



READ AND SIGN

Revision: 0 Issued: 19.07.24

TOPIC:

Handling Unaccompanied minors (UMNR) - reminder to add SK UMOK at gate

Handling of unaccompanied minors correctly is extremely important. We are accepting children to our care and trusted to perform with absolute perfection.

Finnair has taken the first steps to go digital with the Handover Notice in MAY 2021. Currently Ground Handling continues to fill, use and file the Handover Notice exactly the same as before and additionally after checking the UMNR's documents adding a remark SK UMOK to the UMNR's reservation. However, cabin crew will not collect their own copy of the notice but will instead create a remark in their own application Sky Guest and check that gate agent has made their remark UMOK.

We have received feedback from our Cabin crew that there have been numerous cases where the SK UMOK has been missing. Following the process as defined in the instructions of **Handling unaccompanied minors (UMNR)** is utmost important to keep the service chain unbroken between all parties involved in handling the UMNR.