STANDARD OPERATING PROCEDURE_PAX008

Passenger Boarding

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

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PURPOSE
This SOP defines the standardised process for passenger boarding to ensure a safe, consistent, and efficient operation in accordance with company and airline procedures.

OBJECTIVE
- Ensure all passengers are boarded safely and efficiently according to airline and security requirements.
- Maintain control of passenger movement between terminal and aircraft.
- Ensure full compliance with safety procedures, documentation accuracy, and coordination with Load Control and Turnaround Coordination.
- Prevent boarding discrepancies and ensure final data integrity in the DCS.

APPLICATION
Passenger Services Department:
Customer Service Agents, Boarding Agents, Customer Service Supervisors

Operations Department:
Load Control Agents, Turnaround Coordinators

ABBREVIATIONS & DEFINITIONS
DCS – Departure Control System
LMC – Last Minute Change
BuPol – Bundespolizei (Federal Police)
PIL – Passenger Information List
PBB – Passenger Boarding Bridge

PROCEDURE STEPS

Boarding Preperation

Step	Action
1.	Start and test gate equipment; if required, prepare manual boarding documentation as per airline procedures.
2.	Check boarding facilities and ensure flight details are correctly displayed on gate monitors.
3.	Prepare the gate area for boarding (stanchions, carpets, baggage gauges, podiums) as per operating airline requirements.
4.	Ensure **Dangerous Goods and Prohibited Articles** notices are displayed at the boarding gate.
5.	Prepare required materials (boarding passes, baggage tags, forms) per airline standards.
6.	Review flight details, including: booked/accepted passengers, waitlists, special assistance, denied boarding cases, overbookings, inbound connections, and meal counts.
7.	Prepare for priority boarding and make all required boarding announcements.
8.	Ensure the route from gate to aircraft is safe, clearly marked, and supervised.
9.	For ramp boarding, ensure passengers are escorted and walkways are free of hazards.
10.	For Passenger Boarding Bridge (PBB) operations, ensure unused passageways are closed off and clearly marked; identify separate lanes (e.g., business/economy) if applicable.
11.	Obtain clearance for boarding from the **Flight Crew** as per local and airline procedures.

Passenger Boarding Process

Step	Action
1.	Apply the boarding sequence according to airline policy (e.g., pre-boarding, priority, zones).
2.	Make boarding announcements per airline and local regulations.
3.	Handle special category passengers (e.g., PRM, UM, MEDA) following airline and GOM procedures.
4.	Verify passenger identity against boarding pass and ID; cross-check photograph and name.
5.	Register each boarding passenger in the DCS; note discrepancies immediately.
6.	Apply cabin baggage policies, including tagging of gate baggage and updating DCS with additional weight/pieces.
7.	Inform Load Control and Ramp staff of any **gate-tagged baggage** to be loaded.
8.	Follow all safety measures during refuelling or fueling with passengers onboard, in line with airline procedures and GOM 3.2.3.
9.	Deny boarding for ineligible passengers; document and escalate as per procedures.

End of Boarding

Step	Action
1.	Verify all checked-in passengers are boarded. Close the flight in DCS as required.
2.	Add any final gate baggage details (piece count, tags, weight) in DCS.
3.	Provide final passenger figures to cabin and/or flight crew.
4.	Hand over required documentation to flight crew (e.g., PIL, specials list).
5.	Ensure Load Control receives final passenger and baggage information for loadsheet completion.

SAFETY NOTES

- Always ensure passenger supervision during ramp boarding; maintain marked safe walking paths.
- Dangerous Goods posters must be visible at all boarding points.
- Any irregularities (boarding discrepancies, denied passengers, or documentation issues) must be reported to the Supervisor immediately.
- Only authorised staff may operate boarding gates and PBBs; refer to GOM 3.1.3.5–3.1.3.6 for operational requirements.

REFERENCE

DHS GOM, Chapter 1.1.7.1 – Preparation for Boarding
DHS GOM, Chapter 1.1.7.2 – Passenger Boarding Process
DHS GOM, Chapter 1.1.7.3 – Passenger Boarding Discrepancies
DHS GOM, Chapter 1.1.7.4 – End of Boarding
DHS GOM, Chapter 3.1.3.5 – Passenger Boarding Bridge
DHS GOM, Chapter 3.1.3.6 – Passenger Stairs