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To all airlines and handling agents
at Munich Airport

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Request for the use of CAMEL in the boarding process

Dear Sir or Madam,

Due to daily incidents, we hereby request you to use the Camel system for boarding without exception. Its use is mandatory for every flight [domestic, Schengen or non-Schengen].


In the event of non-compliance, you must strictly follow the instructions given to you over the telephone by the Operations Center. Failure to do so may result in the aircraft and the entire terminal being evacuated by the Federal Police. We must then allocate any delays or handling disruptions that may occur in this context to your responsibility.


It is imperative that you train your check-in staff and that the process is implemented correctly. Please refer to page 2 for further details.

If you have any questions, please contact the Operations Center [internal tel. - 21132, external tel. +49 89 975 21132].

In the event of continued non-compliance to the above mentioned procedure please be aware that this may lead to further additional measures by the local aviation security authorities.

With best regards

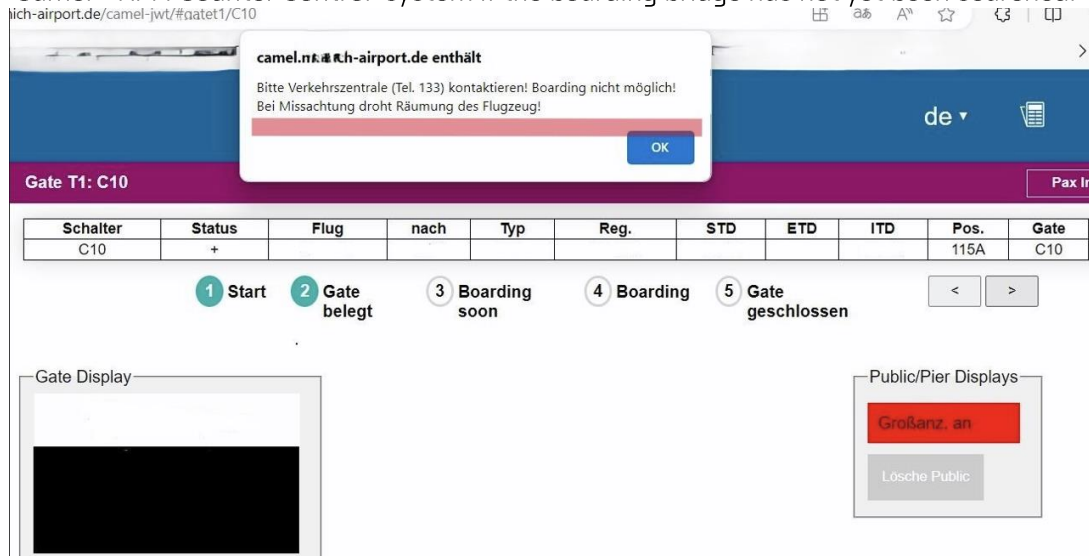

Alexander Hoffmann
Vice President Operations


Martin Augustin
Head of Operations Center
& Airside Management

Further explanation:

Passenger boarding bridges must be searched for persons or objects left behind after the arrival of a flight that has been declared "unclean". This is carried out by an authorized member of Munich Airport Security by legal directive of the local aviation authority.

When 'Boarding soon' is called up, the following warning message will appear in the 'Camel - APM Counter Control' system if the boarding bridge has not yet been searched:



The screenshot shows a web browser window displaying the 'Camel - APM Counter Control' system. A warning message is overlaid on the screen, stating: "camel.munich-airport.de enthält Bitte Verkehrszentrale (Tel. 133) kontaktieren! Boarding nicht möglich! Bei Missachtung droht Räumung des Flugzeug! OK". Below the message, there is a table with flight status information for Gate T1: C10.

Schalter	Status	Flug	nach	Typ	Reg.	STD	ETD	ITD	Pos.	Gate
C10	+								115A	C10

Below the table, there are five status indicators: 1 Start, 2 Gate belegt, 3 Boarding soon, 4 Boarding, and 5 Gate geschlossen. To the right of these indicators are navigation buttons: < and >. Below the indicators, there are two display areas: 'Gate Display' and 'Public/Pier Displays'. The 'Gate Display' area is currently blank. The 'Public/Pier Displays' area shows a red button labeled 'Großanz. an' and a grey button labeled 'Lösche Public'.

ATTENTION: No boarding is permitted until this search has been carried out!
The boarding bridge can only be cleared by the Operations Center (internal tel. 133, external tel. +49 89 975 133) and the instructions given by telephone must be followed.

This presupposes that the entire boarding process is carried out as intended via the 'Camel - APM Counter Control' system.

In the event of non-compliance, the Federal Police will be informed immediately. They will decide whether passengers who have already boarded need to be screened again and, if necessary, evacuate the aircraft and the terminal.