



Milan
Airports

Milan Malpensa Airport Terminal 1

Milan Cortina 2026 Olympic and Paralympic Winter Games
Temporary changes to operational processes

Malpensa, 16th January 2026

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1. Introduction

This document outlines the temporary operational process changes that will be in effect during the 2026 Winter Olympic and Paralympic Games at Milan Malpensa Airport. These changes will apply from 23rd of January to 18th of March 2026.

Specific validity periods for each operational flow will be detailed in the respective sections.

The document focuses on Terminal 1, as the Milano Cortina 2026 Foundation (hereinafter “MICO26”) will not provide services at Terminal 2.

The document is organized into two main sections:

- Arrivals Flow
- Departures Flow

The objective of all processes designed for the Olympic and Paralympic Games is to ensure an optimal experience for both Olympic/Paralympic stakeholders and regular passengers. To achieve this, wherever possible, the routes used by Games stakeholders must be separated from those used by regular passengers.

This separation is particularly important for the movements of the bulky and numerous sports equipment carried by athletes and staff, both upon arrival and departure.

Given the operational complexity and the expected increase in traffic volumes (daily passenger numbers comparable to summer 2025), it will be essential for handlers to allocate staffing levels based on expected passenger volumes, not merely on aircraft movements, ensuring full process efficiency.

In addition to the overall increase in passenger numbers, approximately 4,000 oversized bags per day are expected, far more than the airport's usual volume. This will significantly increase the workload of ground handlers tasked with loading/unloading oversized baggage.

Airlines are therefore strongly advised to review staffing levels with their handling providers to avoid operational disruptions.

The “oversized baggage” subsystem will be the most affected by athlete and stakeholder arrivals and departures. Structural changes have been introduced to separate the athletes' sports equipment flow from the regular passenger flow, creating dedicated spaces and processes to minimize inconvenience for airlines and regular passengers.

Sports equipment will be managed by the MICO26 Logistics function (hereinafter “LOG”) and transported directly to/from competition venues, except for equipment that athletes choose to take with them to the Olympic Village.

2. Arrivals Flow

Checked baggage will be delivered using standard procedures as defined in the Airport Regulation. Athletes’ and their staff’s sports equipment (e.g., physiotherapists, coaches) will follow a dedicated route. These items will be identified by a red tag labeled “Games Delegation Equipment” (Figure 1).

GAMES DELEGATION EQUIPMENT

Figure 1 Games Delegation Equipment Tag

Athletes will attach this tag at the departure airport during check-in. To streamline procedures for arriving baggage at Malpensa, bags with red tags must be separated at the departure airport, and their position must be reported in IATA CPM and LDM messages.

Based on expected peak arrival dates, the processes described below will be activated for Olympic arrivals between 23 January and 10 February 2026.

The majority of Paralympic athlete arrivals are forecast to pass through other airports; thus, activation during Paralympic arrival days is not deemed necessary.

2.1. Reconciliation of Arriving Sports Equipment

To ensure proper handling and traceability, SEA has acquired SITA’s BagJourney system to record each handover point between handlers, SEA, and MICO26 Logistics.

Accurate scanning of baggage tags throughout the process is essential to track each piece of sports equipment from SEA’s initial acceptance through loading onto Poste Italiane vehicles, preventing misrouting (e.g., equipment for Bormio sent to Cortina) and addressing any issues or losses.

Through BagJourney, SEA will be able to verify the location and process stage of each item at any time by scanning its baggage tag.

Airlines must send a complete BSM (Baggage Source Message) via the “Bagmess” channel for all bags destined for Malpensa. This is mandatory for the system to function properly.

2.2. Schengen Arrivals

2.2.1. Delivery of "Games Delegation Equipment"

Handlers will deliver red-tagged sports equipment to SEA staff in a dedicated outdoor area near gates A50–A51 (Figure 2). The area outside gates A50–A51 will be used by the athletes for the reconciliation with their sports equipment.

To avoid simultaneous presence of handler tractors and athletes, access to the A50–A51 outdoor area will be coordinated by SEA staff. Handlers must leave the area immediately after unloading the equipment.

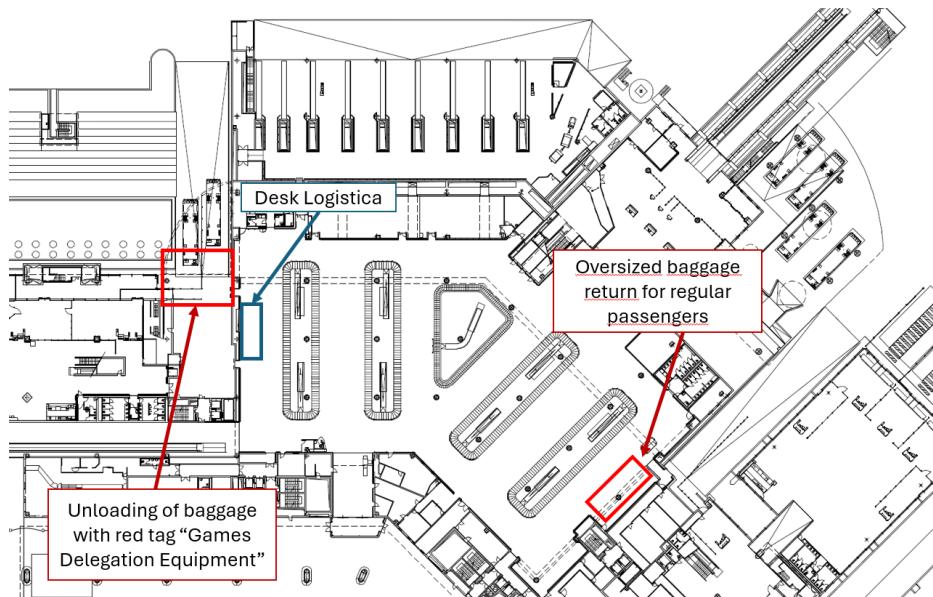


Figure 2 Schengen sports equipment and oversized baggage return areas

2.2.2. Delivery of Oversized Baggage for Regular Passengers

The delivery of oversized baggage for regular passengers, therefore all items not marked with the red 'Games Delegation Equipment' tag, is temporarily relocated to a dedicated area near belt 1, also identified in (Figure 2).

2.2.3. Sports Equipment Reconciliation Process

The process operates as follows:

1. Delivery of arriving baggage
 - The airline handler staff will deliver the bags tagged with the red "Games Delegation Equipment" label to the external A50–A51 area. SEA staff will place them on SEA's numbered trolleys.

- SEA-appointed staff will scan the baggage tag using the BagJourney system to certify the reception of the sports equipment and to take responsibility for the item.
- SEA-appointed staff will scan the number of the trolley on which the equipment is placed.

2. Reconciliation with the athlete:

- The athlete collects their personal baggage from the reclaim carousel and then proceeds to the MICO26 Logistics desk (see Figure 2), where they present the baggage tag receipt for their sports equipment received at check-in.
- MICO26 staff scan the baggage tags provided by the athlete and communicate the number of the trolley on which the corresponding sports equipment has been placed.
- The athlete goes to the external area where the trolley with the number communicated by MICO26 is located, in order to identify their sports equipment. At that point, the athlete decides whether to:
 - Take it directly to the bus: SEA staff will scan the baggage tag, registering that the baggage has been handed over to the athlete.
 - Send it to the competition venue via MICO26 Logistics: SEA staff will scan the baggage tag and the number of the trolley (corresponding to the competition venue indicated by the athlete) on which the baggage is placed, registering that SEA has taken responsibility for transporting it to the MICO26 Logistics truck loading point.

3. Transport from Schengen to Non-Schengen area

- SEA-appointed staff transport the sports equipment from the Schengen area to the Non-Schengen area using trolleys divided by destination.
- Gate 10 will be opened under the supervision of the Law Enforcement Authorities, and the sports equipment will be moved to the landside area and stored while awaiting transport by Poste Italiane to the final destination.

4. Loading onto transport vehicles

- The Poste Italiane van will park in front of Gate 10 and Door 10 for the loading of the sports equipment. SEA staff will perform the final scan to certify which vehicle the baggage has been loaded onto.

2.3. Non-Schengen Arrivals

2.3.1. Delivery of "Games Delegation Equipment"

The Airline Handler will deliver the bags marked with the red 'Games Delegation Equipment' tag to SEA-appointed staff in the external area next to the door used for the delivery of oversized baggage for regular passengers, as shown in Figure 3 below. Handlers must leave immediately after unloading.

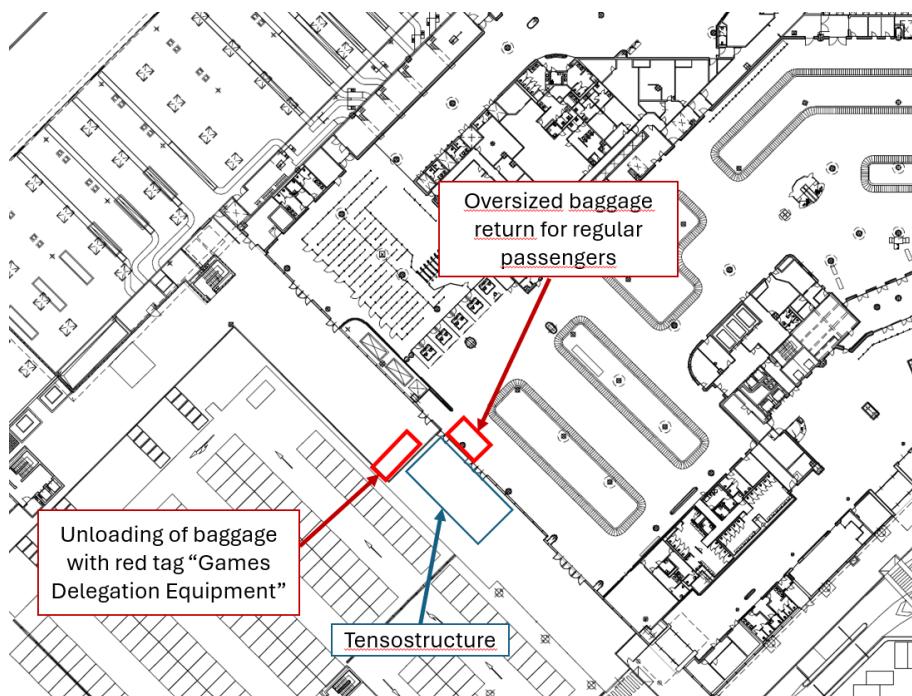


Figure 3 Extra-Schengen sports equipment and oversized baggage return areas

2.3.2. Delivery of Oversized Baggage for Regular Passengers

During the Olympic and Paralympic period, high volumes of oversized baggage are also expected for regular passengers. The delivery of their oversized items will follow the standard procedure and will take place in the designated area near belt 6.

Handlers will need to pay particular attention when placing oversized baggage on the ground, to avoid obstructing escape routes and the delivery area at belt 6 itself.

2.3.3. Sports Equipment Reconciliation Process

A tent structure will be installed to protect the numbered trolleys onto which SEA staff will transfer the sports equipment (see Figure 3).

Process steps:

1. Delivery of arriving baggage

- SEA-appointed staff scan the baggage tag using the BagJourney system to certify the reception of the sports equipment and to take responsibility for the item.
- SEA-appointed staff scan the number of the trolley on which the equipment is placed.
- Gate 10 will be opened under the supervision of the Law Enforcement Authorities, and the sports equipment will be moved to the landside area and stored in a dedicated zone, segregated from regular passengers, located between Door 9 and Door 1 (see Figure 4).

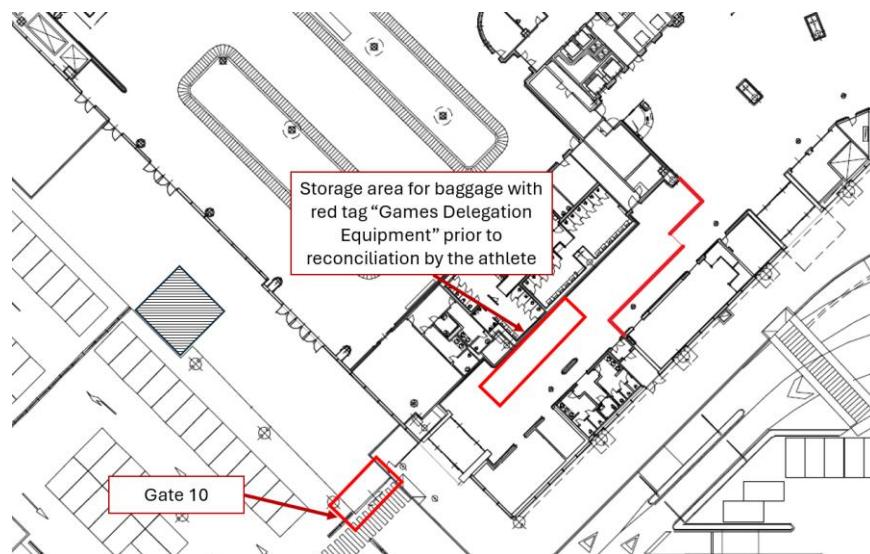


Figure 4 "Games Delegation Equipment" baggage storage area

2. Reconciliation sport equipment with the athlete

- The athlete collects their personal baggage from the reclaim carousel and exits through Arrivals B after completing customs controls.

- If they need to collect sports equipment, they leave their personal baggage in a monitored landside area adjacent to the Arrivals B door (see Figure 5).
- The athlete proceeds to the MICO26 Logistics desk, where they present the baggage-tag receipt corresponding to their sports equipment, issued at check-in.
- MICO26 staff scan the baggage tags provided by the athlete and communicate the number of the trolley on which the corresponding sports equipment has been placed.

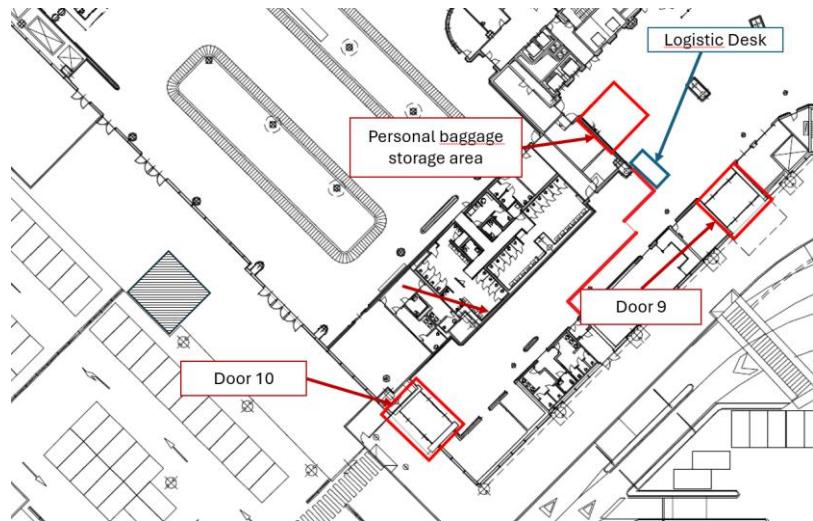


Figure 5 Personal baggage storage area

- The athlete goes to the external area where the trolley with the number communicated by MICO26 is located, in order to identify their sports equipment. At that point, the athlete decides whether to:
 - Take it directly to the bus: SEA staff will scan the baggage tag, registering that the baggage has been handed over to the athlete.
 - Send it to the competition venue via MICO26 Logistics: SEA staff will scan the baggage tag and the number of the trolley (corresponding to the competition venue indicated by the athlete) on which the baggage is placed, registering that SEA has taken responsibility

for transporting it to the MICO26 Logistics truck loading point.

5. Loading onto transport vehicles

- The Poste Italiane van will park in front of Gate 10 and Door 10 for the loading of the sports equipment. SEA staff will perform the final scan to certify which vehicle the baggage has been loaded onto.

2.4. Lost&Found

During the upcoming Milano Cortina 2026 Olympic and Paralympic Games, the competition areas will be restricted, and access will be allowed only to authorized and accredited individuals. As a result, airlines will not be able to send mishandled baggage to these areas through their couriers.

In the event of a missing checked-in bag, it is therefore necessary to simplify the delivery process for the baggage of athletes, their staff, and all accredited guests of the Olympic Villages.

It has been agreed with the competent State Authorities to authorize five employees of the Milano Cortina 2026 Foundation (MICO26) as “pick-up agents.” When filing the Property Irregularity Report (PIR), the athlete will indicate that the pick-up agent will collect the baggage on their behalf at Milan Malpensa Airport.

Responsibility for customs clearance will lie with the individual designated by MICO26, who will hold the customs authorization issued by the baggage owner at the time the PIR is opened. The designated MICO26 representative must take part in the pick-up operations in the Lost & Found area and will be responsible for transporting the baggage to the athletes at the Olympic Villages

3. Departures Flow

To ensure the usual level of service for regular passengers during the athletes' departure period following the Games, while also providing the athletes with an optimal travel experience, the flows of regular passengers and athletes and their staff, including their sports equipment, will be separated.

All other Olympic and Paralympic stakeholders (journalists, media, marketing partners, and guests) will complete their check-in procedures at the regular check-in counters.

Check-in islands 1, 2, and 3, which will form the so-called "Olympic and Paralympic Terminal," will be reserved exclusively for the check-in operations of athletes and their staff members. For the management of departing Paralympic athletes, partial use of acceptance islands 1, 2, and 3 is envisaged. Airlines that normally operate in these areas will be temporarily relocated to other islands.

The Olympic and Paralympic Terminal will be set up according to the official Games Look & Feel, ensuring a continuous and dedicated pathway from the Olympic Village to boarding.

Based on the forecasted departures of Olympic and Paralympic athletes at Milan Malpensa Airport, the measures described below are expected to be activated during the Olympic departure period from 18 February to 25 February 2026, and from 15 March to 17 March 2026 for Paralympic departures.

3.1. Flow Separation and Check-In Island Allocation

Airlines must set up dedicated check-in counters at islands 1, 2 and 3 for all flights carrying athletes and staff, in addition to the standard counters provided for regular passengers.

The number of counters and staff assigned to each flight must be sufficient to ensure optimal service both for athletes and for regular passengers.

Fondazione Milano Cortina 2026, through SEA, will provide the expected number of athletes on each flight with adequate notice to allow proper operational planning.

A dedicated check-in counter Gantt chart will be prepared for the Olympic and Paralympic departure period; any operational changes will be managed according to standard procedures, also in coordination with the Malpensa AOCC.

3.2. Preliminary Processing of Sports Equipment

Sport equipment arriving from the competition venues will be managed by the Milano Cortina 2026 Foundation Logistics team, which will collect it from the athletes and label it with a tag containing a sequential number and a unique barcode. The athlete will receive a copy of the label number applied to their equipment.



Figure 6 Sequential tag example

Subsequently, the equipment will be delivered by Poste Italiane to SEA prior to the athletes' arrival and placed inside the marquee located in parking area P9. At this stage, SEA staff will weigh the equipment and sort it onto trolleys according to the flight or cluster of origin. Thanks to the attached label, the SITA BagJourney system will allow weight tracking and identification of the trolley on which each item has been placed.

Before check-in opening, SEA will provide the Airline's Handler with a printed document listing all label numbers and the corresponding weight of each piece of equipment for the relevant flight.

To avoid congestion at the counters, SEA trolleys containing the sports equipment divided by flight will be positioned in a dedicated area inside the terminal.

3.3. Check-In Operations

Process:

1. The athlete arrives at check-in with:
 - Personal baggage
 - Receipts of equipment labels issued by MICO26
2. L'Handler:
 - Weighs the personal baggage and sends it onto the take-away belt.
 - Issues one bag tag for each piece of sports equipment, based on the weight indicated in the document associated with the athlete's label number. If the weight is missing, SEA staff scan the barcode on the athlete's receipt and provide the weight to the Handler.

- The Handler then accompanies the athlete to apply the bag tags to the sports equipment.

3. Sports equipment and oversized baggage (not transferable via belt) are handed over to SEA for transport to the temporary X-ray screening area at level -5.22.

3.4. Handling of Sports Equipment and Oversized Baggage at the Temporary X-Ray Area

Oversized baggage and sports equipment will be loaded by personnel appointed by SEA onto the roller conveyors of the dedicated X-ray machines located at the temporary screening area on level -5.22. Once the X-ray screening has been completed, the sports equipment and oversized baggage will be unloaded airside from the roller conveyors by SEA-appointed personnel, who will place them on the ground to facilitate recognition by the handlers.

The handover of the sports equipment and oversized baggage from the temporary X-ray screening area, as well as their transport to the aircraft stand, will be carried out by the Airline's designated Handler.

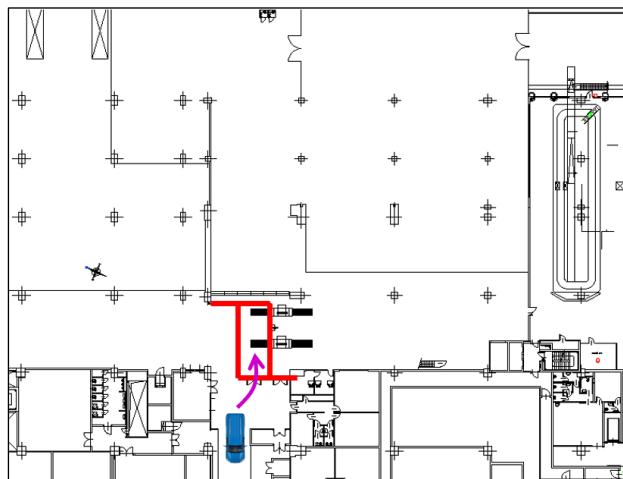


Figure 7 X-ray Machine -5,22