



STANDARD OPERATING PROCEDURE_PAX011

Unaccompanied Minors (UMNR)

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	Procedure Steps	Wording revised
V1/R1	11.03.2024	Reference	Reference added
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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Version: V2

PURPOSE

This SOP defines the process for the safe and consistent handling of Unaccompanied Minors (UM) from acceptance until handover to cabin crew or responsible adult, in accordance with airline and DHS procedures.

OBJECTIVE

- Ensure the safety and comfort of Unaccompanied Minors throughout their journey.
- Guarantee compliance with airline and regulatory requirements regarding documentation, seating, and supervision.
- Maintain proper custody and documentation of UMs during all handling stages.

APPLICATION

Passenger Services Department:

Customer Service Agents, Customer Service Supervisors

Operations Department:

Turnaround Coordinators

ABBREVIATIONS & DEFINITIONS

DCS – Departure Control System

UM – Unaccompanied Minor



PROCEDURE STEPS

Acceptance and Seating

Step	Action
1.	Seat the UM according to operating airline procedures. Do not assign seats in emergency exit rows.
2.	Observe travel restrictions as per airline procedures: <ul style="list-style-type: none">○ Connecting flights.○ Maximum number of UMs per flight.

Documentation and Processing

Step	Action
3.	Complete the UM Handling Advice/Declaration Form , ensuring the responsible adult signs the authorisation and provides proof of identity.
4.	Distribute and retain copies of the form according to airline procedures (check-in, gate, cabin crew).
5.	Ensure all SSR codes and remarks (e.g., UMNR) are entered in the DCS record.
6.	Apply the handling fee, where applicable.
7.	Instruct the responsible adult to remain at the airport until the flight is airborne.

Supervision and Handover

Step	Action
8.	Keep the UM in safe custody at all times until handover to the cabin crew.
9.	Escort the UM during boarding and introduce to the cabin crew. Ensure that the crew signs the handover form.
10.	Notify the responsible adult that the flight is airborne and the UM has departed safely.

Transfer and Arrival Stations

Step	Action
11.	Transfer Station: <ul style="list-style-type: none">• Meet and assist (MAAS) the UM upon arrival.• Collect travel documents from cabin crew.• Hand over to the next airline or cabin crew for the connecting flight.• Ensure continuous supervision in case of delays or disruptions.
12.	Arrival Station: <ul style="list-style-type: none">• Meet and assist (MAAS) the UM upon arrival.• Verify identity of the authorised adult before release.• Obtain signature on the handling advice for receipt confirmation.• Ensure baggage is collected if applicable.



SAFETY NOTES

- The UM must never be left unattended.
- Always verify the identity of the receiving adult against the information on the UM handling form.
- Handover to cabin crew only after confirmation of proper documentation and SSR verification.
- Immediately report any irregularities (e.g., missing paperwork, delay, unaccompanied waiting time) to the Supervisor.

REFERENCE FOR FURTHER GUIDANCE

DHS GOM, Chapter 1.4.1.1 – Unaccompanied Minors – General

DHS GOM, Chapter 1.4.1.2 – Seating

DHS GOM, Chapter 1.4.1.3 – Acceptance Restrictions

DHS GOM, Chapter 1.4.1.4 – Procedures for Handling Unaccompanied Minors

DHS GOM, Chapter 1.4.1.5 – Transfer Station Procedures

DHS GOM, Chapter 1.4.1.6 – Arrival Station Procedures