Premise

ITA Airways announces the agreement signed with the Accessrail operator (9B) to launch the offer of intermodal travel connections according to the "air+train" model in cooperation with the major European rail operators (in Italy, Spain, Switzerland , Netherlands, Beslgium, UK). ITA Airways offer is therefore enlarged with a multiplicity of destinations served by rail transport and in connection to/from INT/INC destinations operated by ITA Airways.

Accessrail extends its IATA code (9B) to all rail routes defined in the project scope. These are already available in the various GDSs and purchasable by customers on all sales channel already provided for ITA Airways products.

The intermodal itinerary will be sold through a combined connecting ticket.

Two separate boarding passes will always be issued for check-in; ITA Airways will issue the one to board the flight according to Company procedures and standard channels (website, APP, airport check-in counters) while for the boarding pass for the rail route, customer will have to register on the Accessrail website by his/her onw and proceed to check in. In case of checked-in baggage, customer will have always to deliver it at the airport check-in counters and pick it up at the airport arrivals area, transferring it to/from the train station by his/her own.

At the moment intermodal project includes all ITA Airways international and intercontinental destinations; domestic destinations are out of scope.

ITA Airways customers will be able to access the intermodal offer and related services by purchasing all available fares except Light Fare.

"FCO CONNECT" _ The intermodal project in connection with ITA Airways flights departing from Rome FCO.

Within the major intermodal project, at Fiumicino airport, starting from April 5th, 2023 and approximately for the next six months (currently until October 28, 2023 but with the possibility of further extension) a trial period will be launched, thanks to the agreement between Aeroporti di Roma and ITA Airways, in order to offer a dedicated check-in service to customers holding an intermodal travel ticket (combined 9B+AZ

ticket or even two separate ITA Airways and Trenitalia tickets) arriving at Roma Termini or Fiumicino Airport railway stations through Trenitalia Alta Velocità Freccia Rossa or Freccia Argento products and connecting with a flight operated by ITA Airways to international and intercontinental destinations (Schengen and Extra Schengen routes, excluding "flights under increased threat" to United States and Israel).

For this purpose, ADR has set up four check-in counters directly at Fiumicino Aeroporto train station, two of which are dedicated to ITA Airways customers.

This Operational Communication aims to define guidelines for check-in activities performed at check in desks located in the FCO Airport railways station, with particular regard to the handling of checked baggage.   Baggage transfer from the railway station to the BHS system through the dedicated check-in counter at Terminal 1 will be entirely under ADR responsibility.

The memorandum of understanding and the implementation guidelines reported in this OP COM have been shared with and approved by the local Airport Authorities (Air Border Police, Customs Authority and Guardia di Finanza).

Date of effectiviness	Intermodal connections already available on all sales channels; starting April 05th , 2023 opening of ITA Airways dedicated check-in desks at Fiumicino Airport railway station.
Procedure	**1) PREREQUISITES to access check-in service at FCO railway station check-in counters.** **1.1 Itinerary** ➢ Customers must arrive at the station with a Trenitalia Alta Velocità Freccia Rossa o Freccia Argento trains and be in connection with a flight operated by ITA Airways to an international or intercontinental destination excluding those flights considered "under increased threat" (NAM and Israel destinations); service will also be available to customers holding two separate ITA Airways and Trenitalia tickets (in this case service is also available for tickets issued by by 'Other marketing Carriers' on flight operated by ITA Airways, being met the other prerequisites mentioned before). ➢ The operational condition to sale a combined ticket is that the MCT between the arrival of the train at FCO Airport station and the scheduled departure time (STD) of the ITA Airways flight must not be less than 90 minutes. It has been agreed that the intermodal passenger will be eligible to access the check-in service if the Time Limit* is at least: - 85' for connections with INC/Extra Schengen flights; - 65' for connections with Schengen flights.

* Regardless of the train arrival time, Time Limit concept means in this case the time between the actual passenger's arrival time at the check-in counter at the station and the scheduled departure time of the ITA Airways flight.

If the Time Limit is lower than the minimum specified above, customers will be invited by the ADR facilitator present in the railway station area to check in directly at the counters in the Terminal area, to safeguard the proper handling of baggage and the correct timing associated with it (in the test phase, the end2end process for baggage transfer from check-in desks at railway station to Terminal area to access BHS proved to take an average of 25').

1.2 Passenger type and additional services

The dedicated check-in service at the station can NOT be provided to those customers who need to:
  ➢ carry out customs procedures and/or VAT refund at the airport in case of items contained in checked baggage;
  ➢ confirm special medical assistance procedures (e .g.MEDA, DPNA, etc...);
  ➢ activate the procedure for Unaccompanied Minors (UMNR);
  ➢ check accompanying animals into the hold (AVIH);
  ➢ check in oversized luggage;
  ➢ check in luggage that may have already been damaged before passenger's arrival at railways station;
  ➢ purchase ancillary services directly at the counter through cash payment.

In all of the above cases, customers will be invited to go to the check-in counters in the Terminal area to finalize the check-in according to ITA Airways procedures already in place.
The check-in service at the station is open to PRM customers not already mentioned above, with the only specification that personal mobility aids owned by the passenger (wheelchairs, walkers, etc...) cannot be dispatched from the counters at the station but must be sent from the special belt for oversize baggage located in the Terminal area.

If already announced to be on arrival with the train, ADR Assistance personnel will welcome the PRM passenger eligible for check-in at the station and will accompany him/her to ITA Airways counters.

In case of PRM passenger, then:

  ➢ the check-in agent will proceed with passenger check-in; hes/she will tag and send any checked baggage and will label personal walking aids; if already not present when the train arrives, check-in operator will contact ADR Assistance to take care of the passenger and to accompany him/her to boarding gate assigned to ITA Airways flight;

> ➤ once check-in is completed, ADR Assistance staff will transfer the passenger from the railway station to the Terminal area;
> ➤ ADR Assistance staff will take the passenger to the special belt for oversized baggage to send personal mobility aids previously labelled;
> ➤ ADR Assistance staff will then assist the PRM passenger to board the aircraft according to Company current procedures also through courtesy wheelchair if necessary**.**

1.3 Purchase Fare

Eligibility for dedicated check-in service at counters located at FCO Airport railway station is granted by purchasing all ITA Airways fares except Economy Light.

2) SETUP OF CHECK-IN DESKS at the railway station.

Swissport operators assigned to check-in activities at desks located at the railway station will have to verify that counters will be fully equipped of what necessary and ready to be used, according to standard checks usually performed for counters in the Terminal area; they will therefore have to provide for its complete set-up, taking care to remove all materials at the end of operations.

Among papers supports for check-in staff must also include a special form intended to stick hold baggage stubs, the use of which will be explained later in the procedure. With the purpose to store everything, ADR will provide a locker located in the warehouse used for temporary baggage storage; management of the contents of the locker and the continuous supplying of the check-in support material are under the responsibility of Swissport.

3) USE OF HHT SCANNER DEVICES

In order to proceed with the correct handling of checked baggage in accordance with the provisions of this procedure, operators assigned both to the check-in counters at the railway station and to the drop off counter at Terminal 1 identified for the reception of baggage arriving from the station and to be placed in BHS (counter 21), shall be equipped with HHT scanners.

Swissport will be equipped by ITA Airways with an adequate and permanent number of HHT scanners so that they could be distributed on a daily basis to all operators involved (those assigned to both the counters at the railway station and at the counter 21). It will be Swissport's full responsibility to take all appropriate precautions so that the devices are not damaged, left unattended or lost.

The use of the HHT device is detailed on separate document attached to this COM OP.

When passengers arrive at the check-in counters at the station, an ADR facilitator will check their eligibility for the service and in case they are not he/she will invite them to go directly to the check-in counters in the Terminal area.

At the station, Swissport check-in agents will check in eligible passengers according to ITA Airways procedures, taking care not to accept checked baggage with clear and evident former damages and recording the actual weight in DCS as reported by the check-in counter certified scale. The baggage will then be labeled and the boarding pass printed.

After baggage labeling:

A) *if the vehicle manned by the Security staff contracted by ADR is already present at the parking stall and ready to transfer baggage to the Terminal:*

➢ the check-in operator shall also proceed directly with scanning the label with special "HHT" scanner and hand over the baggage to the ADR operator who will send it through the dedicated slide;

B) *if the security vehicle manned by the Security staff is not present to transfer the baggage to the Terminal:*

➢ the check-in operator will deliver the baggage already tagged to the ADR operator who will place it in the warehouse for temporary storage. When the vehicle will be back again for pickup, before sending the baggage down the slide, ADR operator must:

1. take back the baggage from the warehouse;
2. stick one of the baggage security 'stubs' to the dedicated form;
3. hand over this latter form to Swissport check-in operator who will scan it with a special 'HHT' scanner;
4. send the baggage through the slide, after successful scanning.

Please note: luggage belonging to PRM passengers who cannot be sent from the station check-in counters should not be scanned through HHT device in order not to alter the total baggage number processed at the railway station.

During passenger acceptance process in Company DCS, check-in operator will add in the file of all passengers involved in the process a specific message (comment) that can be viewed at each next retrieval in case additional information and analysis are required (sample of free text: "pax accepted at FCO railway station").

5) BAGGAGE HANDLING AND SUBSEQUENT TRANSFER TO THE TERMINAL

Baggage checked-in by passengers at counters at FCO railway station is under the responsibility of a security company contracted by ADR, which takes care of its temporary storage in the warehouse only for the time necessary to wait for the vehicle used to transfer bags to Terminal 1 and the subsequent delivery to the dedicated desk (counter 21).

During check-in process at the railway station, should it be necessary to retrieve the baggage after it has been sent from the dedicated slide, it will be the responsibility of ADR security personnel to bring it back to the station's ck-in counters through the backstairs. So, to avoid disservices, Swissport operator will deliver the tagged baggage to ADR operator only after check-in is finished and customer doesn't need the baggage any longer.

6) BAGGAGE ENTERING BHS AT TERMINAL 1 and handling in airside.

Swissport staff assigned to check-in counter at T1 dedicated to the activity (counter 21), before sending the baggage in the BHS carousel, will have to check that all bags accepted at the railway station are marked with the special tag "acceptance at FCO-Airport station" previously put by ADR security personnel.
Before sending the bags on the belt Swissport operator will scan the label through a second HHT scanner device.
At the exit of the luggage at the departure flight baggage bay, Swissport staff will provide reconciliation through the "Bag Manager" software.
The reconciliation process is ensured in compliance with the procedures provided in the ITA Airways security program.
Once customers arrive at the air terminal, they can proceed directly through security checks (according to PNS requirement) to reach the boarding area.

Airport operators will always have evidence of "intermodal" passengers by retrieving the display in the passenger file of the specific message previously entered during check-in at the railway station.

7) INTERMODAL ITINERARIES ARRIVING AT FCO and connecting to trains

For passengers arriving at FCO airport by air and continuing by Trenitalia Alta Velocità Freccia Rossa or Freccia Argento procedure requires that baggage is always tagged only to FCO and transferred by the customer on his/her own to the station.
Therefore, although 9B connections should not appear in the PNRs of Intermodal Customers, check-in operators of network stations should always make sure that the baggage is tagged only to FCO.

8) ASSISTANCE TO MISCO PASSENGERS

For passengers in transit at FCO airport and holding a combined ticket, it will be the responsibility of the operator who caused the delay to grant all necessary actions to take care of the passenger and rebook the itinerary.

a)   In the event that it is the train that arrived late causing the misco on ITA Airways flight, customer may contact the ITA Airways Ticket Office at FCO Terminal 1 to be re-booked on the first available flight to his/her destination; should this not be scheduled until the next day, the customer must contact Trenitalia to receive the Hotac accommodation. In the case of re-routing on another ITA Airways flight, still on the same day, ITA Airways itself will provide the meal voucher (according to the current procedure) despite the fact that the delay was caused by Trenitalia.

b)   In case it is the ITA Airways flight that has caused the misconnection on the train, customer must contact Trenitalia to access the next train connection to his/her destination; if this is not available until the next day, it will be the responsibility of ITA Airways Ticket Office located in Terminal 1 to arrange Hotac accommodation and whatever else is necessary to provide assistance to customer in compliance with EU Regulations on passengers' rights.

Please note that re-booking and caring actions for misco passengers are implemented only for customers holding a combined ticket transiting at FCO under the specific agreement signed by ITA Airways and Trenitalia.

For intermodal itineraries to/from other ITA Airways network stopovers, customers will have to activate by themselves to contact airline and railways operators.

In case of misconnection at airports out of Italy, customers will have to be re-routed on the first available flight or train available. No additional caring is provided.