



STANDARD OPERATING PROCEDURE_PAX10

Unaccompanied Minors (UM)

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

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OBJECTIVE

The purpose of this SOP is to ensure that handling of Unaccompanied Minors is performed safely and consistently.

APPLICATION

Passenger Services Department:

Customer Service Agents; Customer Service Supervisor

Operations department:

Turnaround Coordinator

ABBREVIATIONS & DEFINITIONS

DCS = Departure Control System (Altea, I-Port etc.)

UM = Unaccompanied Minor



PROCEDURE STEPS

Step	Action
1.	Seat UM as per operating airline procedures and do not assign seats in emergency exit rows.
2.	Observe travel restrictions for UM as per operating airline procedures for: <ol style="list-style-type: none">1. Connecting flights.2. The maximum number of UM allowed on a flight.
3.	Complete the handling advice/declaration form ensuring the responsible adult has signed the authorization and provided proof of identity.
4.	Distribute and keep copies, as required.
5.	Ensure the correct remarks and SSR codes are in the check-in record.
6.	Apply a handling fee, where applicable.
7.	Inform the responsible adult to remain at the airport until the aircraft is airborne.
8.	Keep the UM in safe custody and hand over to the cabin crew during boarding.
9.	Advise/release the responsible adult once the flight is airborne.

REFERENCE FOR FURTHER GUIDANCE

DHS GOM
Airlines Ground Handling Manuals
DHS Job Cards