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Topic: Oman Air Gate Set Up Terminal 3

Dear all

Below is explanation of the set up that will be used for boarding Oman Air flights at Terminal 3 gates.

- -2 hours 2 agents are going to the gate (BRS agent and Boarding agent)
- Flight should be signed as soon as the agents arrive at the gate and the counters must be prepared with materials.
- Alarms for the side doors must be set on the counter alarm display.
- One agent must pick up the podium from the storage. The storage is located between gates J4 and J6. It is the second door with scanning access (same as Break Room) after the small shop ``Daily Deli`` (see picture below) and can be accessed with our airport IDs.



- As soon as gate is prepared the list with passengers without verified documents (XDOCV/XIB/MO) must be pulled out, GATE DO NOT BOARD comments must



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be set and the passengers' names must be proactively called for document verification until the list is clear or until boarding starts.

- How to set up the podium and boarding line see picture below.



- Oman Air magnet to be placed on the podium.
- When Oman Air outbound crew arrives at the boarding gate, before they can proceed to the aircraft they can wait behind the cabinet wall (behind the counters), in front of the glass window there is a seating area.
- If there are still passengers with GATE DO NOT BOARD comment before boarding starts the list must be printed and the first boarding agent must have it on the podium.
- Passport check is being performed at the podium for all the passengers. If a passenger from the list approaches the podium, they must be crossed from the list and send to see an agent on the gate counter.
- The agents that are performing documents check on the podium must check the zones on the boarding passes as well.



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- If passport check is being performed by one agent during boarding only one side of the podium will be open (see red arrow on above picture), if passport check is being performed by two agents both sides of the podium (see red and yellow arrow on above) will be open.
- All the passengers are using self-boarding gates except families with small children, elderly passengers that does not know how they work or disabled passenger. For them the line behind the yellow arrow must be open and they are boarded by the second boarding agent on the manual scanner.
- The BRS agent is also responsible for the announcements at the gate.
- Before leaving the gate the magnet from the podium must be taken out and the podium must be taken back to the storage room.