boarding passes, luggage tags) must be removed from the counters when unattended.

2.2 Check-in flow

After welcoming the Customer at the desk, the Agents will proceed with check-in formalities, according to ITA Airways procedures based on the commercial characteristics of the purchased fare, the itinerary, and the destination. The Operator must verify commercial features (booking, ticket, type of fare) and the documentary ones (passport, visa, health documentation), as well as the travel authorization by the local Authorities of the Country of destination (for instance USA).
If the outbound connection includes a Carrier with which ITA has an agreement, the check-in will be done up to the final destination, with the issue of all boarding passes for the connecting flights (through check-in). Check-in from different airports is never allowed, except for routes in territorial continuity.
The Customer must also be correctly informed about the safety procedures and dangerous goods transportation, making sure they read the relevant information brochure. In case of seat assignment near the emergency exits, make sure the Customer belongs to the able bodies categories and inform him about the procedures to be followed in emergency situations.
The Customer must be provided with all the information regarding the flight itinerary, the directions to reach the boarding gate and security checks. Always remind to pay attention to the boarding time.
Show to eligible Customers the location of priority lanes and / or VIP lounges.

2.3 Travel document check

The airport handling staff must be constantly updated on the necessary documentation to enter the various Countries by consulting the TIMATIC, especially for those destinations that apply fines. It is also the staff's responsibility to verify the validity of documents and travel documents (tickets, EMD).

2.3.1 Documents

An Identity document must be requested to all Customers, including Crew Must Go, regardless of their destination. It will be the staff's responsibility to check the validity of the ID document, both in terms of entry regulations in the Country of destination and expiration date. The check must be done also for minor's documents.

2.3.2 Visa

If the entry rules for the Country of destination require a visa, it is the responsibility of the employee to verify its possession and validity. In case of doubts about the authenticity of the documentation, the staff can contact the ITA Airways Supervisor.

2.3.3 Health documentation

The check-in staff must verify that the Customer is following the anti-COVID legislation, requesting to show the Green Pass whose validity must be verified. In addition, the Customer, when requested, must have completed the Passenger Locator Form. If the country of destination requires other health measures (for example other mandatory vaccinations), the staff must inform the Customers of these restrictions and verify accordingly.

2.3.4 Reservation and Ticketing

During check-in, the staff will verify that the Customer is properly booked on the flight and that his travel document (VCR) is associated to the booking. The Passenger name in the ticket must correspond to the one in the ID as ticket is never transferable. If the VCR is not associated, the staff must search for the valid ticket and proceed with the re-association. If necessary, address the Customer to the Ticket Office to verify rules and apply fare difference, if any.
The staff must also guarantee the purchased ancillary services and provide the Customer with all the related information.

2.3.5 Revenue Integrity Checks

During check-in transactions, the staff must be able to properly manage the Revenue Integrity checks as set-up in the system to detect malpractices that may affect the Company's Revenue. In case of **typological fares**, the agents must ask the Customer to show the expected documentation to prove eligibility. In case of non-eligibility, Customers cannot be checked in.
The Check-in System will also automatically check the correct flight coupon sequence, to make sure that the passenger is using his ticket in the proper order, as established in the General Conditions for Carriage. In fact, the agent must verify that the previous flight has been flown.

In case of non-eligibility or incorrect use of coupons, passengers must be addressed to the Ticket Desk to have the ticket exchanged. The check-in agents will clearly explain the customer, the reason for refusing to check-in.

2.4 Baggage registration

The Baggage registration must take place in compliance with the Safety Standards imposed by the regulations and according to the Carrier's specific procedures as indicated in the Operating Manuals. The staff must therefore provide all the information about permitted items and on the transportation of Dangerous Goods. Staff must also verify:

- Size and weight limits
- Integrity of baggage
- Type of baggage (should not be among those not allowed)
- Destination on the ticket
- Special labels (Priority, Heavy, etc.)
- Removing of previous labeling
- Name label with Customer's contacts

If the baggage does not comply with the standard requirements, it cannot be checked in.

2.4.1 Checked Baggage

At the check-in desk, staff must ask the Customer to place the baggage on the conveyor belt and proceed with the above checks. Each Passenger must have their own baggage, as required by the safety rules. Staff will have to enter the correct weight for each piece of baggage and verify that it is within baggage allowance. The pool of checked baggage is allowed only for children traveling with an adult (ref. PBM). The baggage label must well adhere to the handle, to prevent it from tearing. If necessary, print the label with Limited Release with the specific reason and inform the Customer accordingly. Place the barcode stickers on the various sides of the baggage (for automated stopovers) to facilitate the automatic reading. Put on the bag any additional labels according to the current procedures (such as Priority, Heavy). Always give the baggage claim receipt to the Customer, recommending keeping it carefully for baggage collection on arrival. Also make sure, before sending the baggage, that it does not contain documents or valuables.

In the case of a stroller, inform the Customer of the possibility of delivery and return at the gate (Delivery at Aircraft procedure).

2.4.2 Transfer baggage

Transfer baggage must always be inserted in the system at check-in time. Always ask the customer to show the baggage claim receipt and insert complete tag number according to the procedure, in addition to the number of pieces and weight.

2.4.3 Hand baggage

Hand luggage must be measured, weighed, and labeled with the "Cabin admitted" label. If it does not comply with the requirements, kindly ask the Customer to send it as checked baggage. Any additional items, among those permitted by the Airport Procedures, must have the "Under the Seat" label. The Customer must have all the information relating to the transport of prohibited items on board, with special attention to safety features.

When the Passenger has a stroller, offer the opportunity of the "delivery at aircraft" procedure and, in case, use the appropriate "Gate / Ramp delivery" label. Agent must always insert the stroller and its weight in the system.

The Customer must be provided with all the information for collection on arrival.

2.4.4 Special Procedures

If there is any special baggage such as sports equipment, bulky baggage, electro-medical equipment,and weapons, strictly comply with the provisions of the ITA Airways Operating Procedures. The staff must correctly manage check-in, logistics, internal information and labeling and provide the Customer with all the information on transportation. In case of doubt contact ITA Airways staff for the necessary checks and inform the in-charge operating Department.

2.4.5 Domestic animals

The transportation of animals in hold or cabin must always be booked in advance. The staff must therefore verify the correct booking procedures and any health documentation with special attention to restrictions provided by the Country of destination. Customer must be informed that such transportation is never included in the baggage allowance.

If not paid in advance, staff can directly proceed with the collection of payment or address the Customer to the Ticket Office. For cabin transportation, make sure that the animal belongs to the permitted species and that it does not exceed the maximum permitted weight. For AVIH, make sure that the animal has enough space to move and that it has enough food and water. Coordinate with the operators to send the cage through the oversized belt.

2.5 Ancillary services

During check-in transaction, the staff must promote the sale of Ancillary services among those available in the ITA Airways Shopping List.

2.5.1 Excess Baggage payment

When baggage of Customer exceeds the allowance, staff is required to collect the amount as automatically quoted by the system. The Customer must be provided with the necessary information regarding the baggage allowance rules. Payment can be made directly at the check-in desk, with issuance of EMD and according to the provisions about the permitted forms of payment. A copy of EMD issued must be handed out to the Customer together with the boarding pass.

Whenever a Passenger has an onward connection, for which a paper document is issued (Excess Baggage Mask), give the passenger receipt to the Customer and keep all other coupons (flight /audit /agent coupons) to be stored at the office in charge.

2.5.2 Advance seat reservation

During the check-in flow, the Customer may choose a specific seat, at an additional cost. The Customer must be informed that, instead, the system will assign a random, trying to give adjacent seats for passengers travelling together. If the Customer has no interest in purchasing a seat, still illustrate the advantages of early purchase for future flights.

If the Customers have already purchased a seat, confirm it, and inform them that they can change their seat if they wish, at no additional cost.

2.5.3 Lounge access and Fast Track

Lounge access must be offered during check-in process as well as other ancillary services provided by ITA Airways. Inform the Customer that the purchase of the Lounge and/or the Fast Track includes all the benefits dedicated to VIP Customers.

2.6 Special assistance

Special categories of Passengers must be assisted in compliance with the relevant regulations, ITA Airways commercial policies and operating procedures. Special Assistances include:

- o   VIP Customers
- o   Unaccompanied Minors
- o   Passengers with Reduced Mobility
- o   Groups

For the Service Standards dedicated to VIP Customers and UMNRs, refer to Chapter 5 - VIP ROOMS

2.6.1 Passengers with reduced mobility

The transportation of Customers whose capacity is reduced due to physical (permanent or temporary) or cognitive disabilities, requires special assistance or accommodation. The type of assistance requested must be recognizable in the PNR and transmitted to the Airport Authority in accordance with the timing required by the Regulations: Airport Authority is responsible for the mobility in the Airport and for boarding operations. Beside the application of all the procedures related to the type of disability, the Staff must interact correctly with the Customer in compliance with his special needs. If in doubt, ask the Customer directly what you can do to best assist him.

Customers with disabilities are often fragile customers, with special needs and must always be treated with special care and respect. If mobility assistance is required, contact the Airport Authority, and make sure that the Customer does not wait too long at the counter. Provide all the information about the flight and explain him how assistance will be provided.

For flights with destination USA and in the event of any disruptions, inform the Customer about the role of the Complaint Resolution Officer and offer to contact him by telephone if necessary.

At the end of check-in, always inform the flight coordinator that a PRM will be on board specifying the type.

2.6.2 Groups

Departing, transit and arriving groups (including sports teams, groups of cruise passengers, student traffic and high-profile commercial groups) will report to dedicated desks, both on scheduled and charter flights.

Among the required activities, staff will take care of the relationship with Tour Operators and Travel Agencies for the processing of specific rooming lists.
They will also have to arrange any special assistance and pre-check the group if needed.

2.7 Priority List

The stand-by list must be managed according to the commercial and operational priorities defined by ITA Airways. Upon check-in the staff must insert the correct priority code, label the baggage with the additional tag, and print the "stand-by" boarding pass. Customer must be informed about the procedures and time for stand-by list closure and desk where they can collect the boarding pass. In the event of overbooking, Customers must be provided with all the assistance required and agents need to apply the ITA Airways specific procedures for compensation (DBC / VDBC).
The stand-by list will be managed according to internal policies, both in assigning the correct priority code, assign the jump seats and finalize the list. Staff traveling on duty or for holiday must comply with the dress code and guidelines as set by ITA Airways.
The stand-by list will be finalized by Airport handler to allow boarding operations and flight closure on time. Advance seat assignment or any change to the automatic priority order, must be authorized by ITA Airways. Upgrading and downgrading, if necessary, must be made following the commercial criteria of ITA Airways,

3 Transit

The desks dedicated to transit passengers must be recognizable with ITA Airways logo.
The Handling staff must provide information and assistance to ITA Airways Customers upon request.
The staff must perform the following activities:
• Transit Passengers check-in
• Ticket office
• Short-connection, HOTAC and Transportation

3.1 Transit Passenger check-in

The Handling Company must set up the desks during the opening hours. All ITA Airways materials (boarding pass, baggage tags) must be removed from the counters when unattended.
Staff must perform check-in operations together with tickets and Documentation checks. Staff need to pay attention to transit baggage registration and must ensure that Customer baggage will be transferred to the outbound flight. Always ask the Customer to provide the baggage claim receipt and insert the baggage details in the system (number of pieces / weight and the complete tag number).

3.2 Ticketing

The Ticketing counter in the transit area must perform all the activities described in chapter 6.

3.3 Short- connection, HOTAC and Transportation

To facilitate the transit from the arriving to the departing flight for ITA Airways Customers, the Staff must support them with a short connection procedure if necessary. Staff must also help REPRO and MISCO Customers. The Handling Company dedicated staff will contact the affiliated hotels and check for possible rerouting via surface transportation.

Passenger assistance must be guaranteed according to operational needs for:
• Delivery of boarding passes to misconnected passengers already rebooked on next flights and possible deliver of meal vouchers and / or hotel accommodation
• Direct short connection from the arrival of the inbound flight to the gate of the outbound flight

Below the standard SHO-CONN times table:

Product	MCT aer.le as-is	SHO-CONN Assistance Request
SCH-SCH	45'	40'
SCH-EXT	45'	40'
EXT-SCH	45'	40'
EXT-EXT	45'	40'
DOM-DOM	45'	40'
DOM-SCH	45'	40'
SCH-DOM	45'	40'
DOM-EXT	60'	55'
EXT-DOM	60'	55'

4 Boarding Gates

The Handling Company staff must be present at boarding gates on time, to ensure the punctuality of all the flight departure activities. The numbers of dedicated staff depend on the type of aircraft (narrow / wide body) and the Passengers booked.

4.1 Gate attendance

To ensure an efficient and effective boarding activity, please refer to the following table, showing the minimum gate opening times, based on the type of aircraft. Please note that the timing may change according to the different Airports' logistics.

Aircraft	A319	A320	A330
Remote Stand	ETD -60	ETD -60	ETD -90
Loading Bridge	ETD -55	ETD -55	ETD -90

When at the gate, the agents will always show a positive attitude with the Customers, thanking and greeting them. The staff will also check the correct set-up of the gate tensors and any other movable material including signage, as well as the full functionality of the devices and promptly report any detected anomaly.
The Boarding activity must be carried out by following the ITA Airways procedures, applying the pre-boarding when expected. All boarding operations must be coordinated with the flight supervisor and the ramp agent.

4.2 Preliminary Boarding activities

- o Ensure cobus is available for remote boarding
- o Ensure the door opening for loading bridge boarding
- o Verify if special assistances are on board and coordinate pre-boarding
- o Verify and, if necessary, collect and label oversized hand luggage
- o Perform last minute check-in operations
- o Re-print boarding passes when seat change occurs

4.3 Pre-boarding

The gate agent must always verify if any special assistance is booked on the flight and coordinate the pre-boarding, making sure, in case of PRM, that the Airport Authority operates in respect of the timing.
For operational reasons and in accordance with the all the in-charge functions, post boarding of special assistance may be arranged.

4.4 Priority Boarding

Priority boarding is mandatory on all ITA Airways flights. The gate agents must make the dedicated boarding announcement for:

- o Families travelling with children
- o Members of Volare Program exclusive clubs (Executive, Premium and Plus)
- o Sky Priority Customers

The gate agents will check the eligibility of Customers as indicated by ITA Airways. The Priority Lane must be easily identifiable and, where possible, should offer a separate access to the gate so to facilitate the priority boarding at any time.

4.5 Boarding by rows

When boarding with loading bridge, the agents will start boarding passengers from back rows as to allow a proper boarding flow and avoid finger congestion. The agents will therefore announce the number of rows to be boarded first as for the standard announcement booklet.

It is the agent's responsibility to verify the respect of the seating sequence, asking the Customers to wait until their row is called for boarding.

4.6 Boarding announcements

The boarding announcements must be made in the proper sequence and timing as indicated by ITA Airways, both in Italian and English language. In case of pre-recorded announcements, it is the gate agent's responsability to select the correct ones.

4.7 Boarding Activities

- o Make the boarding announcement as indicated in the Ground Announcement Manual, both in Italian and English.
- o Select Start boarding in the system and fill in the boarding form with all the requested information
- o When requested, board by rows as per ITA Airways' procedure
- o Match the Customer's name on boarding pass and ID
- o Verify the correct information on the boarding pass about flight and date
- o Scan the barcode from paper boarding pass or mobile phones
- o Proceed with manual boarding is case the gate reader is unavailable
- o Perform any required fare ticket and/or documentation checks
- o Monitor the bus crowding and waiting time not exceeding 10 minutes
- o Manage boarding procedures at the finger and on the bus to avoid congestion and long waits
- o Coordinate with flight supervisor and ramp agents for the arrival of passengers on board
- o Verify the necessity of any additional bus depending on number of booked passengers
- o Monitor the boarding dashboard
- o Ensure on time schedule and procedure for automatic boarding
- o Ensure accuracy and consistency of data to be transmitted on board also related to delay reasons
- o Check whether all passengers have reported to the gate and if not, request also to verify on board of aircraft.
- o When using self-boarding devices, supervise the flow and intervene in case of interruptions

For delayed flights, the announcement must be made no later than the scheduled boarding time, providing the new estimated time of departure if known, or alternatively, making the announcement of indefinite delay and providing regular updates.

4.8 Boarding Closure

- o Cancel missing passengers and coordinate with the ramp the offload of baggage
- o Inform the flight coordination manager about the total passengers on board (TOB)
- o Manage the sending or filing of documents related to the flight
- o Close boarding gate
- o In case of boarding at finger, wait for the aircraft's movement before leaving the gate
- o Remove all sensitive material (boarding passes, baggage tags, etc.) from the boarding gate

5 VIP Lounges

ITA Airways High Value Customers will use VIP Lounges at Airports when departing or transiting.

Lounge agents must ensure the delivery of service to eligible Customers as set at points 5.1 and 5.2. The service must be guaranteed from the opening to the closing time of the lounges, according to ITA Airways schedule.

All activities must be carried out in compliance with the current provisions issued for the prevention and containment of COVID19 spread (e.g., social distancing, use of face masks, dispenser with hand sanitizer gel). These provisions must be respected by the Handling Company staff, by the Suppliers and by the Customers present in the Lounges.

5.1 Access and registration

ITA Airways will communicate to the Lounge personnel, the Customer eligibility policy.

The staff will record the entrances of the eligible Customers through the available tool at the dedicated workstations.

The designated staff must produce and send to ITA Airways a daily electronic document that summarizes the daily admissions, specifying the following details:

- First and last name
- Carrier, flight number and date
- Travel class
- Tier and card number
- Access requested and authorized by ITA Airways
- Other data according to ITA Customer policy (e.g., Guests)
- Shower service, if available and used

5.2 Reception - Check-In - Hospitality

5.2.1 Reception
Lounge staff will actively participate in the creation of an exclusive travel experience for High Value Customers. Staff must have a professional, polite, and smiling behavior, will welcome Customer with a positive and empathetic attitude and must be ready to meet any needs, in line with the standards set by the Company.

Agents will also verify that Customers are entitled to enter in the Lounge, in accordance with ITA Airways policy. For an exclusive service, waiting time to access the Lounge must not exceed 3 minutes.

5.2.2 Check-in and Customer support
Once the Customer has been welcomed, lounge agents must perform the following activities:

- Verify the access eligibility and the registration in the Customer system tool in case he already has a boarding pass
- Check tickets (validity, fare), travel documents (passport, visa) and necessary health documentation when checking-in.
- Sell ancillary services (upgrade, seat, lounge pass and other saleable services as communicated by ITA Airways).
- Seat change on request, chargeable or free of charge as per ITA Airways policy
- Manage and plan recovery actions due to operational irregularities / overbooking and re-routing actions
- Support the management of Priority List for Lounge Guests
- Support the management of ticketing services

- o Support in case of irregularities with baggage
- o Manage HOTAC and surface transportation
- o Supervision of UMNR
- o Boarding flights announcements

If a non-eligible Customer wishes to buy a Lounge daily pass, the staff will be available to show Lounge services and facilities.

5.2.3 Hospitality

The Lounge agents must always be welcoming, smiling, and discreet in giving the best assistance to Lounge Guests for any request as listed at point 5.3, with the aim of providing a high-quality experience.

5.3 Services

Services that must be guaranteed to ITA Airways Customers:

- o **Showers**, if present. The agent must check the set-up of the shower room in a preventive manner to ensure a prompt and complete use.

- o **Italian and foreign newspapers and magazines, magazines of the Company** (ITA Airways will communicate methods and offer of the service)

- o **WI-FI**. The connection must be constantly available. The staff will support Customers in case of connection problems and any line interruptions, making every effort to guarantee the continuity of the service.

- o **Catering**. The offer must match ITA Airways' specifications. The service must be guaranteed from the opening to the closing time of the Lounges with a continuous and accurate refill. The freshness of the food and the correct *mise en place* (quantity, quality, temperatures and health and hygiene regulations for the management of food) must be assured. The caterer must manage the rearrangement of cutlery and crockery, the removal of any food residues and the Customer waiting time at the bar counter should not exceed 2 minutes. The caterer must have a professional, careful, and welcoming behavior, without any slang talking and comply with the style and image guidelines as defined by ITA Airways.

- o **Housekeeping.** During the daytime activity, the cleaning staff must manage the rearrangement of the entire Lounge, equipment, furnishings, horizontal and vertical surfaces, including toilets and shower rooms, if present. ITA Airways will monitor the service in terms of performance and presence. The cleaning staff must have a professional, careful behavior and be proactive to welcome the Customer requests. The style and image of the cleaning staff must be in line with ITA Airways standards. In the toilets and in the shower rooms, if present, amenities will be available at Customers' exclusive use. The refilling activity must be carried out during the night in the closing hours, for a deeper cleaning operation activity.

- o **Maintenance.** The Handler Company must supervise ordinary and extraordinary maintenance and must communicate to ITA Airways the maintenance plan and time schedules. In the event of any critical issue that may directly impact the Customer experience, the Handling Company must promptly inform the Carrier.

5.4 Assistances

Lounge staff will be informed by ITA Airways about the management of special assistance on departure, arrival, or transit, with or without car, as listed below:

- o VIP 001-002

- o ENAC State Protocol
- o MAE State Protocol
- o High Institutional positions
- o Meet & Greet
- o ITA Airways High Value Customers commercially relevant
- o Unaccompanied Minors
- o Lounge access authorization for non-eligible Customers
- o Premium check-in desk authorization for non-eligible Customers
- o Commercial deregulation (e.g., extra baggage allowance or fare regulations)
- o Pope flight and special flights
- o Any other assistances requested by ITA Airways

The Lounge staff, while assisting a special Customers, must have a neat appearance as set by ITA Airways Style & Image Guidelines and must have a professional, elegant, and smiling attitude. As a best practice, always walk to the right-hand side of the Customer, a step forward, leading the way.

For all special assistances, Customers' checked baggage must be sent through the oversized elevator, to be constantly monitored. The staff in charge for the assistance will escort the Customer to the dedicated place, informing the load agents who will finally confirm that baggage is on board by communicating the bulk or container details. The baggage monitoring will be also carried out for transit Customers.

At the end of the special assistance, staff must provide an immediate feedback to ITA Airways.

The Handling Company will take care of the UMNR planning and delivery of service. The staff must pay particular attention to Unaccompanied Minor, especially in case of a long transit. Staff must take care of Minors, asking them about their needs, like eating, having a rest or calling their parents. During the UMNR assistance the agent must walk next to the Minor, calling him by name and interact on age-appropriate topics. Handling staff will produce a daily report of the service provided.

Managing the UMNR service, particular care and attention must be paid to the procedure, for both booking and documentary aspects.

The accompanying person of departing Minor must be asked to remain at the airport until the flight takes off.

6 Ticketing office

The ticketing staff must provide all operational information for ITA Airways Air Services using only the Company's system, making the reservations and issue the related tickets and other transportation documents.
The ticketing staff will mandatorily issue Electronic Ticketing for Passenger Transportation and services. The use of paper documents, either manual or automatic, must be strictly limited to those scenarios where the use of electronic tickets is not permitted.

6.1 Sale process

The Ticketing staff must promote the ITA Airways products, whilst considering Customers requests and supporting them in the best choice, according to ITA Airways commercial policies.
When selecting flights, priority should always be given to ITA Airways flights, both direct and on-line, explaining all the purchase possibilities and the characteristics of the different Brands.
When selling the ticket, the staff must also offer the possibility of enhancing the Customer's travel experience with additional services, among those available and applicable.

6.1.1 Reservation
The reservation record (PNR) must include the name of the Passenger, that must match Passenger's ID; tickets and EMDs are not transferable.
The PNR must be completed with all the useful information (mandatory and optional), related to the destination, the fare selected, and the additional services requested.
Special attention is required in inserting the "Contact" fields in the PNR (CTCM / CTCE / CTCR), to be able useful for reaching the Customer in the event of operational disruption.
The ticket office will only handle individual transactions, new group PNR transactions is subject to special rules and will be managed by a dedicated internal team.

6.1.2 Supplementary services
While making the reservation or even at a later stage, the Customer can choose to purchase an additional service from those available. The Ticketing staff must deliver the service to the Customer, according to the standard commercial and technical procedures.
If required by the type of reservation or passenger type, the staff will complete the PNR with all the necessary additional information.

6.1.3 PNR quotation
The ticketing staff will offer the Customer the best possible price, based on the existing Carrier fares and the most suitable Brand. When there is no instant purchase, the operator must provide the Customer with all the information on the correct time limit for ticketing issuance.
In the case of typological fares, the operator must, at the time of issue, verify that the passenger has the required documentation as described in the "Eligibility" paragraph.

Upon boarding or during check-in, appropriate revenue integrity checks will be performed and if the passenger is not entitled to use the typological fare agents must verify the ticket according to the Carrier's policies. If, in the sequential use of the flight coupons, a possible malpractice is detected, the operator will reissue the passenger ticket according to ITA Airways policies.
In case of doubt, contact the Carrier's representatives.

6.1.4 Form of payment
The staff will collect the amount through the forms of payment approved by ITA Airways. If a credit card is used, the staff will be responsible for verifying the validity of the ID document and the corresponding ownership of the credit card. Staff will never be allowed to use credit cards other than those permitted.
In case of doubts about the credit card validity, the staff can contact the ITA Airways representatives.

In case of ATM or cash payments, it is the Ticket Office's responsibility to verify the correct amount has been collected.
Other forms of payment could be used related to special procedures, as indicated by the Carrier.

6.1.5 Excess baggage payment
While selling the ticket, staff must provide all the information about the baggage allowance rules and the available purchasing channels. Upon Customer's request, the operator can directly issue an EMD for excess baggage and give the payment receipt together with the travel document. In the case of an interline itinerary, the ticket office will issue, in compliance with Reso IATA 302, an EBT MASK (Excess Baggage Mask). The operator must give the receipt to the passenger and retain the coupons in compliance with the Charge and keep Policy. Agent and audit must be reported in accordance with the ITA Airways policy.

6.1.6 Seat request
Once ticket has been issued Customers may be offered the opportunity to purchase a specific seat, with an additional cost. The Customer must be informed that during check-in, alternatively, the system will assign a seat randomly according to availability, trying to guarantee adjacent seats in case of travelling party. If the Customer has no interest in purchasing a seat, still explain the benefits of advance seat purchase for future flights, especially in the event of a full flight.
As per ITA Airways ASR policy, some categories of passengers are waived from payment of seat selection.

6.1.7 Special procedures

Special procedures must always be booked by the Passenger in advance through the Call center channel. The ticketing operator must verify, where necessary, the compliance with the correct booking procedures and give the Customer the required information.
In case of doubt, contact ITA Airways staff for the necessary checks and notify the competent operating offices.

6.2 Voluntary exchange

The operator will process the ticket exchange on Customer request in compliance with the Company's policies and in accordance with the commercial characteristics of the purchased fare. These changes must always be made on the original PNR and only when this is not available a new one can be created. The staff must verify that the Passenger has a valid ticket and if the ticket is not associated in the PNR, must proceed with the re-association.

The ticket can be revalidated with the new flight when the voluntary change does not involve changes to the original fare and / or there are no penalties to be collected. In all other cases, the ticket must be exchanged using Sabre automatic recalculation tool (AER).
The staff can proceed with manual exchange only when automatic recalculation fails or if any calculation anomalies is detected.

In case of doubt, the operator must contact ITA Airways for the necessary checks and obtain eventually, the required authorization.

6.3 Disruption management and Involuntary rerouting

The rerouting of the ticket for involuntary reasons must comply with ITA Airways policies in terms of booking class and ticket reissue.
If another Carrier is involved, the operator will check if ITA Airways has an interline agreement with the receiving Carrier and if electronic ticket can be issued.
The staff will reissue the tickets according to the standards for involuntary rerouting by exchanging only the coupons involved in the disruption.
If the disruption involves a different Sky-team carrier Passenger, the operator will operate in compliance with the Sky-team rebooking tool agreements.

When schedule change occurs (-24h), the entire ticket must be reissued, to prevent problems for future voluntary exchange requests.
In any case, ticketing agents must refer to the repro policies distributed by ITA Airways according to the operational scenario.

6.4 Denied Boarding Compensation management

In case of disruption, the Customers must always be informed of their rights in compliance with the provisions of the European regulation (EC Reg. 261/2004). The staff must insert an information OSI in the PNR to give evidence of the assistance and information already provided.

When Compensation is due, the operator will collect the following data through the appropriate form:

- IROP flight / date / reason
- First and last name
- Ticket number
- Contacts
- Rebooking and/or rerouting details

This information must be sent to the Company through the dedicated channels as indicated by ITA Airways, who will take care of the Passengers' compensation.

6.5 Sales Report

Ticketing agents are requested to close individual sales report daily. The operator will ensure the correctness of the information inserted in the system and fill in the cash balance form.
If necessary, tickets can be voided within the same day of issue and from the same ticketing agent; the voiding transaction must be made before the agents closes his daily sale report. In case the voided ticket was paid by credit card, the agent will inform the Customer that the credit card plafond will be returned the following day; for tickets paid by ATM, the agent must void the transaction on the POS device, before voiding the ticket.
If requested, specific OACs will proceed with the general closure of the Station as required by ITA Airways, but only after all the agents have closed their individual reports.
All sales summary and Station summary documents must be kept by the Handling Company that will make them available to ITA Airways upon request.

6.6 Handling of Manual documentation

All manual documents, such as EBT or MCO still in stock, must be safely stored until depletion.
Agents will make sure that manual paper documents are used in sequence. Paper documents are values and must be treated as such, to prevent frauds or malpractices that may affect the company's revenue.
All paper documents must be inserted in the system within the same day of issue and by the same issuing office.

6.7 INAD Management

In the event of a lack of a visa, an expired or irregular document, the border authorities can deny entry into a country for a Passenger considered INAD (inadmissible) who must therefore return to his original destination. In this case, the agents must issue the new ticket in accordance with ITA Airways procedures that may differ depending on whether the INAD passenger has a return ticket.
Based on the departure flight time, the agents will also issue a meal voucher.
A copy of the request and the related documentation must be kept by the Handling Company who will make it available to ITA Airways upon request.

6.8 Refund

Refund is allowed exclusively for those documents issued by the same point of sale, in compliance with the instructions defined by ITA Airways and the provisions of the fare rule. Agents need to pay particular attention to refund of partially used tickets.

7 Flight Management and Supervision

The job has the responsibility of coordinating the delivery of services, in compliance with the regulations and the on-time departure defined by ITA Airways through:

- o Coordination, optimization, and supervision of the services by interfacing with the landside and airside functions, in compliance with the flight operational program.
- o Management and coordination of the relationship with the suppliers (catering, on-board cleaning, refueling and PRM)
- o Monitoring and management of transit Passengers
- o Analysis of flights to prevent operational issues
- o Definition of priorities in the event of operational criticalities
- o Analysis of all phases of the flight in coordination with the correct operational departments
- o Support the frequency communication (VHF) with the driver's cabin
- o Monitoring and coordination of passenger transportation or special procedures
- o Management of flight settings according to the Carrier's procedures and instructions
- o Change to flight capacity
- o Cabin adjustments
- o Variation of the default priority code
- o Supervision of check-in closing times
- o Flight closure
- o Coordination of the boarding and flight closing phases
- o Supervision and management of boarding times (automatic / non-automatic)
- o Interface with landside personnel for the progress and updating of the boarding flow
- o Interface with airside personnel (ramp, loading, aircraft assistance) for support and end-to-end view of all pre-departure operations
- o Monitoring and management of messaging (e.g., movement, post departure)

8 Irregularity Operations

In case of an event that causes irregularity operations (delays, cancellations, flight interruptions, etc.), the agents must assist the Customers, in compliance with the ITA Airways policy and the current regulations. The activity includes:

- o Dedicated staff
- o Rebooking for cancelled flight according to ITA Airways policy
- o Ticket reissue according to involuntary rerouting policy
- o Baggage handling instructions for baggage transfer on the new flight
- o HOTAC Management with rebooking in accommodation facilities based on the ITA Airways contracted suppliers and in respect of the priority indicated by the Carrier
- o Providing the meal voucher using the Carrier's system and / or paper vouchers when system is not available
- o Manage according to ITA Airways policy the surface transportation with the selected suppliers
- o Provide Customer all necessary information to submit any claim or refund request to ITA Airways

When compensation is due, the Handling Company must supply the required forms and will collect the Customer data, to allow the subsequent compensation payment, as set by the international regulations. If the Passenger doesn't accept the new reservation offered by the operator and chooses to have his ticket refunded, the agent will provide the proper contacts to facilitate the request.

In case the Customer needs further assistance, contact the ITA Airways representatives on site.

The Handling Company must notify to ITA Airways indicated representative, the details of the Customers involved in the disruption.

9 Lost & Found

Customers' assistance for Lost & Found will be delivered at dedicated counter, whose attendance is defined according to service level agreement.

Where expected, the handling agent will plan dedicated facilitators or supervisors as well as porters, at the conveyor belts to aid High Value Customers or for selected destinations (intercontinental or special flights).

To ensure standard and reliable information, all the transactions will be made directly with WorldTracer system, therefore other system user interfaces is not allowed expect if specifically authorized by ITA Airways WorldTracer Coordinator.

All Lost & Found activities carried out by the Handling Company will be reported daily.

9.1 Lost Baggage

If, upon arrival of a flight, the Customer complains about a missing baggage, the Lost & Found employee must provide the best assistance to manage the disruption according to ITA Airways policy and procedures.
The office at the airport of arrival will issue a PIR, opening an AHL in WorldTracer and making sure to insert all the mandatory information or, in any case as much information as possible to facilitate the baggage research. Agents must accurately insert the passenger and Baggage itinerary information.

The Customer must be provided with all the necessary information to facilitate the contacts between the related parties (L & F-Customer-Carrier), including the possibility of verifying the research result on the ITA Airways website.
The staff must therefore, within 24 hours from the opening of the PIR and for the following 5 days, contact those Customers who have an open file, to provide information on the status of the research and possibly integrate or modify the information if necessary.
Retrieved baggage must be handled within 24 hours from their arrival at the airport and the PIRs must be closed at the same time. A daily analysis is required for the proactive recovery of incoming Rush baggage, reported by outstations, with the intent of closing the higher number of PIRs within 48 hours.
The standard documentation must be delivered to the Customers such as a copy of the PIR, a letter of apology depending on the disruption, the baggage content list form and, when re-introduced, a necessity kit provided by ITA Airways to all non-resident Customers who will not receive their baggage within the day.
All checked baggage must be sealed; the serial number must be entered both in WT and in a dedicated register.
L&F staff will also have to manage all the procedures for customs clearance of the baggage (proxy form, key safekeeping and / or combinations), ensuring that the keys are appropriately returned to the Customers.
Staff will also manage and coordinate the relationship with the Provider for the home baggage delivery service, making sure that baggage delivery takes place in accordance with the Airport Service Chart.

9.2 Damage or pilferage

If the Customer reports a damage or pilferage to his baggage upon arrival of the flight, the Lost & Found employee must:

- o   Verify the damage
- o   If the type of damage complies with the provisions of the tables, open a "Damage Pilferage Report"

- o Offer the Customer a replacement of damaged baggage or, alternatively, a refund through a Transportation Credit Voucher (TCV)
- o Once Customer has made his choice, the agent must update the file
- o If the option chosen is replacement, finalize the process with the Providers
- o In case of TCV's choice, send the details through the channels indicated by the Carrier, for the management of the compensation
- o Update the file with the choice made and close the DPR
- o In case of special baggage, after opening the DPR, communicate the details to the Customer Relations office of the Carrier, who will directly manage the compensation. Only in this case, the DPR file must remain open.
- o If the type of damage does not require a DPR or the Customer does not accept the previous conditions, the staff will ask the Customer to contact the Customer Relations Office.

If the Customer reports an act of pilferage on his baggage, the staff must open a DPR listing and describing the missing items. These practices will be handled directly by the Carrier's Customer Relations office. The DPR must remain open in this scenario as well.

9.3 Mishandled Baggage

L&F staff will have to manage mishandled baggage, registering it according to the provided procedures. They will also need to ensure that mishandled baggage is appropriately labeled and that the correct messaging is handled. The Handling Company will also manage all customs clearance procedures and insert the BDO (Baggage Delivery Order) into the system, including pick-up and delivery times, monitoring the supplier's activity.
When baggage is delivered to the Customer, the most direct route should be preferred, giving priority to flights operated by ITA Airways.

9.3.1 Found Baggage
The "Found" baggage must be sealed and kept in a secure warehouse. The employee must immediately enter the tag number and the seal number in WorldTracer and proceed by delivering it at the airport of destination with the appropriate "RUSH" label. All delivery actions require the sending of the related messages (FWD). Rush bags must be processed by the day of arrival.

9.3.2 "On-hand" Baggage
The "on-hand" baggage must be sealed and kept in a secure warehouse, the tag number and seal number entered in WT. When useful Customer contact are available, L&F staff will have to contact him to arrange the withdrawal.
If the owner is not traceable, the Agent must, within 24 hours, enter all the baggage data in WT for the creation of the OHD, manage the entire match practice and, if successful, the delivery of the baggage according to the standard procedures, including correct messaging and safety procedures. Baggage cannot be sent without a related PIR.

If, after 5 days, the file is still open, the baggage must be redirected to the Baggage Headquarter with a FLZ message to manage the second stage of the research.

9.4 Lost & Found Properties

Lost & Found office deals, according to transparency criteria, the loss of Customer properties in all area referable to ITA Airways.
These items must be recorded daily in special registers and in the WorldTracer system, reporting to ITA Airways.
L&F will take care of the custody and return of the properties to their owners in accordance with local procedures and regulations. The Customer must always be informed that ITA Airways is not responsible for the condition in which the object was found.
During the delivery phase, the Customer must provide an identity document whose details must be noted in the appropriate register. The Customer (or the person in charge for collection) must also sign the pickup.

9.5 Baggage Headquarter

The Baggage Headquarter staff will manage all OHD baggage in the network that are still open after 5 days. When the luggage enters the baggage headquarter, the staff must register them and associate a location in the warehouse within the same day of arrival.

Baggage must be opened and inspected, updating the information in the WorldTracer file, within 24 hours of registration.

Any valuables found inside the inspected baggage must be placed in the safe. The staff will also arrange for any baggage containing foul-smelling organic substances to be stored in the cold rooms and to arrange and organize, if necessary, its destruction.

Received OHDs must be recorded.

This office is also in charge of the second phase of baggage research and will therefore have to update the files with the list of contents received from Customers by email or fax. The staff will have to check the assigned files, manage contact with Customers, provide for the restart of the reconciled baggage, both by air and by surface transport, as well as complete all the formalities required by the authorities including customs clearance.

The staff must consider the deadlines of the OHD and AHL practices, respectively of 90 and 45 days, and then proceed with their closure. OHD baggage will be sent to the Airport manager or Charities.

For permanently lost baggage, the file will be sent to the ITA Airways Customer Relations office for refund.

10 Weight & Balance

Load Controllers must guarantee the planning and loading distribution instructions, weight and balance charts and the management of information and operational messages.

In compliance with ITA Airways' instructions and in case of operational irregularities, the load controller will suggest the appropriate actions to the Captain, considering the weather conditions, available ground services and facilities, the assistance to the aircraft and the set of operational requirements.

To prepare the weight and balance of the flight and to produce the related documentation, the Load Controller must:

- o Check the type of aircraft and its registration, scheduled flight crew, cabin configuration and version adjustments, booked passengers, the load (baggage / cargo / mail) to be boarded, any dangerous or special goods

- o Plan the on-board load distribution in compliance with ITA procedures and in accordance with aircraft specifications

- o Prepare and sign the Loading Instructions (LIR)

- o Detail load information providing instructions and operational details

- o Verify that the aircraft balancing has a center of gravity that stays within the expected limits and that the maximum structural weights are respected

- o Deliver to the Ramp Agent a copy of the LIR, together with other required documentation

- o During aircraft assistance operations, the Load Controller must contact the Ramp agent to be informed about the progress of loading operations and to communicate any needs or changes

- o Receive final fuel data from the Ramp Agent

- o Elaborate the loadsheet after checking the system and receiving from the Ramp agent the final information about the load (passengers, baggage, and cargo)

Before printing a hard copy or sending a copy to the Flight Crew via ACARS, the Load Controller must check the following data:

- o Flight number and date
- o Routing
- o Aircraft registration
- o Total passengers on board
- o Load and distribution data
- o Fuel data
- o Special information
- o Actual Zero Fuel Weight (in the event of a manual loadsheet, check that structural maximum weights have been respected)

- o In case of changes concerning number of passengers, baggage, the weight of the goods and the distribution of the load in the holds after the issuance of loadsheet, follow the Last-Minute Change procedure.

- o Manage all operational messages relating to the departure flight that will be sent to the ATD.

11 Aircraft Assistance

The Aircraft Assistance activity includes preparatory operations for setting up and loading of the aircraft before the departure of the flight and more specifically:

- Aircraft block assistance
- Loading/unloading baggage, cargo, and mail
- Moving of Ground Service Equipment
- Passenger and crew transportation from/to aircraft
- Aircraft movement
- Ramp agent services
- Interior cleaning / aircraft cleaning
- Water and toilet services

The aircraft assistance employee must wear airline/ company uniforms and personal protective equipment (PPE) in compliance with the authority regulation.

11.1 Aircraft block assistance

The team in charge should attend the parking area on time when the aircraft arrives. The staff will set up the stand according to the Safety and Security Standards regulations.

When the aircraft is blocked and safety conditions are applied, the operators will place wheel chocks and safety cones, ground power unit (400 Hz) and place stairs or loading bridge to allow the disembarkation of passengers. In case of a remote stand, 2 stairs are expected at ATA/ETD.

Where requested, the operator will arrange the positioning of ACU, then open the holds for unloading the aircraft and approach the ground vehicles.

The ASU, when requested, must be ready 10 minutes before the ETD.

All operations must be carried out in compliance with operating procedures.

11.2 Loading/unloading baggage, cargo, and mail

11.2.1 Departing baggage
The staff in charge of transporting baggage from the sorting area BHS/HBS must make sure that the flight and destinations are correct by scanning the baggage label. In case of anomalies/irregularities in the baggage reconciliation process, the operator will contact the BRS supervisor for further checks and instructions.

Once reconciliation is done, baggage will be loaded into the container (ULD) or in the bulk. The truck driver must properly secure trolleys or container to avoid loss of baggage on the way to the aircraft.

Arriving and transferring baggage must be segregated according to ITA regulations.

Baggage or ULDs, must be scanned again before being stowed in the compartments following the loading instructions.

Special baggage (such as AVIH, WCH, SURF, etc) and priority baggage must be taken over by the oversized elevator. The operator will carry the baggage to the dedicated flight bay area where they will be scanned and finally loaded.

Special flights can be managed directly from the oversized elevator area if requested by ITA.

For some flights, where additional security measures are required, baggage must be escorted on the way to the aircraft.

The loading of baggage (departing and transiting) must end to allow the closing of hold doors 5 minutes before ETD, at the latest.

11.2.2 Baggage on arrival
Once the assistance for the block of the aircraft have been completed, the operator will open the doors and place the loader or belt depending on the type of load.

The operator releases the containers to allow the dragging system to transfer the load to the loader or to the belt.

The "delivery at aircraft" strollers must be disembarked first, as well as the wheelchairs necessary to Customers with reduced mobility and the baggage labeled "Priority".

The operators will then load the unpacked baggage and ULD on the trolleys for the transportation to the delivery areas, where they will have to check the correct assignment of the belt before proceeding with the unloading.

Special baggage must always be transported to the Arrival area and unloaded in designated areas.

Baggage in transit must be taken to the baggage sorting area, those identified with the short connection label will be taken on board separately for fast transit management.

Baggage claim must take place within the standard times as indicated in the Airport Service Chart.

11.2.3 Transfer baggage
In the sorting area, the operators will take care of placing the baggage in the BHS / HBS system where it will be sorted in the relevant bays.

Short connection baggage will flow into the sorting area if it must undergo security checks, otherwise it will be passed directly on the onward flight.

When handling baggage in transit, operators must pay particular attention to timing to avoid disruptions. The number of vehicles available must be adequate to ensure the simultaneous dispatch of arrival and in transit baggage, net of "short connection" baggage.

11.2.4 Mishandled baggage
Any mishandled baggage due to late processing in BHS, missed connection or lost on the runway, must be taken over by the BRS managers or the Baggage Operations Center, to be rerouted on the first available flight by re-tagging the baggage as per the RUSH procedure.
The tag-less baggage that will be generated in the baggage processing areas dedicated to ITA Airways, must be processed daily, and rerouted at its destination when possible, otherwise directed to the Baggage Head Quarter for the necessary reconciliation research.

11.2.5 Offload of baggage for missing passenger on board
Upon direction of the Ramp Agent, the operators will have to proceed with the research and unloading of the baggage. This baggage will be either delivered to the dedicated belt or directed to the Baggage Operations Center waiting for rerouting instructions.

11.3 Airside Transports

The sector is responsible for the transportation of passengers and crew to and from the aircraft, as well as the handling of towing and push vehicles and the activity of loading drinking water and unloading toilets.

11.3.1 Passengers and Crew transportation on arrival
The staff and bus designated to the Passenger transportation must stop over the parking lot when the aircraft gets in the parking area. When the aircraft stops and all related operations are cleared, they will approach the aircraft with the bus doors open, at security distance. The number of buses will depend on

the number of passengers on board. The driver will leave the parking only once he receives the authorization from the ramp agent, to drive passengers to the proper arrival area, based on the flight origin.

A dedicated bus will take care of crew transportation from the aircraft to the CBC or directly to the outbound flight, if in transit. The crew bus must be available within 5 minutes from aircraft arrival.

11.3.2 Passengers and Crew transportation on departure

The first bus will arrive at the gate within the boarding time. The number of buses will depend on the number of passengers on board the flight. The additional buses must be available rolling.

The driver will wait for the gate agent authorization before leaving the gate to the aircraft and, once there, will wait for the ramp agent approval to open the doors and allow the disembarkation of passengers.

Crew transportation will be granted by dedicated shuttles from the CBC.

11.3.3 Aircraft movement

The moving of aircraft includes tow-in and push-back service. For the management of tow-in, an operator will be dedicated at the pick-up point as indicated by the competent body. Operations must be carried out using vehicles with trained and qualified operators in full compliance with the Airport Regulations.

Any requests, whether of commercial or maintenance nature, must be managed according to operational priority.

To exit from the stand, the push-back dedicated to the flight must be equipped and ready 5 minutes before the ETD. The maneuvers must be carried out according to safety procedures and in full compliance with the Airport Regulations.

11.3.4 Refilling of drinking water and toilets dumping

The service must be provided on a scheduled basis in accordance with the contractual agreements with ITA Airways. The activity must be carried out by qualified operators and in full compliance with safety standards. The refilling of drinking water must be carried out first. During the toilets dumping of the latter, the operator must pay strong attention when removing the pipe to avoid dispersion of sewage on the stand.

The service includes:

- o   Draining the water tank
- o   Refilling the drinking water tank
- o   Water quality test
- o   Emptying, cleaning, and rinsing toilets
- o   Replenish fluids
- o   Supplying of sanitizer liquid according to ITA Airways specifications

11.4 Ramp Agents

The Ramp Agent must ensure that assistance operations are carried out in full compliance with ITA Airways' procedures. He is responsible for the control and coordination of all the activities that take place "below the wing", interfacing with all the areas involved in the flight departure / arrival process and in particular, providing information on the solution of any operational criticalities.

In compliance with ITA Airways' instructions, the Ramp Agent must suggest appropriate actions to the Captain, considering the weather conditions, available ground services and facilities, the assistance to the aircraft and the set of operational requirements.

11.4.1 Flights on arrival

Ramp Agent must be present according to the following timing:

- o 15 minutes before ETA
- o 25 minutes after ETA (all aircrafts except wide body)
- o 35 minutes after ETA (wide body aircrafts)

Ramp Agent must guarantee the following activities:

- o View the incoming operational messages (LDM, CPM, PSM, etc.)
- o Carry out a briefing with the assigned team, illustrating the type of cargo and highlighting any specifics and particularities
- o Carry out a FOD-Check on the stand before the arrival of the aircraft
- o Check that number of vehicles (GSE) are congruous and present at the stand according to the scheduled times
- o Check the correct positioning of the loading bridge or the presence of the Cobus, depending on the type of the assigned parking
- o Make sure that the appropriate disembarkation vehicles are present in case of special assistance
- o Arrange marshalling service, when expected, in order to guide the aircraft during maneuvering
- o Make sure that safety conditions are applied upon the arrival of the aircraft, verify the correct positioning of wheel chocks and cones and establish communication with the flight crew via headphone
- o Before opening the door, perform a walkaround to check that all access panels are closed, and that the fuselage is not damaged
- o Authorize the disembarkation vehicles (passengers and baggage/goods)
- o Supervise the passenger disembarkation process
- o Coordinate the activities of disembarkation (passengers and baggage/ goods) by verifying that the team checks the status of the containers (damages and door closing)
- o Monitor the timing for unloading and delivery of baggage
- o Verify the end of passenger / baggage / cargo operations

11.4.2 Timing

Application of Operational Transit Times

Aircraft type	Turnaround (standard)	Turnaround (reduced)
330	120	105
320	50'	45'
319	50'	40'

Reduced transit time can only be applied if the following conditions are met:

- Maintenance of the crew for the turnaround
- Refuelling with passengers on board (with a limit imposed by Fire Department regulation)
- No on-board cleaning service (bag removal only) or catering; maintenance of aircraft capacity

11.4.3 Flights on departure

Ramp Agent must guarantee the following minimum presence alongside the aircraft:

- o 60 minutes before ATD (all aircraft except for wide body)
- o 130 minutes before ATD (AM wide body)
- o In any case the ramp agent is engaged up to 5 minutes after the aircraft movement from the start-up point.

The presence of a dedicated Ramp Agent must be guaranteed according to the above timing for carrying out the following activities and in any case according to ITA Airways GOM provision:

- o Collecting the load instructions (LIR) and interfacing with the Load Controller for any reports and instructions
- o Briefing the Loading team on the type of load and highlighting any specifics or particularities.
- o Delivering a copy of LIR to the Load Team Leader
- o Verifying the correct positioning of wheel chocks and safety cones and the subsequent removal from the stand at the end of the operations
- o Making sure that holds have been inspected and the LIR have been signed
- o Checking Dangerous Goods procedure
- o Checking airworthy condition of containers and verifying that all doors of ULDs are closed
- o Supervising the loading of baggage and goods and their distribution
- o Verifying the correct execution of the requested services and supervising catering, cleaning, loading and use of special vehicles. Take appropriate actions in case of delay.
- o Ensuring the timely presence of the fuel tank and give instruction to the operator about quantities (for long haul flights the presence of the Technician is required)
- o Performing the "No Transit Check" procedure according to ITA Airways' instruction
- o Coordinating passenger boarding operations both with the crew and the airport ground staff
- o Verifying the compliance of the procedures for passenger boarding process in line with quality and safety requirements
- o Communicating the total passenger on board to the Captain and to the Senior Cabin Crew Manager at the end of the boarding
- o Checking that the load distributed on board complies with the LIR and that all the nets and hooks have been correctly hooked / positioned
- o Ensuring the delivery of the flight documentation to the crew (loadsheet, PIL, LIR, etc.) according to the times defined by ITA Airways and after verifying their regularity / suitability
  Verifying that all assistance operations have been completed and checking the removal of all vehicles and equipment not essential to the departure of the flight (e.g., GPU, ASU).
- o Performing a walkaround of the aircraft, making sure that all doors and access panels are properly closed and aligned with the fuselage *
- o Ensuring communication via headphones with the flight crew
- o Removing of wheel chocks and safety cones
- o Carrying out a preliminary check of the aircraft departure condition: the maneuvering area must be clear of people and / or things
- o Coordinating, together with the flight crew, all aircraft departure operations when in self-manoeuvring or with pushback service for the aircraft movement and start-up.
- o Carrying out a FOD-Check on the stand after the departure of the aircraft

  In airports where the "one-man operator" procedure is in force, activities are carried out by the pushback operator (narrow body aircraft)

It is understood that if the turnaround of the aircraft is less than the overall duration of the arrival and departure services, the Ramp Agent will supervise the entire rotation.