



STANDARD OPERATING PROCEDURE_PAX001

Passenger Pre-flight Preparation

| Version/Rev | Date | Section | Amendment |
|-------------|------------|-----------------|---|
| V1/R1 | 11.03.2024 | Procedure Steps | Procedure steps added |
| V2 | 29.10.2025 | Full SOP | Layout harmonised, Purpose/Objective revised, wording and terminology updated, Safety Notes added, GOM references added |

Prepared by: Dominika Doruch

Issued: 25.09.2023

Revised: 29.10.2025

Version: V2

PURPOSE

This SOP establishes a standardised process for passenger pre-flight preparation within DHS. It ensures that all relevant pre-departure activities are completed consistently, data is verified prior to check-in opening, and staff are briefed to handle passengers in accordance with company and regulatory requirements.

OBJECTIVE

- ensure accurate preparation of Departure Control System (DCS) data prior to check-in;
- verify Passenger Name List (PNL) and Additions/Deletions (ADL) transmission and integrity;
- assign and block seats for crew, safety/security, and operational purposes;
- ensure special service requests (SSR), unaccompanied minors (UM), infants and passengers with reduced mobility (PRM) are identified and handled correctly;
- provide staff with a structured briefing before check-in opening.

APPLICATION

Passenger Services Department:

Customer Service Supervisor, Customer Service Lead Agent

ABBREVIATIONS & DEFINITIONS

DCS = Departure Control System

PNL = Passenger Name List

ADL = Additions and Deletions

SSR = Special Service Request

UM = Unaccompanied Minor

PRM = Passenger with Reduced Mobility



PROCEDURE STEPS

Prepare check-in for flights in accordance with operating airline procedures prior to the opening of web or airport check-in. Verify that all necessary data has been correctly transferred into the check-in system.

A) System & Flight Data Preparation

| Step | Action |
|------|--|
| 1. | Review the booking status in the DCS. |
| 2. | For code-share flights with blocked space agreements, verify allotments. |
| 3. | Check cabin configuration (current version) and adjust if applicable. |
| 4. | Confirm that PNL and ADL have been correctly transmitted and match booking data. |
| 5. | Review flight remarks and operational notifications. |

B) Seat Blocking & Payload Considerations

| Step | Action |
|------|---|
| 6. | Block seats if required for: <ul style="list-style-type: none">- security officers,- crew rest,- stretcher cases,- weight & balance restrictions,- unserviceable seats. |
| 7. | Apply payload restrictions if applicable. |

C) Passenger Handling Preparation

| Step | Action |
|------|---|
| 8. | Review SSRs and all passengers requiring assistance (WCH, UM, service animals, special baggage). |
| 9. | Pre-assign seating as per GOM and aircraft type. |
| 10. | Verify number of infants booked and order additional life vests if required. |
| 11. | If free seating applies, coordinate with crew to ensure appropriate seating for special categories. |

D) Staff Briefing

| Step | Action |
|------|---|
| 12. | Conduct briefing for check-in and boarding staff, including: <ul style="list-style-type: none">- seating plan,- boarding and departure times,- reason for delays (if applicable)- special cases requiring attention- reference to AVBIS Flight Comms: all specials and operational notes must be reviewed there by staff before opening check-in. |

SAFETY NOTES

- Passenger check-in must not start before all pre-flight preparation steps are completed.
- Incorrect handling of SSRs, UM or PRM may result in regulatory non-compliance and safety risks.
- Ensure all seat blocks are correctly applied in the DCS to prevent last-minute corrections at the gate.



REFERENCE

DHS GOM, Chapter 1.1.1.2 – Passenger Pre-flight Preparation
DHS GOM, Chapter 1.1.3 – Passenger Check-in (incl. 1.1.3.4 Check-in Types)
DHS GOM, Chapter 1.1.4 – Passenger Acceptance
DHS GOM, Chapter 1.1.4.1 – Requirements for Passenger Acceptance
DHS GOM, Chapter 1.1.4.2 – Seating
DHS GOM, Chapter 1.1.4.3 - Exit Row Seating
DHS GOM, Chapter 1.4.1 – Unaccompanied Minors
DHS GOM, Chapter 1.4.2 – Infants and Children
DHS GOM, Chapter 1.4.4 – Passengers with Disabilities (PWD)